

2012

# Community Health Needs Assessment

Glenn Medical Center



# Glenn Medical Center

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Glenn Medical Center (GMC) located in Willows, California is a 501 (c)(3) Critical Access Hospital offering 24 hour emergency services, inpatient, outpatient and rural health clinic services. GMC strives to provide primary care, disease management and prevention, and wellness education within the local community and is dedicated to the following goals:

- *To continually improve the quality of our health care by striving for the highest standards.*
- *To work together, as partners, within our community to increase health care services that are accessible and affordable.*
- *To maintain public trust through our commitment to long-term involvement in the well-being of our community.*
- *To share resources and expertise with our community.*
- *To actively teach and promote community and individual responsibility for disease prevention through the provision of health and disease prevention programs.*
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**Glenn Medical Center is the only acute care hospital in the sparsely populated Glenn County** and also provides much needed emergency care for travelers on Interstate 5.

GMC is certified for 15 inpatient beds and offers the following medical services:

- Cardiology
- Counseling (LCSW)
- Dermatology
- Nutritional Counseling
- Emergency Services
- Family Clinic Medical Services
- Rural Health Clinic Services
- Neurology
- Orthopedics
- Outpatient Surgery – General, Orthopedic & GYN
- Radiology
- Diagnostic Sleep Services
- Podiatry
- Mammography
- Respiratory Therapy
- Inpatient Physical Therapy
- Laboratory
- Ophthalmology
- Hospital Pharmacy

## GMC Patient Care Statistics for FY2012:

Total Adult Discharges	344
<b>Total Adult Patient Days</b>	<b>1,209</b>
Average Length of Stay	3.5
Average Daily Census	3.3
<b>Total ER Visits</b>	<b>5,287</b>
% of ER Visits Admitted	5.6%
Total Outpatient Visits	39,354
Total Clinic Visits	19,047
Surgeries	291
Inpatient Lab Procedures	8,654
<b>Outpatient Lab Procedures</b>	<b>47,830</b>
Inpatient CT	145
Outpatient CT	1,476
Inpatient Radiology	141
<b>Outpatient Radiology</b>	<b>4,353</b>
Mammography	241
Inpatient Ultrasound	120
<b>Outpatient Ultrasound</b>	<b>1,122</b>
Inpatient MRI	35
Outpatient MRI	579
Respiratory Therapy	5,091
EKG	1,093
EEG	52
EMG	61
Stress Test	14
Sleep Study	259
Inpatient Physical Therapy	556

**The primary service areas of Glenn Medical Center are the two largest communities in Glenn County:**

**Willows (zip 95988)** The population of Willows is 6,166, according to the 2010 Census. The percentage of residents living in poverty in 2009 was 18.6%. The median age in Willows is 32.6 compared to the state average of 45.6.

**Orland (zip 95963)** The population of Orland is 7,291, according to the 2010 Census. The percentage of residents living in poverty in 2009 was 21.3%. The median age in Orland is 32 years.

**70% of GMC patients are either Medicare or MediCal Insured.**

# The Service/Study Area Defined

## The Community in Focus - Glenn County

**Glenn County encompasses 1313.95 square miles and has an approximate population of 28,128.** There are 21.4 persons per square mile in the county with the California average of 239.1 persons per square mile. The county is among the six least populated in the state of California (which has 55 counties.) Willows is the county seat. The county was created in 1891 and was named for Dr. Hugh J. Glenn, who was the largest wheat farmer in the state during his lifetime. The percentage of population in Glenn County has increased 6.3% from 2000-2010. The median age in Glenn County is 34.3 years old in 2012, which has an increase of 0.6 year compared to 33.7 in year of 2000.

The racial/ethnic composition of Glenn County include 55% of White persons not Hispanic, 38.4% Hispanic or Latino Origin, 1.2% African American, 3.1% of Native Americans, 2.9% Asian persons, 2.8% of persons reporting two or more races.

Age Group	Percentage
Under age 5	7.7%
Age between 5 - 18	20%
Under age 18	27.7%
Age between 18 - 65	58.9%
65 years and over	13.4%

The major industry in Glenn County is farming. The most common products are rice, corn, wheat, oranges, prunes, walnuts and almonds. There are many dairies in Glenn County as well. Other employers include construction, manufacturing, transportation and warehousing, financial activities, health care organizations, and other professional service sectors. The number of jobs in Glenn County decreased by 0.78% which is 61 jobs in 2011 and the annual average unemployment rate in 2011 was 15.8%

**Glenn Medical Center has 152 employees with an annual payroll of \$6,071,429. in FY2012.** It is a member of the Chamber of Commerce and employees participate in numerous area service clubs.

