

# External Data Report

















**Exceptional Care. Always.** 

#### DEMOGRAPHICS AND SUMMARY OF FINDINGS

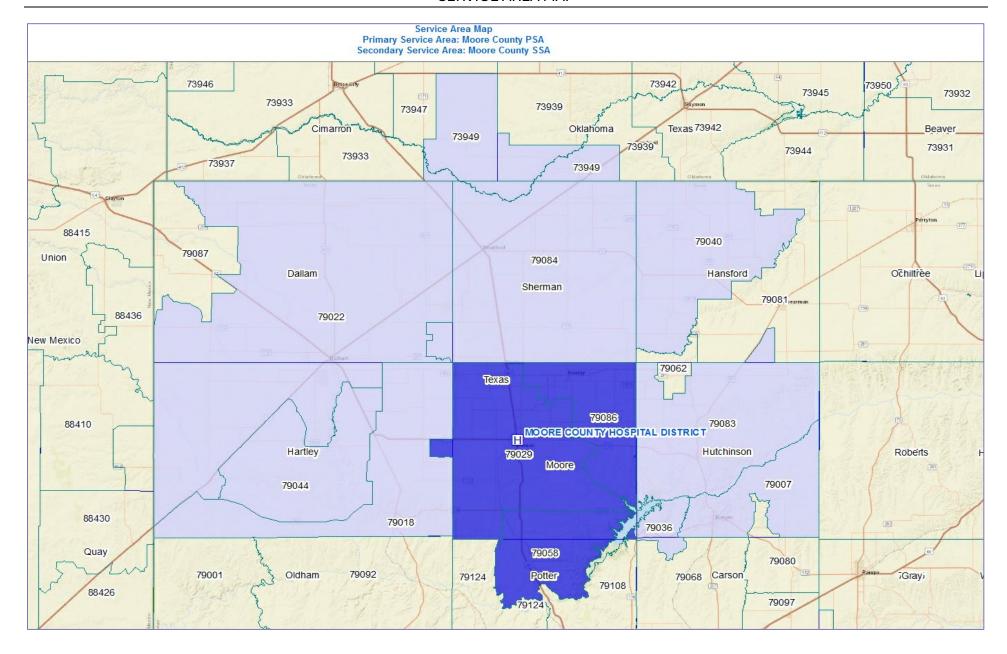
- MCHD's primary market area is comprised of Moore County, which encompasses the cities of Dumas, Cactus, Sunray, and Masterson, with an estimated total primary market area population of 21,358. This is static from prior year.
- MCHD's secondary market area is comprised of Dallam, Hansford, Hartley, Hutchinson, and Sherman Counties in Texas, and Texas County in Oklahoma, with a total secondary population of 62,565. This number is static from prior year.
- Ethnicity:
  - o The primary service area population is estimated to consist 79% from a single ethnicity as follows: Caucasian 30.43%, Hispanic 59.21%, Asian 4.6%, Black 3.06%, American Indian/Pacific Islander < 1%. 2% of the population consists of two ethnicities and less than 1% of those with three or more ethnicities.
  - The secondary service area population is estimated to consist of 96.7% from a single ethnicity as follows: Caucasian 51.92%, Hispanic 40.04%, Asian 0.96%, Black 2.68%. American Indian/Pacific Islander 0.02%. 3.30% of the population consists of two ethnicities and less than 1% of those with three or more ethnicities.
  - The combined service area population consists of 97.06% from a single ethnicity as follows: Caucasian 46.45%, Hispanic 44.92%, Asian 1.88%, Black 2.78%, American Indian/Pacific Islander 0.02%. 2.93% of the population consists of two ethnicities and less than 1% of those with three or more ethnicities.
- In the primary service area, approximately 76% of the population speaks English "very well" with the secondary languages predominantly being Spanish and Asian dialects.

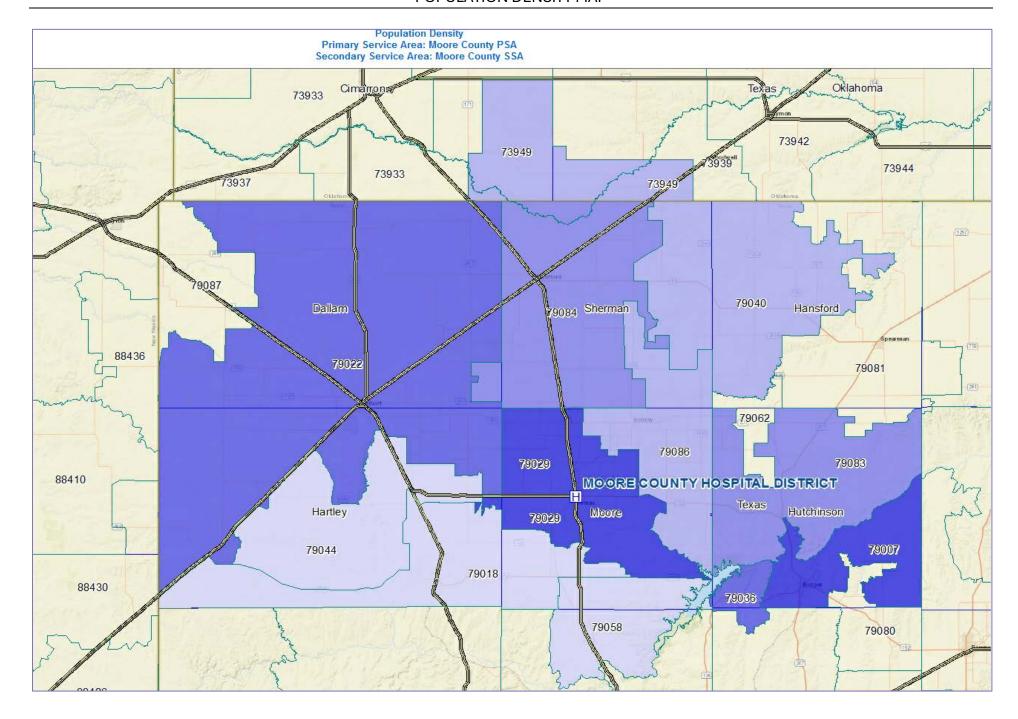
  Approximately 88% of the population speaks English "very well" in the combined service area with Spanish being the dominant second language.
- All service areas have a younger distribution, male-majority population. The primary service area saw the majority of births occur in the 20-34 years old group (75.40%) with the 35-50 years old group being the second largest.
- The median household income in the primary service area is \$61,325, the secondary service area is \$70,278, and the combined service area is \$65,801. The mean household income is \$61,325 in the primary service area, the secondary service area is \$70,277, and the combined service are is \$65,801.
  - Out of a total of 27,090 combined service area households, the largest percentage of households fall in the \$50,000 \$74,999 range at 20.09% (5,441 households) with the second largest falling in the \$100,000-\$149,000 range at 16.27% (4,408 households. Households that fall in the categories below \$34,999 make up 26.45% (7,166 households) and those that fall in the categories above \$75,000 make up 40.33% (10,925 households.) Household income is trending towards higher income brackets in the secondary area from prior year.
- As reported by the Bureau of Labor, the current 2025 (April) unemployment rate in the primary service area is 2.4%, holding from the previous year rate. The secondary service area average unemployment rate is 2.87% with counties ranging between 1.4% and 3.70%.
- MCHD Turnover is trending back up from prior year.
- MCHD Employee and Physician Satisfaction remains strong
- MCHD patient satisfaction is seeing opportunities arise from prior year in the emergency department and physician clinics.
- MCHD admissions are in slight decline but swingbed admissions are trending upwards.

#### SERVICE AREA DEFINITIONS

PF	RIMARY SERVICE AREA	SECONDARY SERVICE AREA								
MOORE COUNTY		HUTCHINSON CO	SHERMAN CO	HARTLEY CO	DALLAM CO	HANSFORD CO	TEXAS CO (OK)			
Dumas, TX	Masterson, TX	Borger, TX	Stratford, TX	Hartley, TX	Dalhart, TX	Gruver, TX	Texhoma, OK			
Cactus, TX		Fritch, TX		Channing, TX		Spearman, TX	Guyman, OK			
Sunray, TX		Stinnett, TX		Dalhart, TX		Morse, TX	Hooker, OK			
		Sanford, TX								

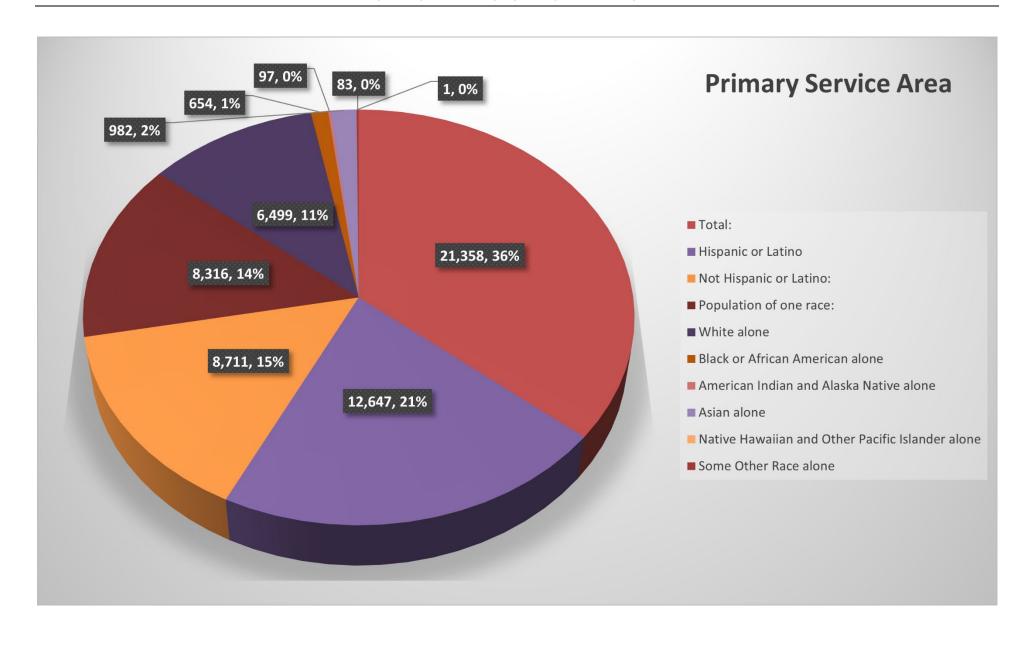
#### SERVICE AREA MAP

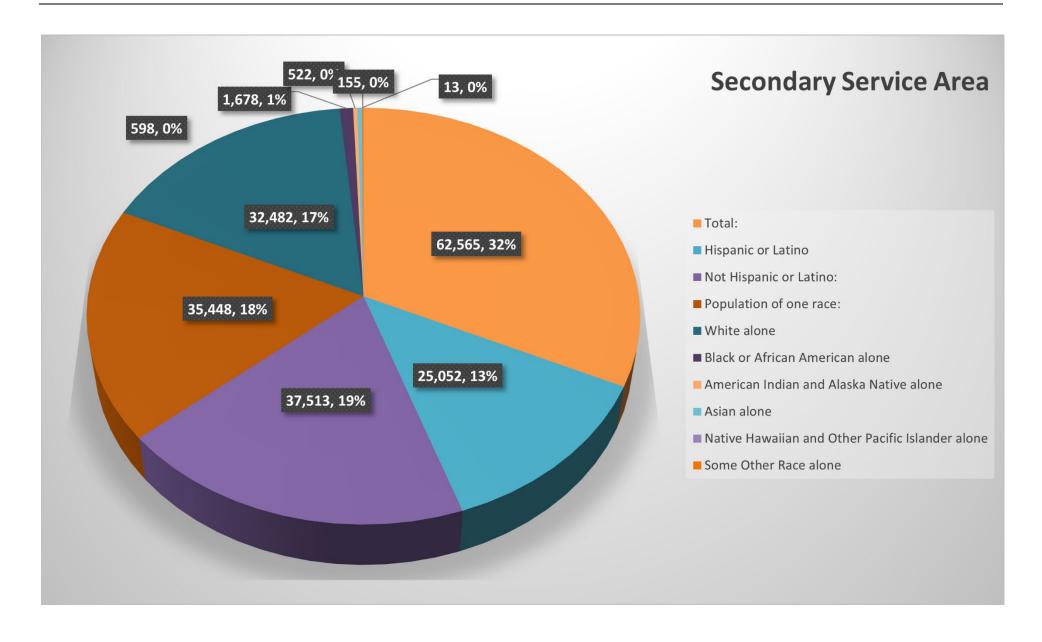


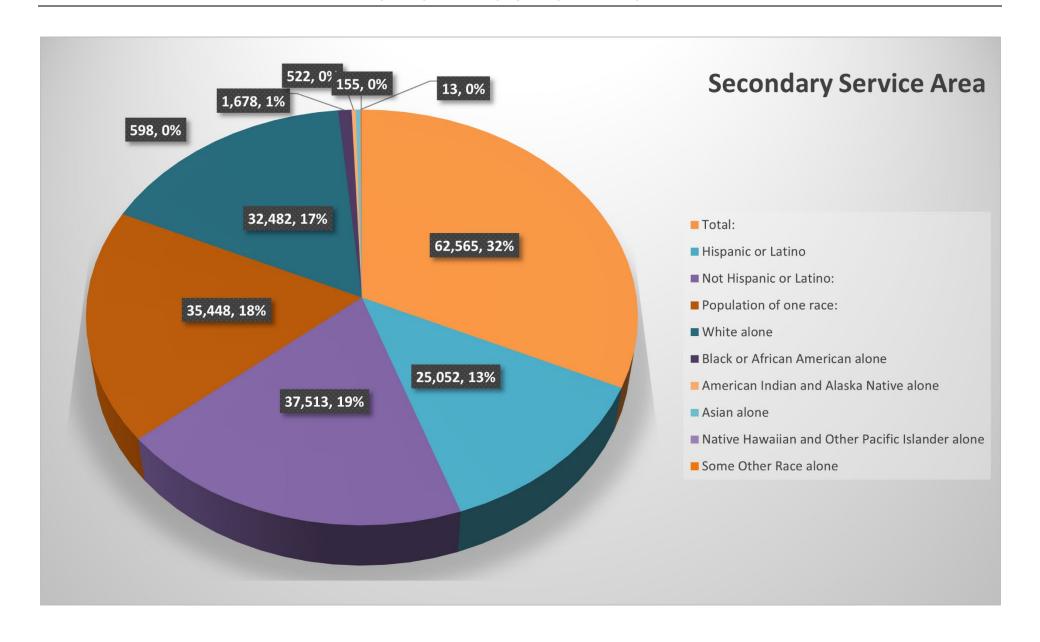


# SERVICE AREA ETHNICITY

Ethnicity	Primary Service Area	Secondary Service Area	Combined Service Area
Total:	21,358	62,565	83,923
Hispanic or Latino	12,647	25,052	37,699
Not Hispanic or Latino:	8,711	37,513	46,224
Population of one race:	8,316	35,448	43,764
White alone	6,499	32,482	38,981
Black or African American alone	654	1,678	2,332
American Indian and Alaska Native alone	97	522	619
Asian alone	982	598	1,580
Native Hawaiian and Other Pacific Islander alone	1	13	14
Some Other Race alone	83	155	238
Population of two or more races:	395	2,065	2,460
Population of two races:	374	1,942	2,316
Population of three races:	19	97	116
Population of four races:	1	23	24
Population of five races:	1	0	1
Population of six races:	0	3	3

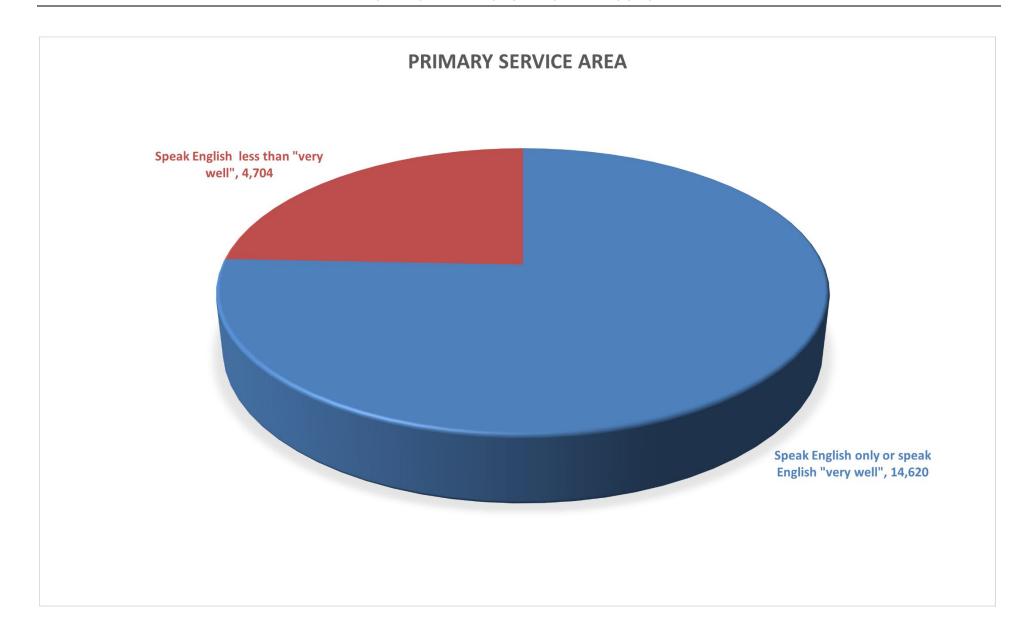


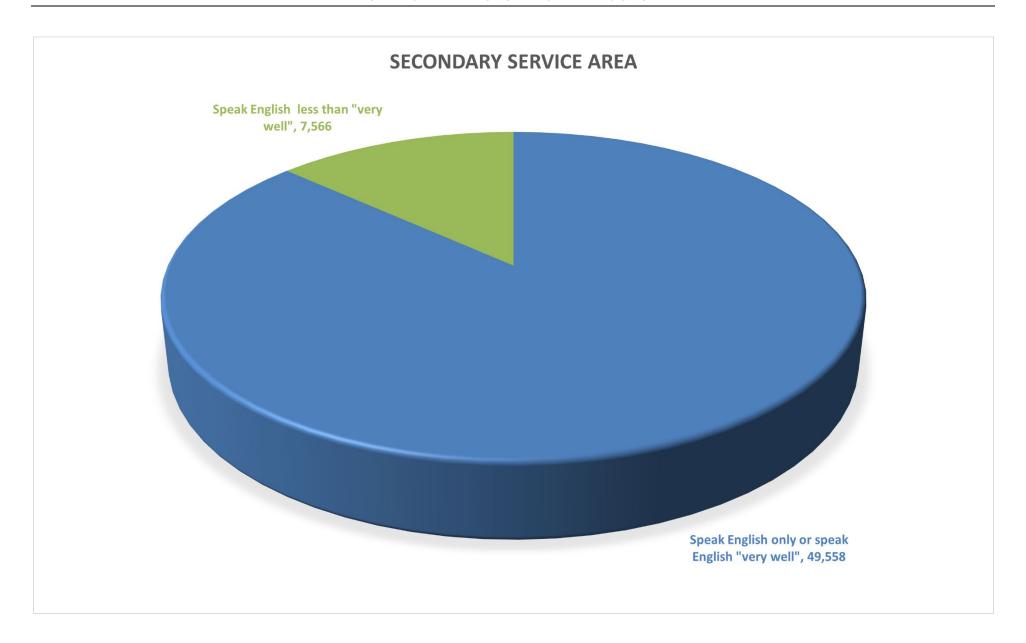


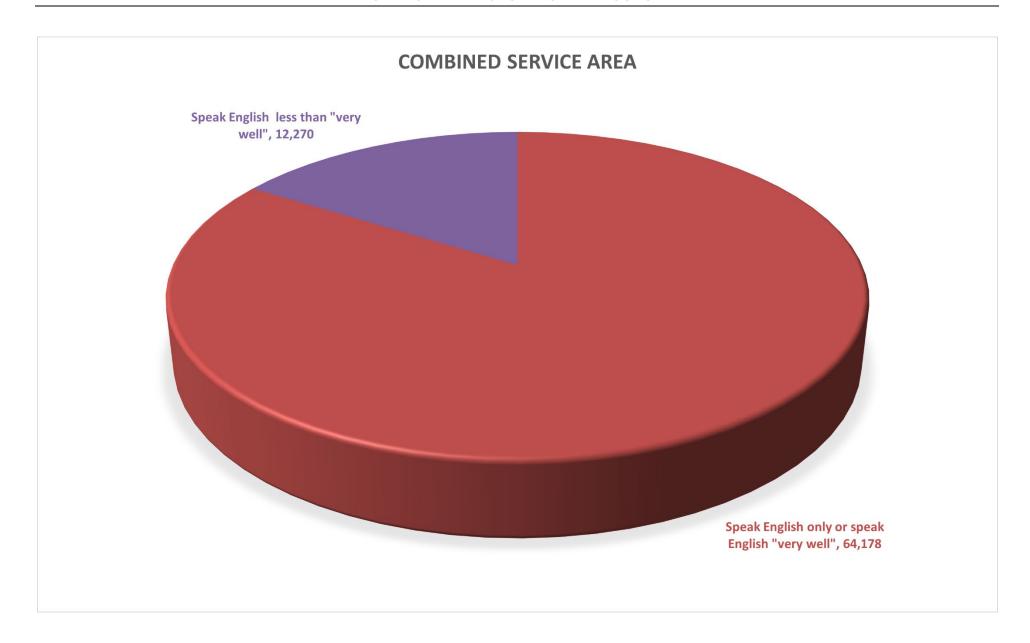


#### SERVICE AREA POPULATION - LANGUAGE

		Primary Service Are	ea		Secondary Service	Area	Combined Service Area		
	Total	Speak English only or speak English "very well"	Speak English less than "very well"	Total	Speak English only or speak English "very well"	Speak English less than "very well"	Total	Speak English only or speak English "very well"	Speak English less than "very well"
Population 5 years and over	19,324	14,620	4,704	57,124	49,558	7,566	76,448	64,178	12,270
Speak only English	9,697			38,987			48,684		
Speak a language other than English	9,627	4,923	4,704	18,137	10,571	7,566	27,764	15,494	12,270
SPEAK A LANGUAGE OTHER THAN E	NGLISH	1						l	l .
Spanish	8,425	4,300	4,125	16,576	9,463	7,113	25,001	13,763	11,238
5 to 17 years old	1,752	1,447	305	3,731	3,263	468	5,483	4,710	773
18 to 64 years old	5,998	2,622	3,376	11,781	5,836	5,945	17,779	8,458	9,321
65 years old and over	675	231	444	1,064	364	700	1,739	595	1,144
Other Indo-European languages	177	26	151	488	395	93	665	421	244
5 to 17 years old	11	0	11	80	59	21	91	59	32
18 to 64 years old	166	26	140	349	277	72	515	303	212
65 years old and over	0	0	0	59	59	0	59	59	0
Asian and Pacific Island languages	414	317	97	525	334	191	939	651	288
5 to 17 years old	268	268	0	227	188	39	495	456	39
18 to 64 years old	128	33	95	286	145	141	414	178	236
65 years old and over	18	16	2	12	1	11	30	17	13
Other languages	611	280	331	548	379	169	1,159	659	500
5 to 17 years old	166	166	0	139	133	6	305	299	6
18 to 64 years old	428	114	314	409	246	163	837	360	477
65 years old and over	17	0	17	0	0	0	17	0	17
CITIZENS 18 YEARS AND OVER									
All citizens 18 years old and over	10,661	9,605	1,056	37,815	35,715	2,100	48,476	45,320	3,156
Speak only English	7,038			30,317			37,355		
Speak a language other than English	3,623	2,567	1,056	7,498	5,398	2,100	11,121	7,965	3,156
Spanish	3,478	2,465	1,013	7,164	5,180	1,984	10,642	7,645	2,997
Other languages	145	102	43	334	218	116	479	320	159



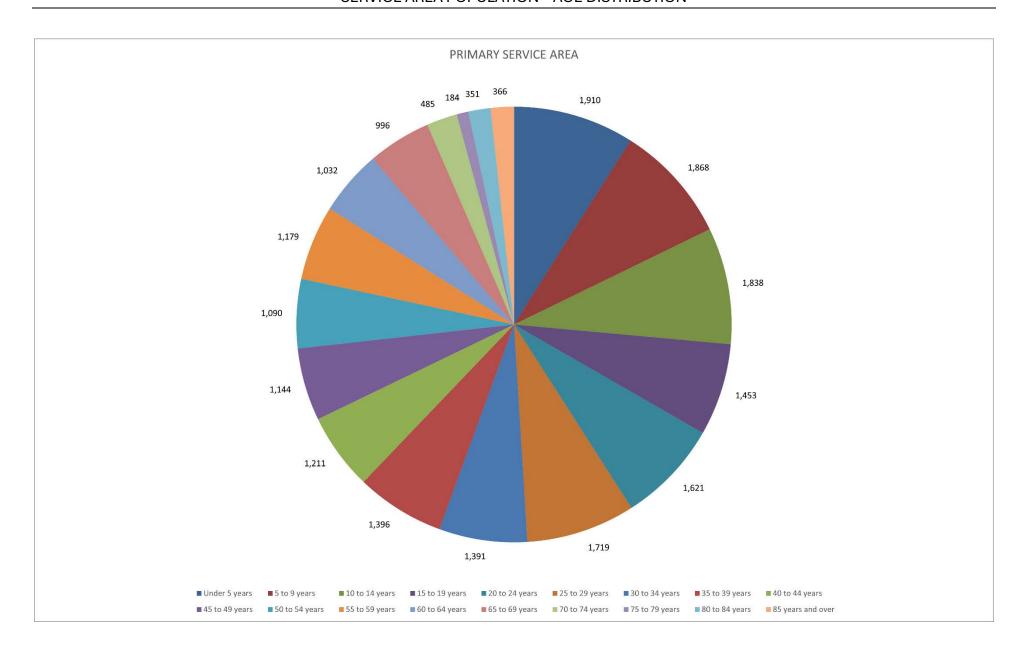




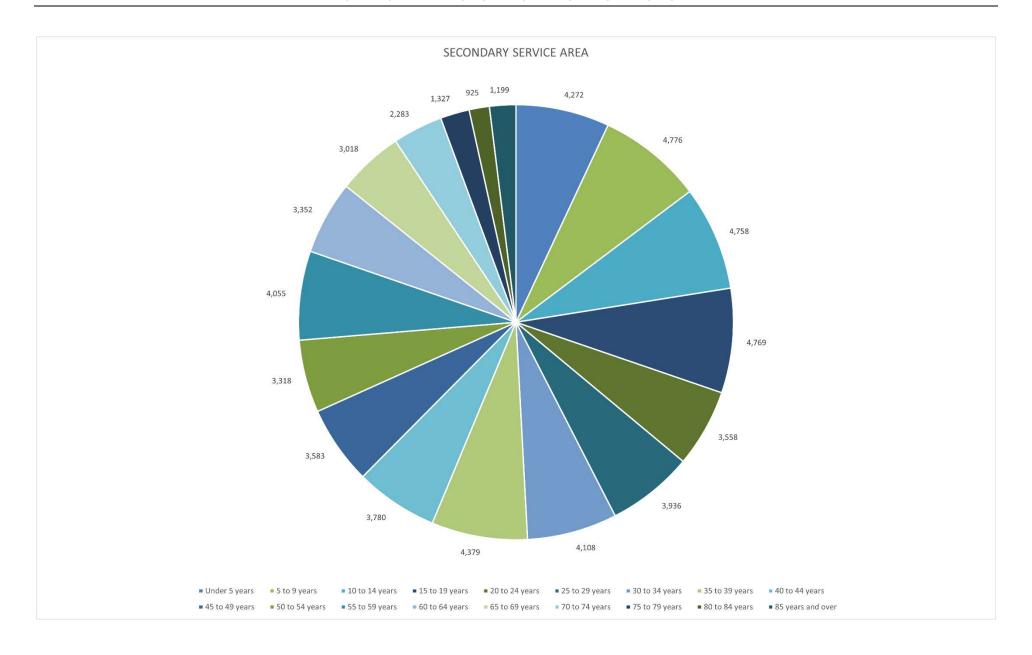
# SERVICE AREA POPULATION – AGE & GENDER

	Primary Service Area			S	Secondary Service Area			Combined Service Area		
Label	Total	Male	Female	Total	Male	Female	Total	Male	Female	
Total population	21,234	11,153	10,081	61,396	32,186	29,210	82,630	43,339	39,291	
AGE										
Under 5 years	1,910	934	976	4,272	2,135	2,137	6,182	3,069	3,113	
5 to 9 years	1,868	945	923	4,776	2,337	2,439	6,644	3,282	3,362	
10 to 14 years	1,838	1,082	756	4,758	2,504	2,254	6,596	3,586	3,010	
15 to 19 years	1,453	731	722	4,769	2,466	2,303	6,222	3,197	3,025	
20 to 24 years	1,621	916	705	3,558	1,936	1,622	5,179	2,852	2,327	
25 to 29 years	1,719	942	777	3,936	2,168	1,768	5,655	3,110	2,545	
30 to 34 years	1,391	671	720	4,108	2,495	1,613	5,499	3,166	2,333	
35 to 39 years	1,396	766	630	4,379	2,236	2,143	5,775	3,002	2,773	
40 to 44 years	1,211	640	571	3,780	2,119	1,661	4,991	2,759	2,232	
45 to 49 years	1,144	652	492	3,583	1,964	1,619	4,727	2,616	2,111	
50 to 54 years	1,090	588	502	3,318	1,760	1,558	4,408	2,348	2,060	
55 to 59 years	1,179	594	585	4,055	2,419	1,636	5,234	3,013	2,221	
60 to 64 years	1,032	572	460	3,352	1,523	1,829	4,384	2,095	2,289	
65 to 69 years	996	521	475	3,018	1,529	1,489	4,014	2,050	1,964	
70 to 74 years	485	199	286	2,283	1,152	1,131	2,768	1,351	1,417	
75 to 79 years	184	64	120	1,327	626	701	1,511	690	821	
80 to 84 years	351	114	237	925	417	508	1,276	531	745	
85 years and over	366	222	144	1,199	400	799	1,565	622	943	

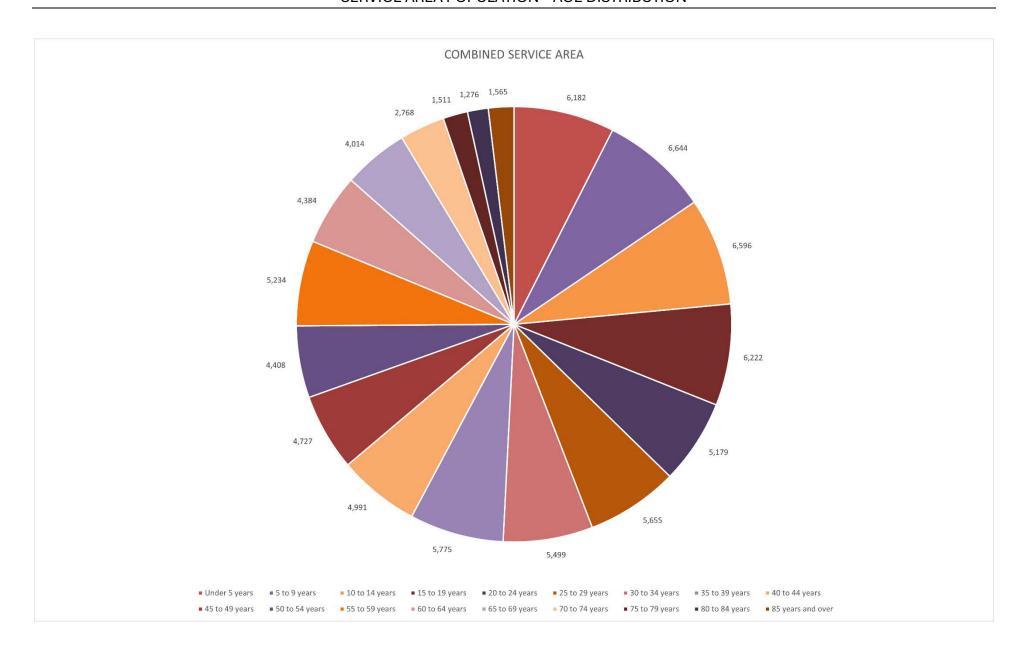
#### SERVICE AREA POPULATION – AGE DISTRIBUTION



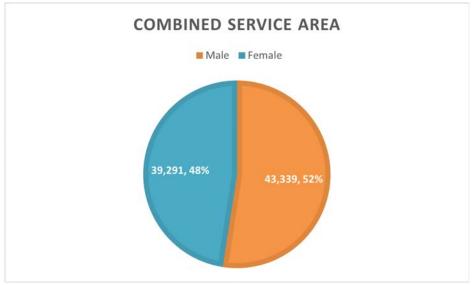
#### SERVICE AREA POPULATION – AGE DISTRIBUTION



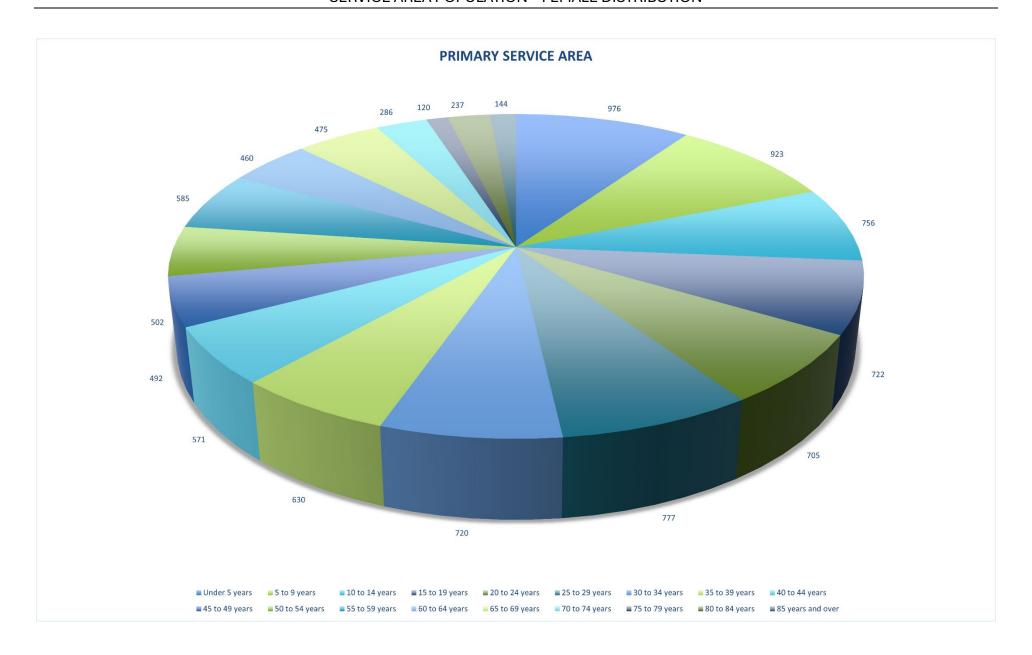
#### SERVICE AREA POPULATION – AGE DISTRIBUTION



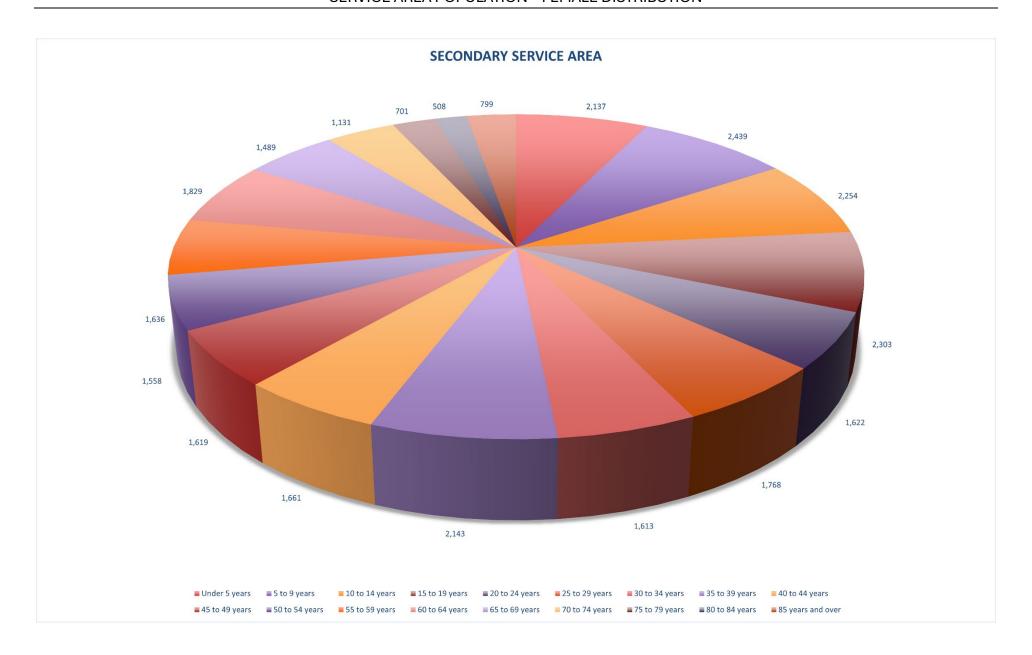




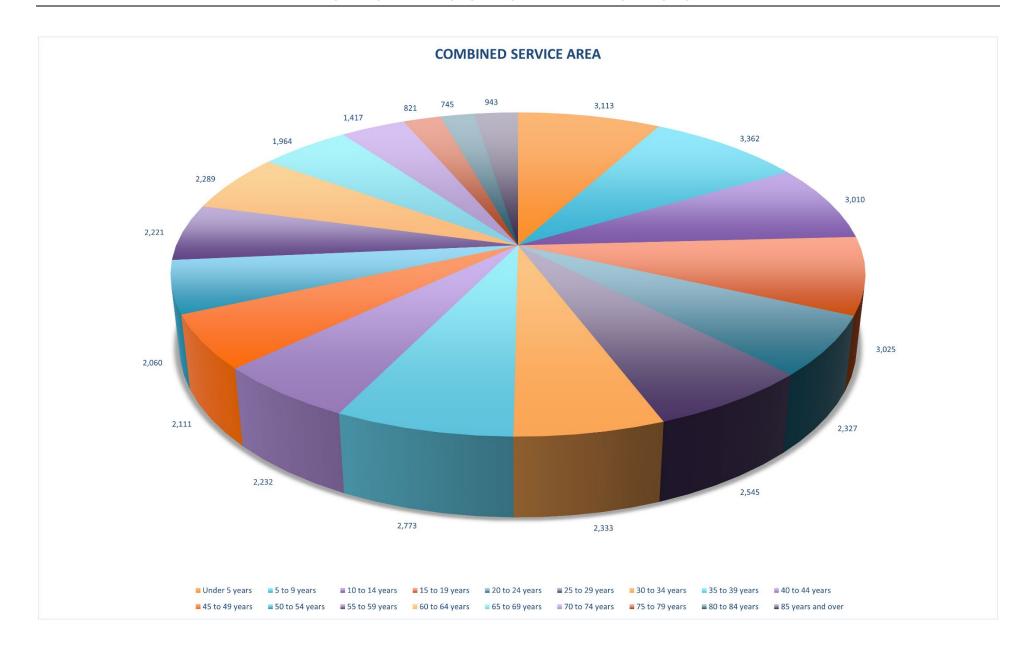
#### SERVICE AREA POPULATION – FEMALE DISTRIBUTION



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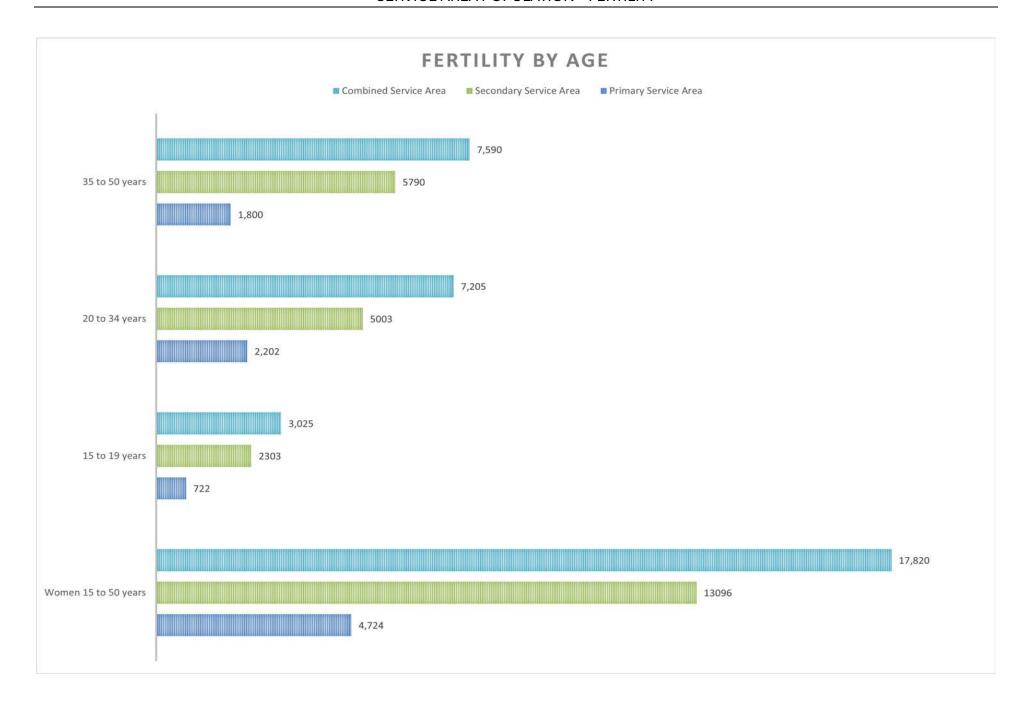


#### SERVICE AREA POPULATION – FEMALE DISTRIBUTION

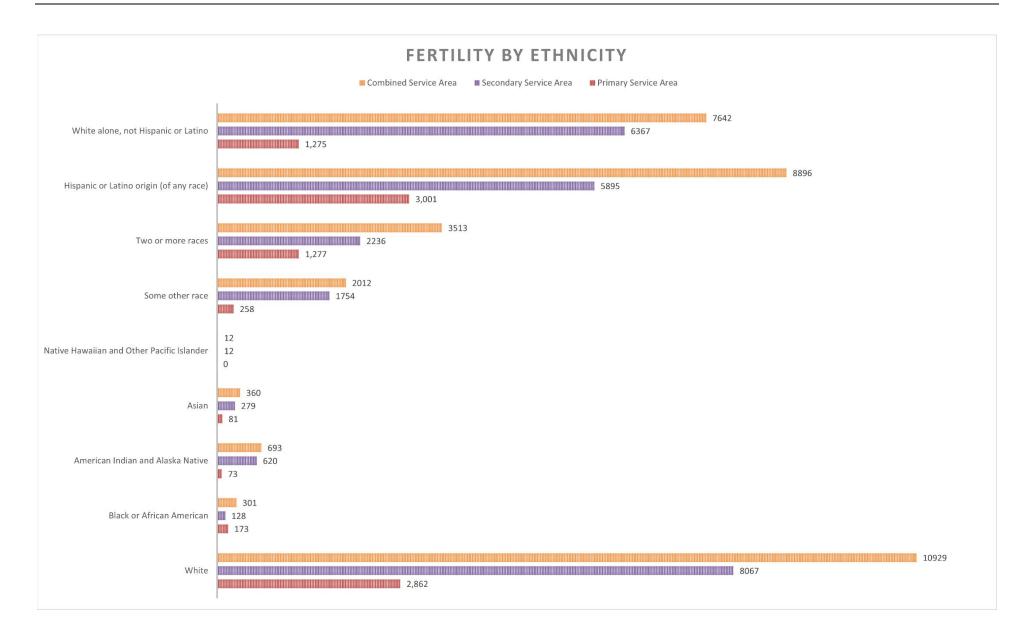


#### SERVICE AREA POPULATION – FERTILITY

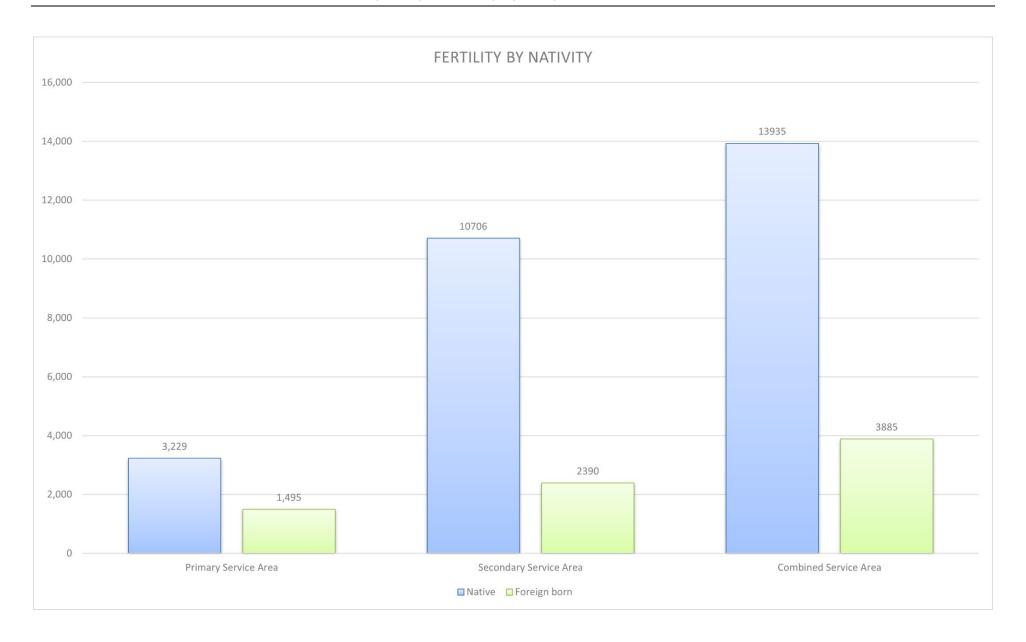
		Primary Service	e Area	;	Secondary Service	ce Area	Combined Service Area		
	Total		Women with births in the past 12 months		Women with births in the past 12 months		Total	Total Women with births in the past 12 months	
		Number	Rate per 1,000 women		Number	Rate per 1,000 women		Number	Rate per 1,000 women
Label	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Women 15 to 50 years	4,724	381	81	13,096	663	305	17,820	1,044	386
15 to 19 years	722	0	0	2,303	0	0	3,025	0	0
20 to 34 years	2,202	264	120	5,003	403	600	7,205	667	720
35 to 50 years	1,800	117	65	5,790	260	138	7,590	377	203
RACE AND HISPANIC OR LATINO OR	IGIN								
One race	3,447	291	84	10,860	582	364	14,307	873	448
White	2,862	260	91	8,067	359	339	10,929	619	430
Black or African American	173	0		128	96	0	301	96	0
American Indian/Alaska Native	73	0		620	18	0	693	18	0
Asian	81	21	259	279	4	0	360	25	259
Native Hawaiian/Other Pacific Islander	0	0		12	0		12	0	
Some other race	258	10	39	1,754	105	298	2,012	115	337
Two or more races	1,277	90	70	2,236	81	124	3,513	171	194
Hispanic or Latino origin (of any race)	3,001	247	82	5,895	341	301	8,896	588	383
White alone, not Hispanic or Latino	1,275	103	81	6,367	221	250	7,642	324	331
NATIVITY									
Native	3,229	256	79	10,706	381	260	13,935	637	339
Foreign born	1,495	125	84	2,390	282	617	3,885	407	701



#### SERVICE AREA POPULATION - FERTILITY BY ETHNICITY



#### SERVICE AREA POPULATION - FERTILITY



# SERVICE AREA POPULATION – INCOME

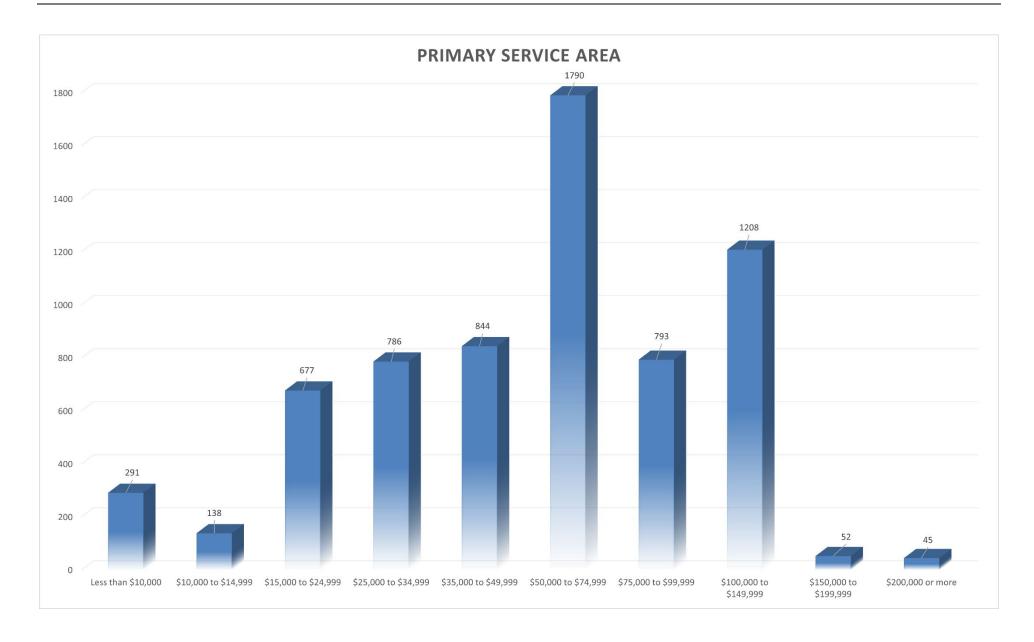
Primary Service Area										
	Hous	Households		Families		Married-couple families		Nonfamily households		
Total	7,275	%	5,213	%	3,597	%	2,062	%		
Less than \$10,000	291	4.00%	177	3.40%	54	1.50%	132	6.40%		
\$10,000 to \$14,999	138	1.90%	115	2.20%	32	0.90%	89	4.30%		
\$15,000 to \$24,999	677	9.30%	391	7.50%	216	6.00%	330	16.00%		
\$25,000 to \$34,999	786	10.80%	318	6.10%	176	4.90%	466	22.60%		
\$35,000 to \$49,999	844	11.60%	610	11.70%	291	8.10%	330	16.00%		
\$50,000 to \$74,999	1790	24.60%	1340	25.70%	935	26.00%	392	19.00%		
\$75,000 to \$99,999	793	10.90%	626	12.00%	460	12.80%	70	3.40%		
\$100,000 to \$149,999	1208	16.60%	1022	19.60%	827	23.00%	167	8.10%		
\$150,000 to \$199,999	52	6.60%	78	7.60%	396	11.00%	35	1.70%		
\$200,000 or more	45	3.70%	3	4.20%	205	5.70%	52	2.50%		
Median income (dollars)	\$61,325.00		\$66,430.00		\$80,027.00		\$35,833.00			
Mean income (dollars)	\$79,523.00		\$85,970.00		N		\$54,493.00			

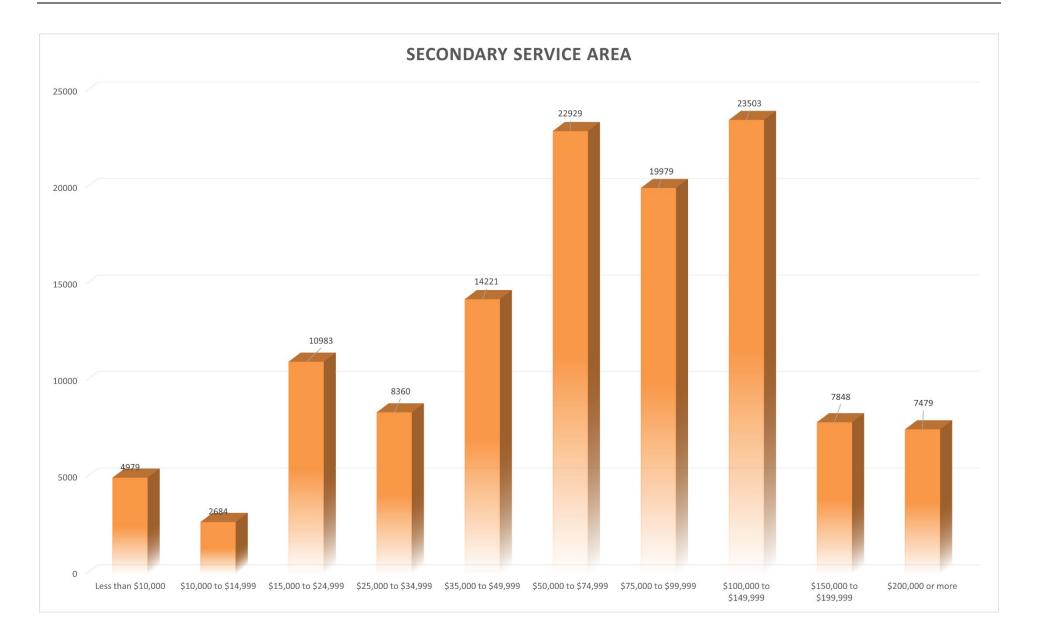
# SERVICE AREA POPULATION – INCOME

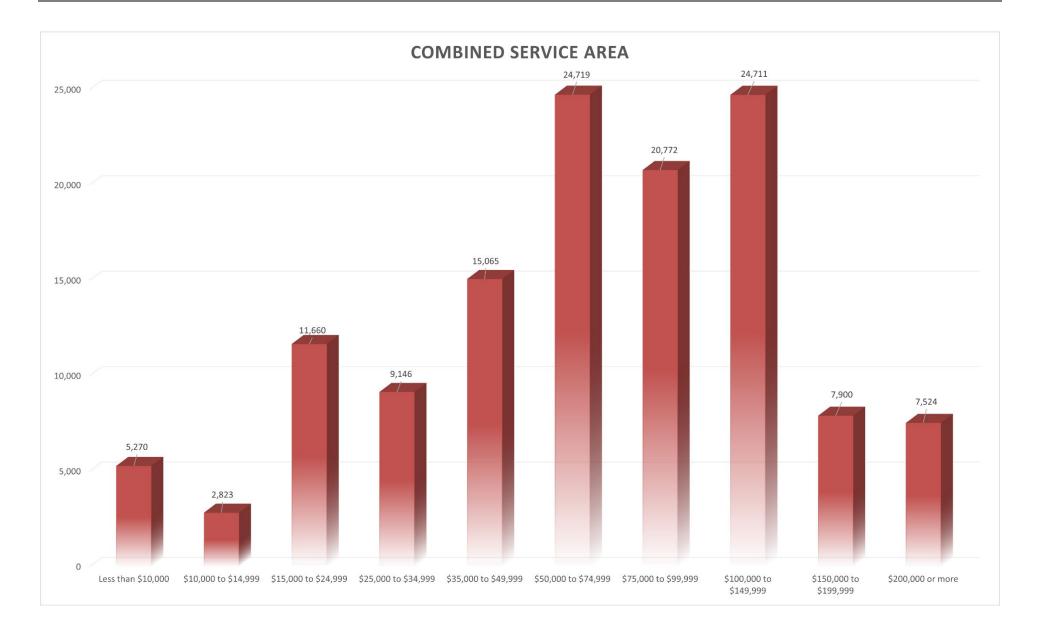
Secondary Service Area										
	House	holds	Famil	Families		Married-couple families		ouseholds		
Total	20,491		13,787		9,778		6,704			
Less than \$10,000	4979	24%	3006	22%	928.91	10%	2836	42%		
\$10,000 to \$14,999	2684	13%	1062	8%	37.1564	4%	2065	31%		
\$15,000 to \$24,999	10983	54%	2923	21%	2.8981992	8%	8548	128%		
\$25,000 to \$34,999	8360	41%	4632	34%	0.54196325	19%	4063	61%		
\$35,000 to \$49,999	14221	69%	8148	59%	0.26176825	48%	7227	108%		
\$50,000 to \$74,999	22929	112%	14145	103%	0.22538246	86%	8246	123%		
\$75,000 to \$99,999	19979	98%	15497	112%	0.2120849	94%	3935	59%		
\$100,000 to \$149,999	23503	115%	19646	143%	0.29522218	139%	2413	36%		
\$150,000 to \$199,999	7848	38%	7114	52%	0.12487898	42%	215	3%		
\$200,000 or more	7479	37%	6535	47%	0.06243949	50%	670	10%		
Median income (dollars)	\$70,277.50		\$ 86,265.67		\$ 95,906.00		\$39,953.83			
Mean income (dollars)	\$96,420.17		\$113,892.50				\$48,952.50			

# SERVICE AREA POPULATION – INCOME

Combined Service Area										
	Households		Fam	Families		Married-couple families		Nonfamily households		
Total	27,766	%	19,000	%	13,375	%	8,766	%		
Less than \$10,000	5,270	28%	3,183	25%	983	11%	2,968	49%		
\$10,000 to \$14,999	2,823	15%	1,176	10%	70	5%	2,153	35%		
\$15,000 to \$24,999	11,660	63%	3,314	29%	219	14%	8,878	144%		
\$25,000 to \$34,999	9,146	52%	4,950	40%	177	24%	4,529	83%		
\$35,000 to \$49,999	15,065	81%	8,758	71%	292	56%	7,557	124%		
\$50,000 to \$74,999	24,719	137%	15,485	128%	935	112%	8,638	142%		
\$75,000 to \$99,999	20,772	108%	16,122	124%	461	107%	4,005	62%		
\$100,000 to \$149,999	24,711	131%	20,668	162%	828	162%	2,580	44%		
\$150,000 to \$199,999	7,900	45%	7,192	59%	396	53%	250	5%		
\$200,000 or more	7,524	40%	6,538	52%	205	56%	722	13%		
Median income (dollars)	\$65,801.25		\$76,347.83		\$87,966.50		\$37,893.42			
Mean income (dollars)	\$87,971.58		\$99,931.25				\$51,722.75			





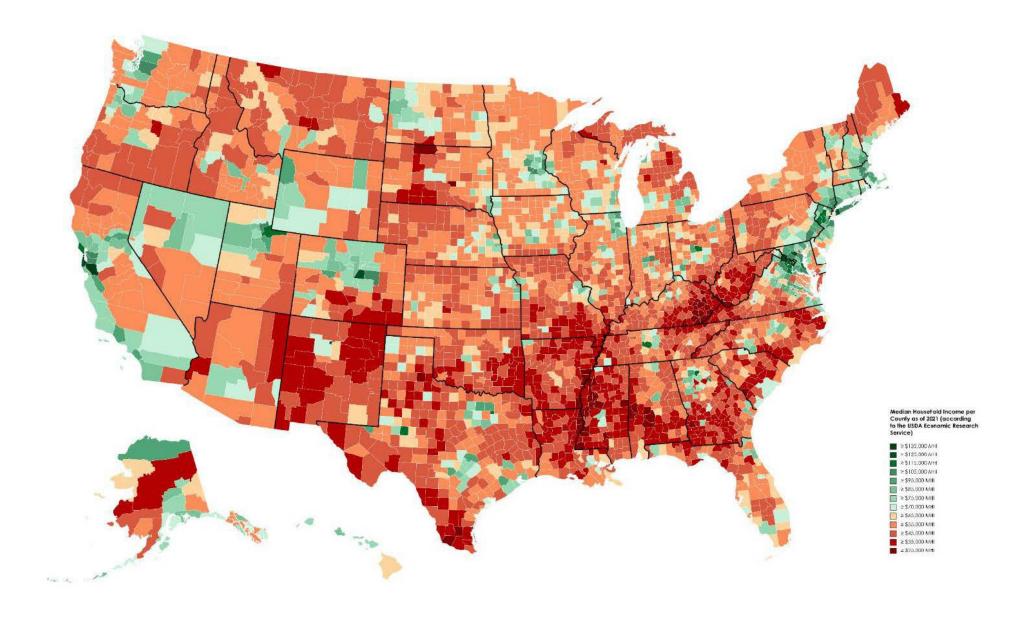


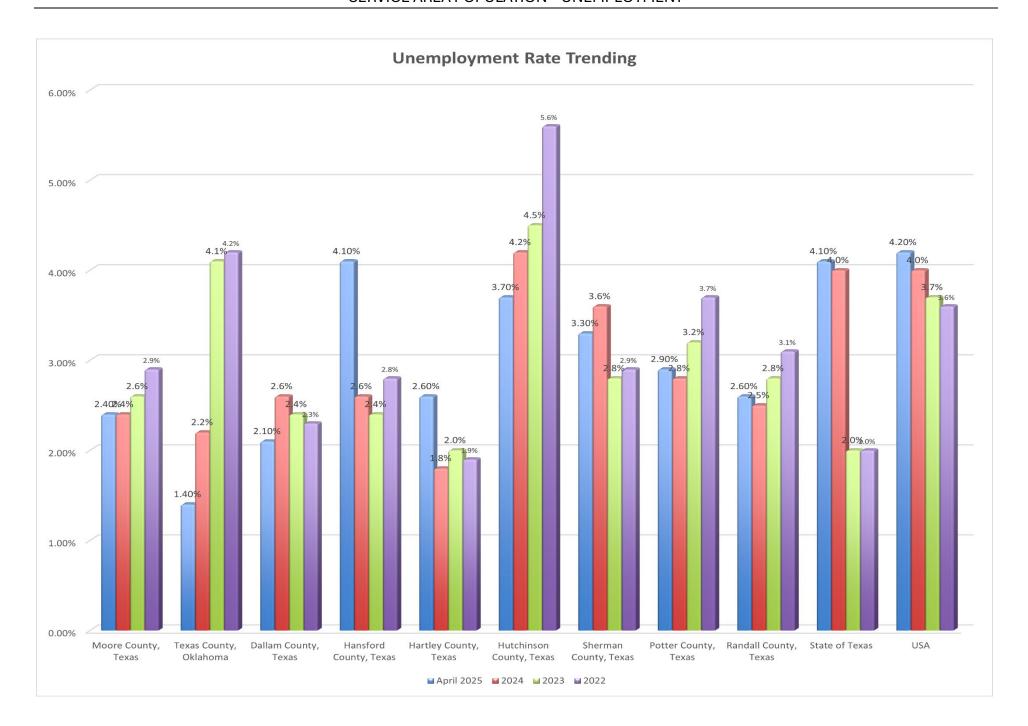
# SERVICE AREA POPULATION – MEDIAN INCOME

	Primary Se	rvice Area	Secondary	/ Service Area	Combined Service Area	
	Number	Median income (dollars)	Number	Median income (dollars)	Number	Median income (dollars)
HOUSEHOLD INCOME BY RACE AND HI	SPANIC OR LATINO OR	IGIN OF HOUSEHOLE	DER			•
Households	7,275	\$ 61,325	20491	\$ 70,278	27766	\$ 65,801
One race						
White	4,471	\$ 64,371	14378	\$ 74,119	18849	\$ 69,245
Black or African American	277	-	375		652	
American Indian and Alaska Native	113	\$ 68,083	414		527	\$ 34,042
Asian	86	\$ 96,061	124		210	\$ 48,031
Native Hawaiian and Other Pacific Islander	0	-	12		12	
Some other race	419	\$ 67,969	1819		2238	\$ 33,985
Two or more races	1,909	\$ 46,782	3369	\$ 74,328	5278	\$ 60,555
Hispanic or Latino origin (of any race)	3,871	\$ 58,255	6819	\$ 64,109	10690	\$ 61,182
White alone, not Hispanic or Latino	2,673	\$ 70,880	12324	\$ 78,068	14997	\$ 74,474
HOUSEHOLD INCOME BY AGE OF HOUSE	SEHOLDER					
15 to 24 years	464	\$ 61,354	786		1250	\$ 30,677
25 to 44 years	2,834	\$ 62,104	6929	\$ 81,774	9763	\$ 71,939
45 to 64 years	2,516	\$ 71,000	7311	\$ 79,979	9827	\$ 75,489
65 years and over	1,461	\$ 47,196	5465	\$ 51,052	6926	\$ 49,124

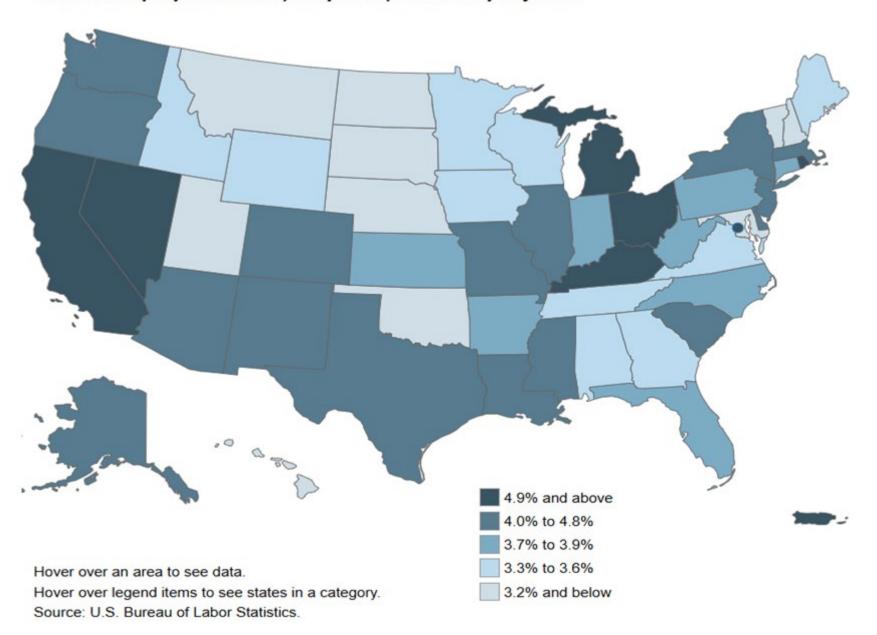
#### SERVICE AREA POPULATION – MEDIAN INCOME

	Primary	/ Service Area	Secondary	/ Service Area	Combined Service Area		
	Number	Median income (dollars)	Number	Median income (dollars)	Number	Median income (dollars)	
FAMILIES							
Families	5,213	\$ 66,430	13787	\$ 86,266	19000	\$ 76,348	
With own children of householder under 18 years	2,659	\$ 58,763	6227	\$ 79,980	8886	\$ 69,372	
With no own children of householder under 18 years	2,554	\$ 73,790	7560	\$ 94,028	10114	\$ 83,909	
Married-couple families	3,597	\$ 80,027	10883	\$ 95,906	14480	\$ 87,967	
With own children under 18 years	1,705	\$ 81,595	4308	\$ 95,247	6013	\$ 88,421	
Female householder, no spouse present	960	\$ 41,853	1746		2706	\$ 20,927	
With own children under 18 years	694	\$ 40,206	1162		1856	\$ 20,103	
Male householder, no spouse present	656	\$ 64,643	1158		1814	\$ 32,322	
With own children under 18 years	260	\$ 42,267	757		1017	\$ 21,134	
FAMILY INCOME BY FAMILY SIZE							
2-person families	1,649	\$ 79,375	6766	\$ 87,263	8415	\$ 83,319	
3-person families	1,227	\$ 57,245	2257	\$ 89,162	3484	\$ 73,203	
4-person families	1,329	\$ 64,123	2260		3589	\$ 32,062	
5-person families	631	\$ 77,125	1563		2194	\$ 38,563	
6-person families	304	\$ 72,041	631		935	\$ 36,021	
7-or-more person families	73	\$ 90,096	310		383	\$ 45,048	
FAMILY INCOME BY NUMBER OF EARNERS	•	·					
No earners	461	\$ 38,125	1696		2157	\$ 19,063	
1 earner	2,242	\$ 47,260	4650	\$ 64,670	6892	\$ 55,965	
2 earners	1,912	\$ 96,995	5768	\$103,931	7680	\$100,463	
3 or more earners	598	\$120,505	1673	\$123,852	2271	\$122,179	
NONFAMILY HOUSEHOLDS							
Nonfamily households	2,062	\$ 35,833	6704	\$ 39,954	8766	\$ 37,893	
Female householder	819	\$ 38,563	2918	\$ 34,119	3737	\$ 36,341	
Living alone	760	\$ 36,979	2665		3425	\$ 18,490	
Not living alone	59	\$102,847	253		312	\$ 51,424	
Male householder	1,243	\$ 29,932	3786		5029	\$ 14,966	
Living alone	1,086	\$ 29,115	3015	\$ 44,981	4101	\$ 37,048	
Not living alone	157	\$138,646	771		928	\$ 69,323	

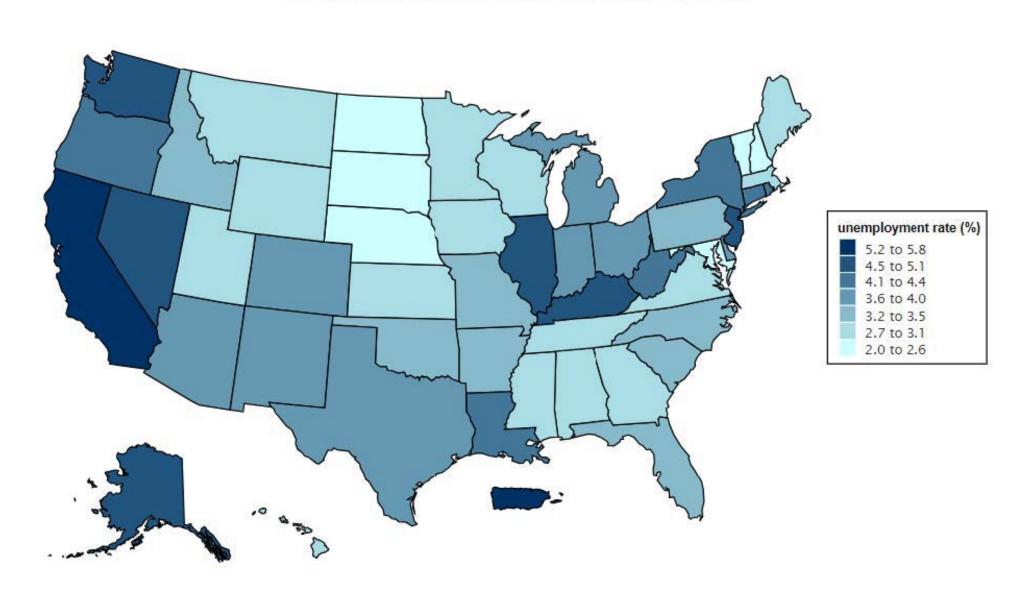




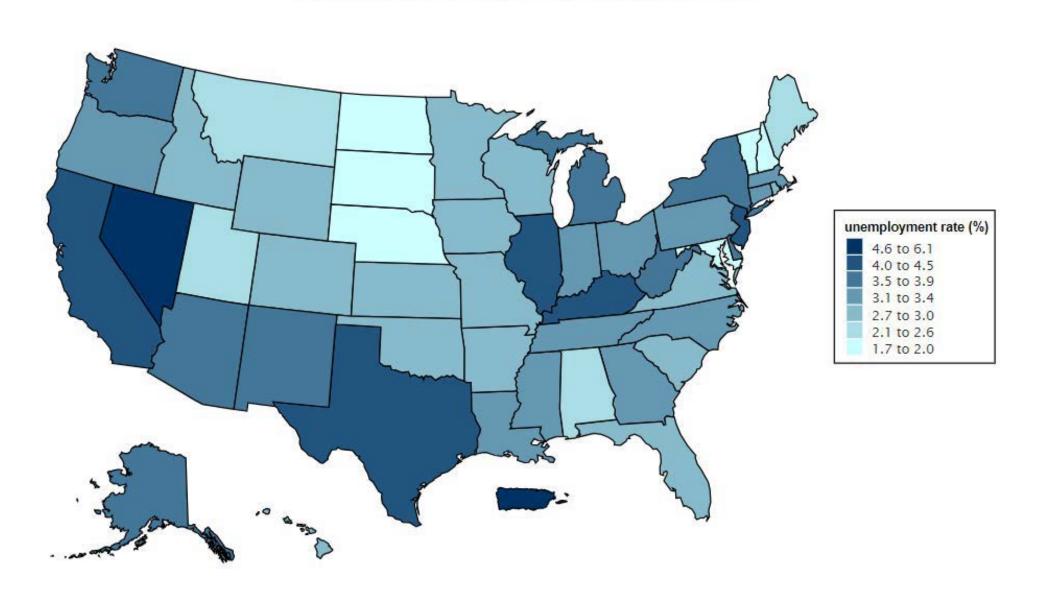
# State unemployment rates, May 2025, seasonally adjusted



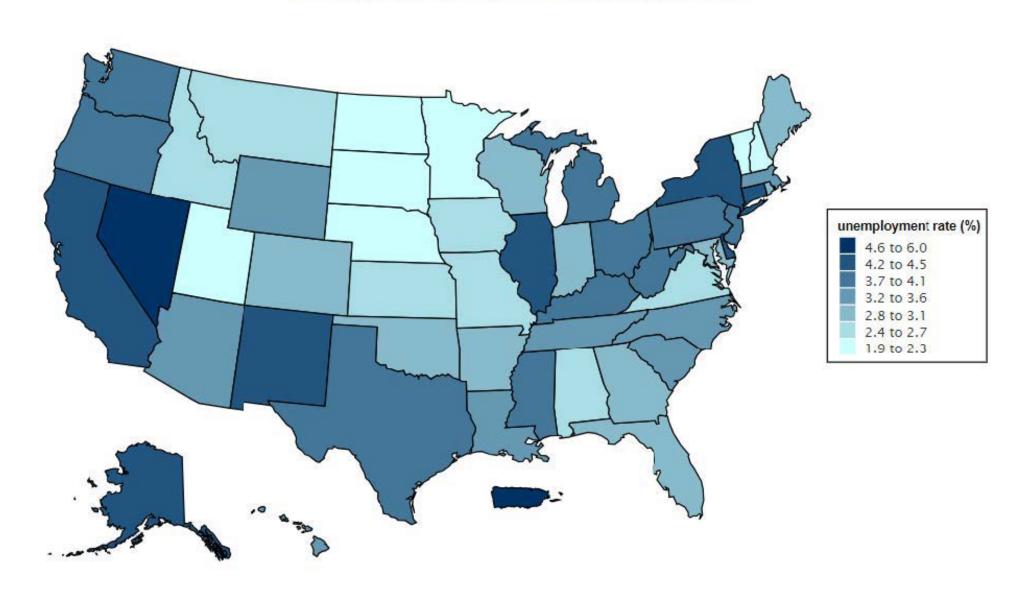
### Unemployment rates by state, seasonally adjusted, April 2024



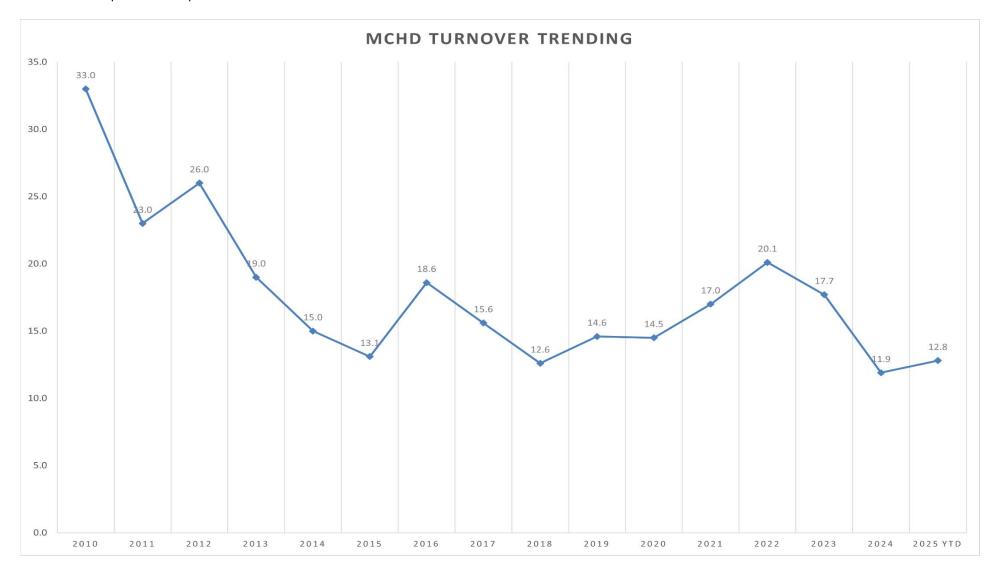
### Unemployment rates by state, seasonally adjusted, April 2023



### Unemployment rates by state, seasonally adjusted, April 2022



- Prior to FY2016, turnover was adjusted to account for employees who were terminated in an "applaudable" manner. Beginning FY2016, all terminations were counted regardless of circumstances. Turnover remained steady during COVID 19 pandemic but economic changes beginning 2021 resulted in turnover trending higher nationwide. The younger workforce is accustomed to shorter employment stays and majority of turnover in recent years is attributed to this along with exit of employees within the 3-6 month range. Long term employees remain with the District but this population has begun the process of retirement.
- Nurse and technical education programs in the area have assisted with recruitment, but competition remains with other area hospitals and organizations that now require medical personnel.