# Existing Health Care Facilities & Resources

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While Glenn Medical Center is the only hospital in the county the following health care facilities and resources can be found in the same service/study area:

## **Northern Valley Indian Health, Inc./207 N. Butte Street, Willows CA**

Although founded and supported by the local Grindstone Rancheria, Mechoopda and Paskenta tribes, clinic services of family medicine, behavioral health and dental care are open to all.

## **Ampla Health/1211 Cortina Drive, Orland CA**

Ampla Health is a network of 12 community-based Federally Qualified Health Centers (FQHC) that offer medical, dental and perinatal health services in five Northern California counties. Ampla maintains special focus on migrant laborers health needs.

## **Glenn County Public Health Services/240 N. Villa Avenue, Willows CA**

Clinic Services – Maintains and coordinates clinic services for the Public Health Section. This includes chest clinics, immunizations clinics, pregnancy testing, outreach clinics, HIV testing, STD & TB testing, Family Planning services, and teen clinics.

Child Health and Disability Prevention (CHDP) is a program which provides well-child medical check-ups for children. California Children Services (CCS) provides medical care and rehabilitation for children up to age 21 whose families earn less than \$40,000 a year, and who have a serious qualifying medical condition. County CCS staff works with the families of all Glenn County children who are referred to CCS, to determine if they are financially and residentially eligible for the program. In conjunction with the State CCS staff in Sacramento, Glenn CCS staff case-manages the approximately 150 children enrolled in CCS.

Communicable Disease: Investigate communicable reports and provides treatment, referrals and contact investigations.

Maternal Child Adolescent Health coordinates programs for women of childbearing years and children 0 to 18 years of age. The program provides direct services such as home visits and outreach, education and referrals.

## Glenn County Human Resource Agency – Service Profile

Target Population	Service Category	Count	Methodology
<b>Children/Families</b>	Child Protective Services (CPS) All Referrals	287	Count of all referrals received from 1/1/12 through 8/31/12
	CPS – Substantiated Referrals <i><b>22% of all referrals received are substantiated</b></i>	63	Count of substantiated referrals from 1/1/12 through 8/31/12
	CPS Open Cases	123	Count of all open CPS cases as of 8/31/12
<b>Adults/Families</b>	CalWORKs (cash aid)	418	Monthly average of households receiving services – July 2011 through June 2012
	Food Stamps	1,351	
	Medi-Cal	2,234	
<b>Adults</b>	Adult Services Cases	44	Count of all Adult Services cases – July 2011 through June 2012
	Victim Services	413	Count of all victims – July 2011 through June 2012
	In-Home Supportive Services Cases (IHSS)	426	Monthly average of IHSS cases – July 2011 through June 2012
<b>Families</b>	Willows Food Bank	1,772	Count of all families accessing the Willows food bank from July 2011 through June 2012

## **Glenn County Mental Health Care Services/242 N. Villa Avenue, Willows CA**

The Mental Health Department, part of the Health Services Agency of Glenn County, Calif., provides crisis intervention, individual and group therapy and community education services. It additionally offers health care services for people with chronic mental illnesses. It also offers assessment and therapeutic treatment services. Mental Health provides individual, family and group counseling services for children, adolescents and adults. It also offers case management and referral services. The department provides housing assistance, psychiatric evaluation and nursing services.

## **Colusa-Glenn-Trinity Community Action Partnership**

**420 E. Laurel St., Willows CA**

Colusa, Glenn and Trinity are small rural counties with a combined population of 63,400, each struggling with poverty rates in their communities. Persons living below the poverty level in Glenn County from 2006 – 2010 was 17.5%, compared to a state percent for the same period of 13.8%. The Colusa-Glenn-Trinity Community Action Partnership (CGTCAP) provides services to low-income residents in the tri-county area through the Federal Emergency Shelter Grant; Low-Income Home Energy Assistance Program; Section 8; and Energy Partners. Additional services provided in Colusa and Glenn Counties are delivered through the Emergency Housing Assistance Program and Emergency Food & Shelter Grant. The Glenn County Human Resource Agency, a mandated social services agency, acts as the administrative body for the CGTCAP. Services in Glenn County include Food Stamps, Cash Aid, Medi-Cal, and employment assistance.

## **Child and Family Services, Glenn County Office of Education**

**311 South Villa Avenue, Willows CA**

This agency offers the following Early Education Programs and Services to low-income families.

- Head Start Preschool for children 3 through 5 years of age
- Early Head Start for infants and toddlers 8 weeks through 3 years of age
- Home Base Head Start
- Early Head Start Prenatal Program
- State Preschool- children 3 through 5 years of age
  
- Alternative Payment Program Family Childcare and Home Education Network children 6 weeks through 12 years of age

- Resource and Referral Agency- Childcare Resource Referral Program
- Resource Lending Library

Child and Family Services employs more than 90 and works with approximately 49 licensed family child care providers and 56 exempt family child care providers. **Child and Family Services provides direct or subsidized care for over 500 children.** In addition, Child and Family Services provides Resource and Referral and other administrative programs that support families and their children.



The Glenn County Children’s Interagency Coordinating Council publishes a 57 page resource guide offering social and health services for all ages.

### **Emergency Response Collaborations:**

**NorCalBT.com Project/Region III.** In addition to being Glenn County's only acute care medical facility providing 24 hour emergency care with laboratory and x-ray services, Glenn Medical Center has partnered with other Glenn County healthcare providers and Glenn County Public Health to provide a collaborative response to any infectious disease outbreak or bioterrorism incident as part of NorCalBT.com Project/Region III.

The NorCalBT.com Project was funded by a Department of Health Services, Emergency Preparedness Office grant to enhance a regional approach to bioterrorism / disaster preparedness and response, Region III counties have worked to develop a unique resource for their residents.

**Disaster Healthcare Volunteers of California-Glenn County Unit.** The Disaster Healthcare Volunteers (DHV) of California is a statewide system to pre-identify and credential volunteer medical and health workers for deployment in disaster response and recovery activities. Glenn Medical Center has partnered with other Glenn County healthcare providers and Glenn County Public Health to provide medically trained volunteers.



# Health Needs Identified

## Process and criteria used

On July 9, 2012 a Glenn Medical Center Team met and agreed that:

1. GMC would use both primary and secondary data for their 2012 Community Health Needs Assessment. The primary data would be collected in the form of a hard copy survey to be distributed in their service area during the month of August.
2. GMC would identify community partners to both assist them with distribution of the health needs survey and gathering of secondary data.
3. GMC would host a Community Partners Health Forum to review and discuss the findings of both the primary and secondary data.

## The Community Health Needs Survey

The survey, composed of twenty-seven questions (see attachment A), was distributed in both English and Spanish at the following locations throughout August 2012: GMC Admissions, Glenn County Public Health main office lobby, Glenn County HRA lobbies in both Willows and Orland, WIC offices in both Willows and Orland, at a Rotary Club meeting in Willows, three private businesses in the county and two times at a GMC booth at the Willows Farmers Market.

The survey was promoted in a front page article of the Willows Journal. The surveys were collected on September 7<sup>th</sup> and the data analysis was completed by the Center for Nutrition & Activity Promotion at California State University, Chico.

## Secondary Data

Secondary Data was derived from the following sources:

1. The Center for Disease Control Health Status Profiles for 2012
2. The Robert Wood Johnson County Health Rankings & Roadmaps for 2012
3. U.S. Census Bureau, American Community Survey
4. California Cancer Registry
5. California's Comprehensive Cancer Control Program
6. Center for Nutrition & Activity Promotion, CSU, Chico

**Information Gaps:** Due to its sparse population, there are frequently times when searching both national and state data there is no information available (N/A) for Glenn County. The California Cancer Registry finds it necessary to compile the Incidence Rates of Colusa-Glenn-Tehama counties in order to measure/report cancer rates.

The secondary data and the results of the survey were presented at the September Forum.

**GMC COMMUNITY PARTNERS HEALTH FORUM – ATTENDEES 9/18/12**

Amy Lindsey, Deputy Director	Glenn County Health Services/Mental Health
Dave Meurer, Deputy District Director	Representative W. Herger’s Office
DeAnne Blankenship, Project Director	California Health Collaborative
Mary Viegas, Director of Head Start	Glenn County Office of Education
Cindy Wolff, Director	Center for Nutrition & Activity Promotion/CSUChico
Martin Frigaard, Research Coordiinator	Center for Nutrition & Activity Promotion/CSUChico
Ernie Pieper, Pharmacist	Glenn Medical Center
Jared Garrison, DO	Glenn Medical Center Family Clinic
Grinnell Norton, Deputy Director	Glenn County Public Health
Jana Baber, resident	Marketing Consultant, local resident
Linda Howe-Ram	Children's Interagency Coordinating Council
Woody Laughnan, Jr. , Administrator	Glenn Medical Center
Vicki Shivey, Community Health Director	Northern Valley Indian Health
Alex Martinez, Site Administrator	Ampla Health
Becky Hansen, Program Manager	Glenn County HRA Eligibility Program
Denise Cooper, Chief Nursing Officer	Glenn Medical Center
Krista Flores, Dietetic Intern	Glenn County WIC
Bill Casey, CEO	Glenn Medical Center
Patricia Loera, Executive Director	First 5 Glenn County
Richard Thomas, local business/GMC foundation	Glenn County Title Company
Traci Torres	Glenn Medical Center
Marilyn Schultz	PASSAGES
Mark Garrison, DO	Glenn Medical Center Family Clinic
Susan Meeker	Tri-County News reporter

The forum was held from 9:30 am to 12:30 pm in the interior courtyard of Glenn Medical Center and featured these speakers, followed by discussion and lunch.