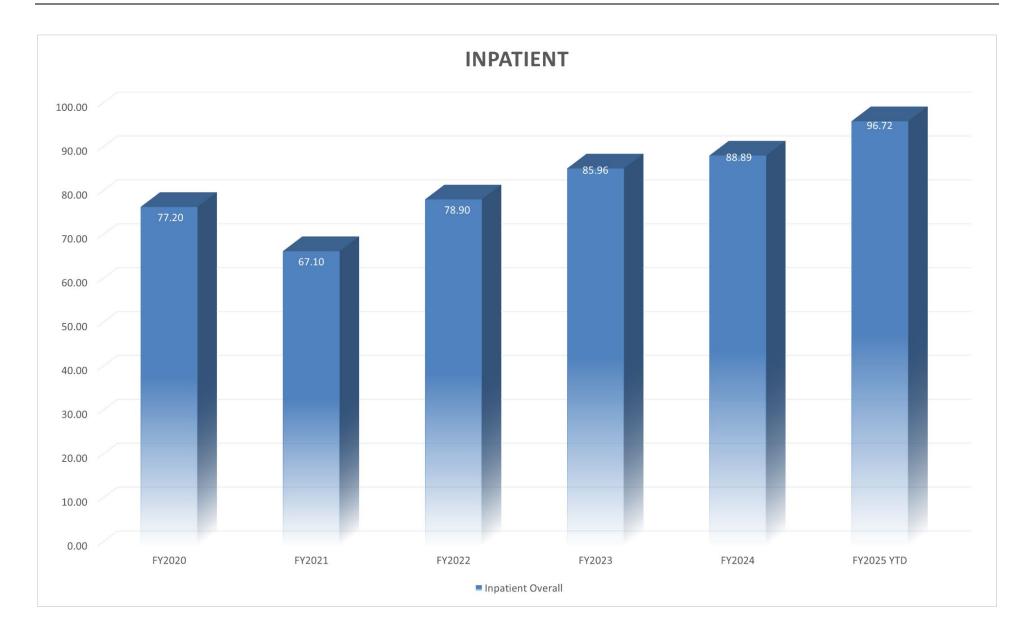


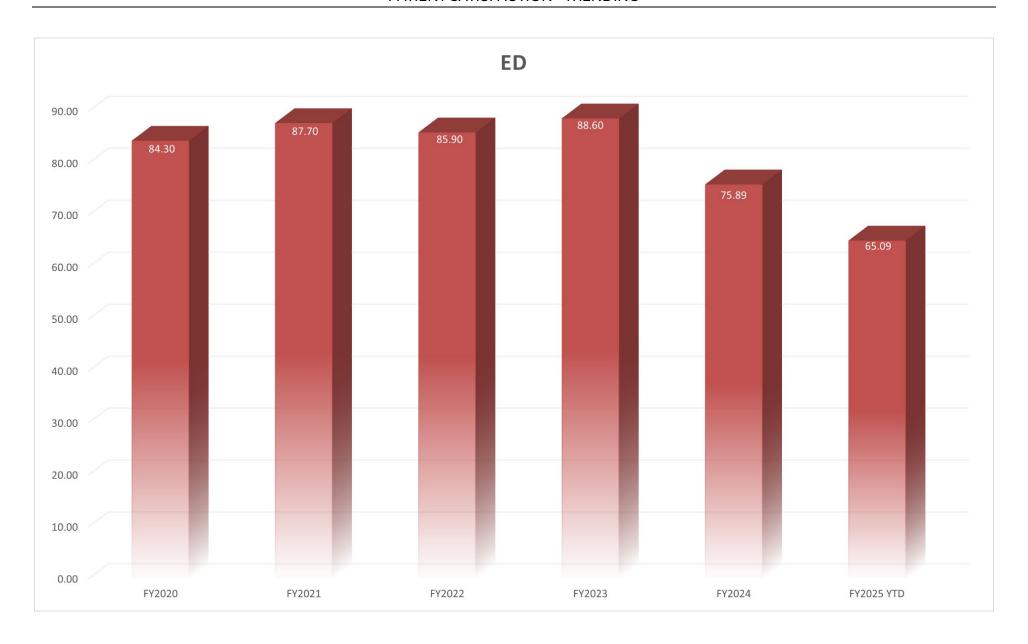
### PATIENT SATISFACTION - ACUTE

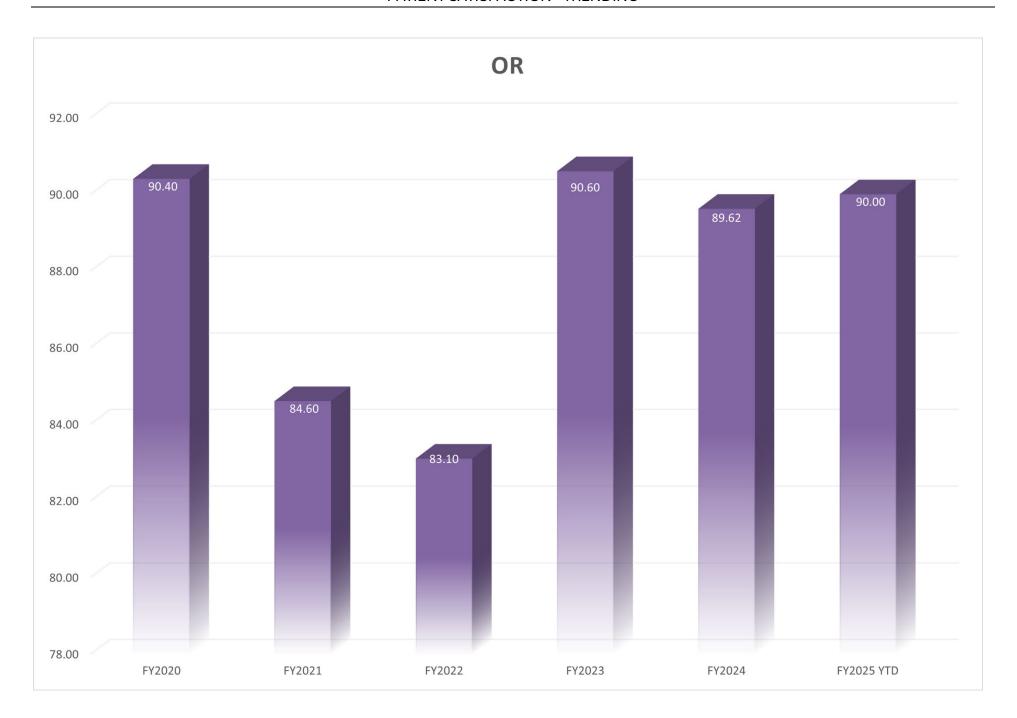
FY2025 CAHPS SUMMARY	Run Date -06/16/2025 * Data not Finalized *					
07/01/2024 - 05/31/2025	CURRENT OVERALL TOP BOX	n TOP BOX	n			
Inpatient Overall (HCAHPS)	96.72%	59	61			
ER (EDCAHPS)	65.09%	169	110			
OR (OASCAHPS)	90.00%	50	45			
Hospice	100.00%	5	5			

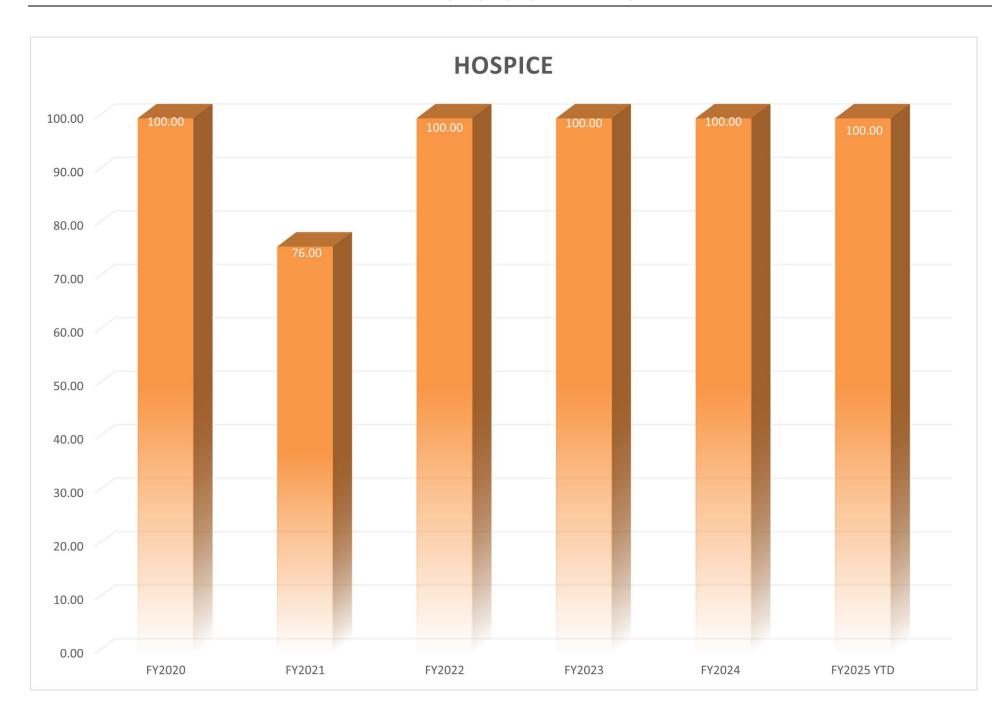
### PATIENT SATISFACTION - CLINICS

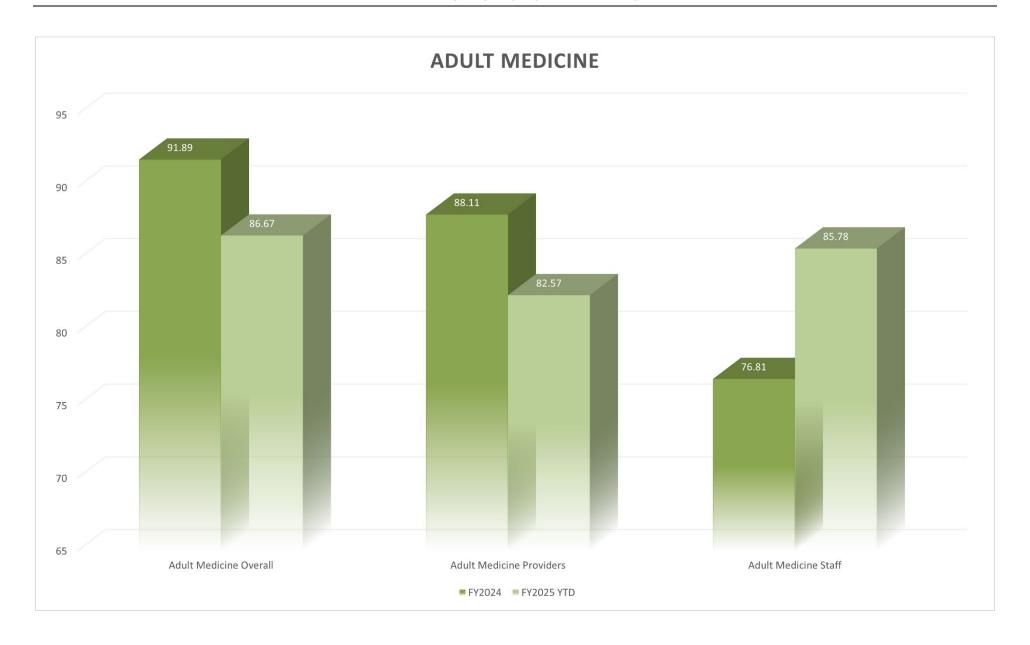
FY2025 CAHPS SUMMARY  Run Date -06/16/2025 * Data not Finalized *				
07/01/2024 - 05/31/2025	CURRENT OVERALL TOP BOX	n TOP BOX	n	
PHYSICIAN CLINICS (CGCAHPS) OVERALL SCORE				
Overall Clinic Score (All Clinics)	83.84%	908	1083	
Adult Medicine	86.67%	78	90	
Bone & Joint	91.79%	179	195	
Family Health Clinic	69.74%	159	228	
Foot & Ankle	90.00%	135	150	
General Surgery	88.00%	66	75	
Internal Medicine	83.33%	185	222	
OBGyn	85.82%	121	141	
PHYSICIAN CLINICS (CGCAHPS) PROVIDER SCORE				
Overall Provider Score (All Clinics)	77.04%	1886	2418	
Adult Medicine	82.57%	251	304	
Bone & Joint	75.32%	525	697	
Family Health Clinic	67.17%	493	493	
Foot & Ankle	88.65%	511	511	
General Surgery	78.67%	225	286	
Internal Medicine	76.54%	623	814	
OBGyn	77.88%	405	520	
PHYSICIAN CLINICS (CGCAHPS) STAFF SCORE				
Overall Staff Score (All Clinics)	78.00%	1886	2418	
Adult Medicine	85.78%	181	211	
Bone & Joint	83.33%	335	402	
Family Health Clinic	65.65%	386	588	
Foot & Ankle	90.83%	327	360	
General Surgery	86.18%	106	123	
Internal Medicine	74.27%	355	478	
OBGyn	78.02%	213	273	

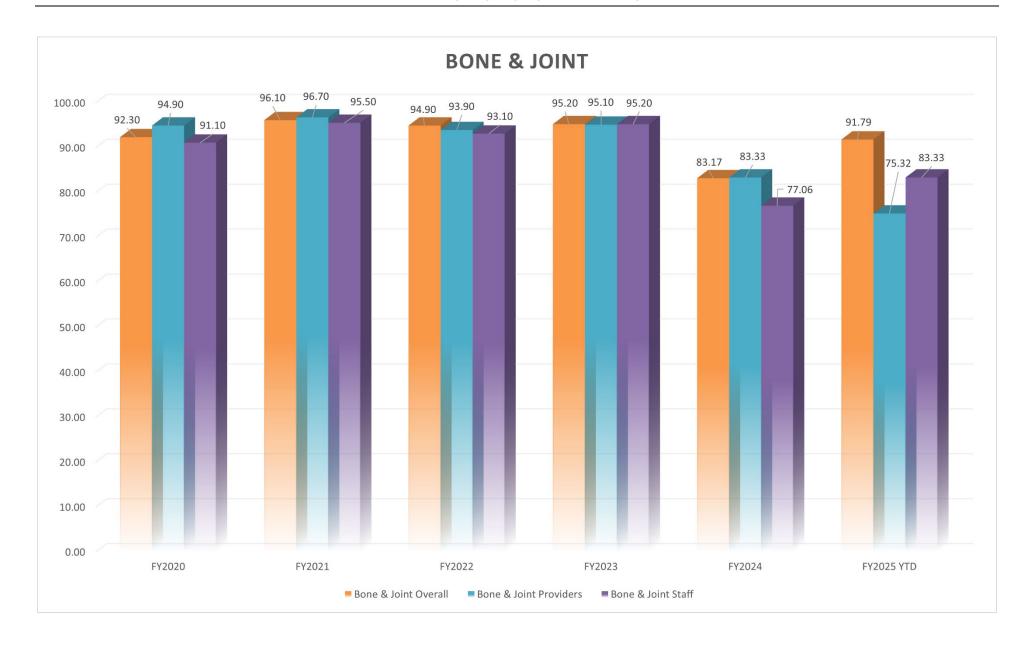


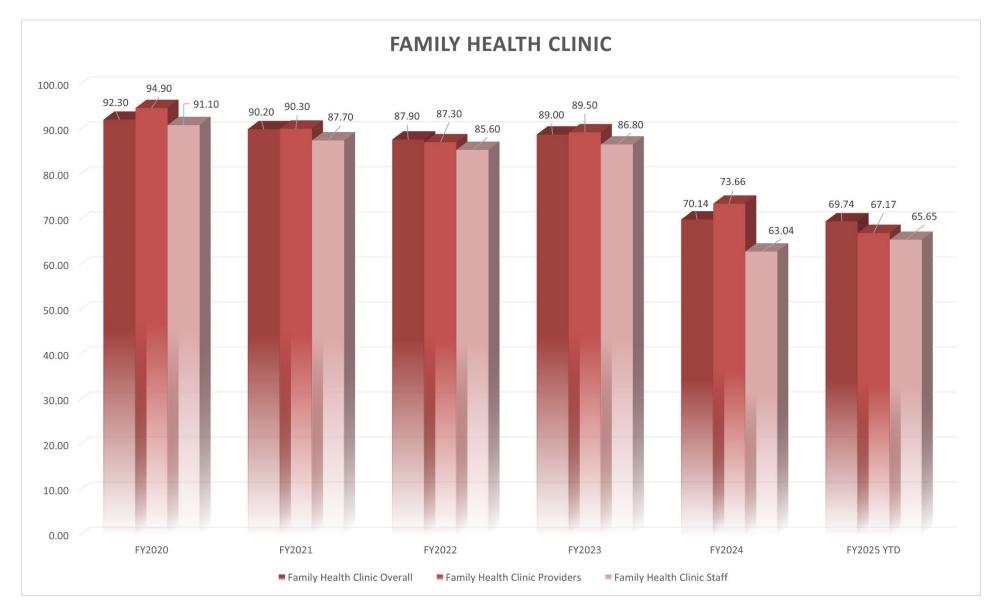




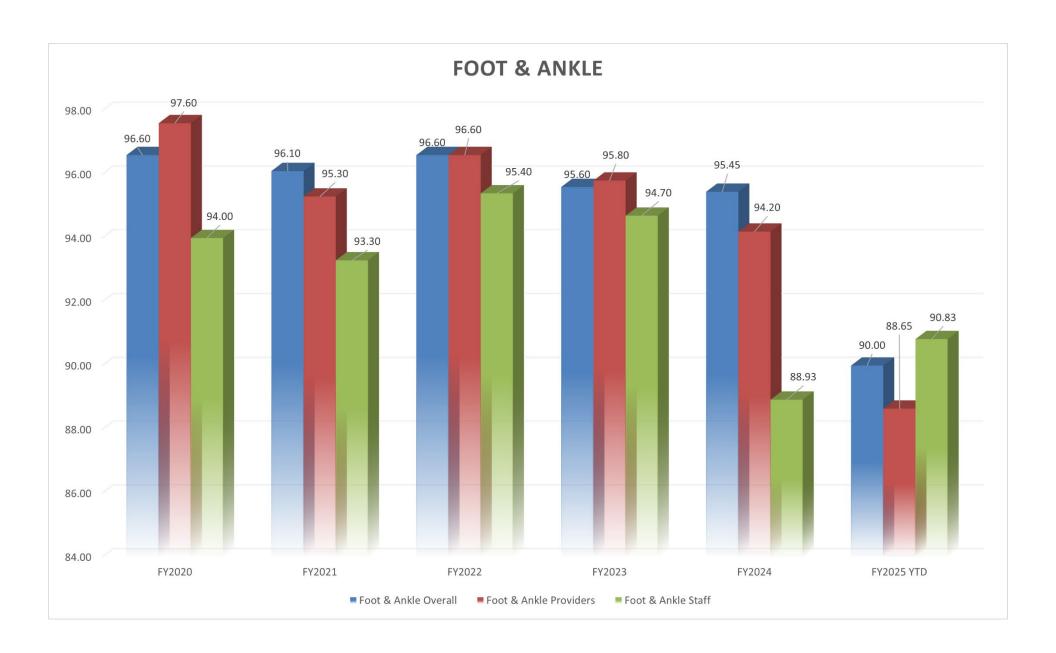


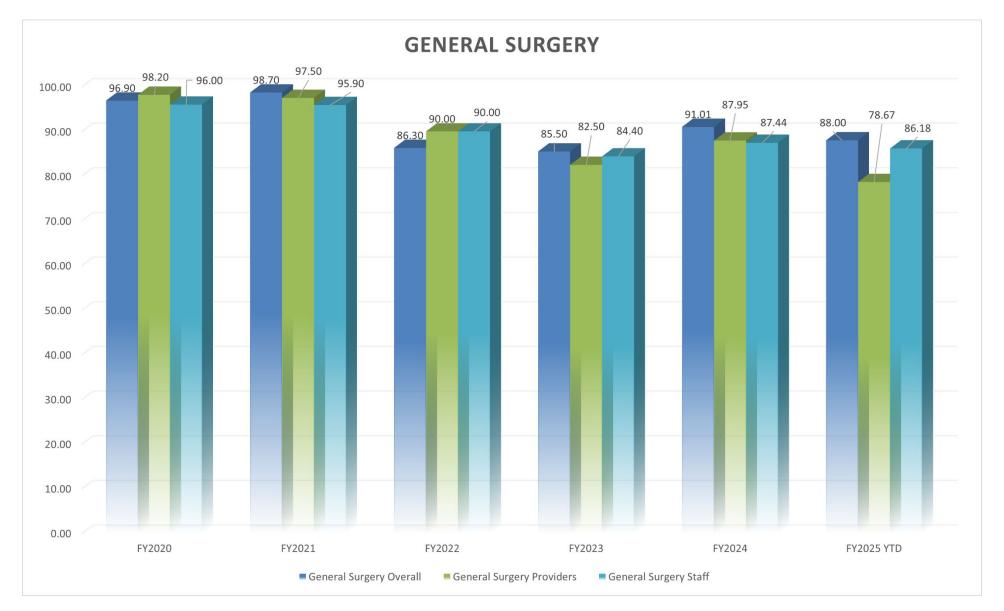




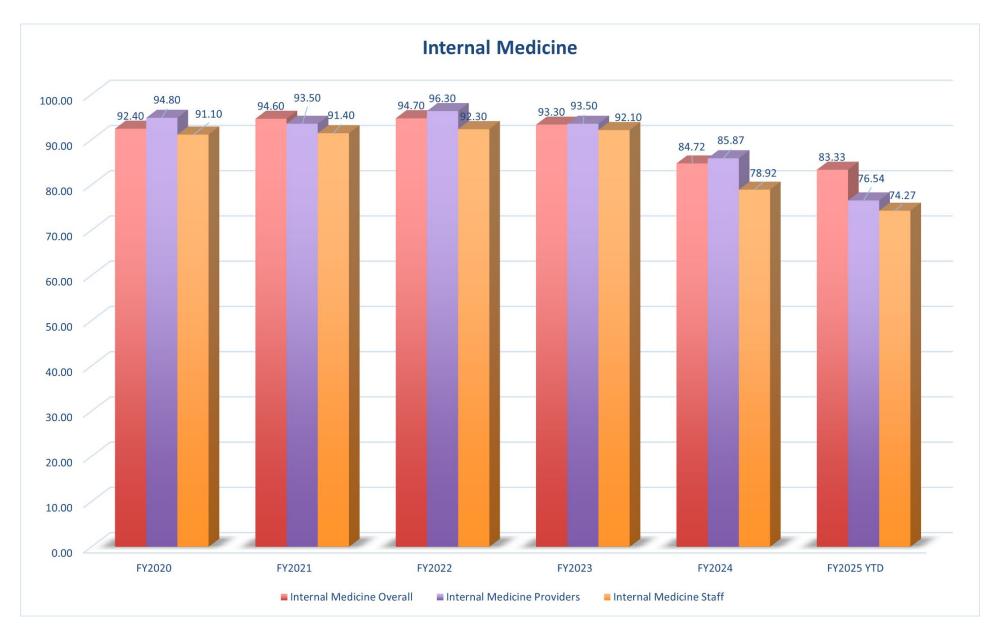


**PATIENT SATISFACTION - TRENDING** 

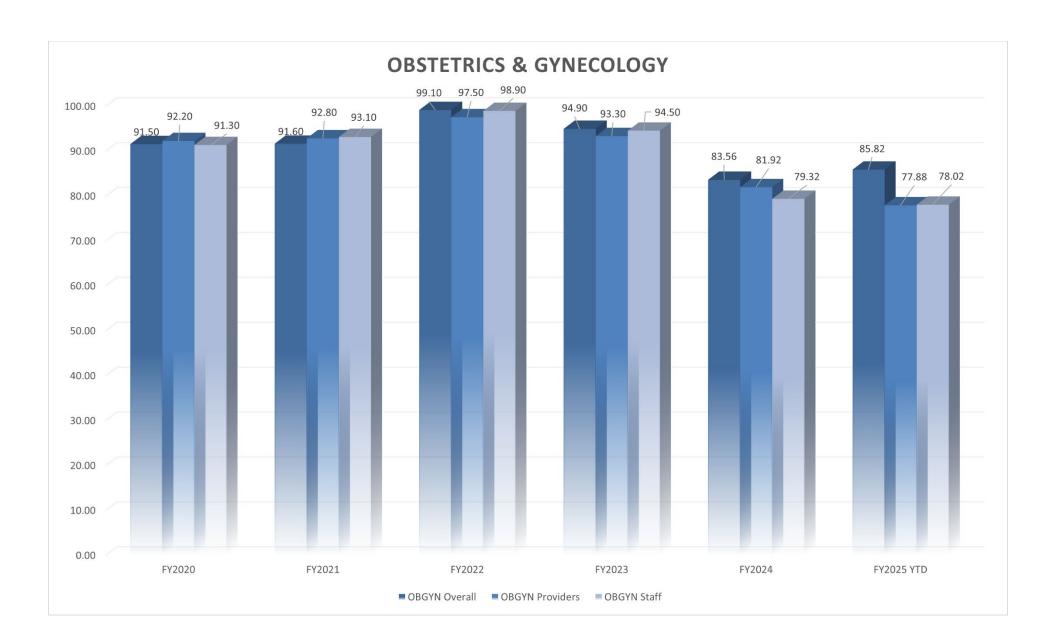




PATIENT SATISFACTION - TRENDING

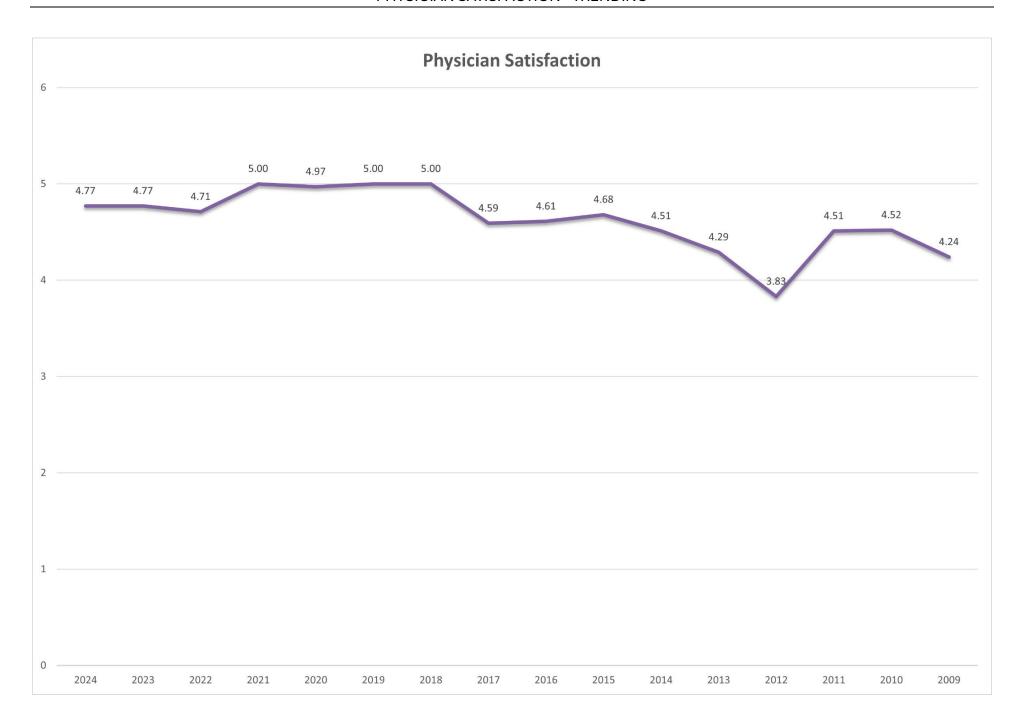


**PATIENT SATISFACTION - TRENDING** 



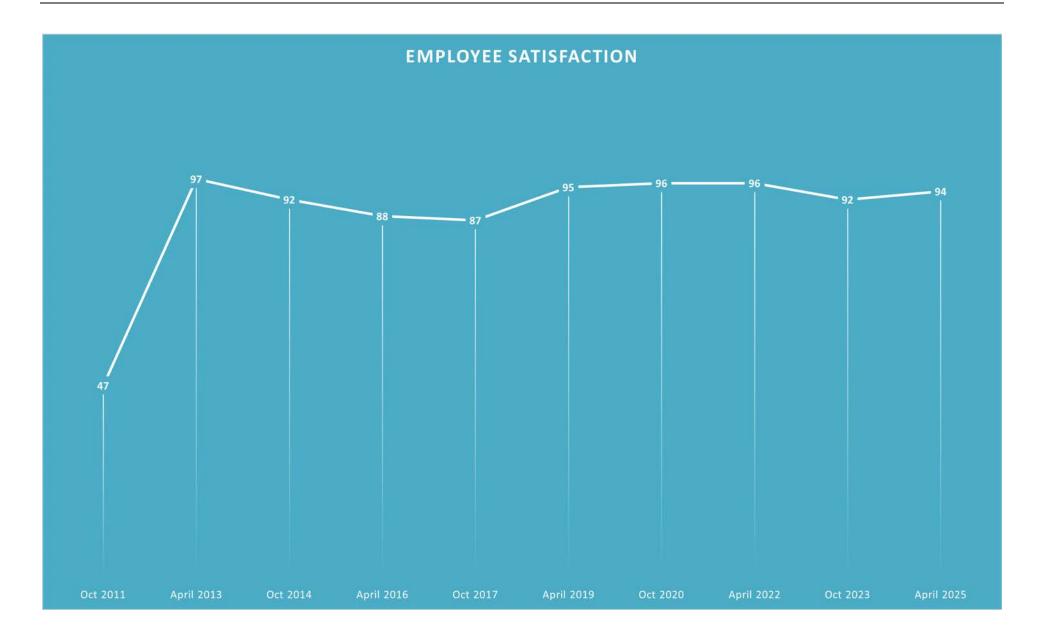
### PHYSICIAN SATISFACTION - TRENDING

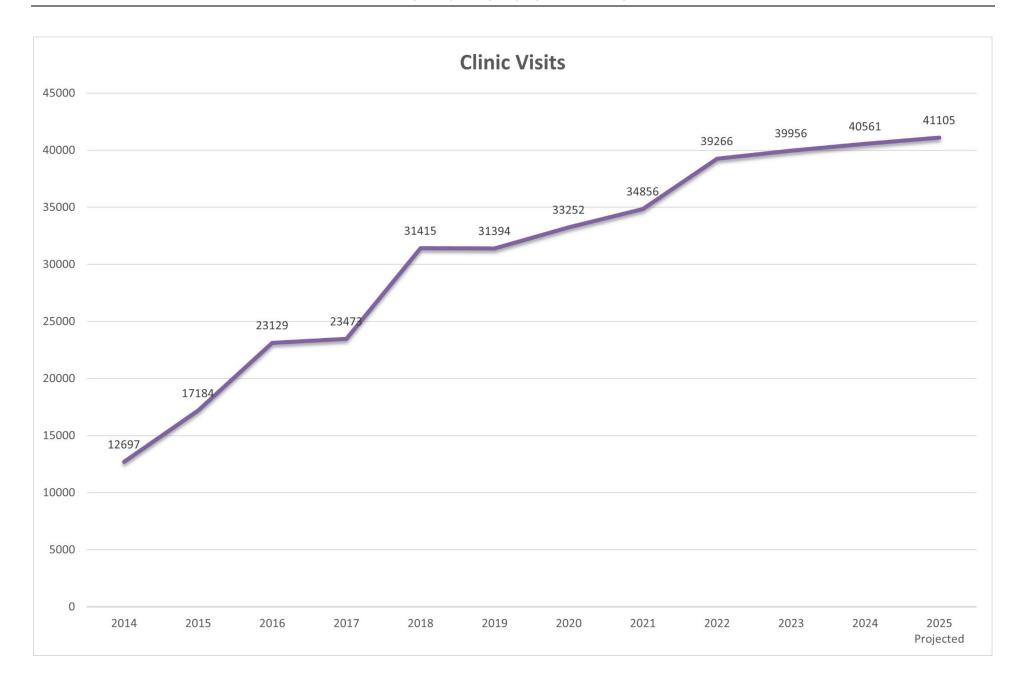
	PHYSICIAN SATISFACTION					
Year	Score	Goal	2024 Areas of Opportunity			
2024	4.77	>4.50	Electronic medical records & documentation			
2023	4.77	>4.50	Education / Medical staff leadership			
2022	4.71	>4.50				
2021	5.00	>4.50				
2020	4.97	>4.50				
2019	5.00	>4.50				
2018	5.00	>4.50				
2017	4.59	>4.50				
2016	4.61	>4.50				
2015	4.68	>4.50				
2014	4.51	>4.50				
2013	4.29	>4.50				
2012	3.83	>4.50				
2011	4.51	>4.50				
2010	4.52	>4.50				

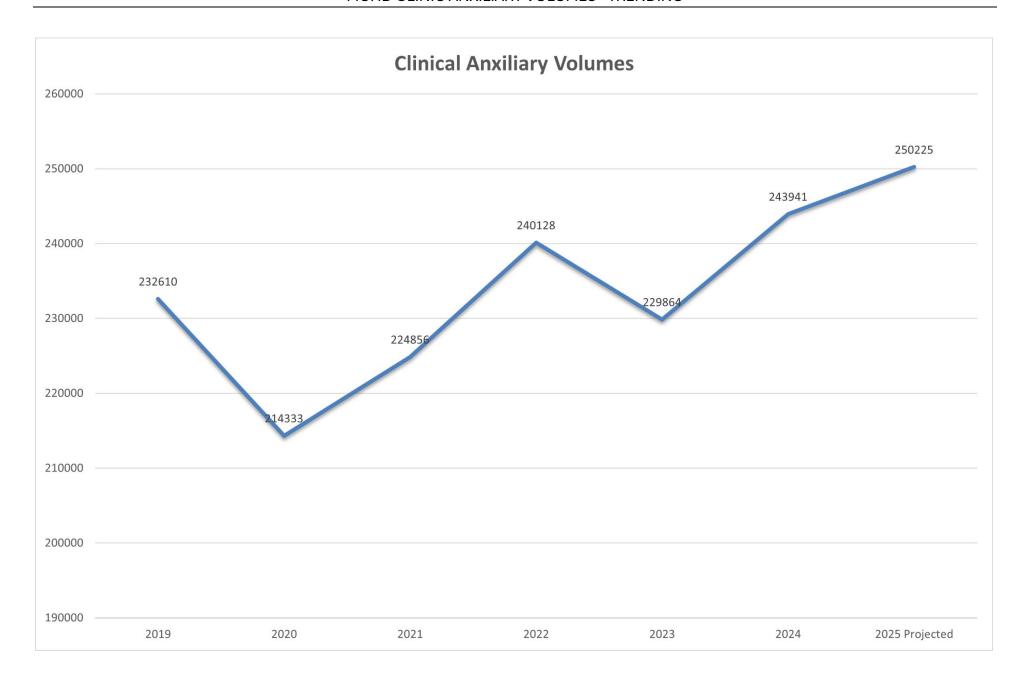


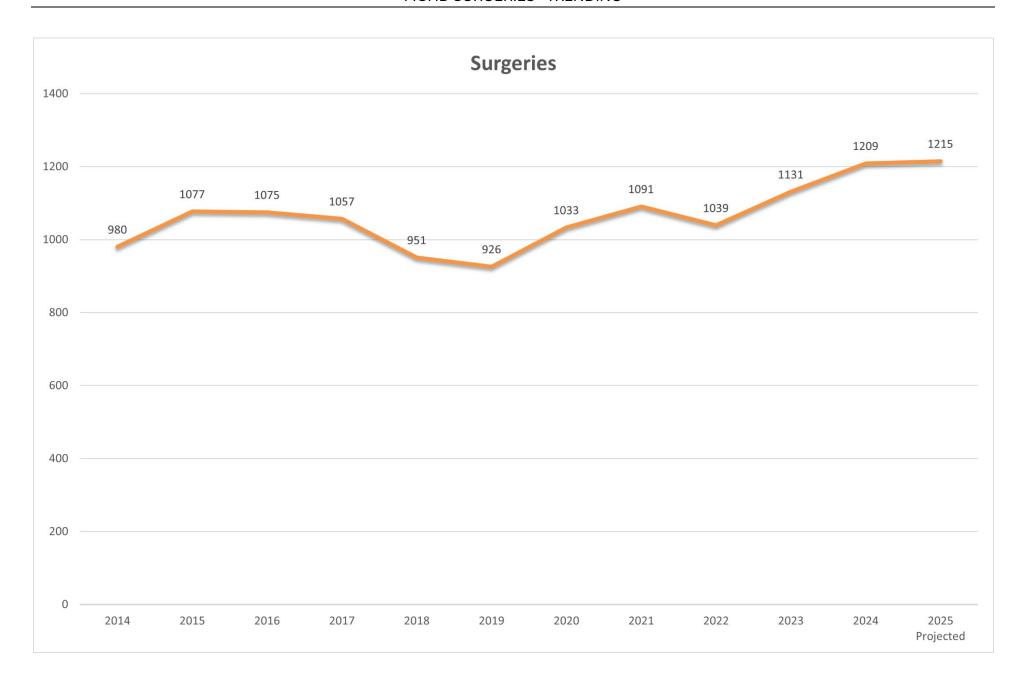
### **EMPLOYEE SATISFACTION - TRENDING**

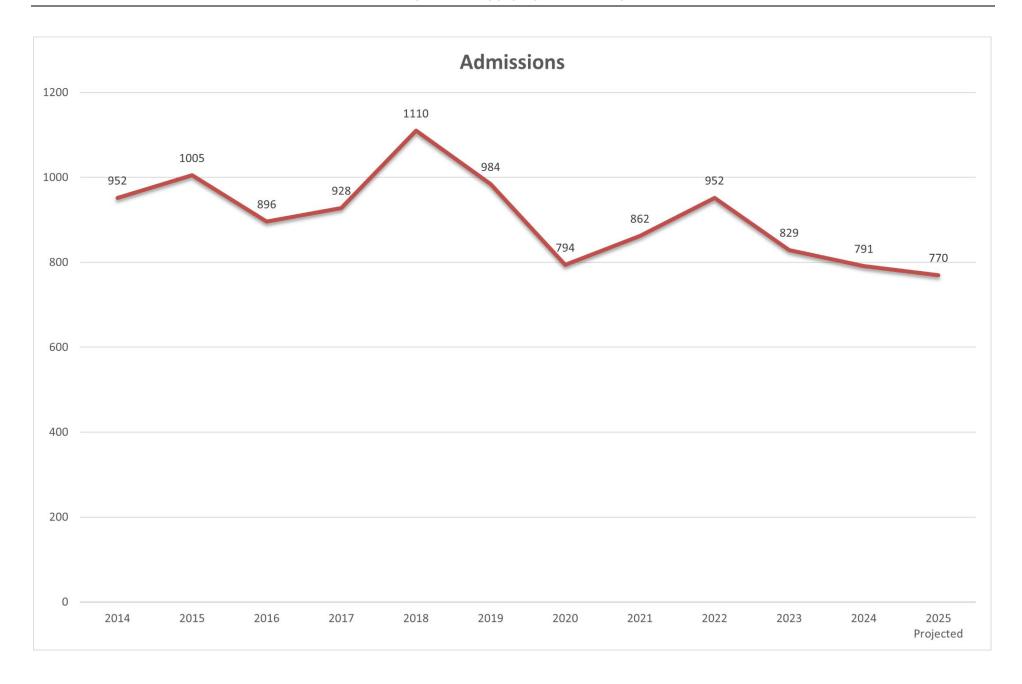
	EMPLOYEE SATISFACTION					
Date of Survey	Score (Percentile)	Goal	Areas of Opportunities			
April 2024	94 <sup>th</sup>	90 <sup>th</sup>	Build connections between staff and senior staff			
October 2023	92 <sup>nd</sup>	90 <sup>th</sup>				
April 2022	96 <sup>th</sup>	90 <sup>th</sup>				
October 2020	96 <sup>th</sup>	90 <sup>th</sup>				
April 2019	95 <sup>th</sup>	90 <sup>th</sup>				
October 2017	87 <sup>th</sup>	90 <sup>th</sup>				
April 2016	88 <sup>th</sup>	90 <sup>th</sup>				
October 2014	92 <sup>nd</sup>	75 <sup>th</sup>				
April 2013	97 <sup>th</sup>	75 <sup>th</sup>				
October 2011	47 <sup>th</sup>	75 <sup>th</sup>				

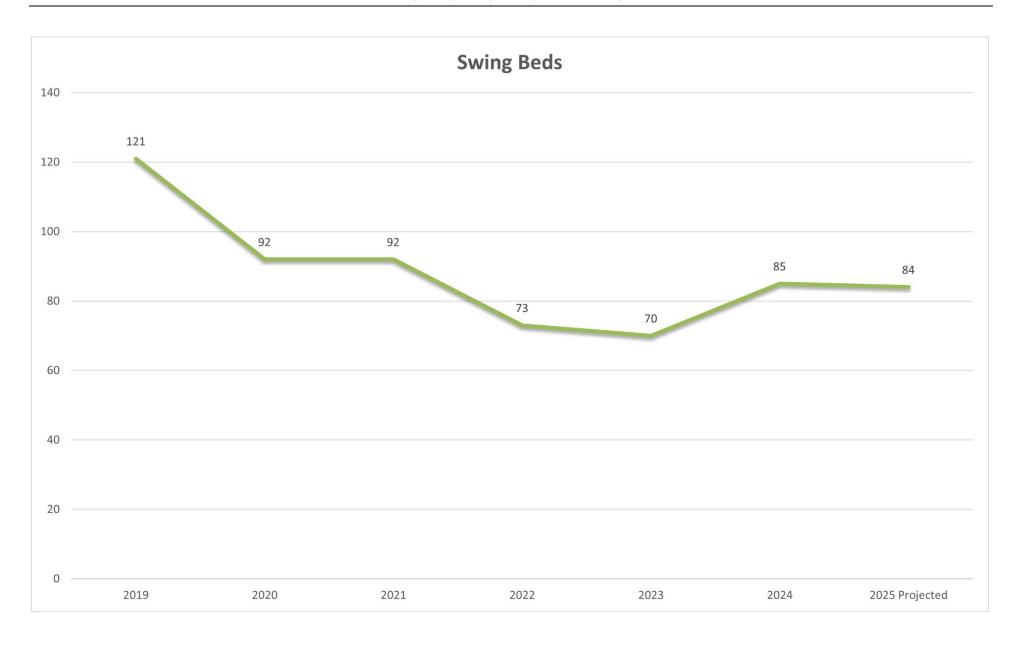












### **Moore County Hospital District**

224 E 2ND ST, DUMAS TX 79029

Phone: 806-935-7171 County: Moore County,TX

Web: mchd.net CMS Cert: 451386

Parent Org: None Reported Control: Hospital District SORH Region: Panhandle

Hosp Referral Region: Amarillo,TX CBSA: Micro`Dumas,TX Micro Area

Fiscal Year End: 06/30/2023

Year Built: 1948

Group: Micropolitan CAH

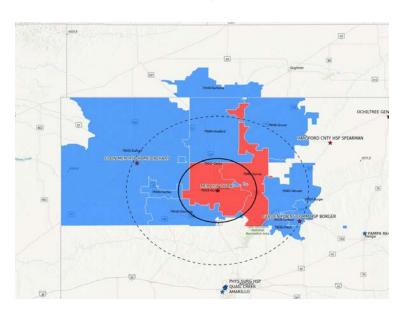
Beds: Licensed: 25 | Staffed: 19 | ICU: 3 FTEs: 357 | RHCs: 1 | FQHCs: 0 | Home Hlth: 1

DSH: N | SCH: N

Cong Dist: 13 | House Dist: 87 | Sen Dist: 31

CIN Member: No

## Service Area Red Area=Primary | Blue Area=Secondary — 15 Mile Radius | ---- 35 Mile Radius



# **Moore County Hospital District**

### Financial Metrics (as of 06/30/2023)

(Based upon 12 months in Cost Report)

Total Margin Operating Margin

-0.4

5.9

5.5

Hospital TX CAH Med TX Rural Med

-1.1 5.4 Hospital TX CAH M

3.9

TX CAH Med TX Rural Med

Metric	Hospital	TX CAH Med	TX Rural Med
Gross Patient Revenue	100,050,032	30,697,694	68,401,017
Non Patient Revenue	13,558,880	4,691,869	4,666,880
Total Revenue	113,608,912	35,389,563	73,067,897
Net Income/Loss	-244,316	1,043,960	1,206,815
Current Ratio	5.5	2.4	1.9
Days Cash On Hand	122	65	51
Days in Net Accts Receivable	23	48	46
FTEs Per Adjusted Occupied Bed	9.2	4.8	4.9

### 2023 Utilization Metrics

Acute Inpatient Volume Emergency Dept Volume

**Outpatient Volume** 

814 Hospital 126 TX CAH Med 359

TX Rural Med

**5,757**Hospital

**3,995**TX CAH Med

6,854 3,671

TX Rural Med

Hospital

2,014

TX CAH Med

**3,723**TX Rural Med

Metric	Hospital	TX CAH Med	TX Rural Med
Acute Inpatient Avg Length of Stay	2.3	3.3	3.3
Acute Inpatient Avg Daily Census	5.1	1.3	3.5
Acute Inpatient Transferred Pct	3.7	8.8	7.4
Acute Inpatient Admitted via ED Pct	13.3	28.8	46.6
Swing Bed Discharge Volume	0	33	29
Swing Bed Avg Daily Census	0.0	1.0	0.8
Pct ED Visits Admitted	1.8	1.2	2.3
OB Volume	305	81	182



Powered by: Lucky Dog Analytics



### **Moore Cnty Family Clin Dumas**

110 South Bliss Ave, Dumas TX 79029

Ph: 806-935-6599

County: Moore County, TX | Region: Panhandle

Type: Provider-Based

RHC CCN: 673411 | Fiscal Year End: 06/30/2024

Participating Since: 03/08/2013 | Last Cert Date: 10/31/2016

Parent Organization: 451386-MEM HSP DUMAS

#### **Visit Volume**

**Total** Medicare Medicaid Other 16,206 623 N/A 14,960

### **Staffing Level**

TotalPhysicianPhysicians AsstNurse Practitioner5.141.001.043.10

### **Hours Of Operation**

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
-0080	0800-	-0080	0800-	-0080	0800-	
2000	2000	2000	2000	2000	2000	

### **Moore Cnty Family Clin Dumas**

### Financial Metrics (as of 06/30/2024)



### **Per Visit Metrics**

Per Visit Metrics	Clinic	Clinic Trend	TX Median	US Median
Gross Profit Per Visit (excl Parent Overhead)	77		54	77
Gross Profit Per Visit (incl Parent Overhead)	-20		-34	-13
Total Cost Per Visit	279	•	257	277
Average Charge Per Visit	259	• • •	213	259
Overhead (Total) Per Visit	152	•	132	127
Overhead (Clinic Only) Per Visit	55		36	31
Overhead (Parent Only) Per Visit	97	•	94	93



Powered by: Lucky Dog Analytics

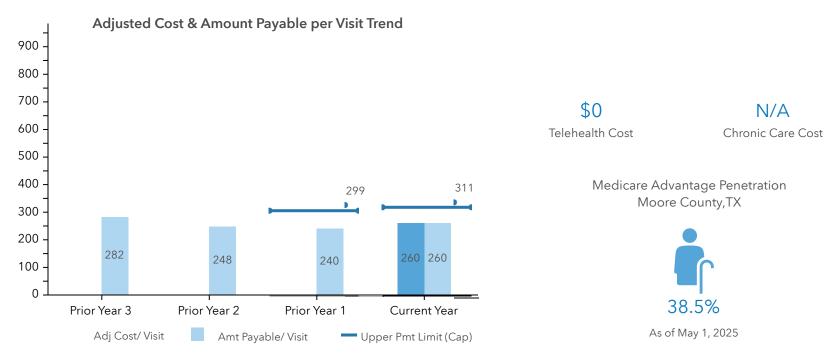


# **Moore Cnty Family Clin Dumas**

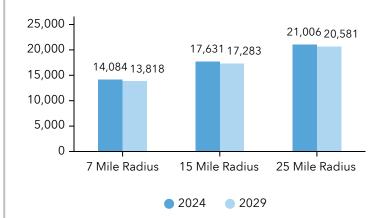
### **Provider Metrics**

Metric	FTE	Total Visits	Visits Per FTE	Productivity Standard	Above/Below Minimum Visits	Cost Per FTE (Post Adjustment)	Cost Per Visit
Physician	1.00	3,161	3,161	4200	Below	440,152	139
Physician Asst	1.04	3,176	3,054	2100	Above	247,006	81
Nurse Practitioner	3.10	9,869	3,184	2100	Above	151,427	48
Total Staff	5.14	16,206	510	N/A	N/A	142,141	112

### **Clinic Medicare Statistics**



### **Service Area Population**





### **RHC/FQHC Medicare Utilization**

Moore County,TX As of Dec 31, 2023



410

Number of Users



0.3%

Pct Beneficiaries
Using
FQHC/RHC

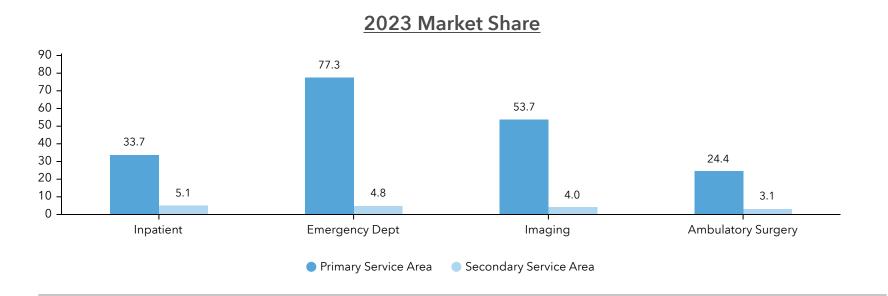


994 Clinic Visits Per

1000 Beneficiaries



# **Moore County Hospital District**



### **2023 Outmigration Volume**

### **Primary Service Area**

 1,121
 1,331
 1,945
 973

 Inpatient
 Emergency Dept
 Imaging
 Ambulatory Surg

Hospital Volume	2020	2021	2022	2023
Inpatient	536	559	647	570
Emergency Dept	3,374	4,015	4,646	4,526
OP - Imaging	2,198	2,691	2,388	2,252
OP - Ambulatory Surg	242	314	305	314

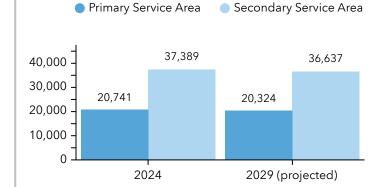
### **Secondary Service Area**

**3,351 12,620 9,530 3,025**Inpatient Emergency Dept Imaging Ambulatory Surg

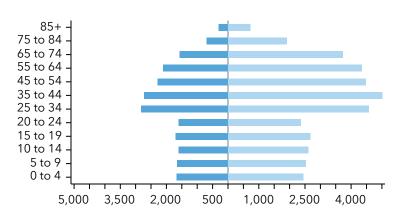
Hospital Volume	2020	2021	2022	2023
Inpatient	67	73	133	180
Emergency Dept	401	554	661	639
OP - Imaging	298	417	379	396
OP - Ambulatory Surg	75	97	88	96

Acknowledgements: The Texas Critical Access Hospital Profile is produced by TORCH, in partnership with Lucky Dog Analytics, Texas State Office of Rural Health (SORH) and the Texas Department of Health and Human Services (HHSC) as part of the technical assistance and services provided through grants. To access your data, log into your TORCH Hub for Analytics site at hub.torchnet.org. Contact Quang Ngo TORCH at qngo@torchnet.org or LeeAnne Denney at leeanne@luckydoganalytics.com for more information or assistance.

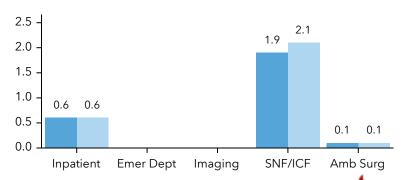
### Service Area Population



### Population by Age Group



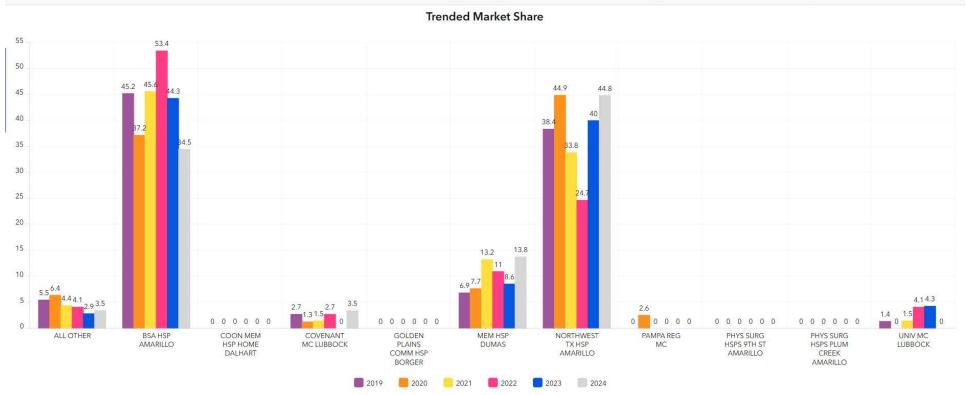
### Compound Annual Growth Rate (CAGR)





### INPATIENT MARKET SHARE BY SERVICE LINE

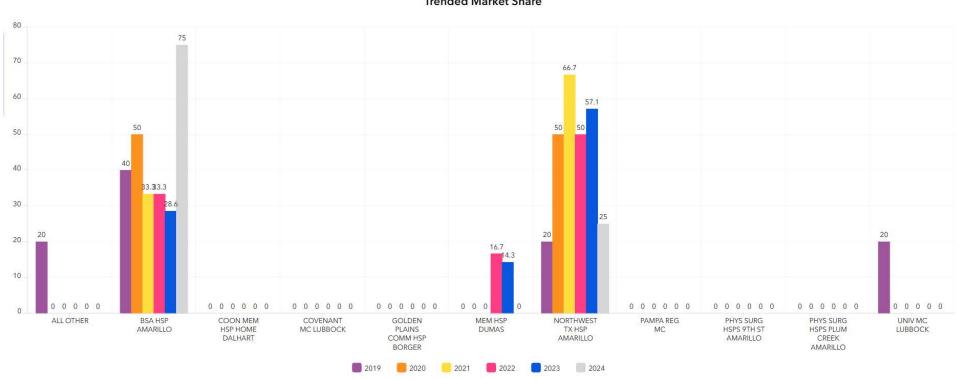




### INPATIENT MARKET SHARE BY SERVICE LINE

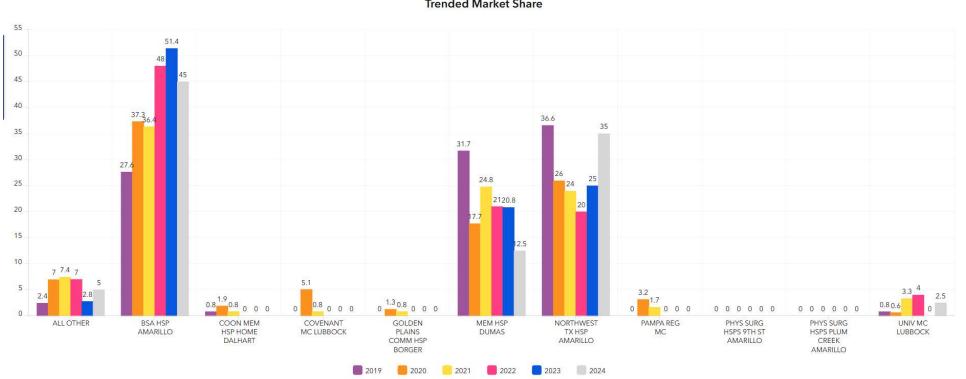






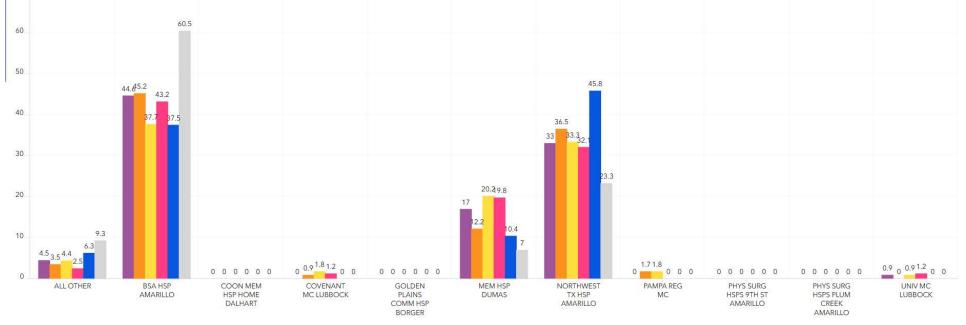






#### INPATIENT MARKET SHARE BY SERVICE LINE





2021

2023 2024

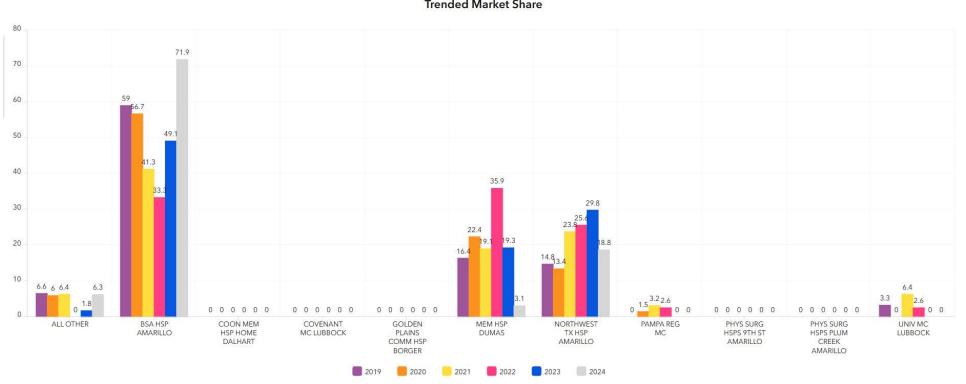


Select Year 2024

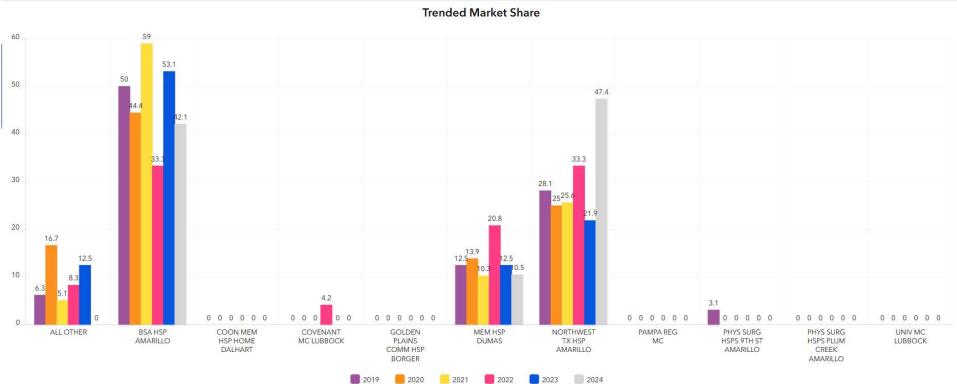
Select Area or ZIP Code Primary Service Area

Select Service Line 06 DIGESTIVE Medical

#### Trended Market Share



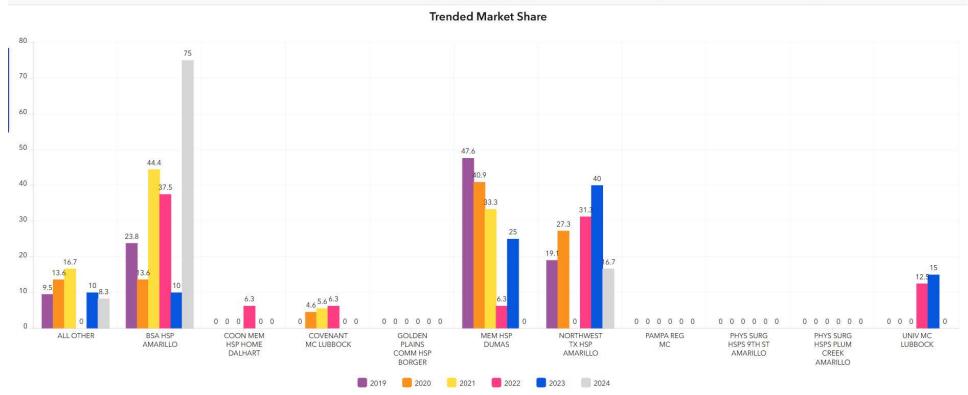












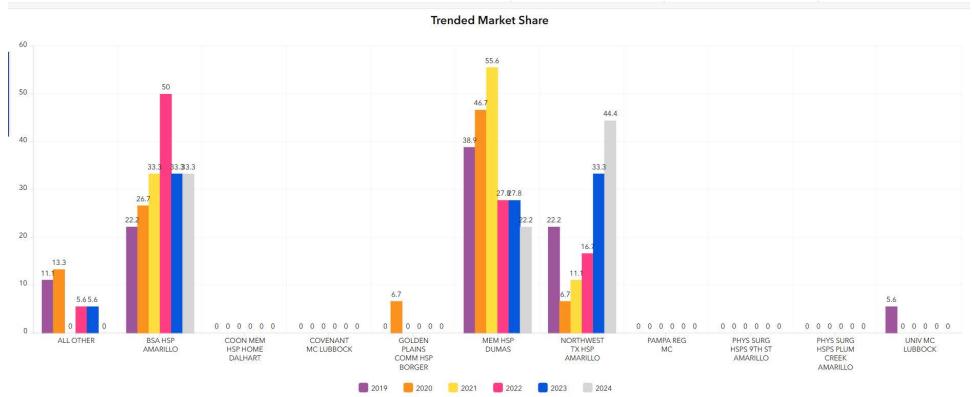
















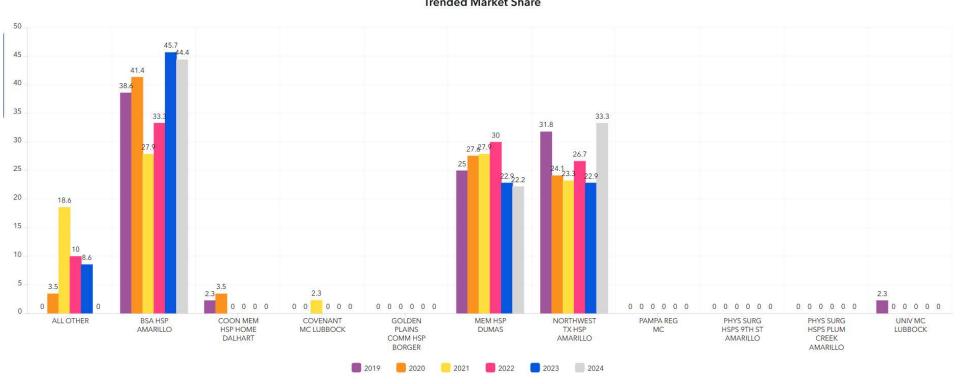
Inpatient Market Share

Select Year 2024

Select Area or ZIP Code Primary Service Area

Select Service Line 10 ENDOCR-NUTRI-METABO..

#### **Trended Market Share**

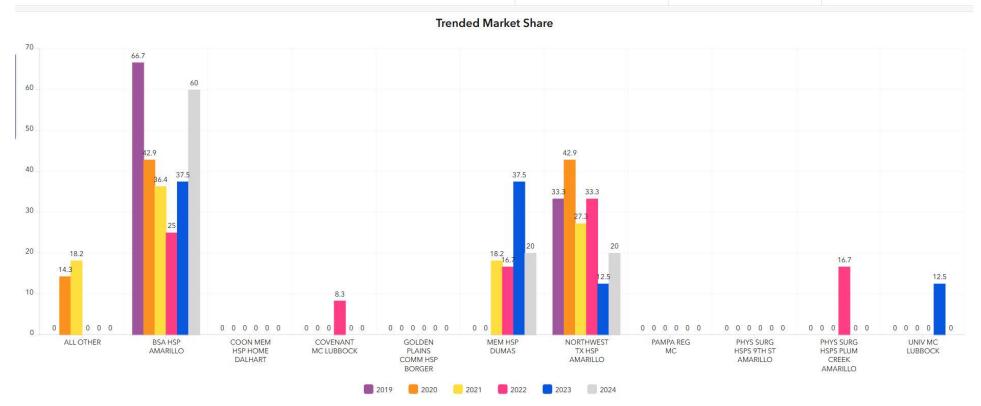


Inpatient Market Share

Select Year
2024

Select Area or ZIP Code
Primary Service Area

10 ENDOCR-NUTRI-METABO...

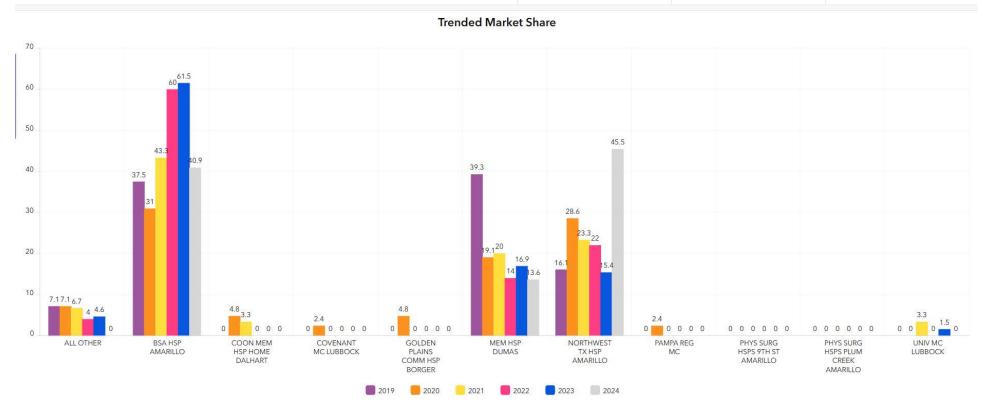


Inpatient Market Share

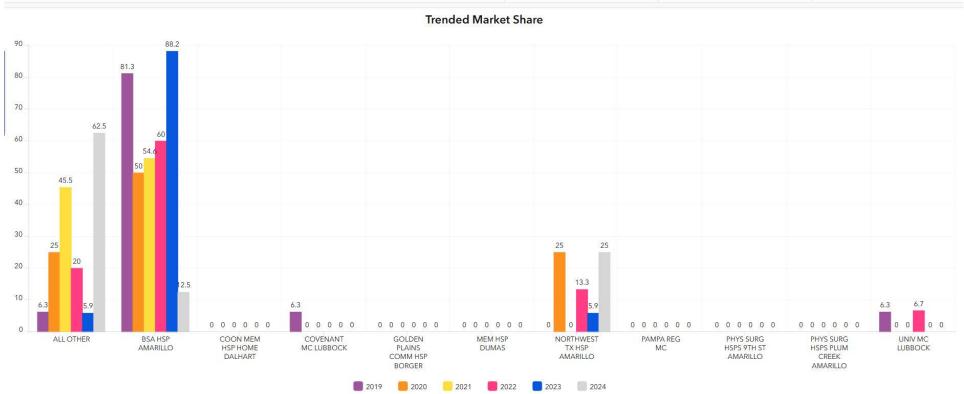
Select Year
2024

Select Area or ZIP Code
Primary Service Area

11 KIDNEY-URINARY TRACT ...







Inpatient Market Share

Select Year
2024

Select Area or ZIP Code
Primary Service Area

Select Service Line
12 MALE REPRODUCTIVE Me...





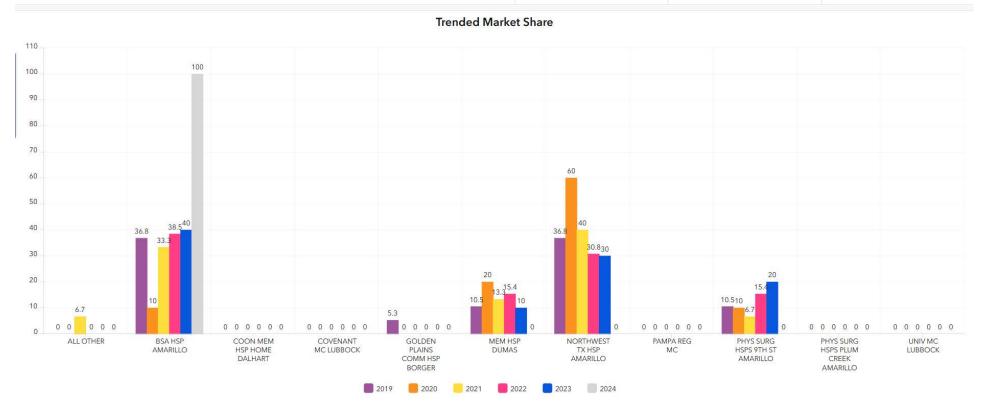


Inpatient Market Share

Select Year
2024

Select Area or ZIP Code
Primary Service Area

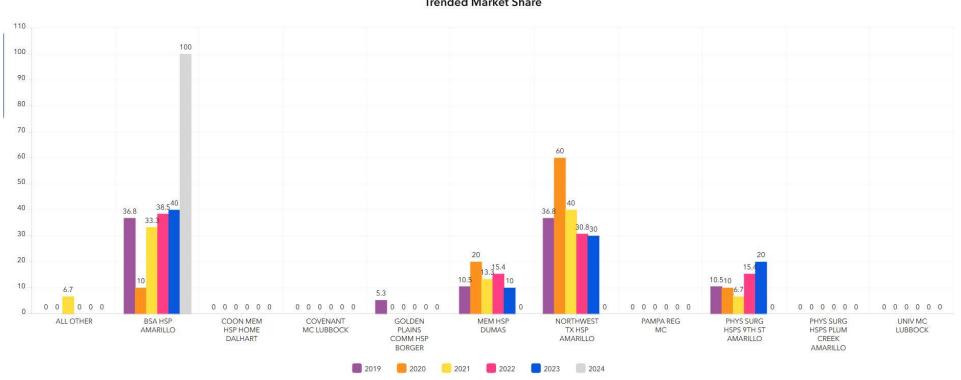
Select Service Line
13 FEMALE REPRODUCTIVE S...



Inpatient Market Share

Select Year 2024 Select Area or ZIP Code Primary Service Area Select Service Line
13 FEMALE REPRODUCTIVE S...

#### **Trended Market Share**







MEM HSP

DUMAS

2021

NORTHWEST

TX HSP AMARILLO

2023 2024

0 0.3 0 0 0 0

PAMPA REG

0 0 0 0 0 0

PHYS SURG HSPS 9TH ST AMARILLO 0 0.9 0.6 0.3 0 0

UNIV MC

LUBBOCK

0 0 0 0 0 0

PHYS SURG HSPS PLUM CREEK

AMARILLO

0.90.60.90.30.30.6

GOLDEN PLAINS COMM HSP

BORGER

2019 2020

0 0 0 0 0 0

COVENANT

MC LUBBOCK

0.90.90.3 0 0

COON MEM HSP HOME DALHART

0.6 0.6 0.9 0.6 1.5 0

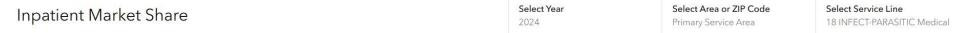
ALL OTHER

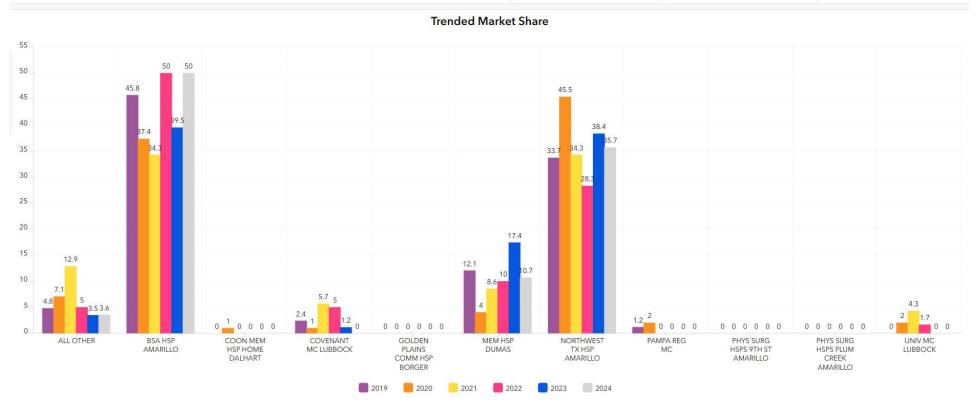
BSA HSP

AMARILLO



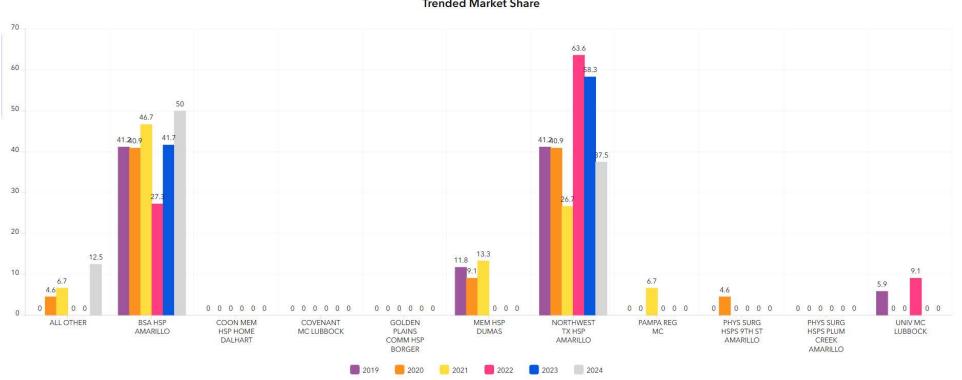






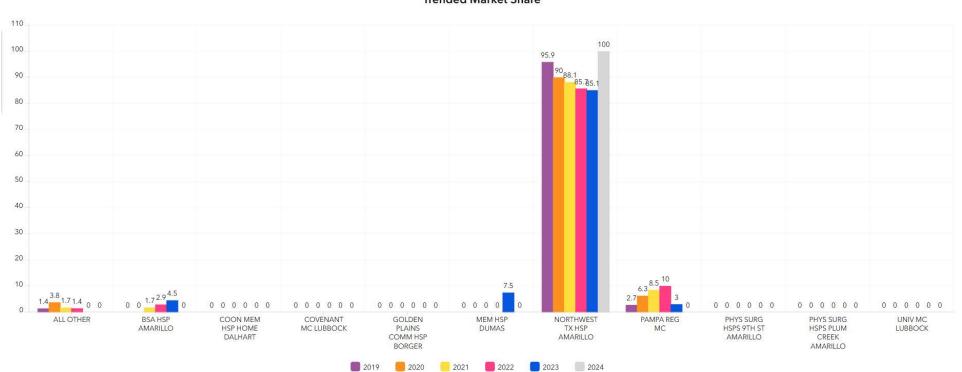




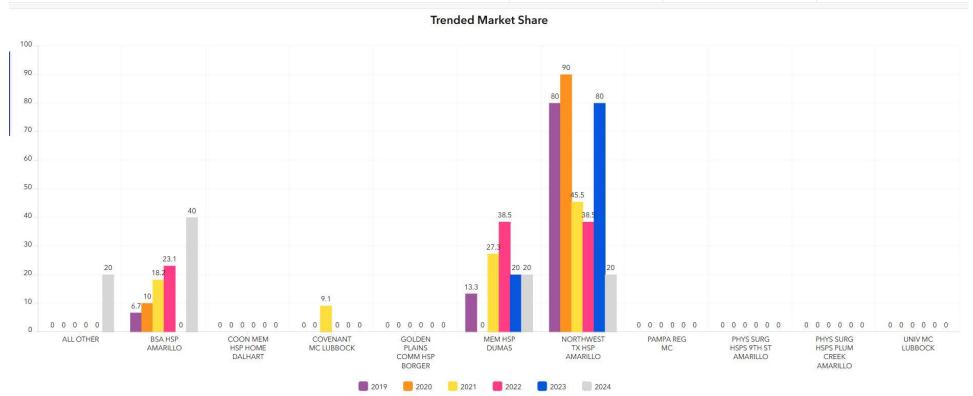














DUMAS

2022

2021

BORGER

TX HSP AMARILLO

2023 2024

MC

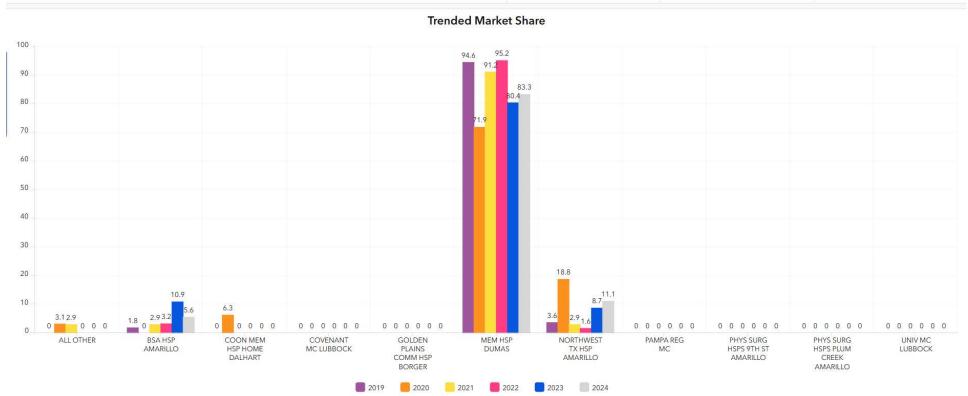
LUBBOCK

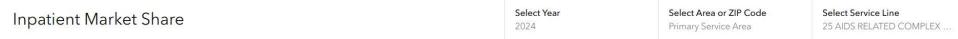
**AMARILLO** 

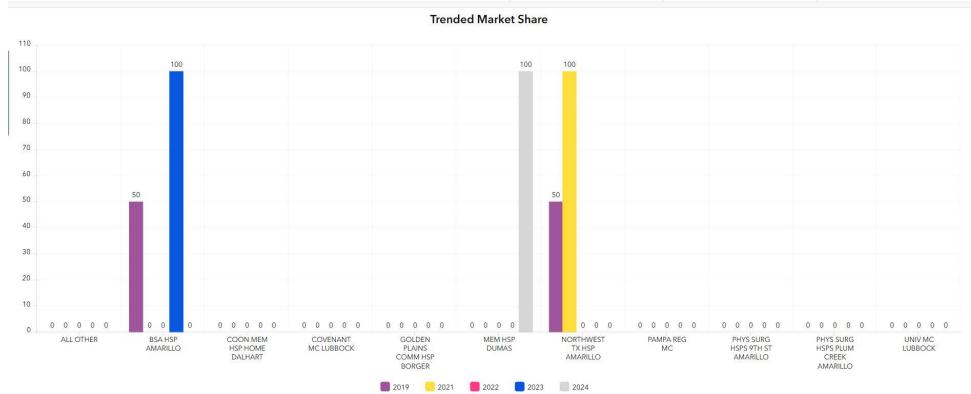
HSP HOME DALHART

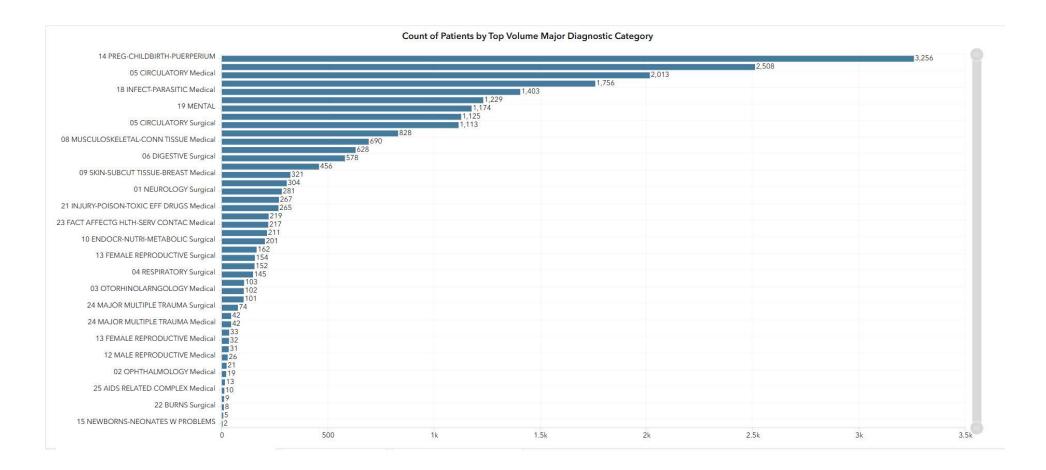




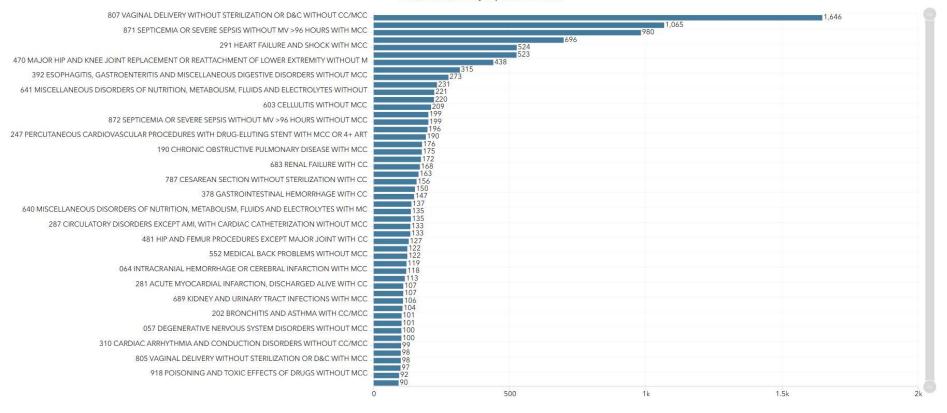




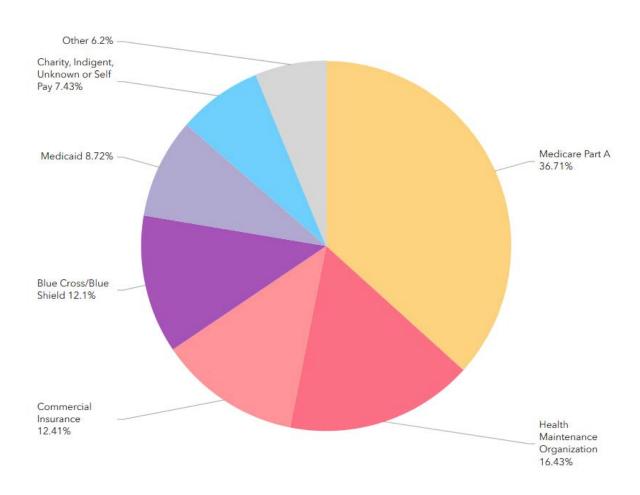


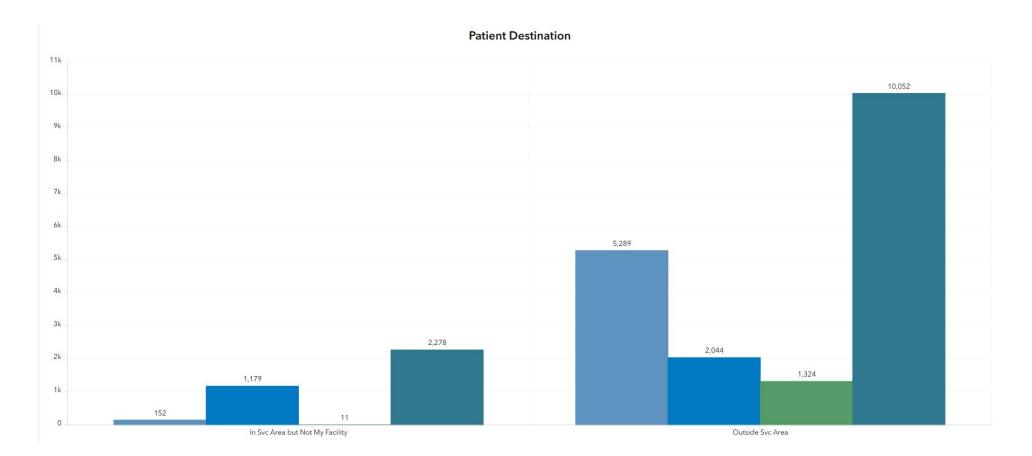


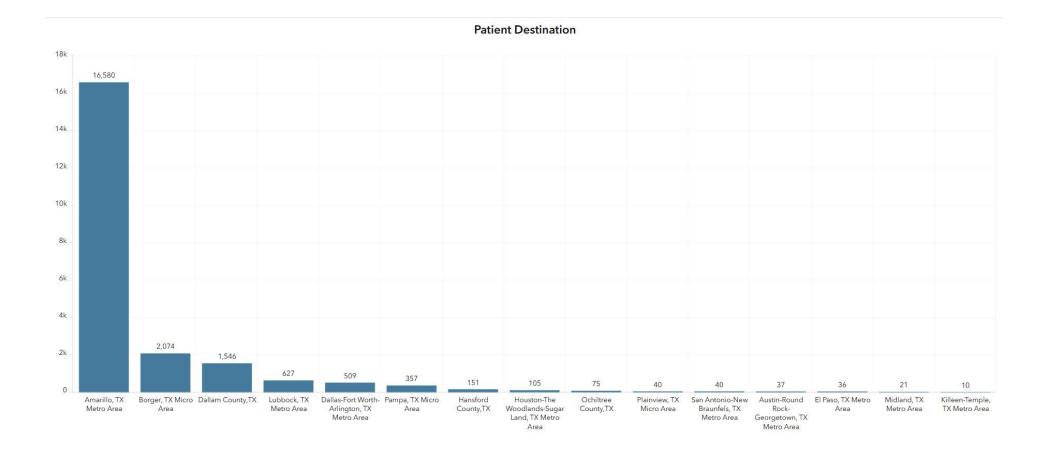
#### Count of Patients by Top Volume DRG's