**Community Health Needs Assessment**/Trudy Duisenberg Project Coordinator

**Overview of Cancer Statistics for Glenn County**/DeAnne Blankenship  
Research & Development Project Manager Network, The California Health Collaborative

**Overview of Nutrition & Obesity in Glenn County**/Cindy Brattan Wolff, MPA, PhD,  
RD Professor, Director of the Center for Nutrition & Activity Promotion, CSU, Chico

**Financial Impact of GMC in the Community**/Bill Casey, Board Chairman, Glenn Medical Center

**Glenn Medical Center: Challenges & Successes for Our Community's Health Care**  
Jared Garrison, D.O. Family Care Clinic, Glenn Medical Center

## **Community Business Owner**

Additionally, on Friday, November 9, 2012 business owner Missy Beavers requested an informal meeting at her store The Health Habit in downtown Willows. The purpose of this meeting was to share the findings of the Community Health Needs Assessment, presenting both the secondary data and the community survey results to Missy and two of her customers.

Traci Torres of Glenn Medical Center also presented the proposed strategy and steps that GMC will implement to address the CHNA findings. Ms. Beavers, a nutrition science graduate, offered to assist GMC with nutritional information at future health fairs, etc.

# Glenn Medical Center's Improvement Plan in Response to the Community Health Needs Assessment

*Cancer affects 11 million Americans nationwide, and it affects people of every age, race, ethnicity, gender, and income level. In this year alone, roughly 1.5 million Americans will be diagnosed with cancer, with almost half of new cases occurring in those under the age of 65. Nearly one out of every two Americans born today will be diagnosed with cancer at some point during their lifetime.*

## **Cancer**

Glenn County Cancer Death Rate: 156.2  
State Cancer Death Rate: 151.7  
Tri Counties\* Incidence Rate: 508.7  
State Incidence Rate: 474.1

## **Lung Cancer**

Glenn County Lung Cancer Death Rate: 48.0  
State Lung Cancer Death Rate: 36.1  
Tri Counties Incidence Rate: 85.76  
State Lung Cancer Incidence Rate: 52.46  
  
Glenn County Smoking Rate: 18.7  
State Smoking Rate: 13.2

### **Existing Programs and Resources:**

There is no American Lung Association office in Glenn County. CA Smokers' Helpline (sponsored by the California Tobacco Control Program) is a free tobacco cessation program which includes special programs for chew, pregnant women, and is available in a variety of languages. (1-800-NO-BUTTS.) This helpline is not an automatic message. Much like a 12 Step support/sponsor concept, the toll free line offers real time support from friendly staff and has been in effect since 1992.

### **How GMC will implement help:**

GMC will educate and require of all staff and physicians interacting with patients/clients to "Ask, Advise and Refer" those smoking patients/clients to CA Smoker's Helpline. It will order a supply of the wallet sized Gold Cards (contact info for the Helpline) to be distributed to smoking patients/clients. Additionally, GMC will remind Medi-Cal members of the Medi-Cal Incentives to Quit Smoking Project (MIQS) which motivates Medi-Cal members to quit smoking by offering a \$20 gift card to members who call the CA Smokers' Helpline and enroll in the free telephone-based support services.

*"Heart disease is this nation's number-one killer and the continued growth of our nation's waistline will deliver serious consequences."*

*The authors of a report, which appears online Dec. 15, 2012 in the journal Circulation, looked at seven markers of cardiovascular health: smoking, weight, exercise, diet, cholesterol, blood pressure and fasting blood sugar levels, as well as whether or not a person had a diagnosis of heart disease. Using those criteria, 94 percent of U.S. adults -- that's almost everyone -- have at least one risk factor for heart disease. For example, one-third of U.S. adults have high blood pressure while 15 percent have high cholesterol.*

### **Coronary Heart Disease**

*Glenn County Heart Disease Death Rate: 376.3*

*National Heart Disease Death Rate: 359.1*

#### **Existing Programs and Resources:**

Currently there is no American Heart Association office or representation in Glenn County. Educational materials are predominately print materials in various physician offices or at Glenn County Public Health. There appears to be no lead agency focusing on Coronary Heart Disease in Glenn County.