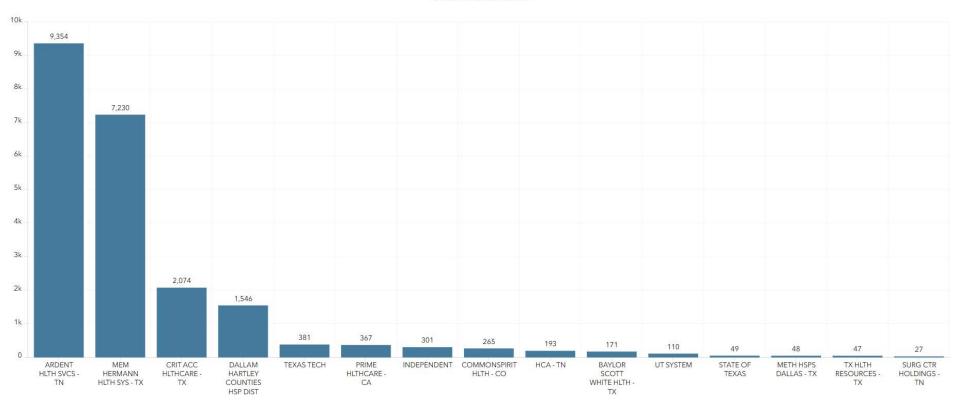
## Count of Patients by Payor

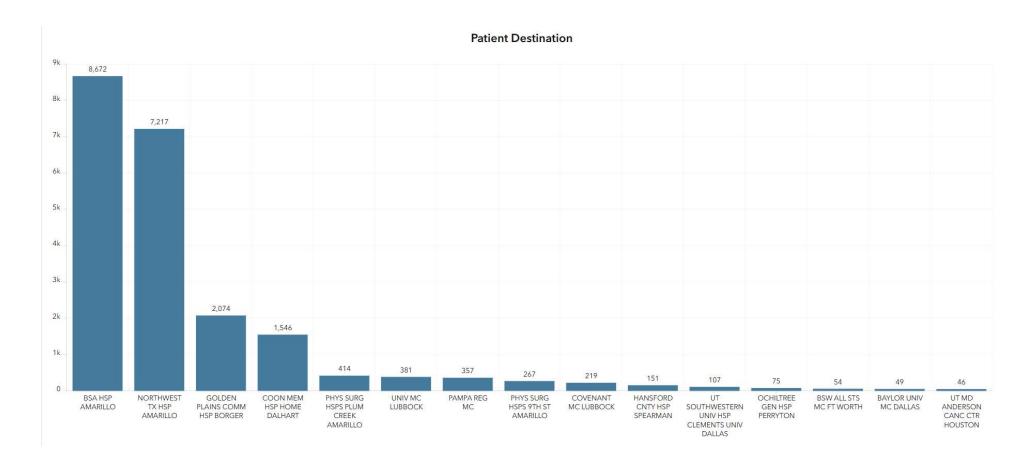




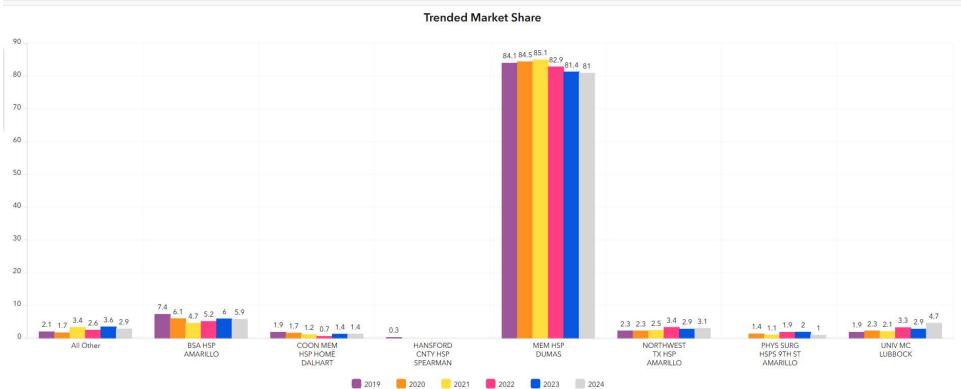


#### **Patient Destination**









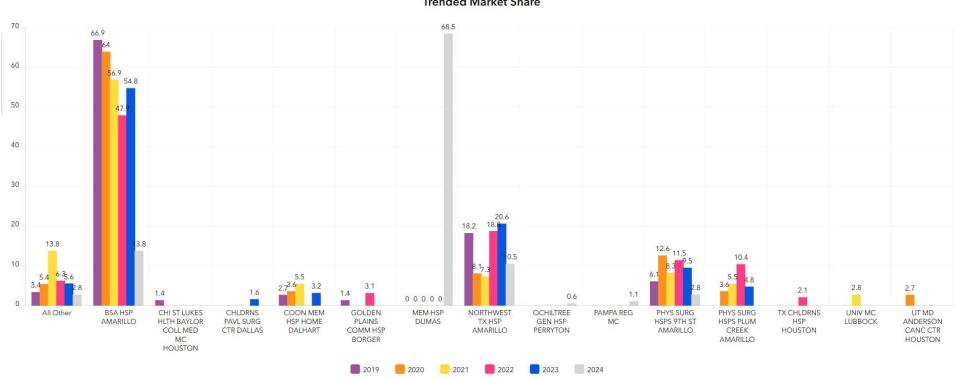
## **Outpatient Market Share**

Select Year 2024

Select Area or ZIP Code Primary Service Area

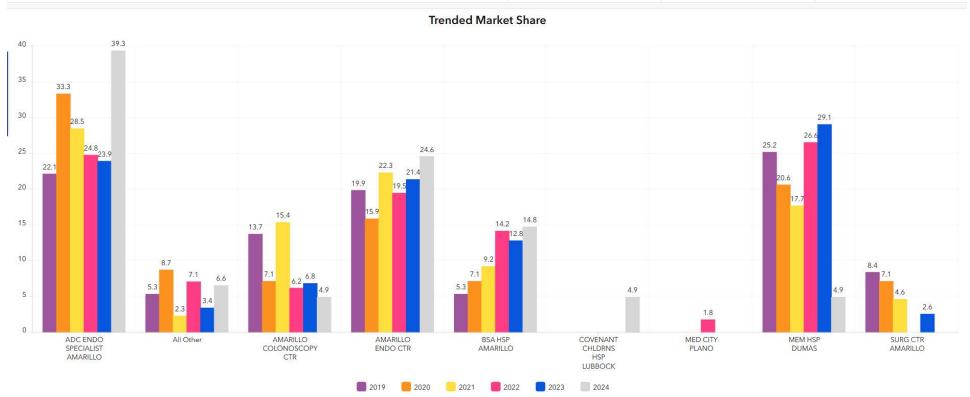
Select Service Line 183 ROUTINE CHEST X RAY



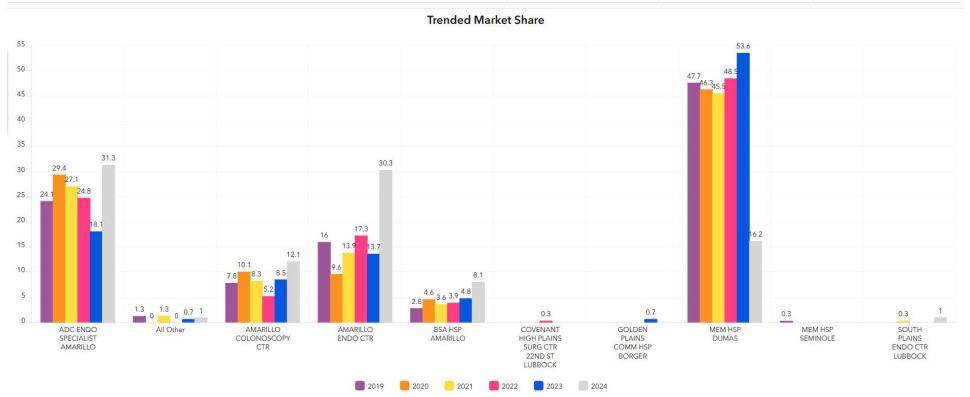


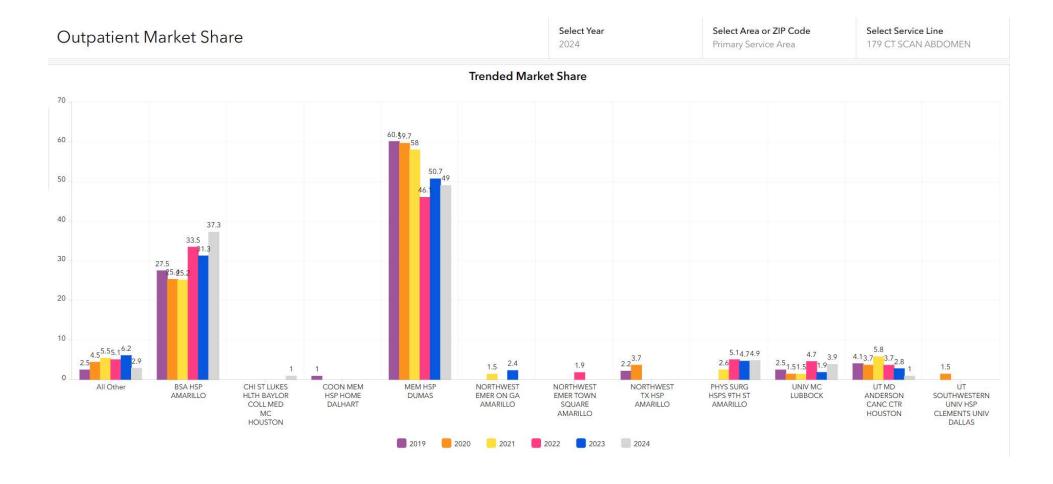


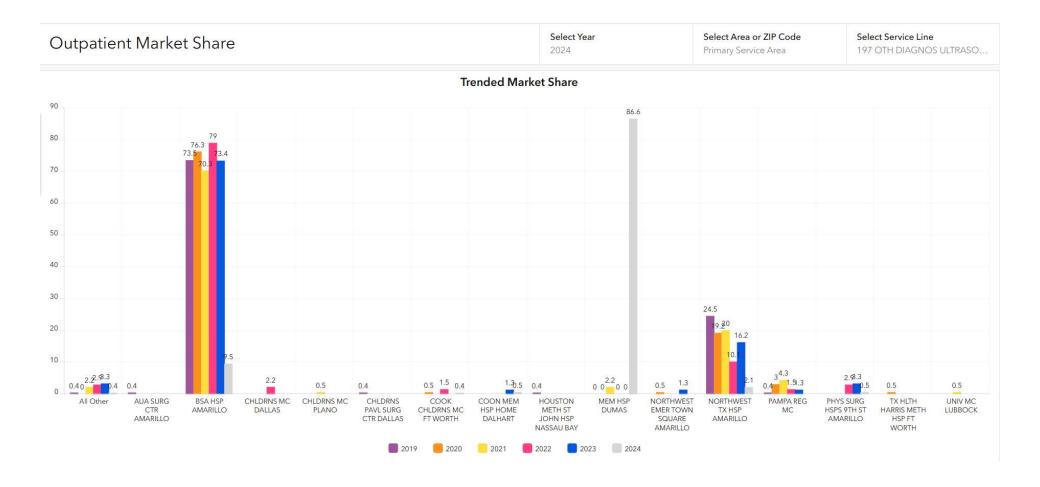


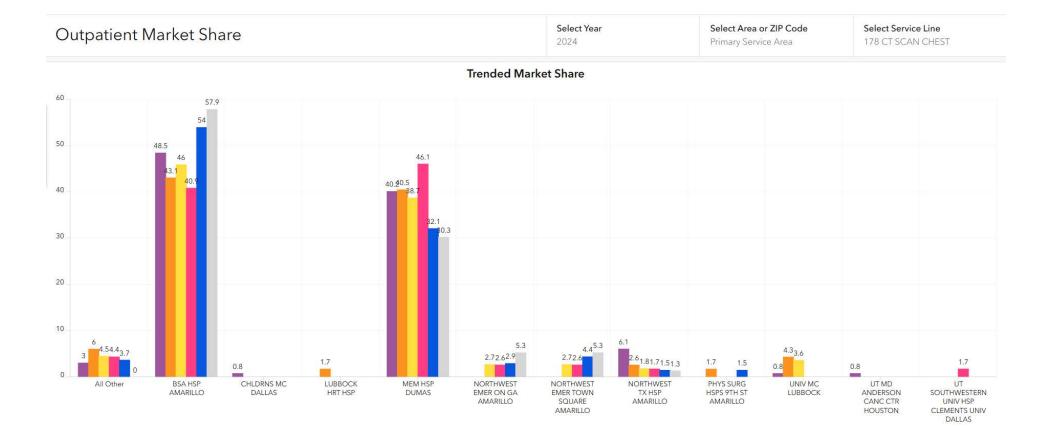


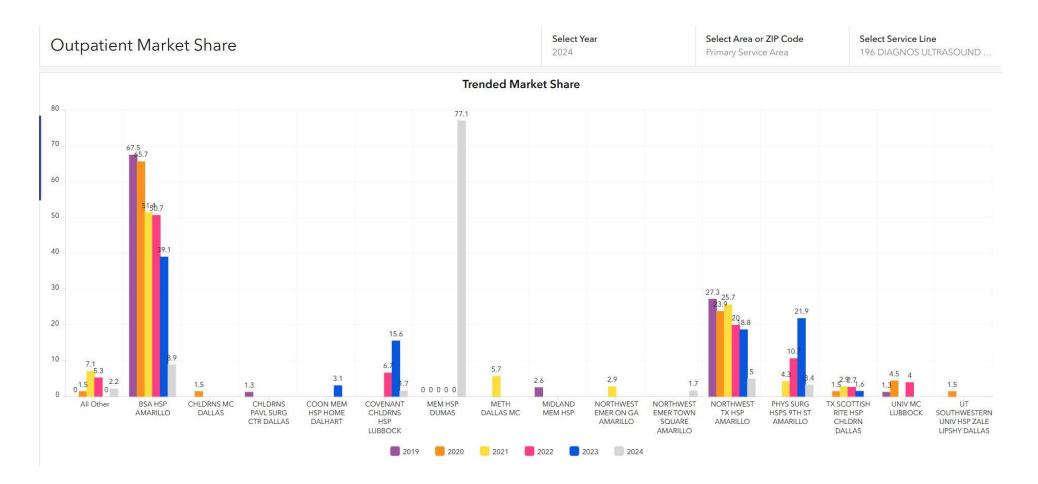
# Outpatient Market Share Select Year 2024 Select Area or ZIP Code Primary Service Area Select Service Line 076 COLONOSCOPY; BIOPSY





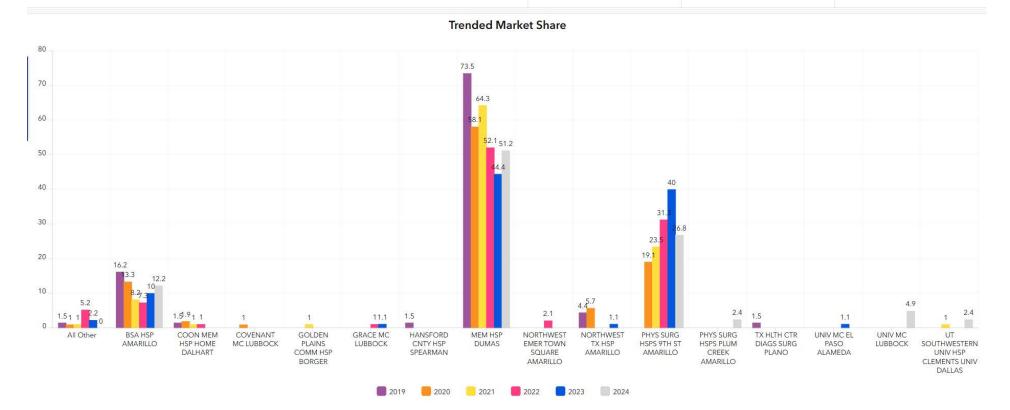


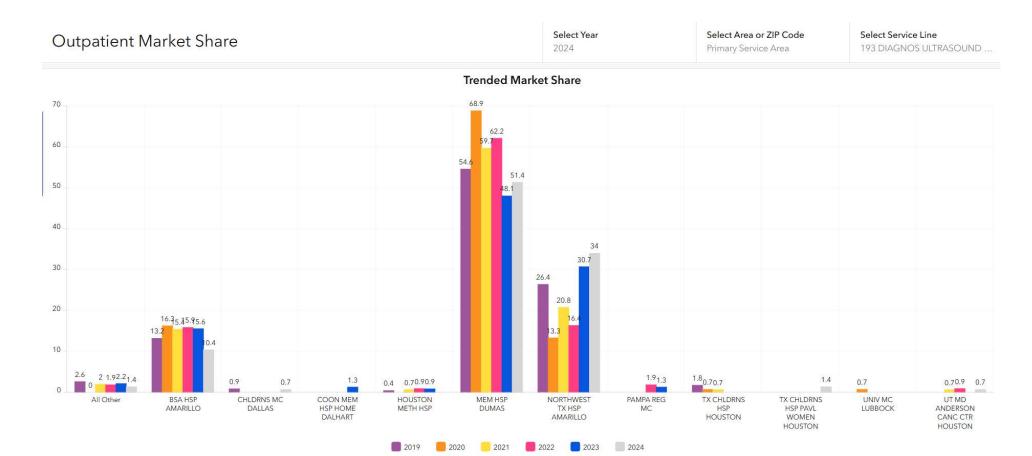




## **Outpatient Market Share**

Select Year 2024 Select Area or ZIP Code Primary Service Area Select Service Line 180 CT SCAN OTHER





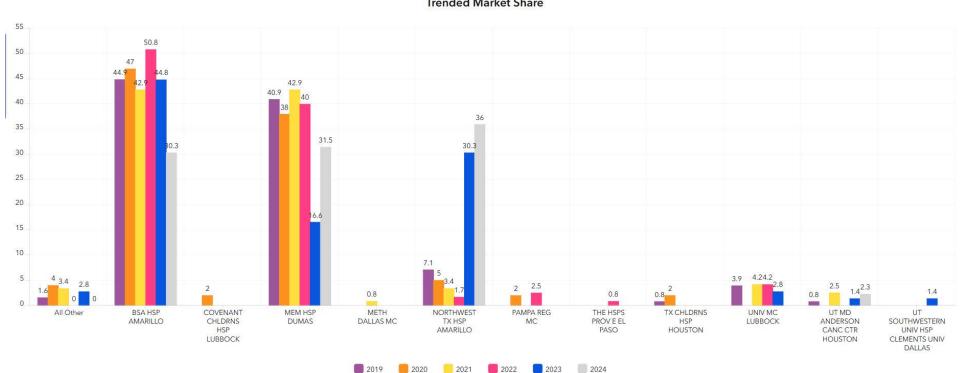
## Outpatient Market Share

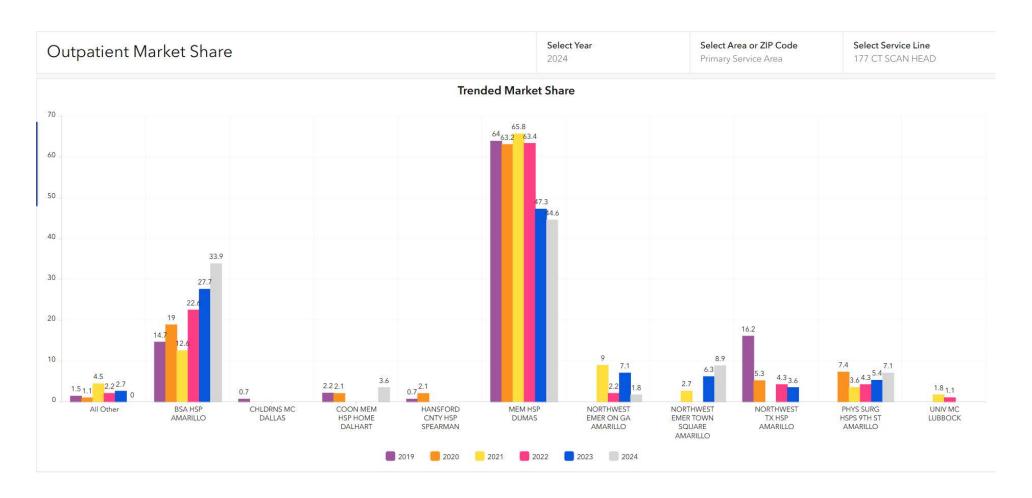
Select Year 2024

Select Area or ZIP Code Primary Service Area

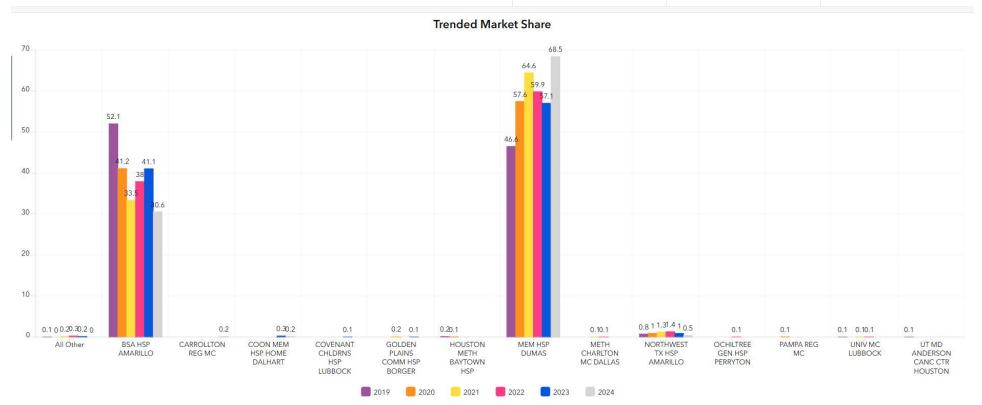
Select Service Line 209 RADIOISOTOPE SCAN; F...

#### **Trended Market Share**

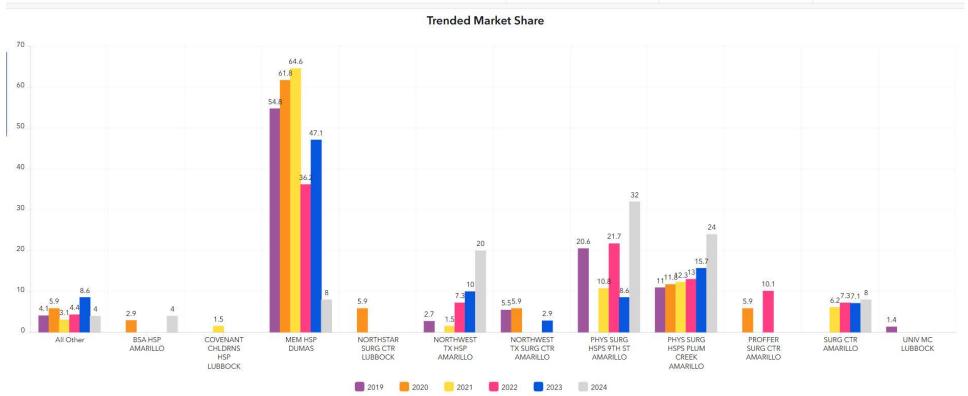




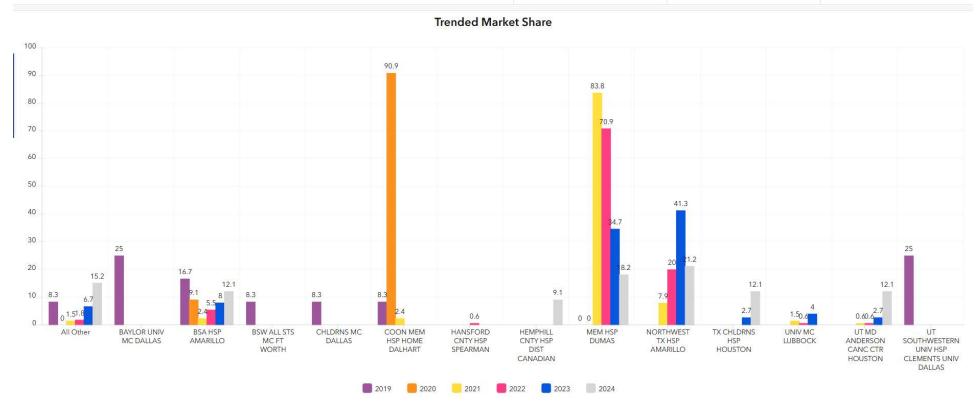
# Outpatient Market Share Select Year 2024 Select Area or ZIP Code Primary Service Area Select Service Line 182 MAMMOGRAPHY



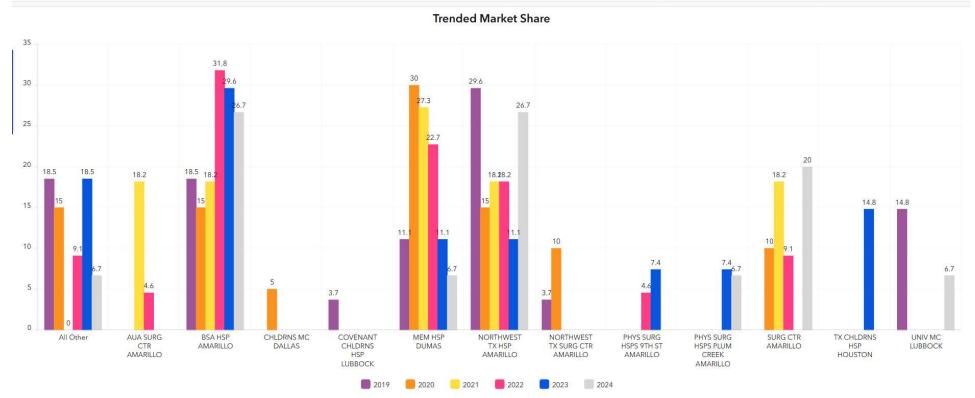


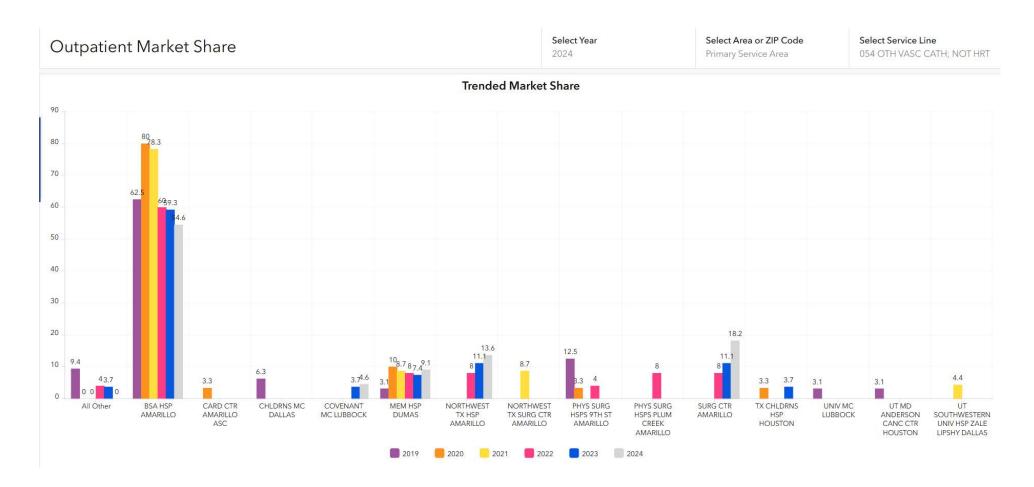


# Outpatient Market Share Select Year 2024 Select Area or ZIP Code Primary Service Area 27 OTH DIAGNOS PX/INTER...



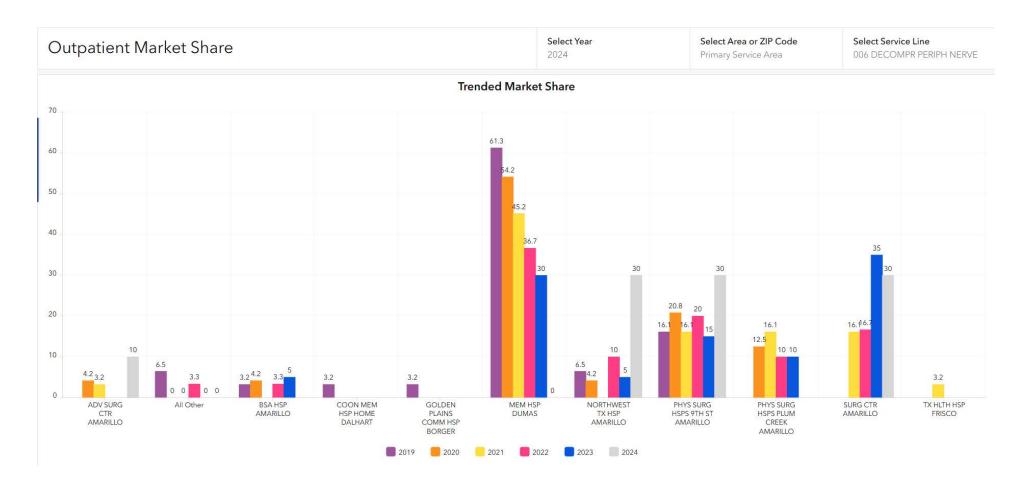












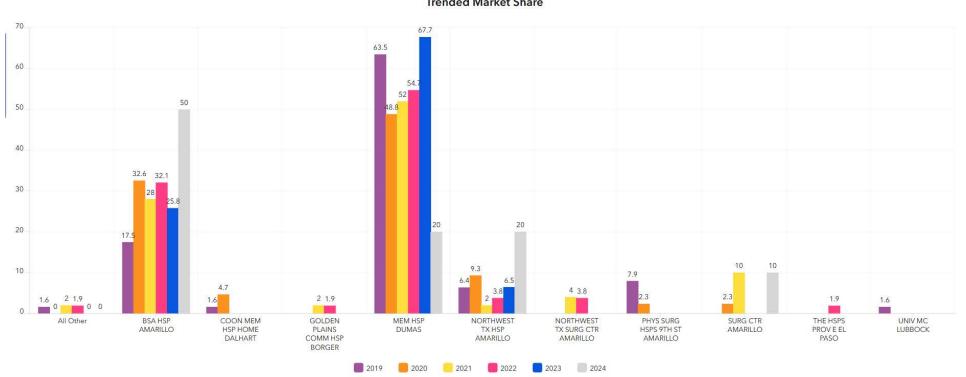
## **Outpatient Market Share**

Select Year 2024

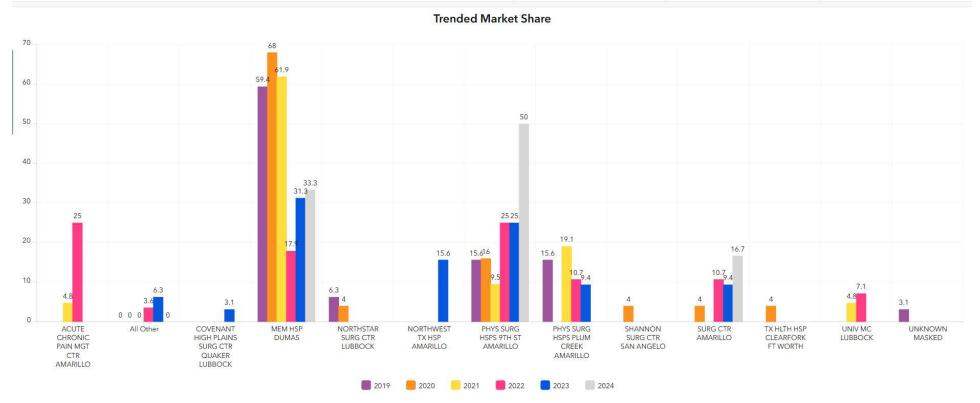
Select Area or ZIP Code Primary Service Area

Select Service Line 084 CHOLE; COMMON DUC...

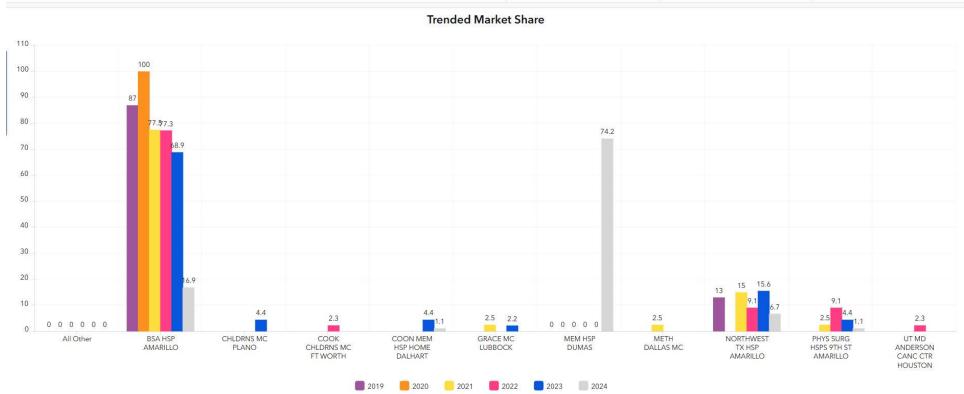
#### **Trended Market Share**









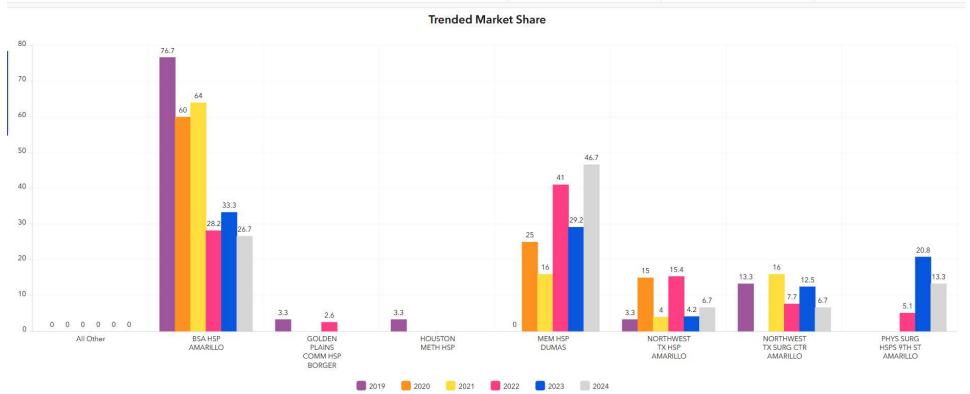








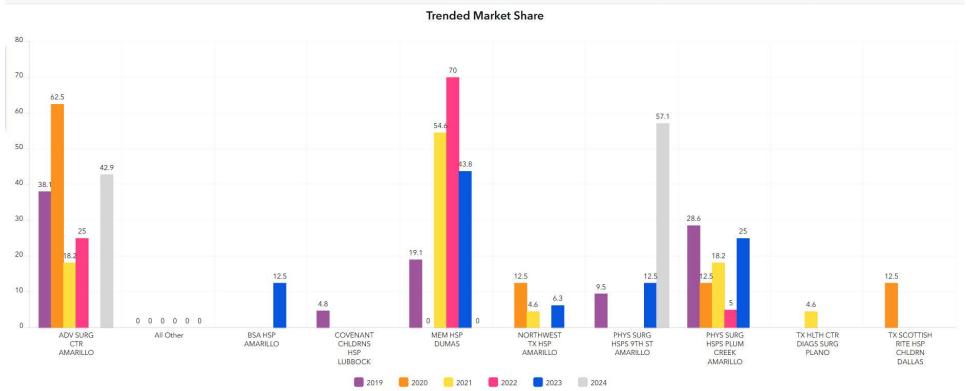




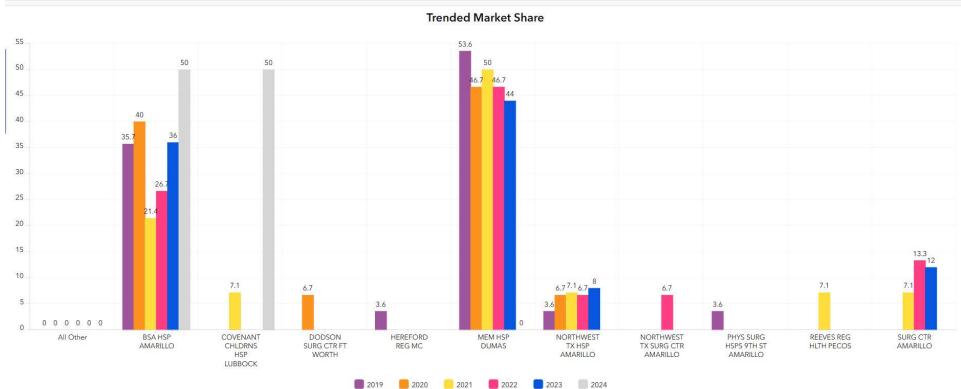






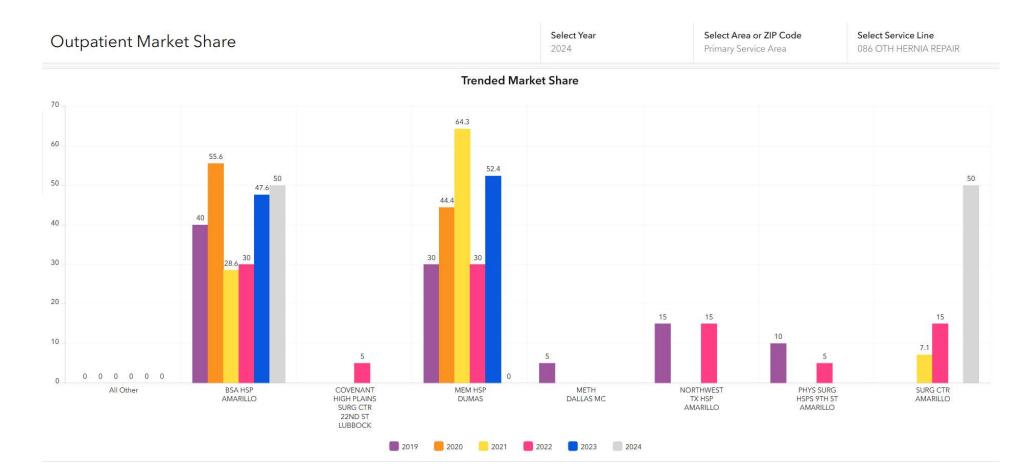


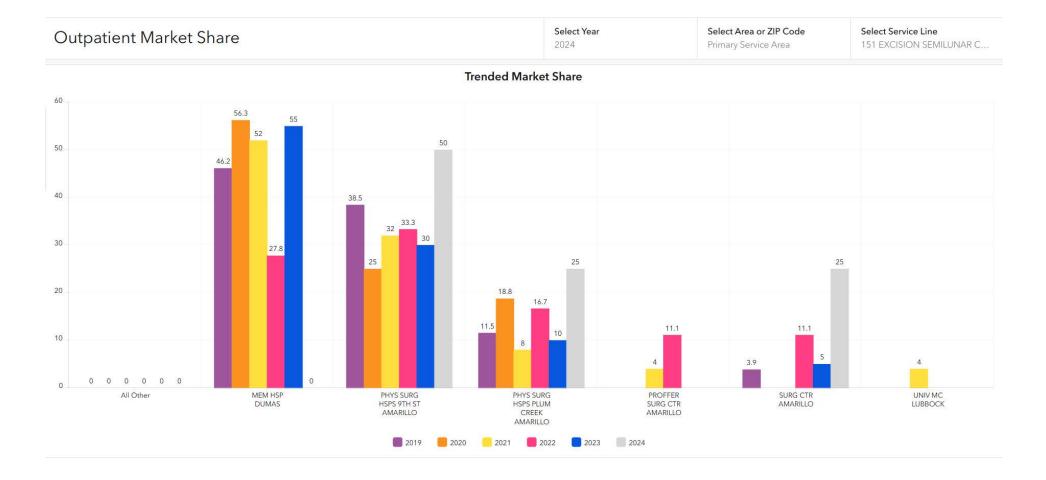
# Outpatient Market Share Select Year 2024 Select Area or ZIP Code Primary Service Area Select Service Line 085 INGUINAL; FEMORAL HE...