#### **How GMC Will Implement Help:**

GMC will actively promote heart health through community education activities:

- Physician or FNP lectures during February (Heart Month) on topics such as,
  - The Dangers of High Blood Pressure
  - Understanding Cholesterol
  - Heart Anatomy: The Mechanics of Our Beautiful Human Pump
- Celebrate Red Dress Day with:
  - Hospital personnel wearing red
  - Offering a free red carnation to women having blood pressure screened
- Sponsoring Annual Community Health Fair with community health partners
- Promoting heart health with tips/articles/recipes on GMC website

*In a September 2012 article The Trust for America's Health and the Robert Wood Johnson Foundation titled, "F as in Fat: How Obesity Threatens America's Future" it was noted that if states could reduce the average body mass index of residents by just 5 percent by 2030, every state could help thousands or millions of people avoid obesity-related diseases, while saving billions of dollars in health care costs.*

## **Obesity & Diabetes**

64% of Glenn County adults are either overweight or obese  
7.8% of Glenn County adults have been diagnosed with diabetes  
41% of Glenn County children are overweight or obese  
32% of children nationwide are overweight or obese

### **Existing Programs and Resources:**

Currently the Center for Nutrition & Activity Promotion (CSU at Chico) offers a variety of nutrition and activity promotion services in Glenn County, partnering with Glenn County Human Resource Agencies (HRA) and Glenn County Schools.

### **How GMC Will Implement Help:**

Obesity leads to diabetes. Blood pressure increases with increase in the body mass index (BMI.) The risk for cancer increases with weight gain. A balanced and informed approach to maintaining a healthy weight and increasing activity can have a profound impact on overall health of individuals and community.

GMC will offer a free monthly Wellness Check for two hours once a month at its facility. This will include blood pressure screening, weigh-in, review of exercise and meal logs/journals and distribution of educational resources. When possible health experts from community partners will be invited to speak to attendees on topics such as, How to Read a Food Label.

Additionally, GMC physicians and staff will be asked to encourage their patients to participate in the Wellness Check program. GMC employees will also be invited to participate in the program.

Weight management tips/articles/recipes will be updated on the GMC website.

*In California the ratio of physicians to population climbed 7 percent in the decade from 1998 to 2008. The population as a whole grew by 16 percent during this period, while those over age 65 — the highest users of physician services —increased 22 percent.*

### **Patient to Primary Care Physicians Ratio**

Glenn County	5,625:1
California	847.1
National	631.1

### **Existing Programs and Resources**

In addition to GMC there are two other health care organizations potentially hiring primary care physicians in Glenn County: Northern Valley Indian Health Care and Ampla Health.

### **How GMC Will Implement Help**

Since 2004, Glenn Medical Center has hired a full time Gynecologist/Surgeon; Pediatrician; Dermatologist; additional Cardiologist; Family Practitioner/General Surgeon and three Mid-Levels. The services added since 2004 include:

- ✓ Electroencephalography
- ✓ Sleep Disorder Clinic

Faced with a difficult economic times and the uncertain future of the Patient Protection and Affordable Care Act, GMC will continue to work diligently to support its associated physicians. As the current GMC structure was build in 1949, pursuing and reaching its primary goal of facility renovation and expansion is considered to be essential to physician engagement and recruitment.

*“Until we throw off this old shell the community cannot comprehend the services and skills we’re providing.”*

Jered Garrison, DO

### **Increasing Community Awareness of Medical Services**

The quote noted above was part of Dr. Garrison’s keynote address at the Community Health Partners Forum held on September 18, 2012 at GMC. He was speaking of the challenge of overcoming the public perspective that the 1949 GMC structure reflected the quality of its services.

Attendees at the forum, representing over a dozen local health care agencies and businesses, overwhelmingly agreed that the community was not aware of many local health care services.

### **Existing Programs and Resources**

Actually, for a county which is one of the least populated in the state of California, Glenn County has a considerable number of social and health care services. The Glenn County Children’s Interagency Coordinating Council publishes a 57 page resource guide offering social and health services for all ages. In addition to GMC and a strong Public Health Department, Northern Valley Indian Health in Willows and Ampla Health in Orland provide a variety of health care services to the community.

### **How GMC Will Implement Help**

In autumn of 2012 GMC began a series of television ads on local NBC & CBS stations focusing on its Diagnostic Sleep Services, Pediatric Care at the GMC Rural Health Clinic, Out Patient Surgery and Emergency Services; thus initiating high profile communication about its delivery of patient centered care close to home. This advertising is part of an expanding public relations campaign focused on available and expanding medical services.

GMC will coordinate and host an annual community health fair to further assist community members in discovering and understanding the scope of social and health care services offered by local providers and agencies.



# Data Resources for Glenn Medical Center's Community Health Needs Assessment

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The Center for Disease Control Health Status Profiles for 2012

The Robert Wood Johnson County Health Rankings & Roadmaps for 2012

U.S. Census Bureau, American Community Survey & Quick Facts

California Cancer Registry

California's Comprehensive Cancer Control Program

Center for Nutrition & Activity Promotion, CSU, Chico

The 2012 Glenn County Economic Forecast /California State Economic Report ca.gov

Glenn County Public Health Department

Glenn County Human Resources Agency

Glenn County Child and Family Services

Lucile Packard Foundation/kidsdata.org

# Community Health Survey Questionnaire for Glenn Medical Center

July/August 2012

Attachment A

## NO NAME REQUIRED

My Zip Code is \_\_\_\_\_ My age is \_\_\_\_\_ Male or Female

1. How would you rate your overall health?

Excellent                       Fair  
 Good                                 Poor

2. Are you receiving medical care or taking prescriptions for:

High Blood Pressure       Diabetes                       Asthma  
 High Cholesterol             COPD

3. When was your last complete physical in a physician office or clinic?

Within last 6 months       Over 1 year ago  
 Within last 12 months       Over 5 years ago

4. When was your last dental exam?

Within last 6 months       Over 1 year ago  
 Within last 12 months       Over 5 years ago

5. How often do you do exercise? (at least 30 minutes in duration)

Daily                                 Weekly                               Never  
 Every other day                 Occasionally

6. How often do you eat fresh fruits and vegetables?

3 times a day                       1 time a day                       Occasionally  
 2 times a day                       Several times a week

7. Do you ever have to go without meals due to:
- Lack of money
- Lack of transportation
- No, I do not have to go without meals
8. How often do you have an alcoholic beverage?
- Never                       2 times a day                       Occasionally
- 1 times a day                       3+ times a day
9. How often do you smoke?
- Do not smoke                       A pack a day                       Occasionally
- Several a day                       Over a pack a day
10. How often do you feel blue or depressed?
- Daily                       Occasionally
- Several times a week                       Not often
11. Have you ever been depressed:
- For several months                       More than a year
- For more than 6 months                       Several years
12. Have you or someone in your family used the services of a hospital or clinic in the past 24 months?
- Yes                       Don't know
- No (Skip to #18 )
13. At which hospital(s) were services received?
- Hospital/Clinic Name \_\_\_\_\_

14. If you responded that you or someone in your household received care at a hospital *other than* Glenn Medical Center, why did you choose the other facility?

Physician referral       Quality of care concern

Lack of confidence       More convenient

Availability of specialty care       Insurance

15. What service(s) were used at other hospital?

Radiological Imaging (X-rays, MRI, CT scan, ultrasound, mammogram)

Laboratory

Inpatient Services (overnight stay required)

Physician services

Emergency services

Oncology

Other      Please List \_\_\_\_\_

16. How satisfied were you or someone in your household with the services you received at the other hospital?

Satisfied       Dissatisfied       Don't know

17. What type of specialist have you or someone in your household been to and in what city did you receive this care?

No specialty care (skip to #18 )

*Specialist*

*City*

Cardiology/Heart \_\_\_\_\_

Orthopedics/Orthopedic surgery \_\_\_\_\_

Urology \_\_\_\_\_

Obstetrics-Gynecology \_\_\_\_\_

General Surgery       Other \_\_\_\_\_

18. Which do you use for most of your medical care?

Primary Care (family) Physician

Physician Assistant

Nurse Practitioner

Don't know

19. What kind of medical provider do you use for routine care?

Community health center

Health Department

Emergency Room/Hospital

Indian Health Clinic

Specialist

Other: \_\_\_\_\_

Glenn Medical Center

20. Have you or someone else in your household been to Glenn Medical Center for medical treatment?

yes

no

21. While at Glenn Medical Center were you satisfied with the quality of care you received?

yes

no

Why \_\_\_\_\_

22. Are you able to get an appointment with your primary care (family) Doctor or Physician Assistant or

Nurse Practitioner associated with Glenn Medical Center when you need one?

yes

no

sometimes

don't know

23. Have you or someone in your household delayed health care due to lack of money and/or insurance?

yes

no

don't know

24. Do you have any kind of healthcare coverage?

\_\_\_ Yes, I have:

\_\_\_ Health insurance from employer

\_\_\_ Medicare

\_\_\_ Medicaid

\_\_\_ No, none

25. What concerns you most about health care service at Glenn Medical Center?

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26. What additional services would you like to see offered at Glenn Medical Center?