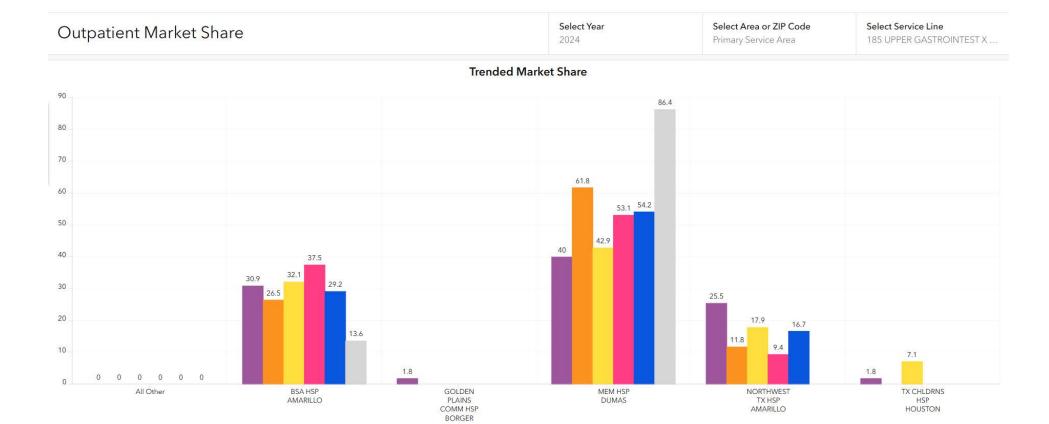












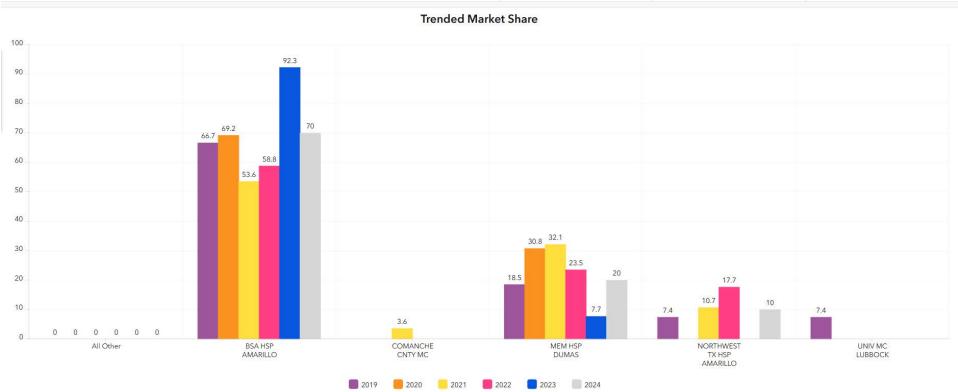
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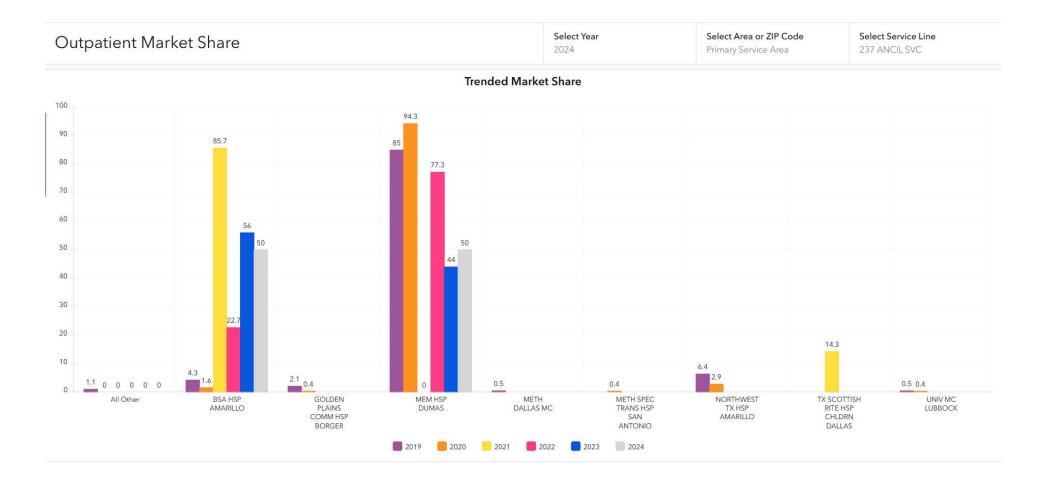
HSP HOUSTON



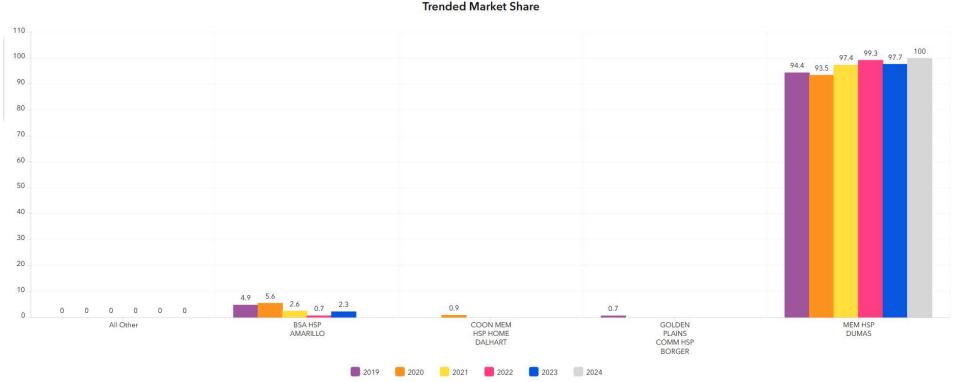




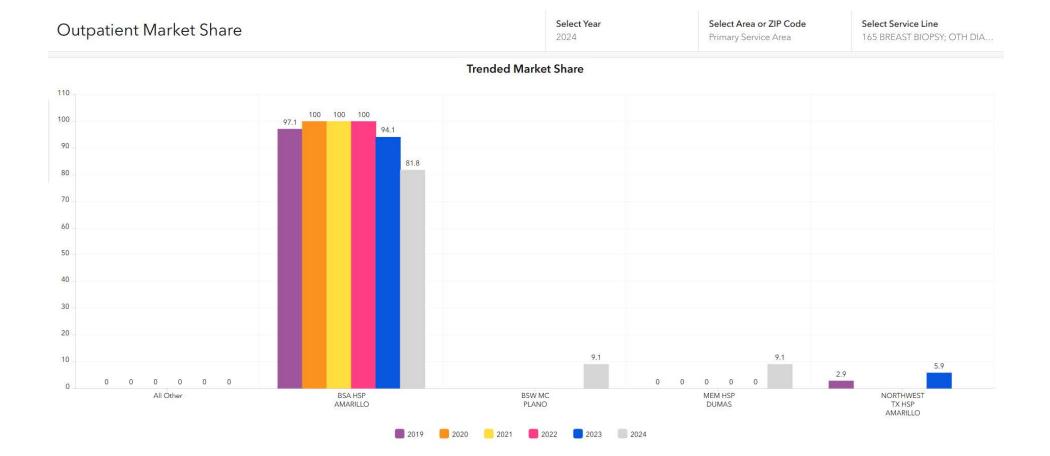






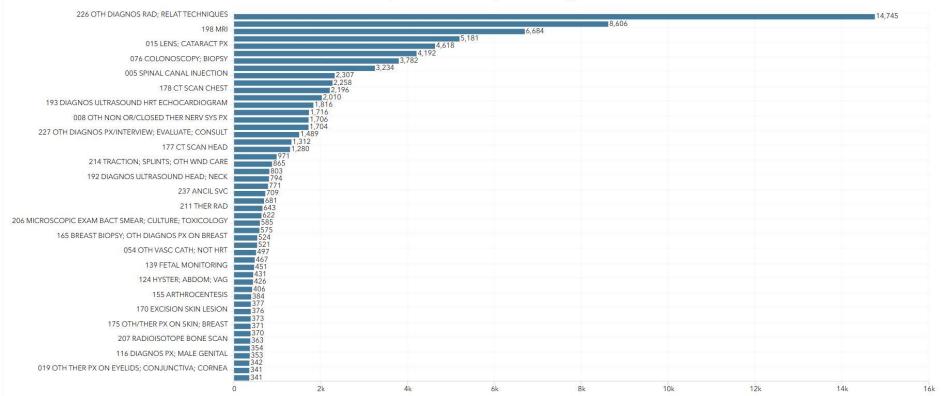




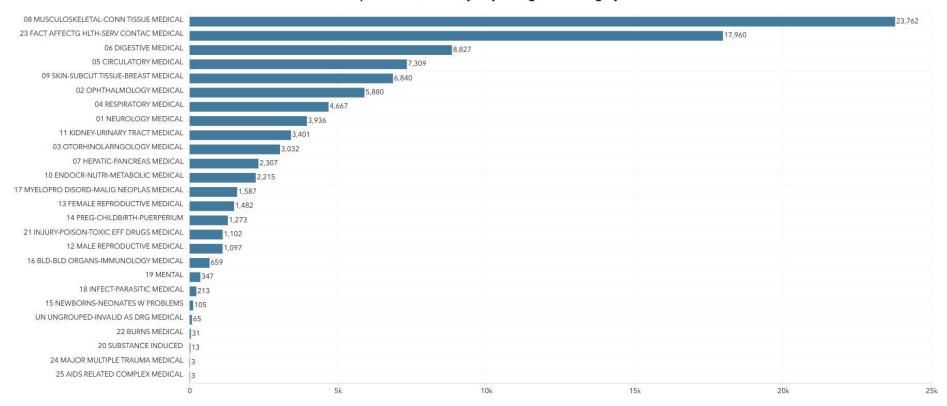


#### **OUTPATIENT OUTMIGRATION**

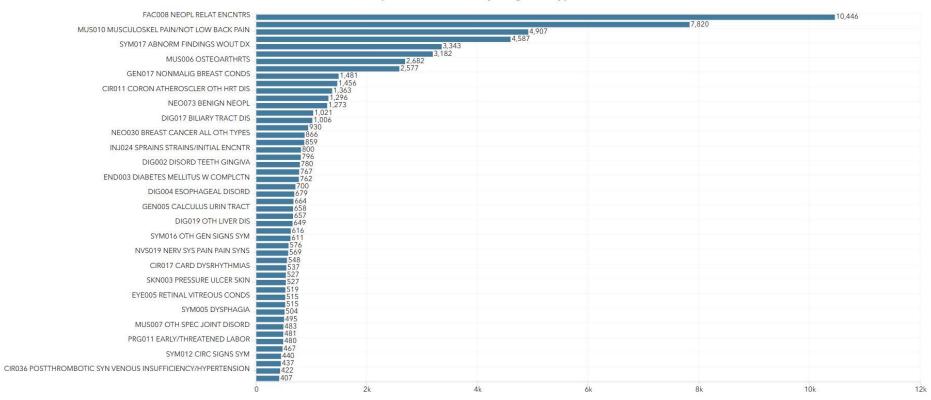




#### Top Volume Patients by Major Diagnostic Category

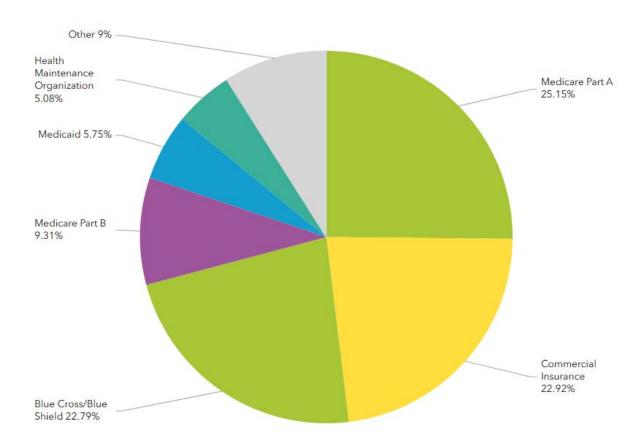


#### Top Volume Patients by Diagnosis Type

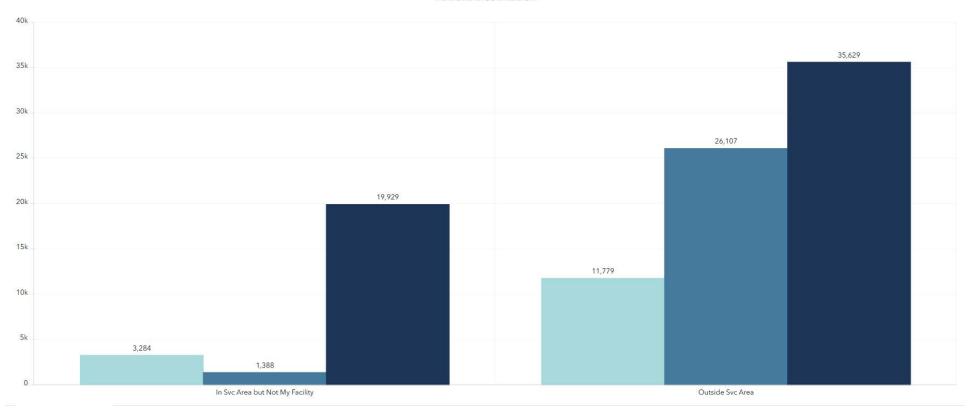


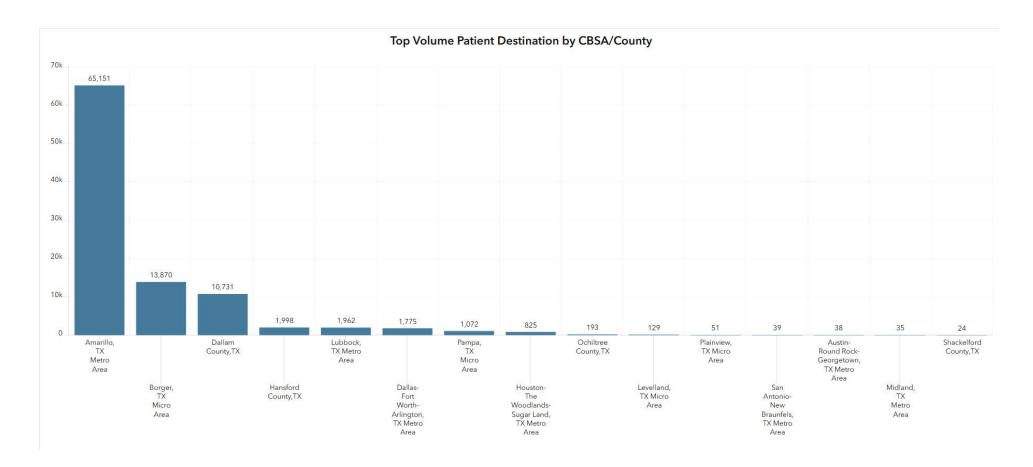
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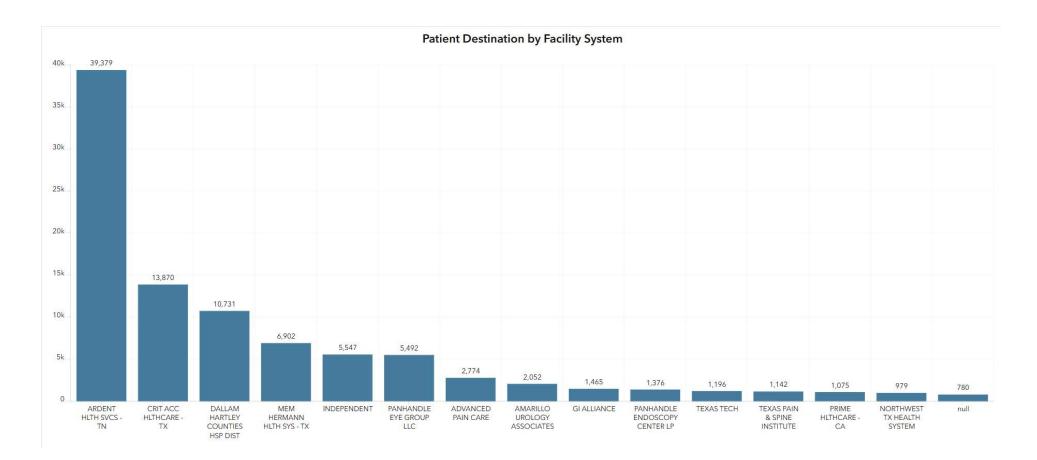
# Top Volume by Payor Mix

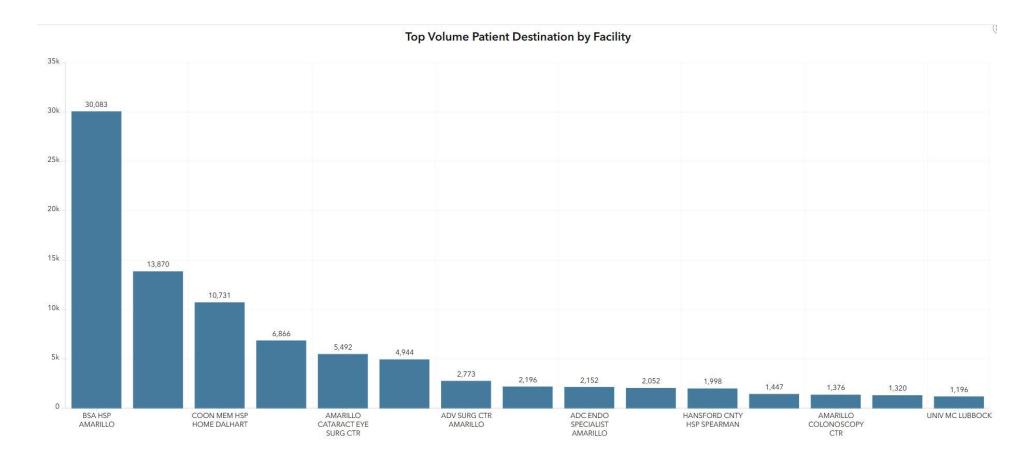


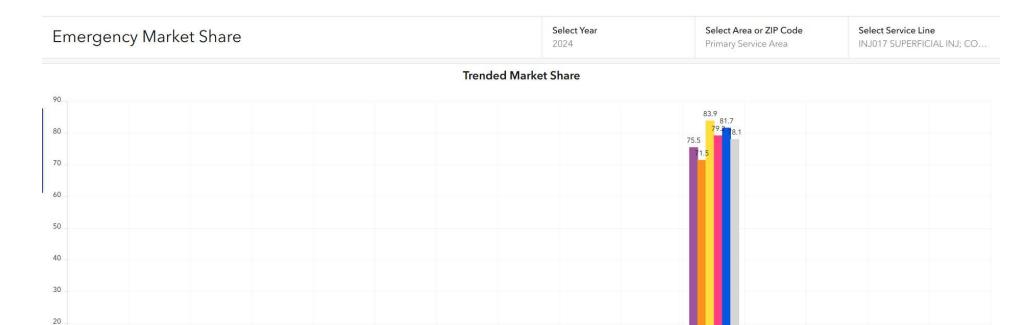
#### **Patient Destination**











1.8

0.8

2023 2024

MED CITY

DALLAS HSP

0.8

MED CITY

LEWISVILLE

MEM HSP

DUMAS

0.9

2021 2022

GOLDEN

PLAINS

COMM HSP

BORGER

1.4

ER ON

SONCY

AMARILLO

0.7

EXCEPTIONAL

AMARILLO N

COULTER

8.0

COVENANT

PLAINVIEW

BSA HSP

AMARILLO

All Other

BSW HSP

BRENHAM

COON MEM

HSP HOME

DALHART

110.8

NORTHWEST

AMARILLO

0.9

WILBARGER

GEN HSP

VERNON

0.91.12.8

NORTHWEST

**EMER TOWN** 

SQUARE

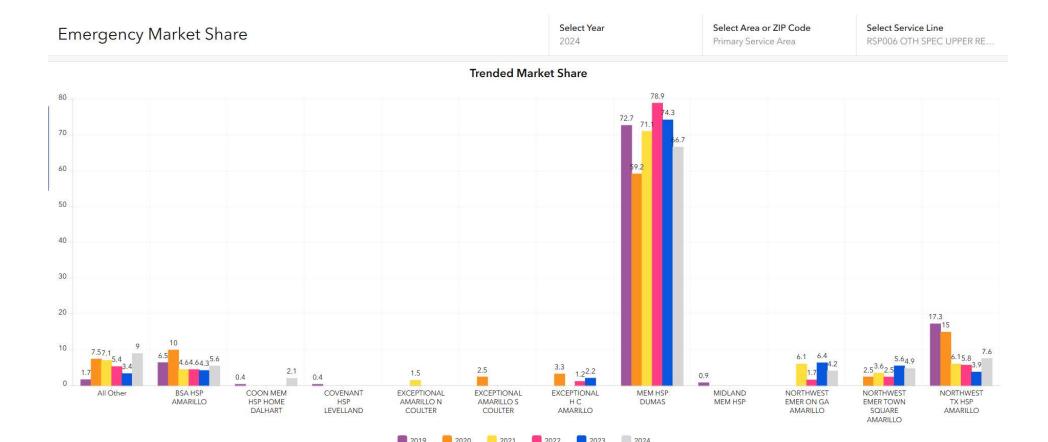
AMARILLO

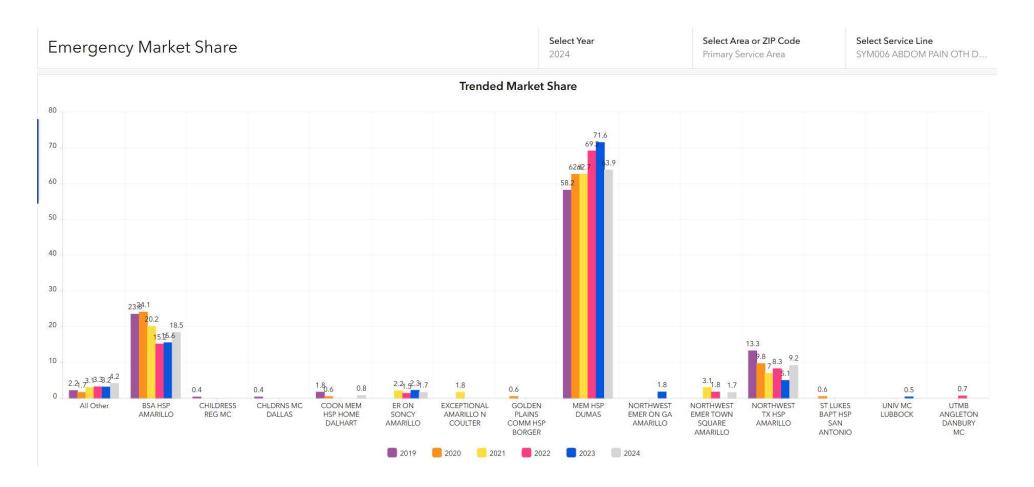
1.7

NORTHWEST

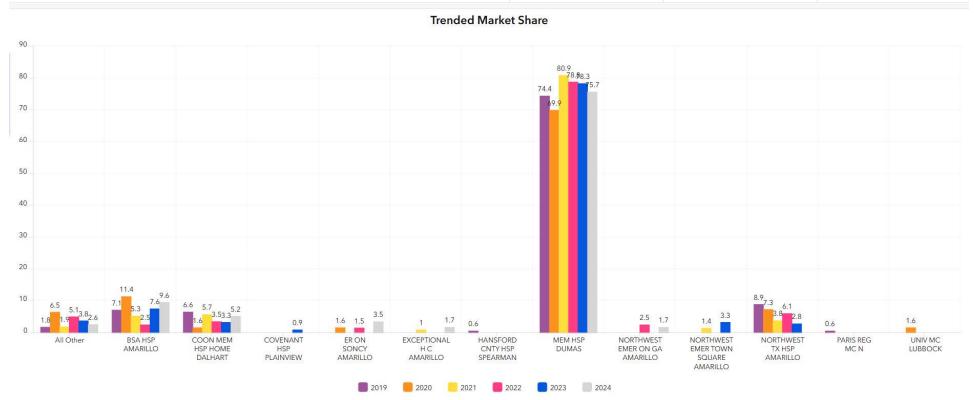
EMER ON GA

AMARILLO







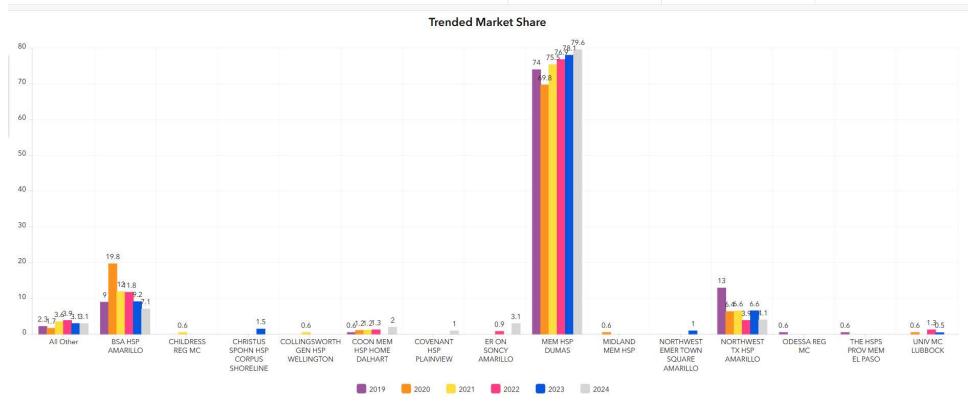


Emergency Market Share

Select Year
2024

Select Area or ZIP Code
Primary Service Area

CIR012 NONSPECIF CHEST P...

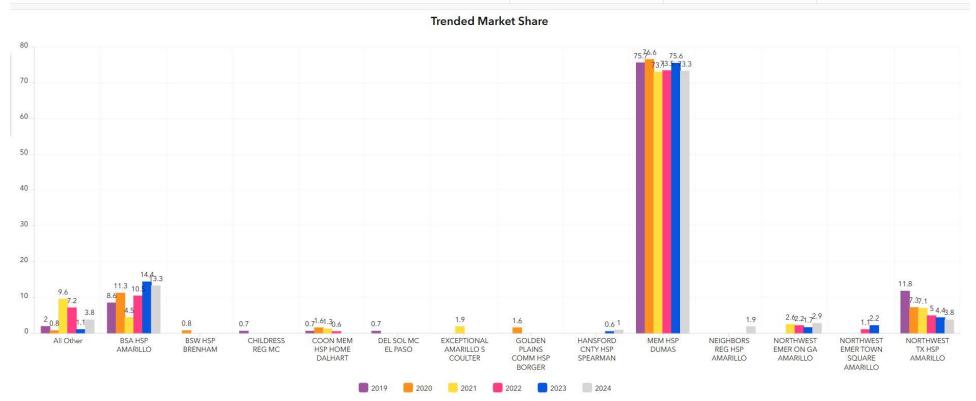


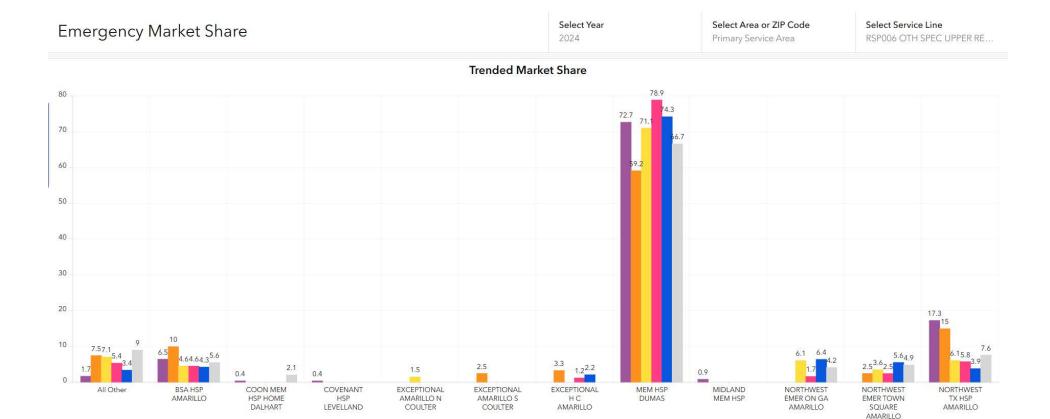
Emergency Market Share

Select Year
2024

Select Area or ZIP Code
Primary Service Area

Select Service Line
GEN004 URIN TRACT INFECTS



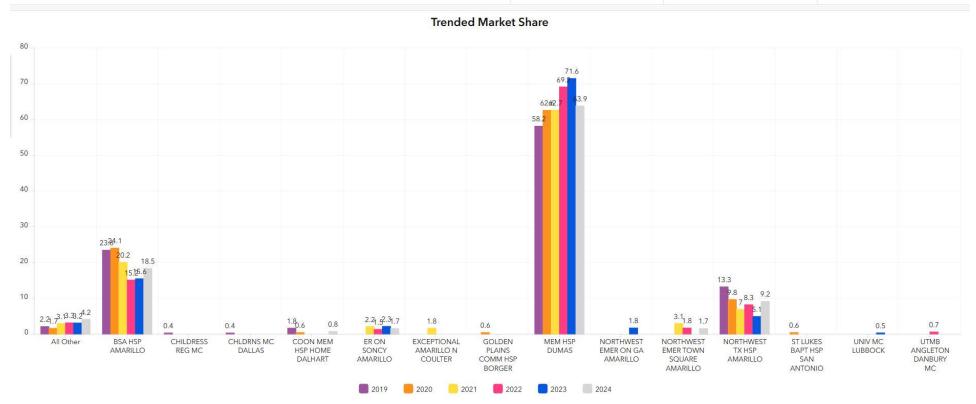


Emergency Market Share

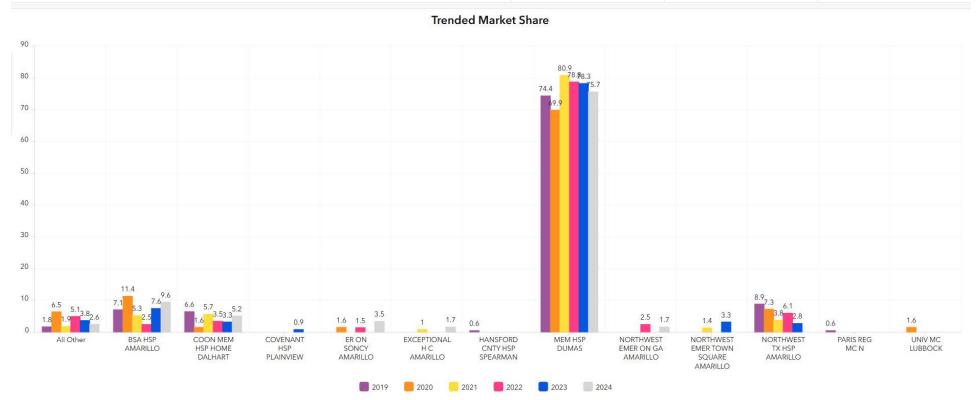
Select Year
2024

Select Area or ZIP Code
Primary Service Area

Select Service Line
SYM006 ABDOM PAIN OTH D...

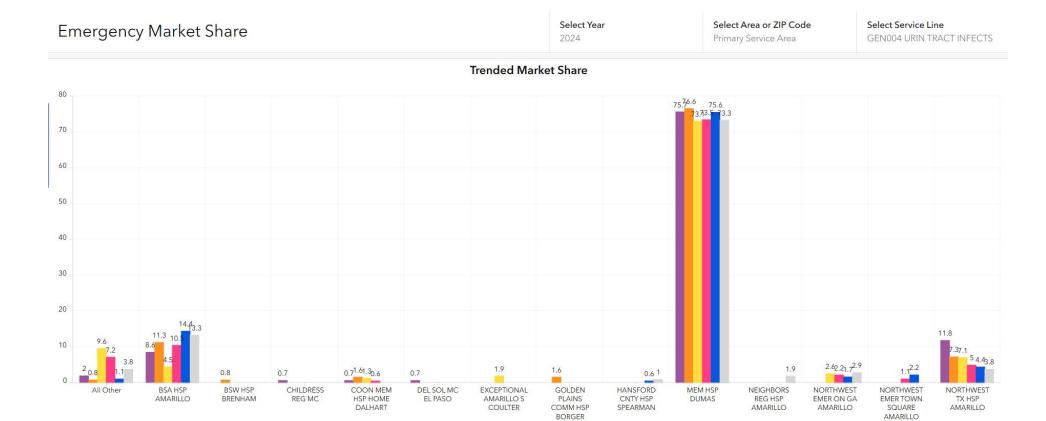






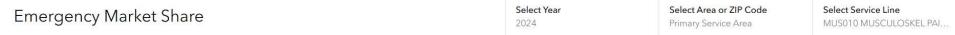


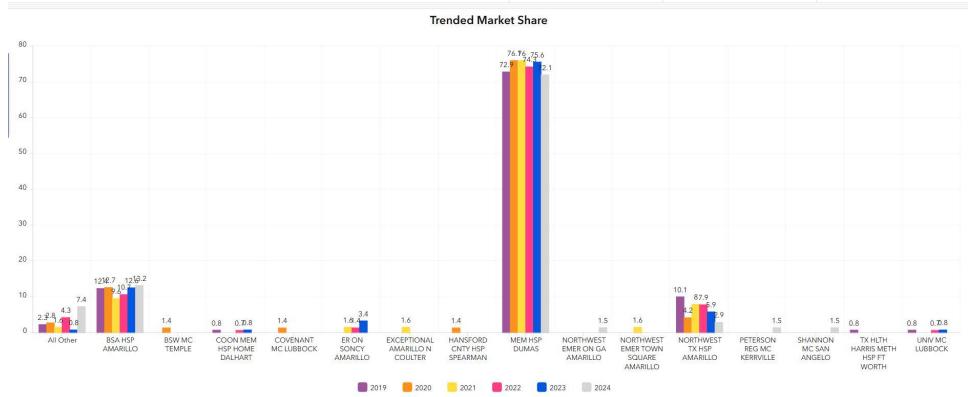




2021

2022 2023 2024

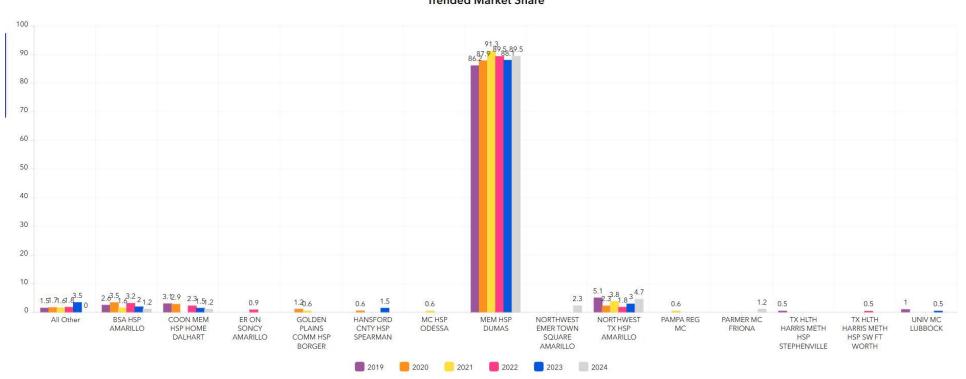


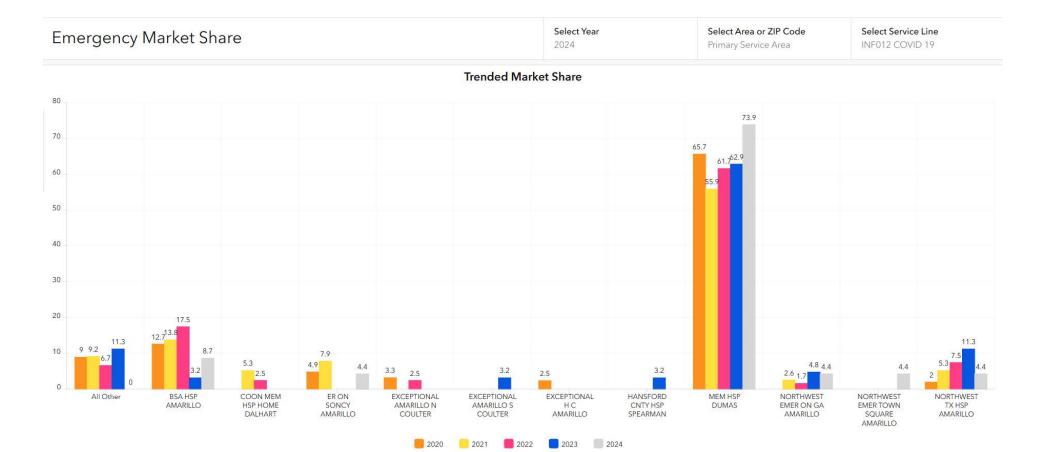


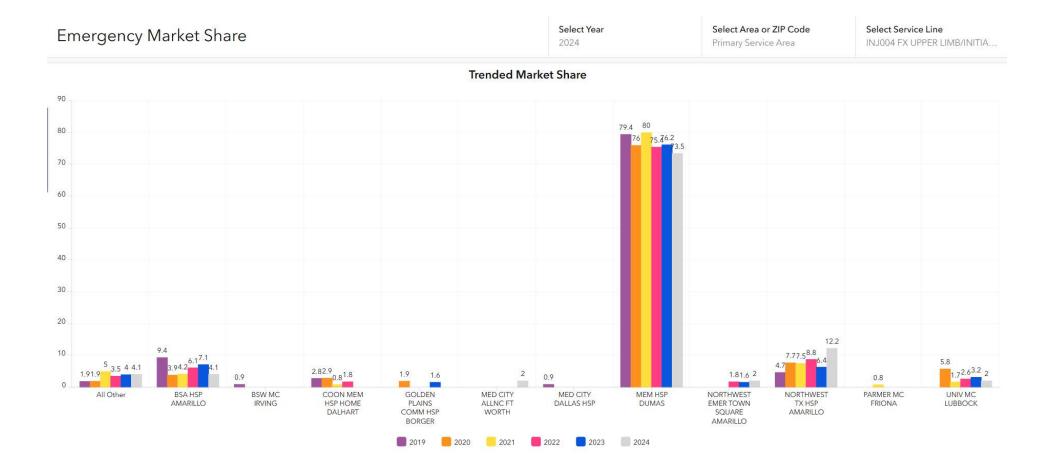
# **Emergency Market Share**

Select Year 2024 Select Area or ZIP Code Primary Service Area Select Service Line
INJ012 OPEN WNDS TO LIMB...