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27. What do you like the most about medical services at Glenn Medical Center?

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Thank You



## **COMMUNITY PARTNERS HEALTH FORUM**

**SPONSORED BY GLENN MEDICAL CENTER**

**September 18, 2012 ~ Interior Courtyard of Glenn Medical Center**

**9:30 – 12:30 (includes lunch at 12)**

### **HIGHLIGHTS**

#### **Overview of Cancer Statistics for Glenn County**

Deanne Blankenship, Research & Development Project Manager

Network for A Healthy California/The California Health Collaborative

#### **Overview of Nutrition & Obesity in Glenn County**

Cindy Brattan Wolff, MPA, PhD, RD

Professor, Director of the Center for Nutrition & Activity Promotion

California State University at Chico

#### **Glenn Medical Center: Challenges & Successes for Our Community's**

**Health Care**, Jared Garrison, D.O., Family Care Clinic

Glenn Medical Center

**RSVP** Deborah McMillan, GMC Administration

(530) 934-1881

[dmcmillan@glenmed.org](mailto:dmcmillan@glenmed.org)

If you are unable to attend, please assign other staff to represent your organization/agency. All attendees will receive informational packets of Glenn County Health Statistics.

**Please RSVP by September 10<sup>th</sup>**

# Executive Summary

## Glenn Medical Center Community Health Assessment Survey

Glenn Medical Center (GMC) is a non-profit 501(c)3 community medical provider for the greater Glenn County area. This year, GMC conducted a community needs assessment to examine the health needs of the community, identify priority health concerns, and design strategies to meet the needs Glenn County residents. A twenty-seven question Community Health Survey (CHS) was distributed in July and August of 2012 throughout Glenn County. The CHS was disseminated in English and Spanish via community events and public agencies. Two hundred and twenty-five (225) of the surveys were collected in August and September 2012. Of the 225 surveys, 14% were returned in Spanish with the remaining 96% in English.



## Demographic Information

The Community Health Survey (CHS) began with three demographic questions and a self-rating of respondents overall health.

- The respondents were 82% female, 18% male
- The majority of the respondents were from Willows (65%) and Orland (22%)
- The average age of a respondent was 46 years old (median age = 45)

Gender	N	%
Male	35	19
Female	152	81
Age	N	%
<20	16	8
20-29	36	19
30-39	37	19
40-49	21	11
50-59	36	19
60-69	25	13
>=70	23	12
Zip Code	N	%
95988 (Willows)	125	21
95963 (Orland)	41	64
Other	23	15

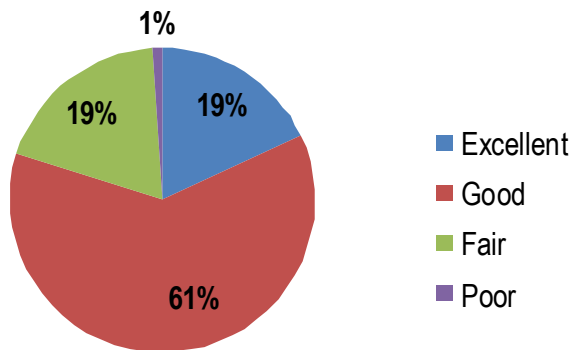




# Health Behaviors

## Glenn County: Overall General Health

How would you rate your overall health?



- The majority of survey respondents reported their overall health as “Excellent” or “Good” (80%). Twenty percent (20%) indicated their health was “Fair” or “Poor”
- Fifty-six percent (56%) of the respondents had seen a physician or received a physical in the last year, 85% had seen a physician within the last 5 years.
- Eighty-six percent (86%) of the respondents had received a dental exam within the last 5 years.

## Risk Factors

How often do you exercise? (At least 30 minutes)	No.	%
Daily	71	32
Every other day	51	23
Weekly	26	12
Occasionally	63	29
Never	9	4
Total	220	100
How often do you eat fresh fruits and vegetables?	No.	%
3 times a day	46	21
2 times a day	73	33
1 time a day	48	21
Several times a week	42	19
Occasionally	15	7
Total	224	100
How often do you have an alcoholic beverage?	No.	%
Never	84	38
Occasionally	24	11
1 time a day	5	2
2 times a day	3	1
3+ times a day	107	48
Total	223	100

- Fifty-five percent (55%) of respondents indicated that they participated in regular physical activity vs. (45%) who did not meet the recommended amount of daily physical activity.
- Fifty-three percent (53%) of respondents consumed fruits and vegetables more than 1 time per day vs. 47% who consumed fruit and vegetables fewer than 1 time per day (dietary guidelines recommend 5-13 servings per day).
- Nearly half (48%) of the respondents reported consuming alcoholic beverages “3+ times per day” (vs. 8% of Americans who drink “daily”).