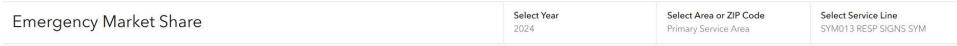






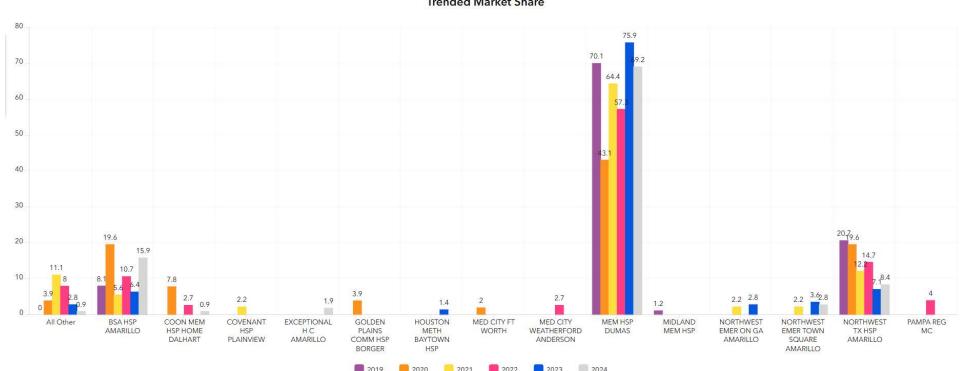


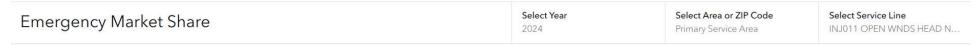
MILWAUKEE AVE LUBBOCK

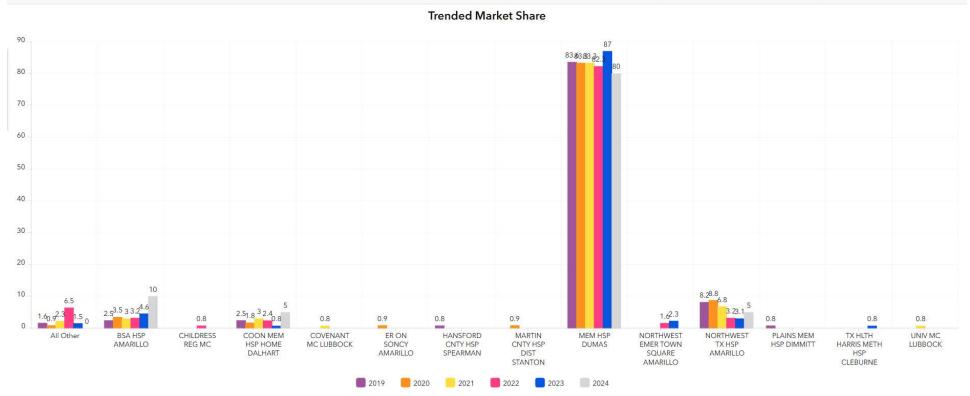




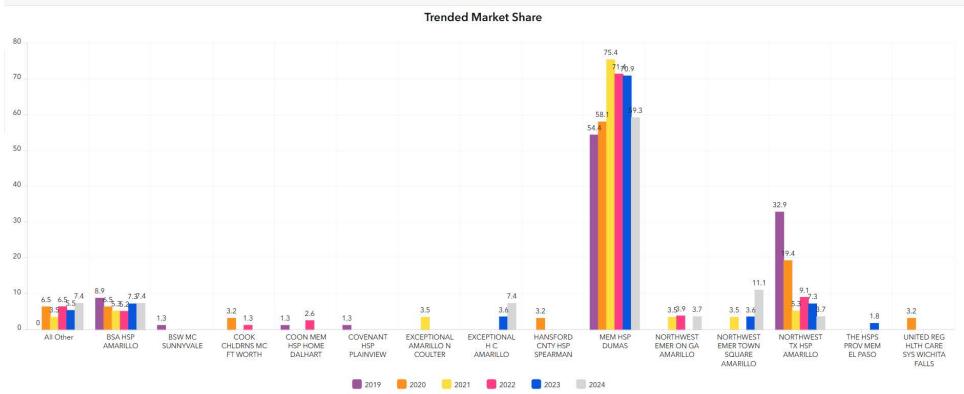


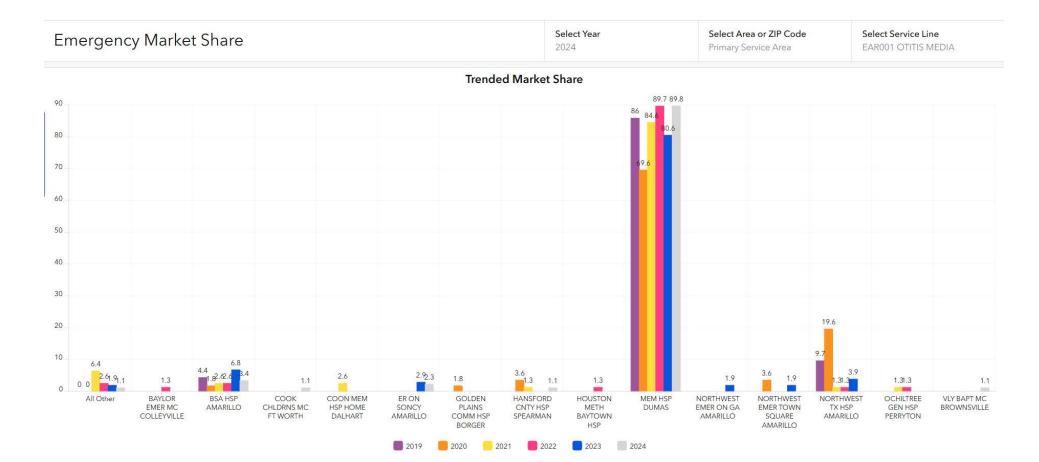


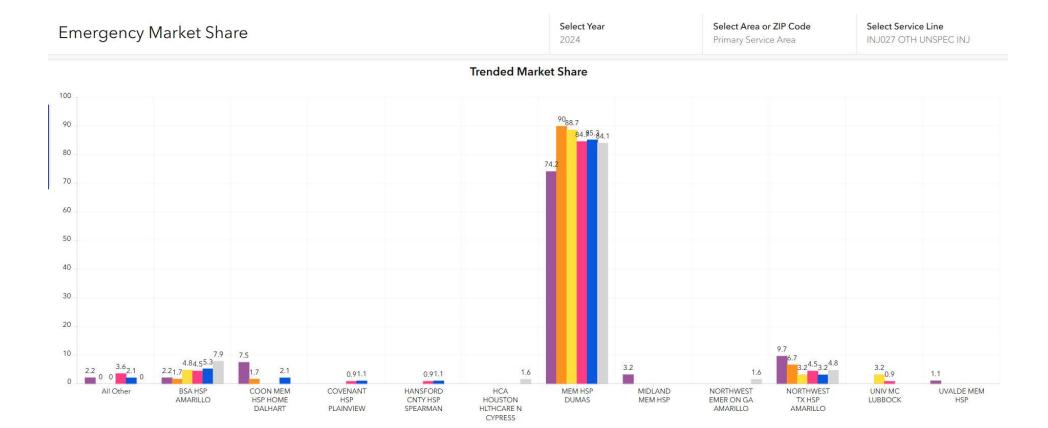


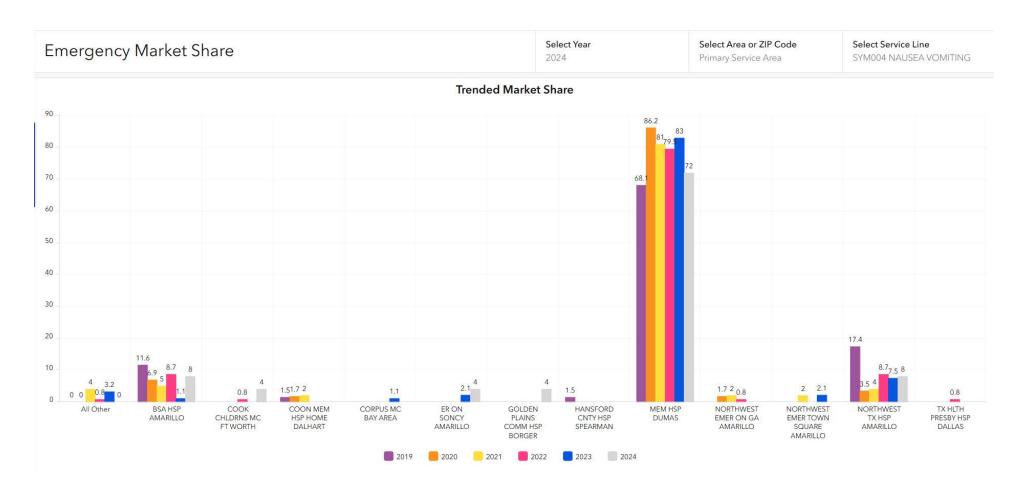




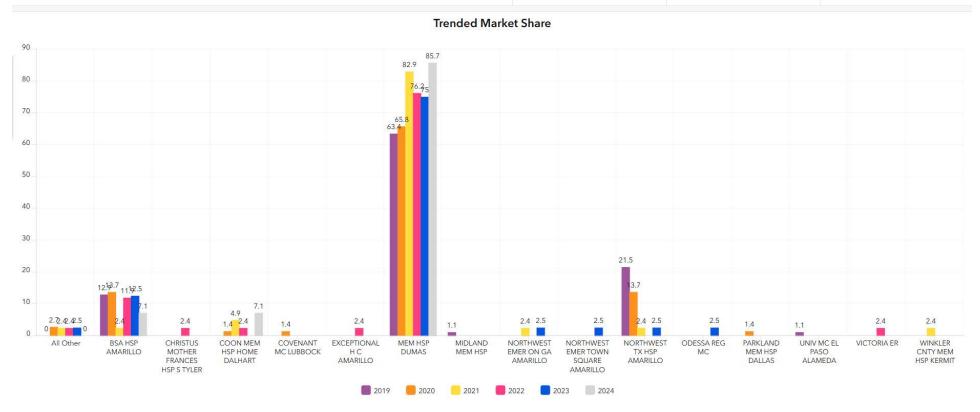








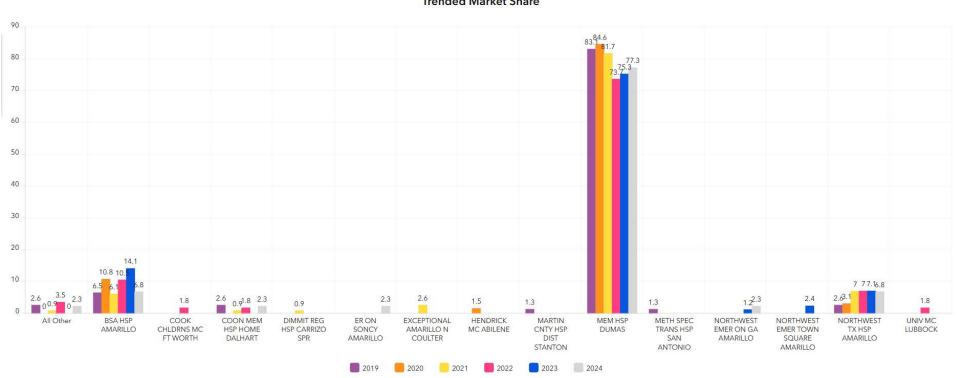


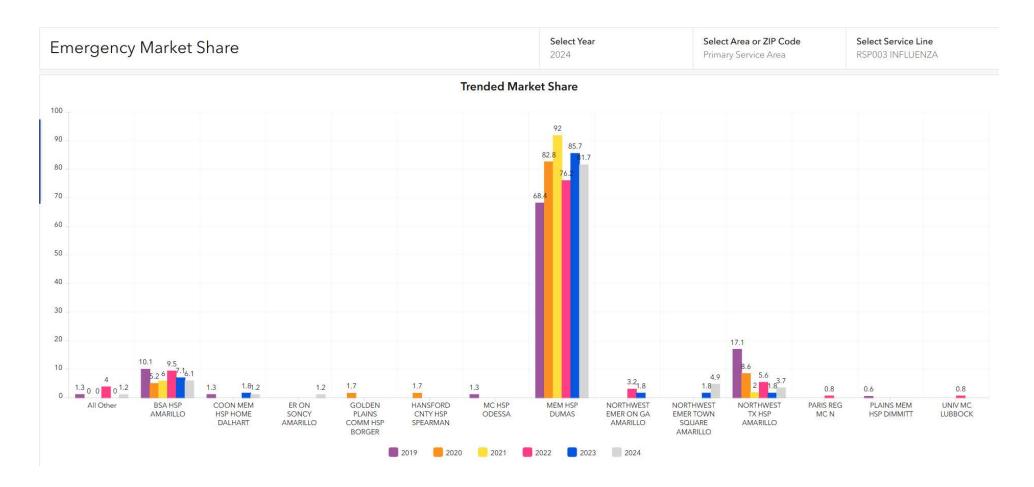


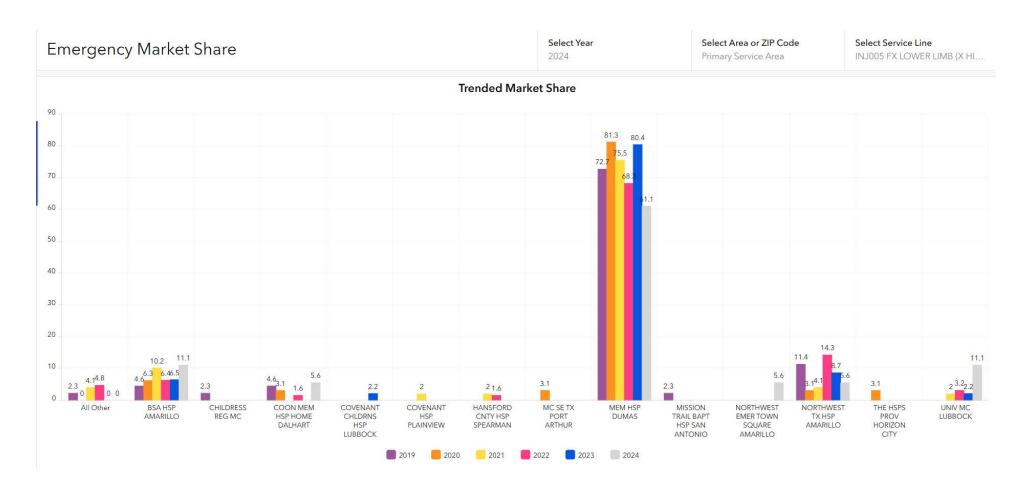
**Emergency Market Share** 

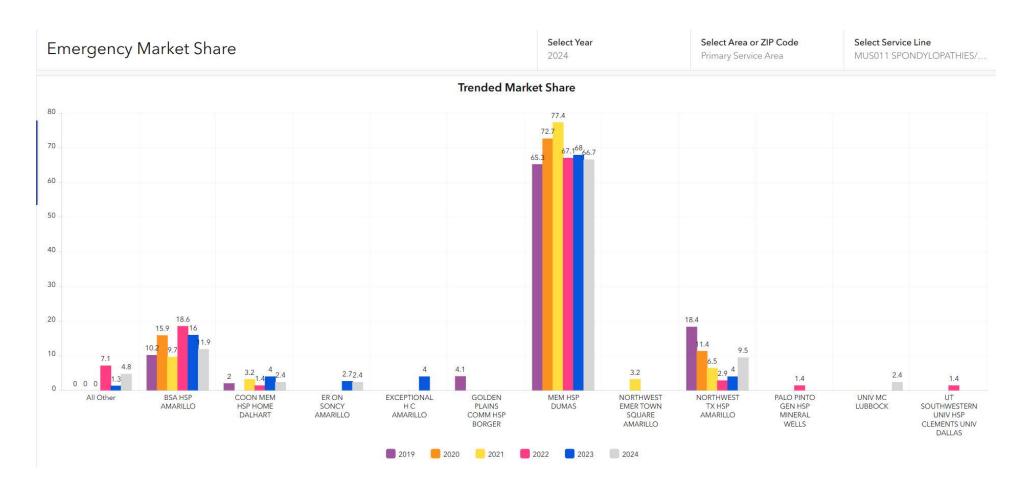
Select Year 2024 Select Area or ZIP Code Primary Service Area Select Service Line
END011 FLUID ELECTROLYTE...

#### **Trended Market Share**

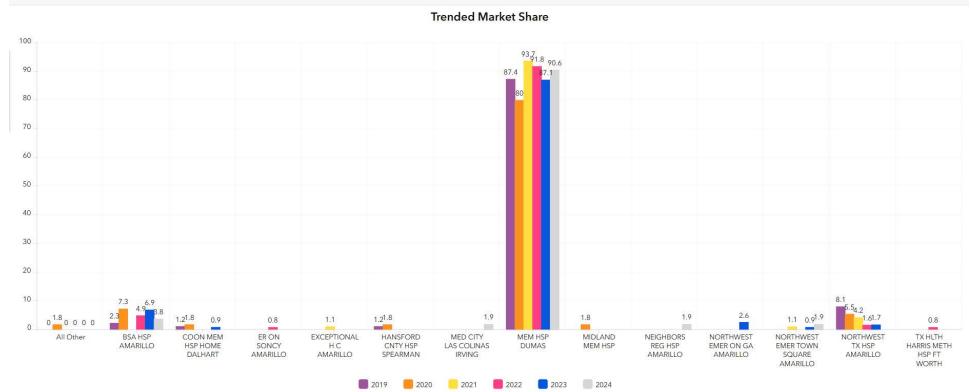














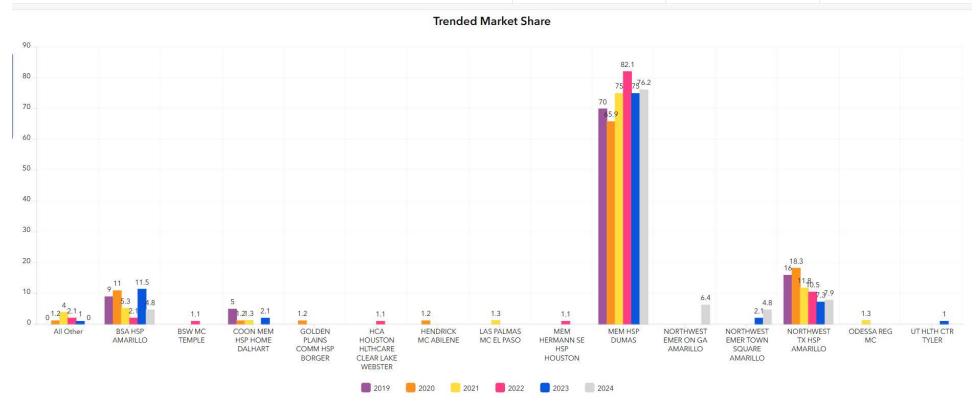


Emergency Market Share

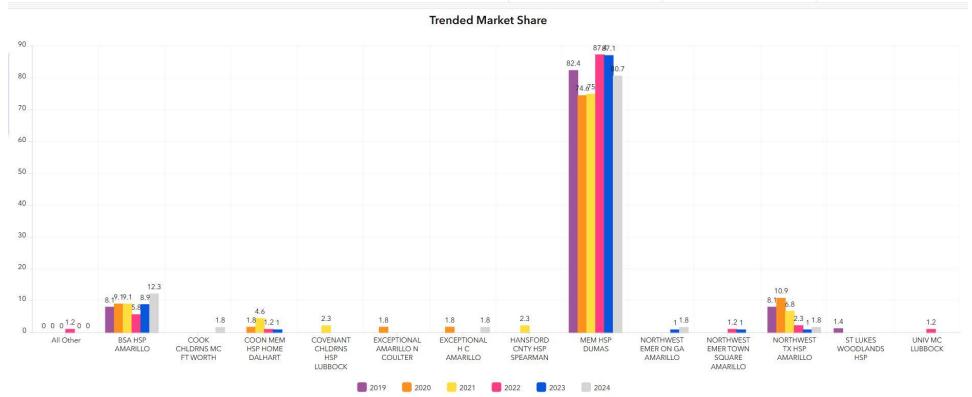
Select Year
2024

Select Area or ZIP Code
Primary Service Area

Select Service Line
PRG028 OTH SPEC COMP IN ...







Emergency Market Share

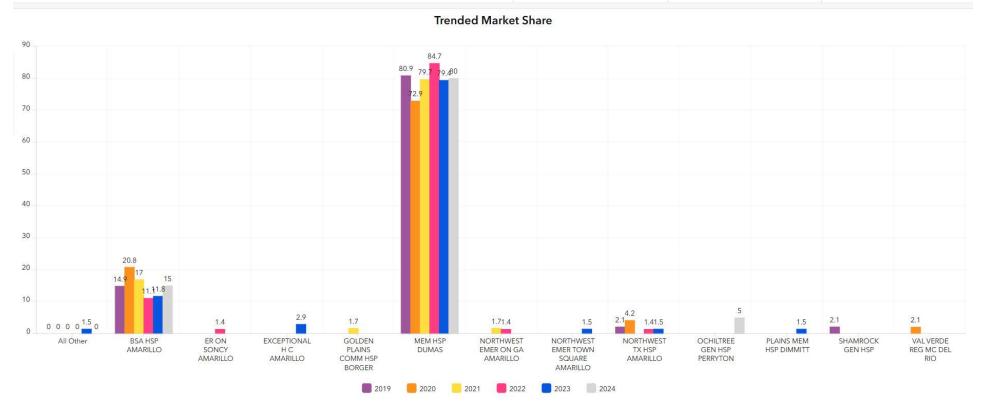
Select Year
2024

Select Area or ZIP Code
Primary Service Area

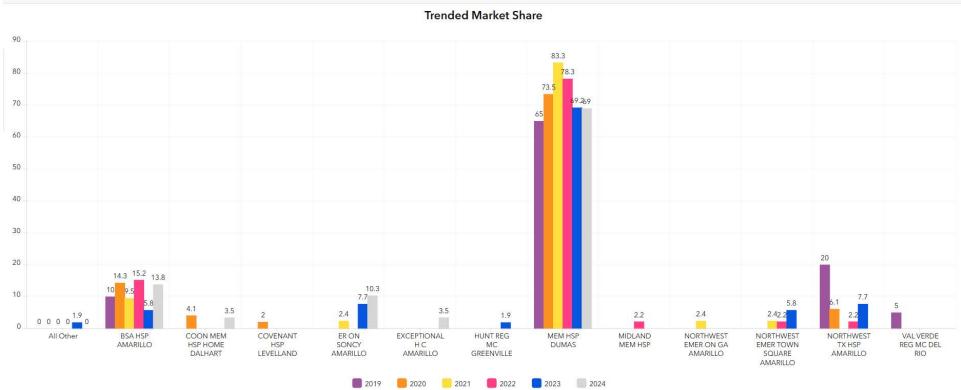
Select Service Line
INJ008 TRAUM BRAIN INJ (TB...



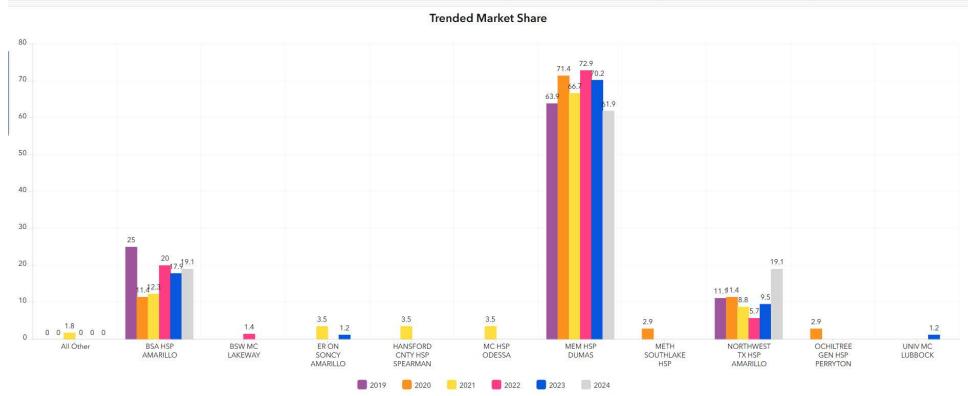








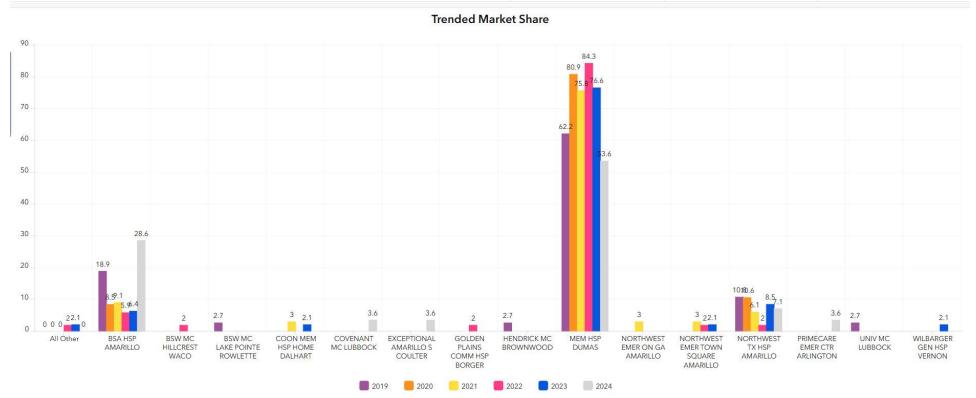




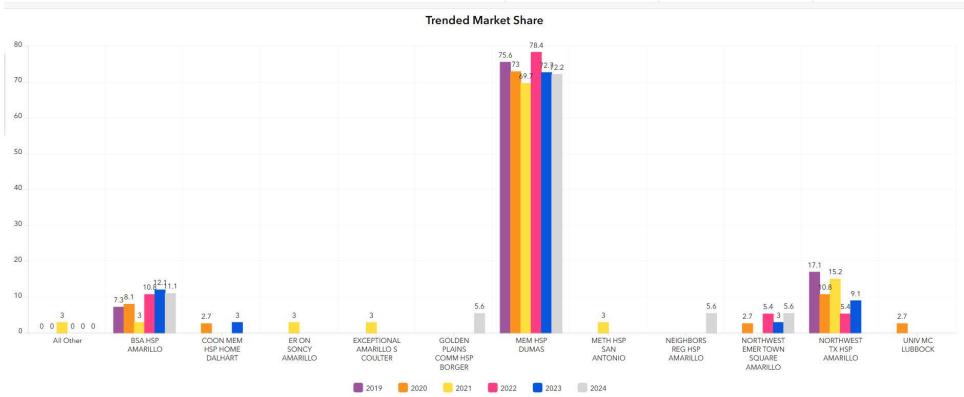
# Emergency Market Share Select Year 2024 Select Area or ZIP Code Primary Service Area Select Service Line DIG001 INTEST INFECT Trended Market Share

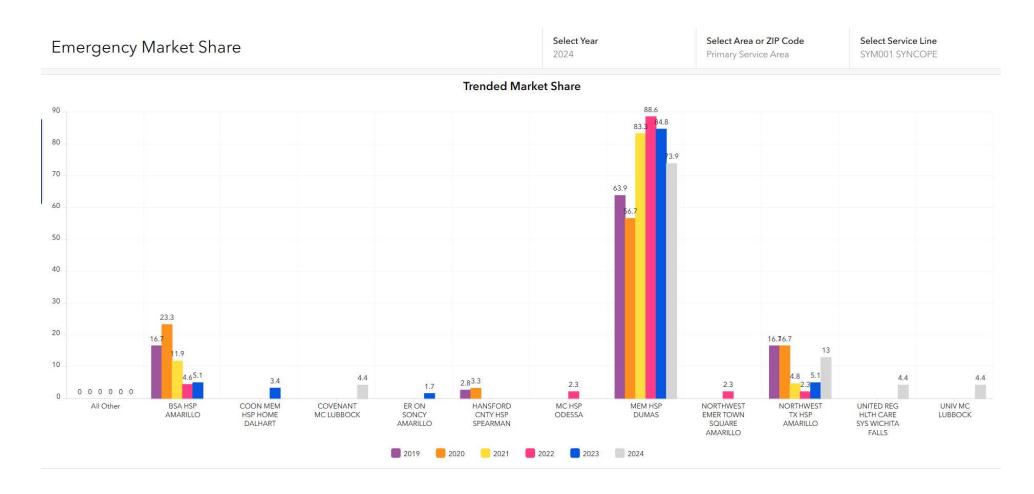






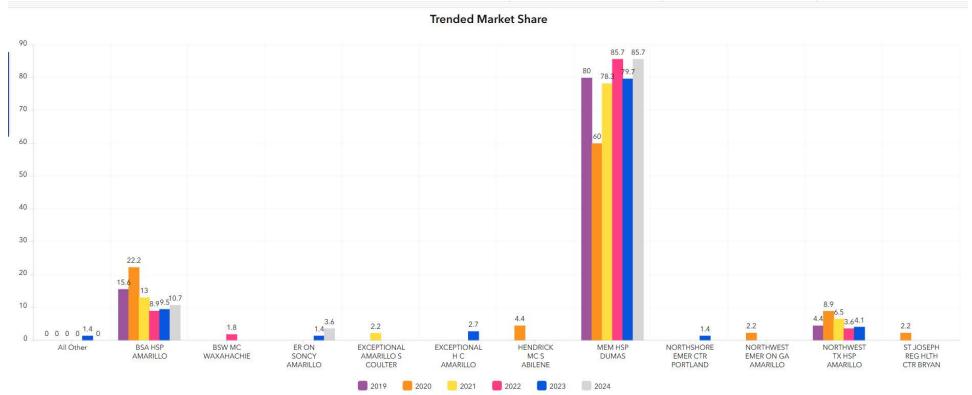












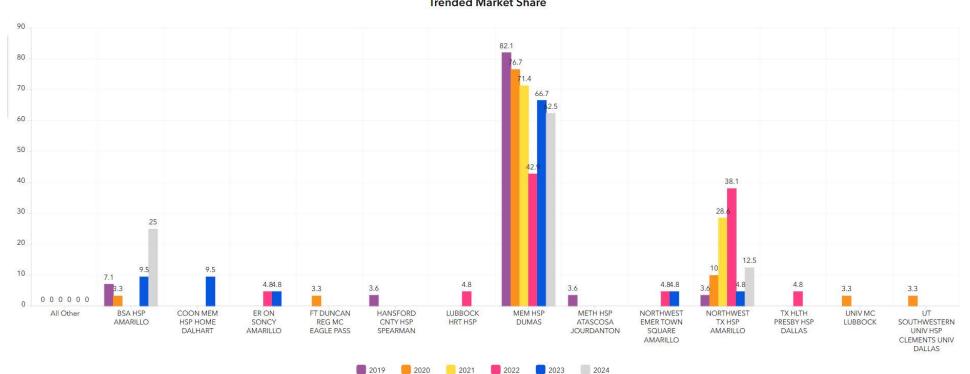
# **Emergency Market Share**

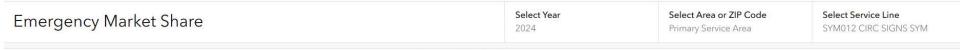
Select Year 2024

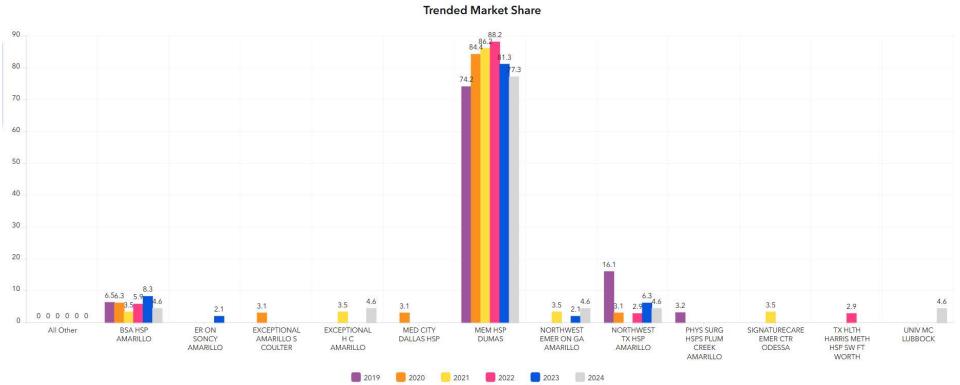
Select Area or ZIP Code Primary Service Area

Select Service Line GEN006 OTH DIS KIDNEY UR..

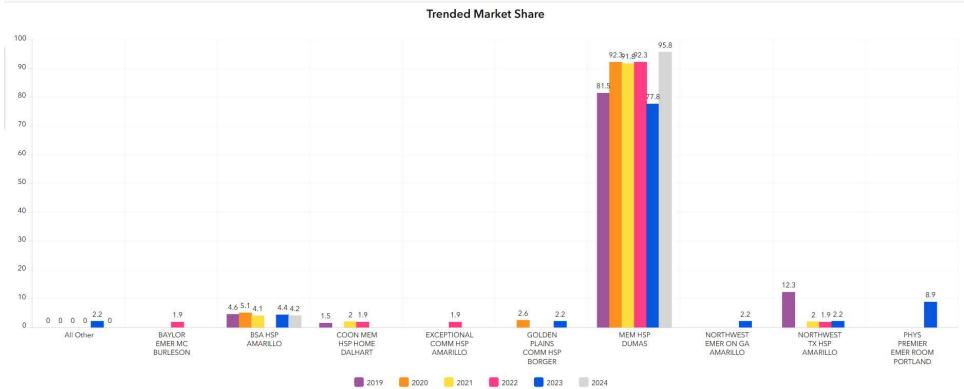
#### Trended Market Share



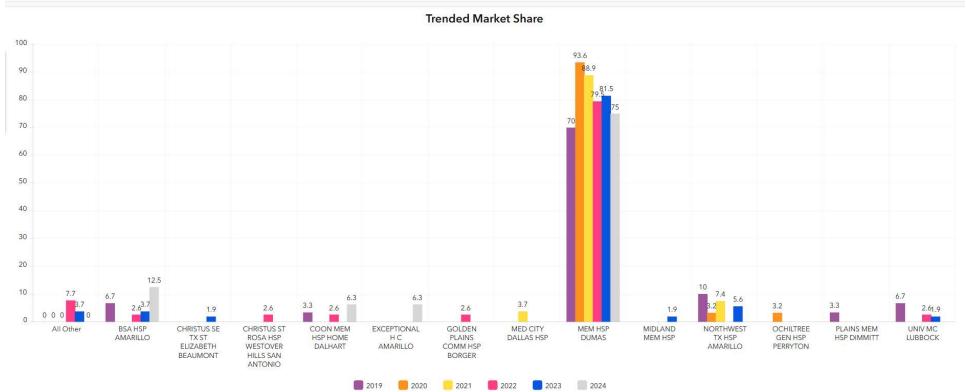










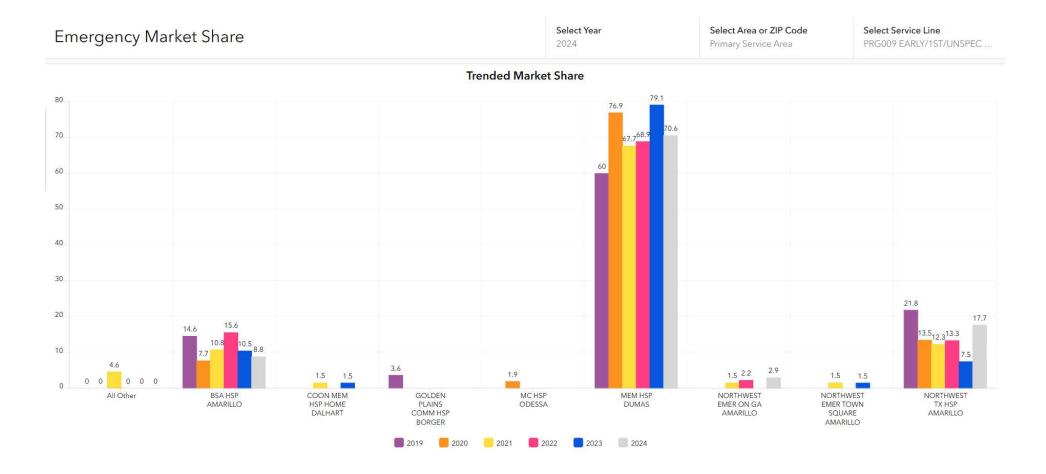






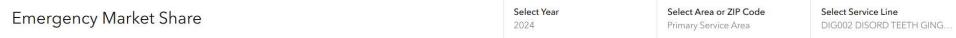




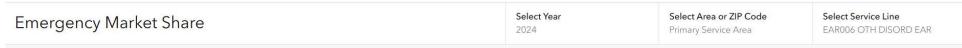




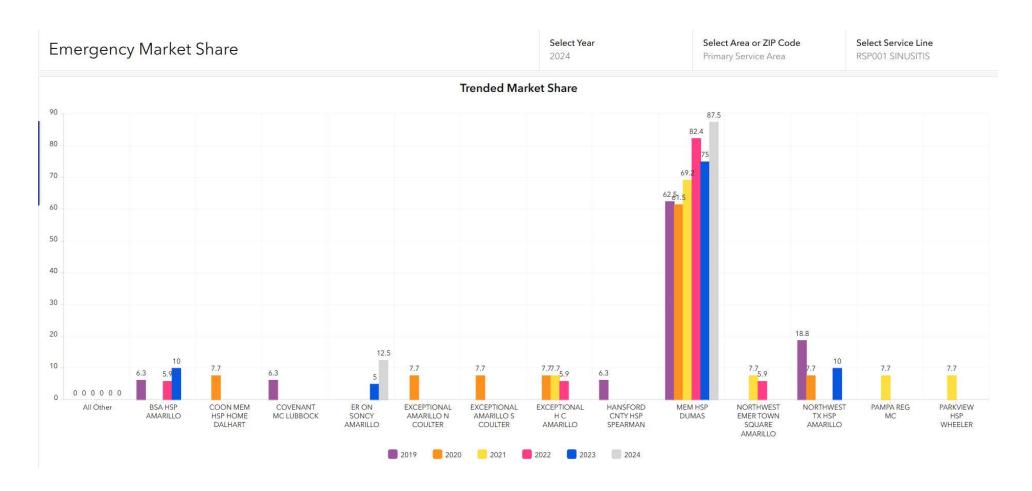


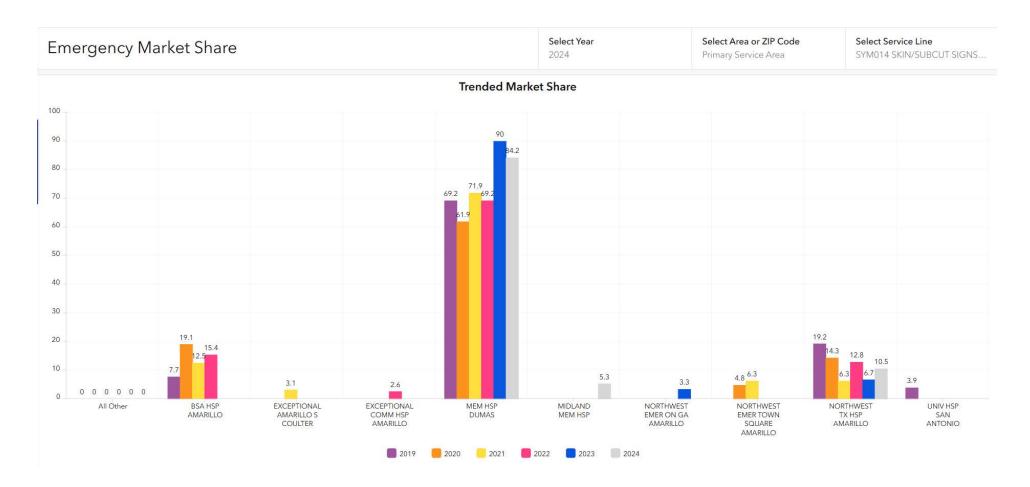




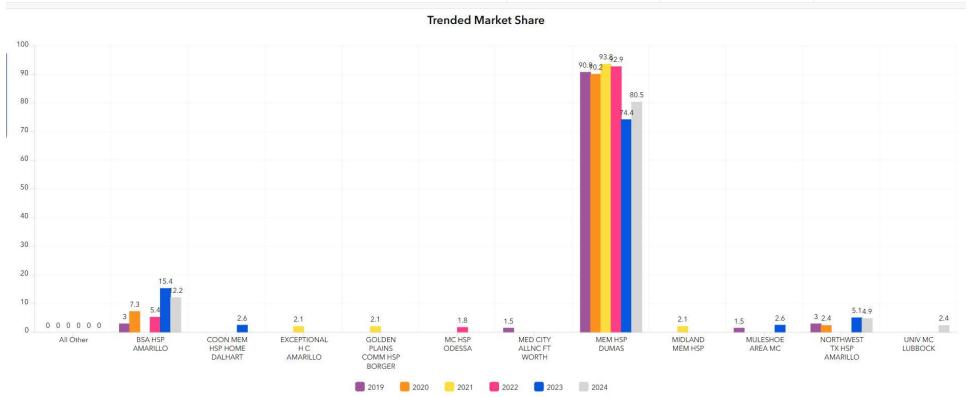


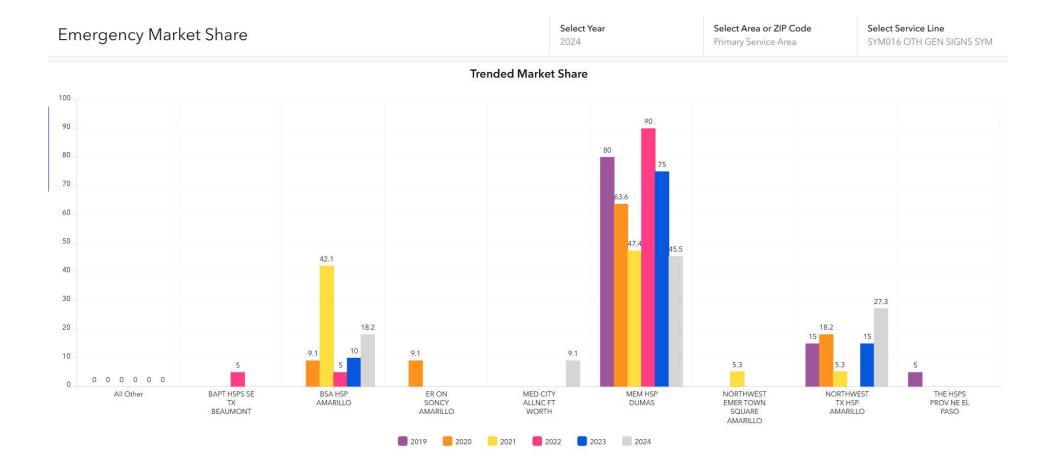










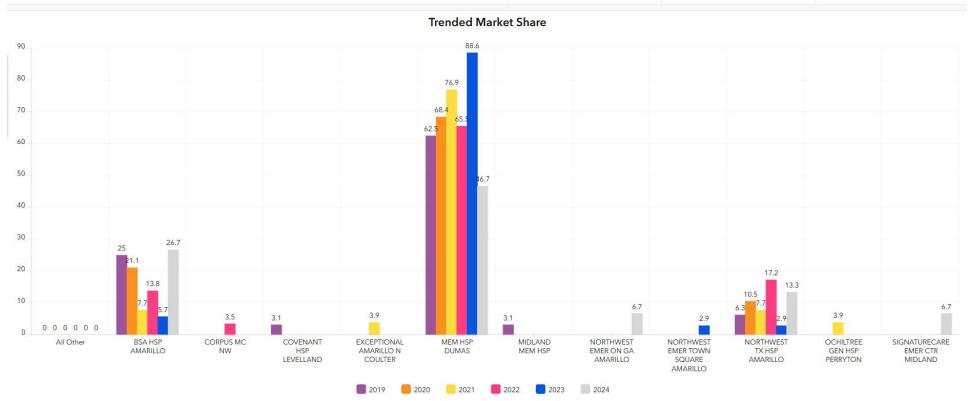


Emergency Market Share

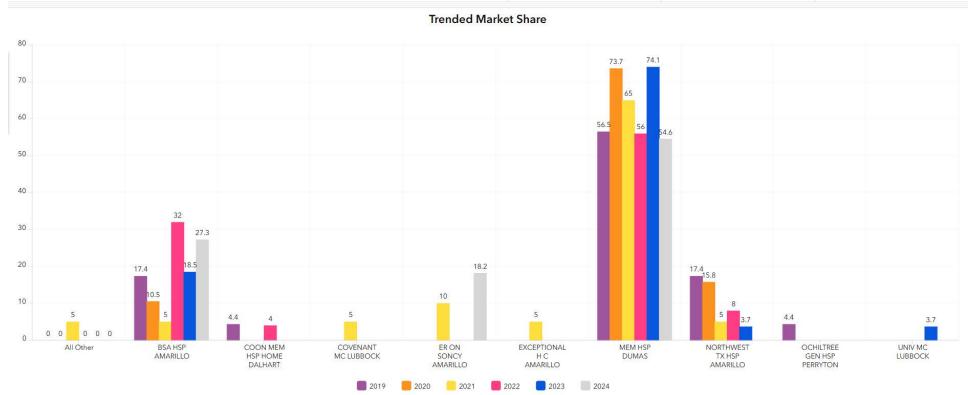
Select Year
2024

Select Area or ZIP Code
Primary Service Area

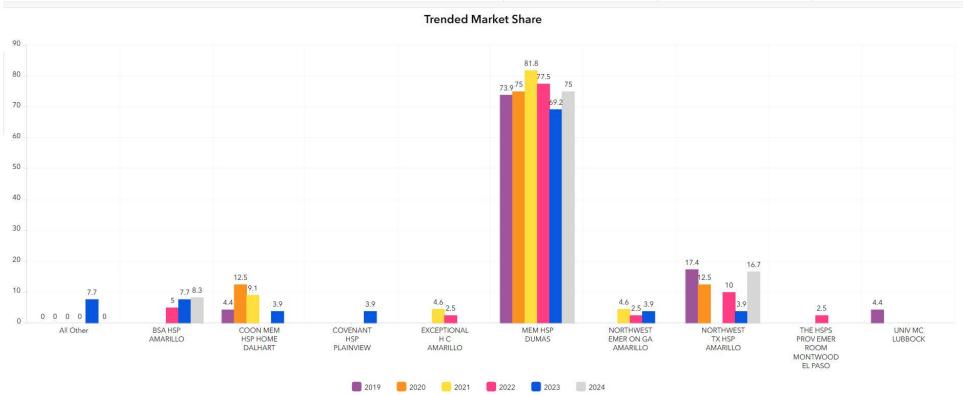
Select Service Line
GEN025 OTH SPEC FEM GEN...



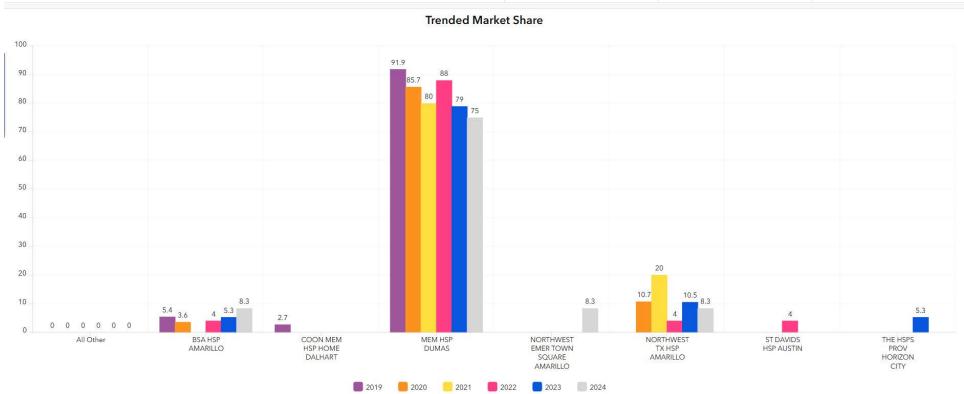






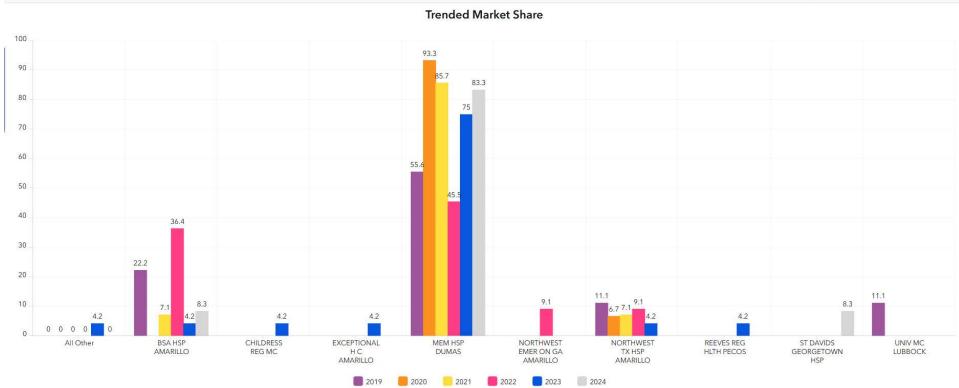


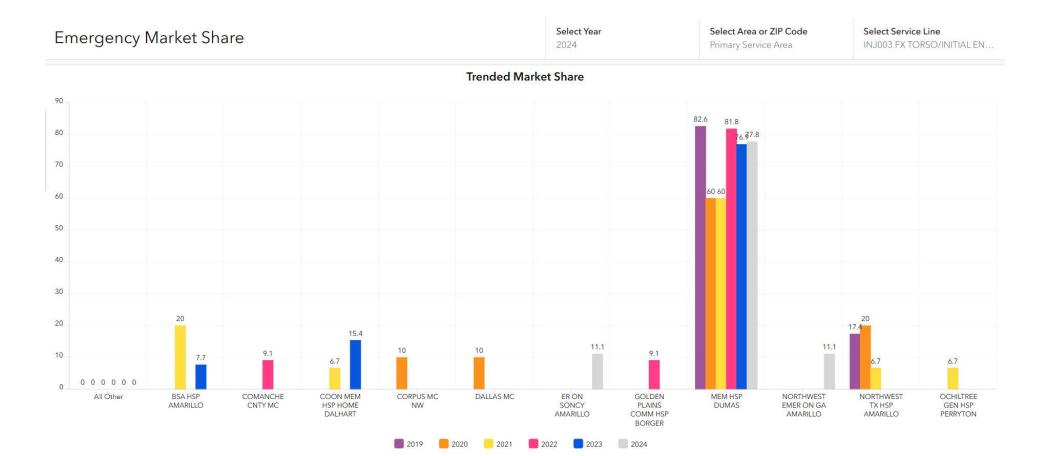


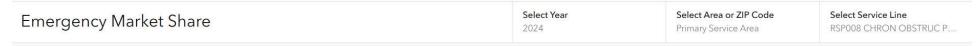




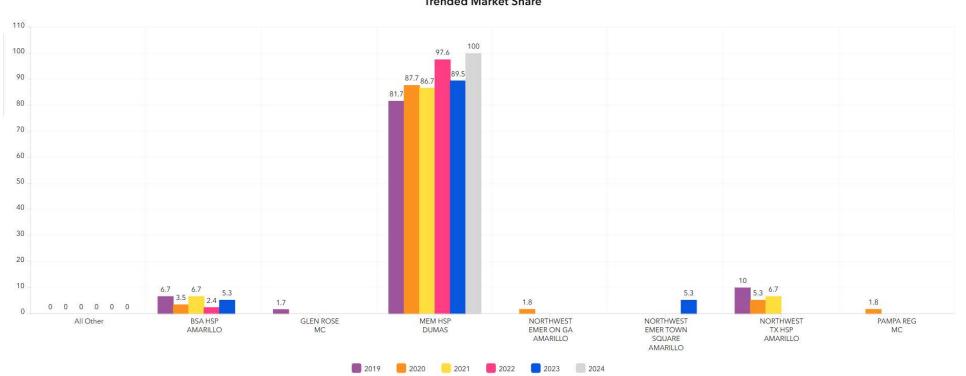




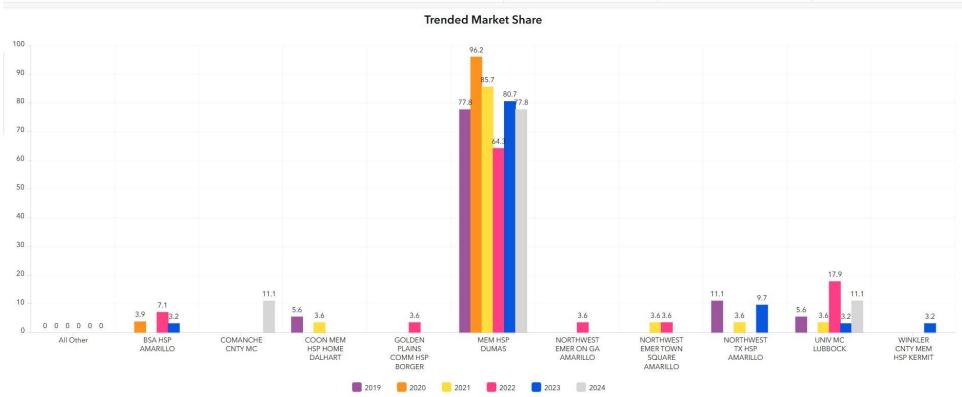


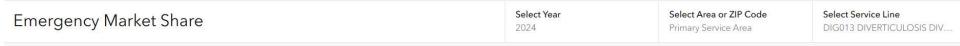






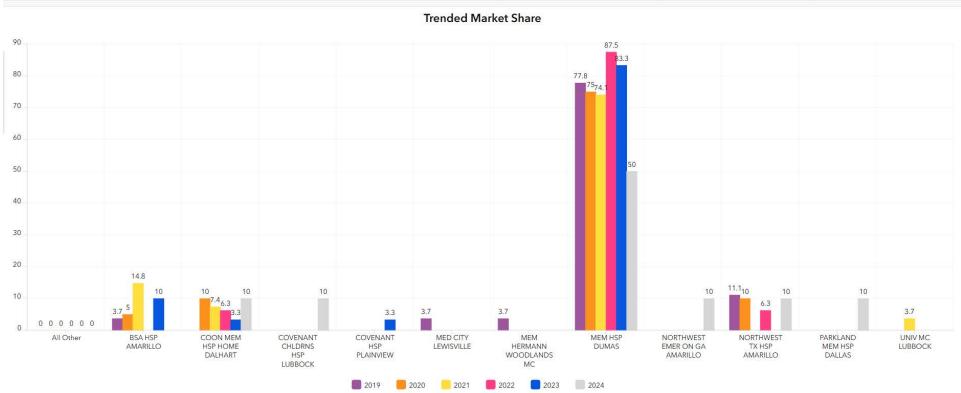














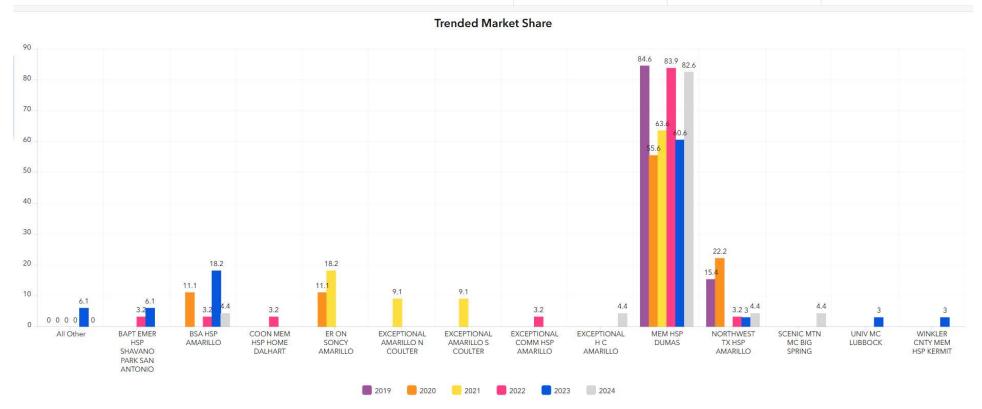


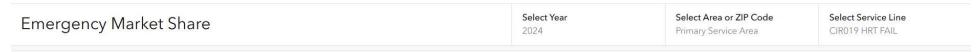
Emergency Market Share

Select Year
2024

Select Area or ZIP Code
Primary Service Area

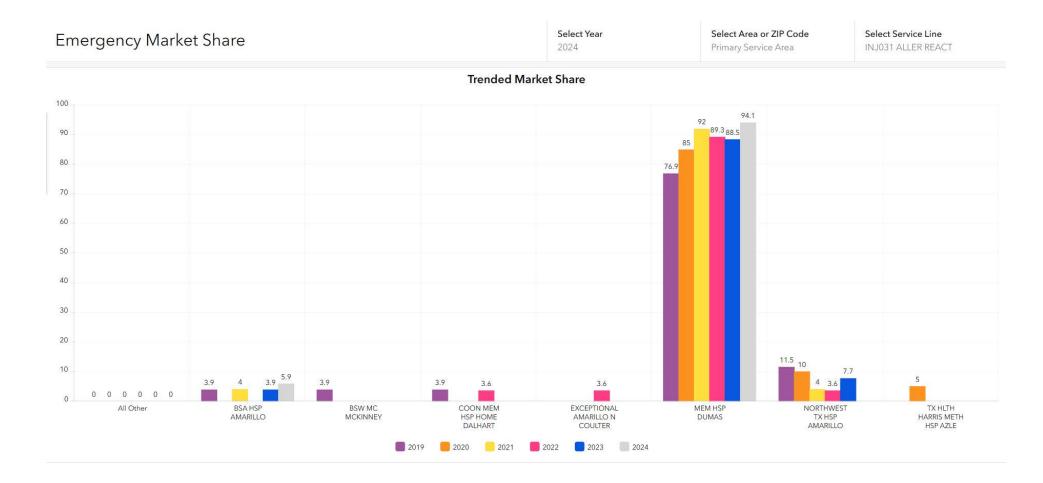
RSP004 ACUTE CHRON TON...



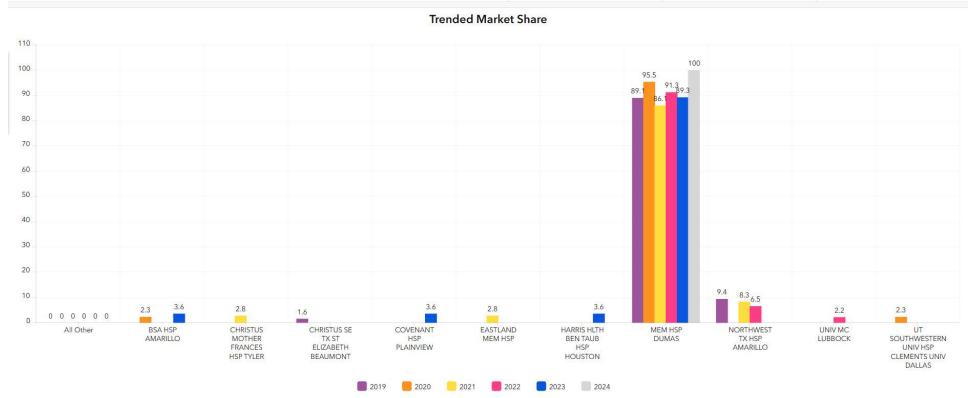


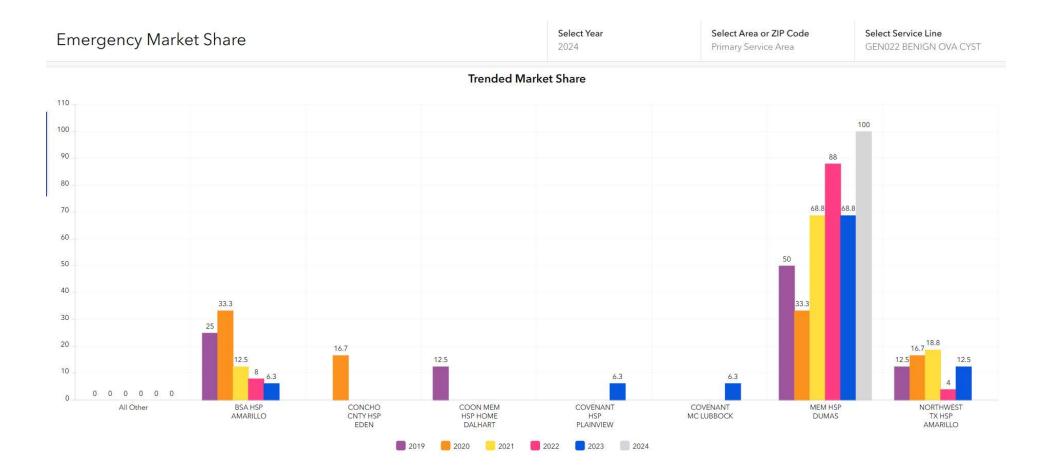


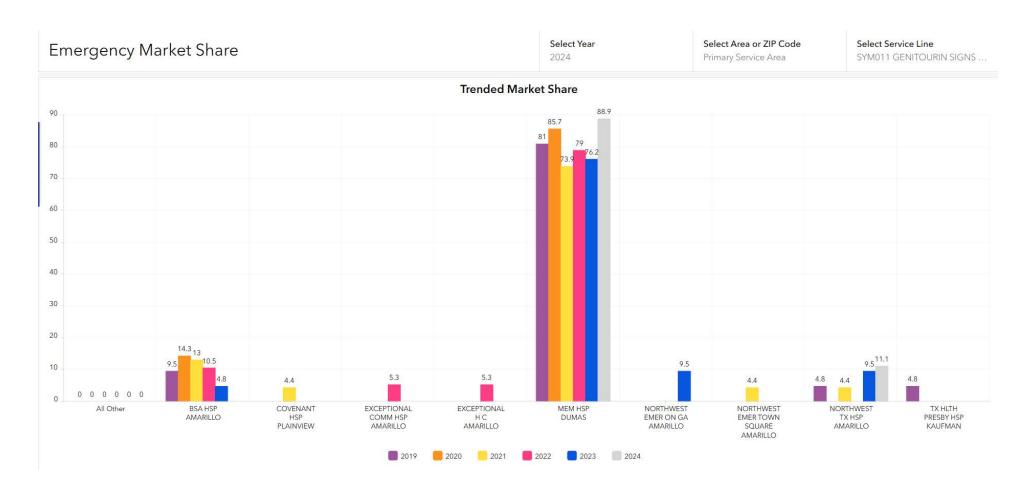
AMARILLO





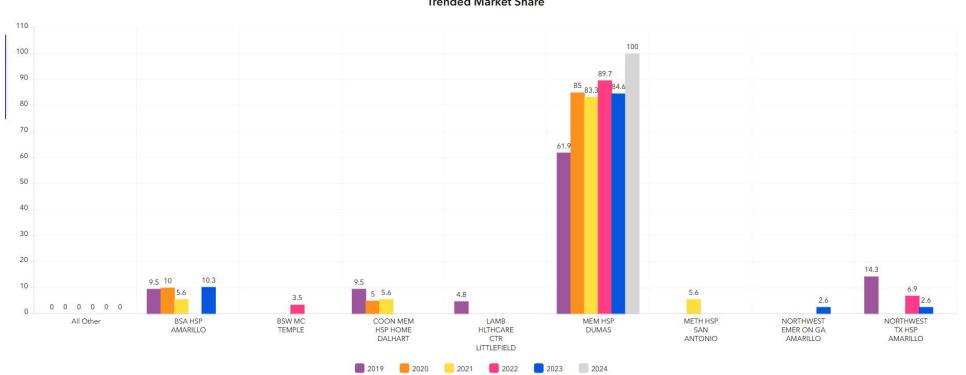






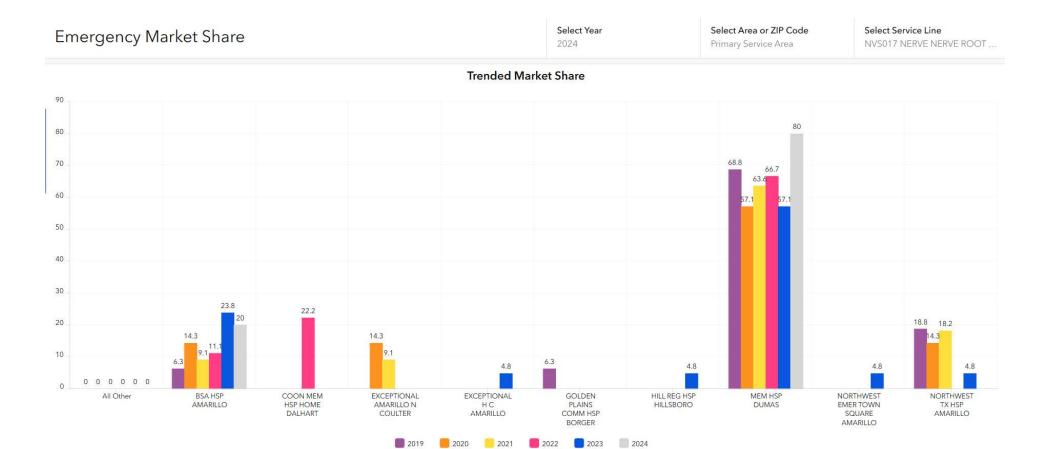




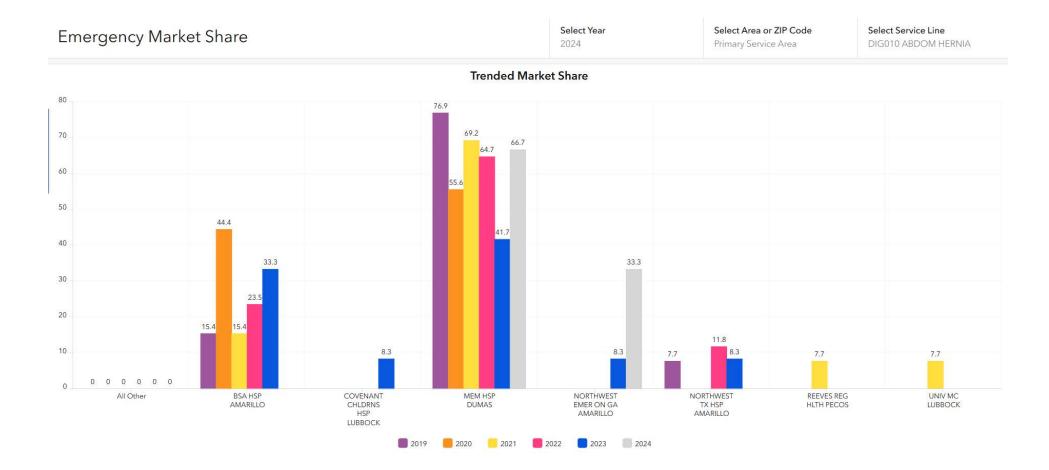




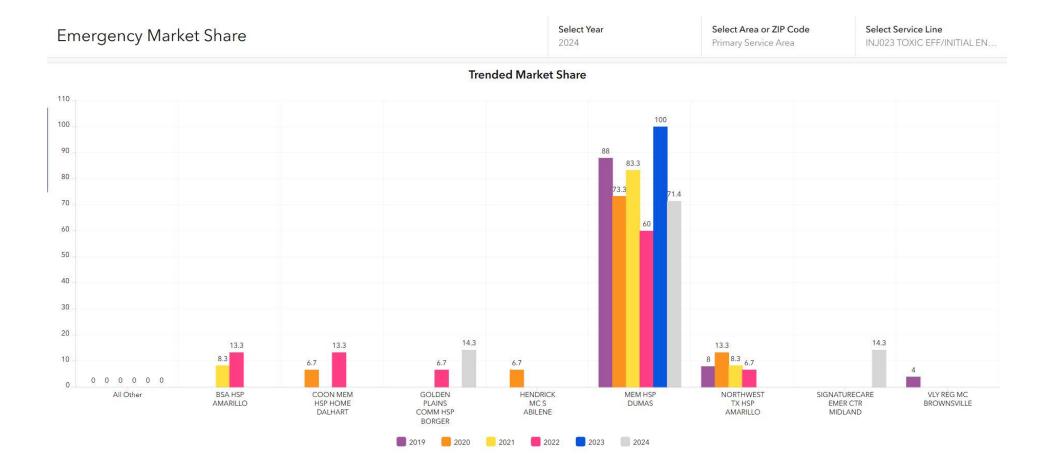
2021 2022

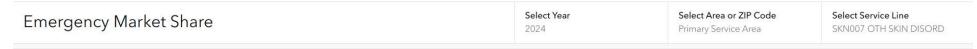




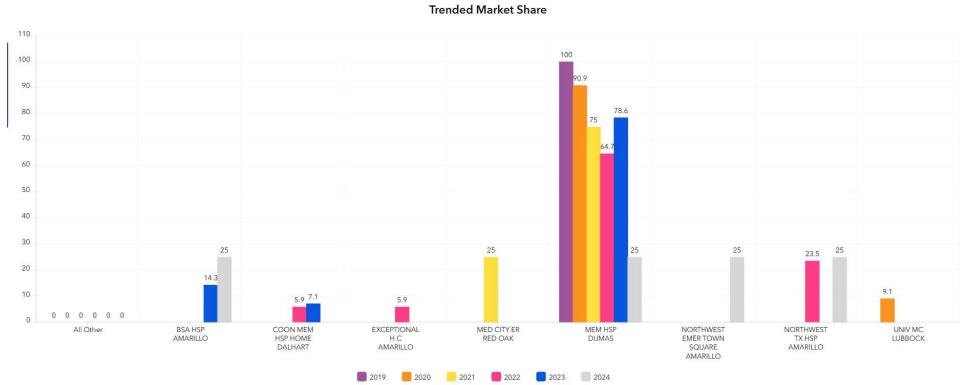




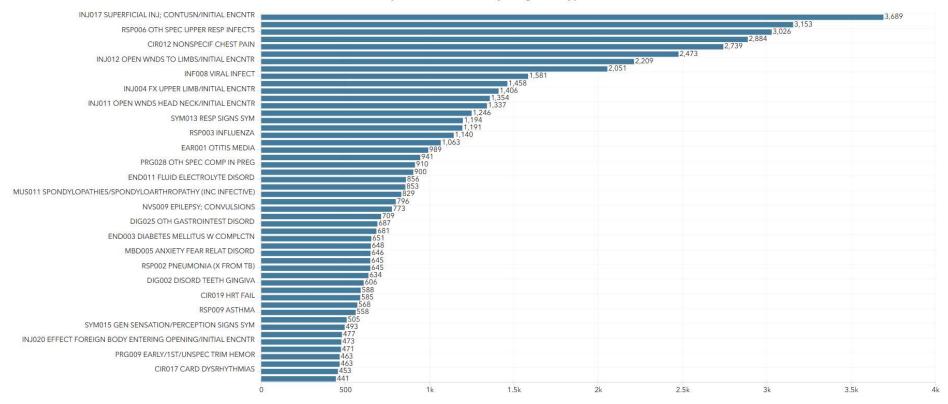






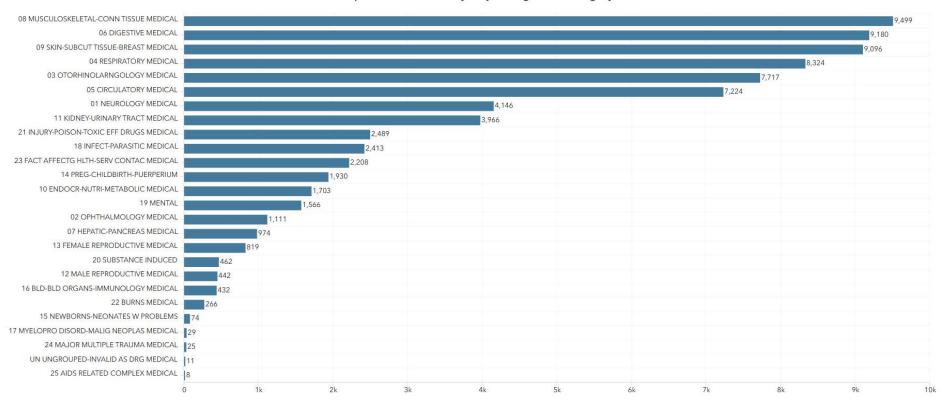


#### Top Volume Patients by Diagnosis Type



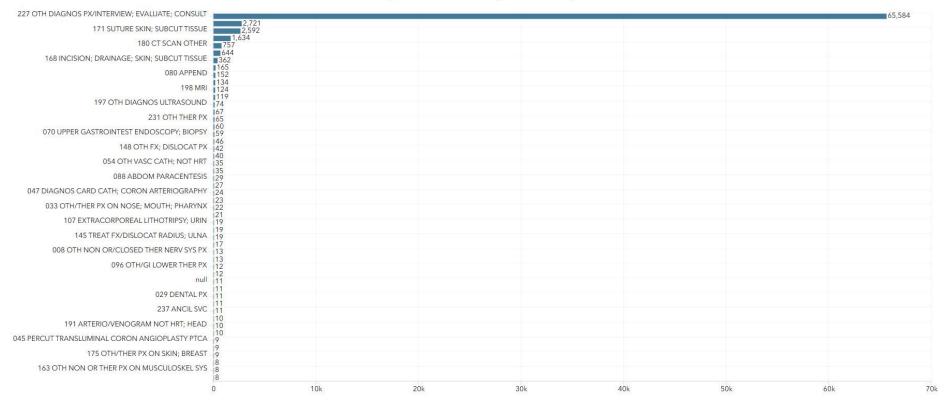
#### **EMERGENCY OUTMIGRATION**

#### Top Volume Patients by Major Diagnostic Category

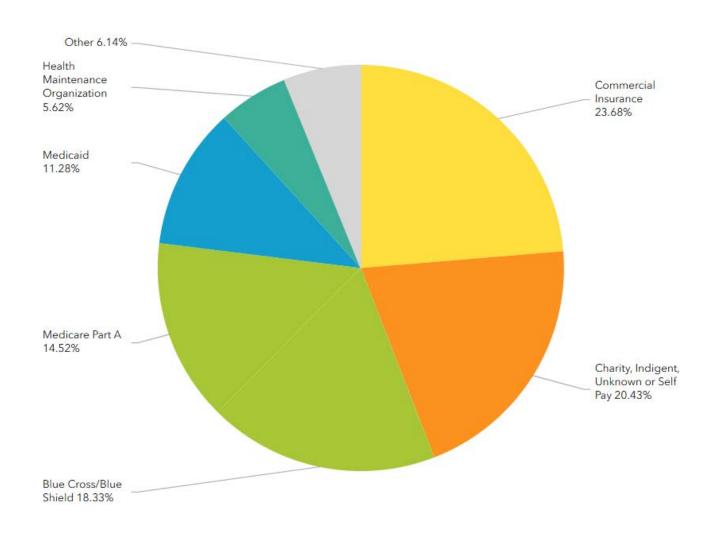


#### **EMERGENCY OUTMIGRATION**

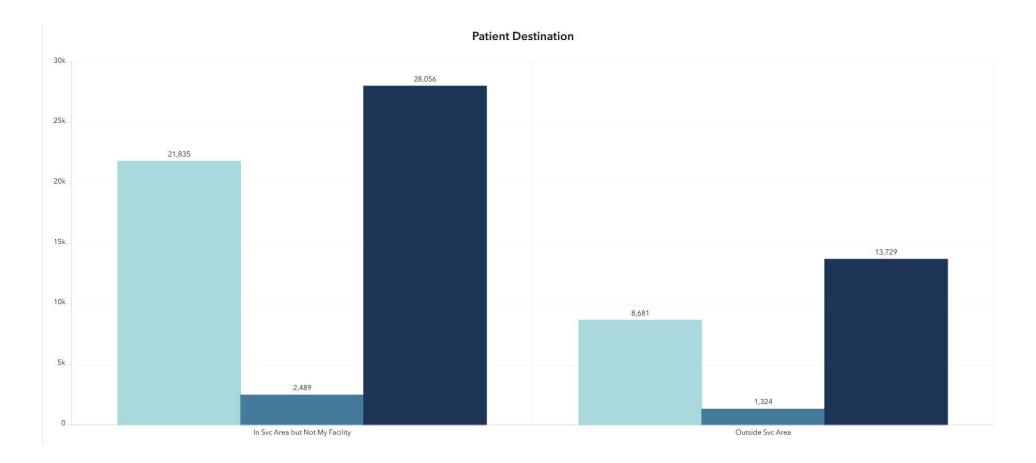




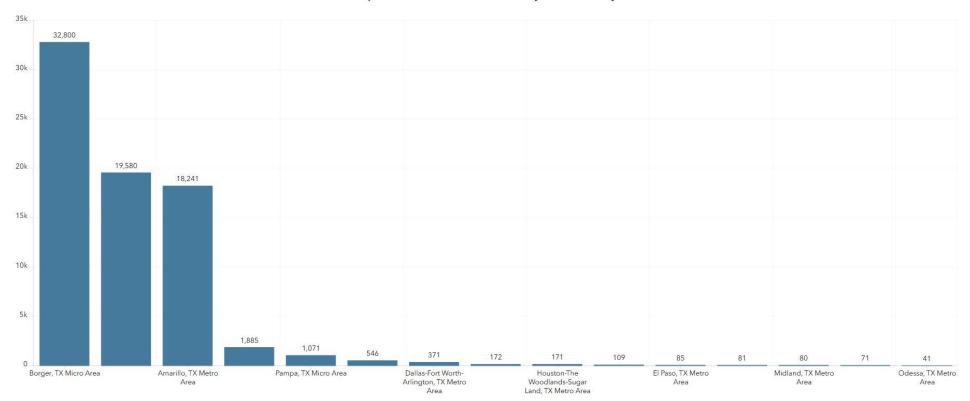
# Top Volume by Payor Mix



# **EMERGENCY OUTMIGRATION**



#### Top Volume Patient Destination by CBSA/County



#### Patient Destination by Facility System