# Health Care Needs

## Risk Factors, cont.

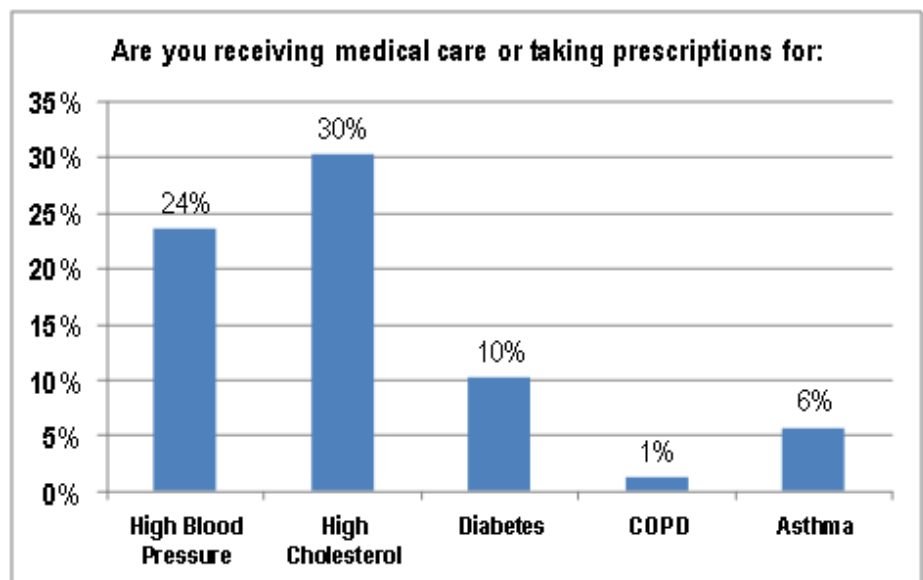
How often do you smoke?	No.	%
Do not smoke	178	81
Occasionally	15	7
Several a day	20	9
A pack a day	5	2
Over a pack a day	1	1
Total	219	100
How often do you feel blue or depressed?	No.	%
Daily	7	4
Several times a week	11	5
Occasionally	58	28
Not Often	130	63
Total	206	100
Have you ever been depressed?	No.	%
For several months	35	16
For more than 6 months	9	4
More than a year	11	5
Several years	18	8
Did not respond	152	68
Total	225	100

- Eighty-one percent (81%) reported not smoking, vs. 19% that reported smoking at least “occasionally”
- This rate is notably higher than the California smoking rate of 12%
- Rates of daily depression were less than 10%
  - Chronic depression (lasting 6 months or longer) was also less than 10%.
  - Sixteen percent (16%) of respondents indicated being depressed for “several months.”

## Personal Health

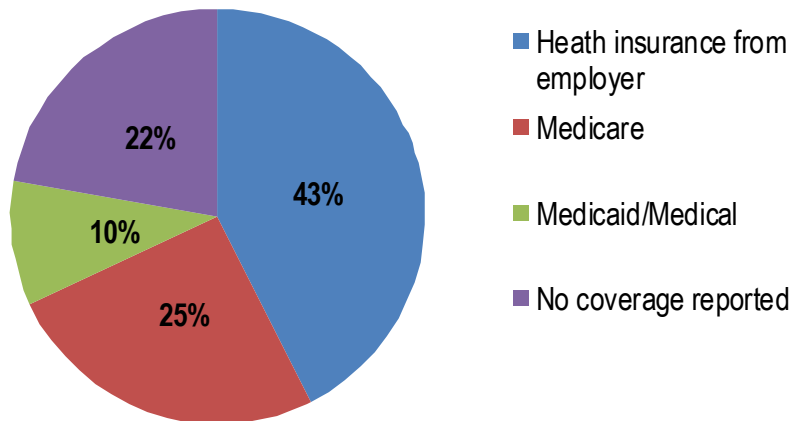
The primary health conditions that Glenn County respondents are receiving care for/taking prescriptions for are:

- High cholesterol (30%)
- High blood pressure (24%)
- Diabetes (10%)
- Asthma (6%)
- COPD (1%)



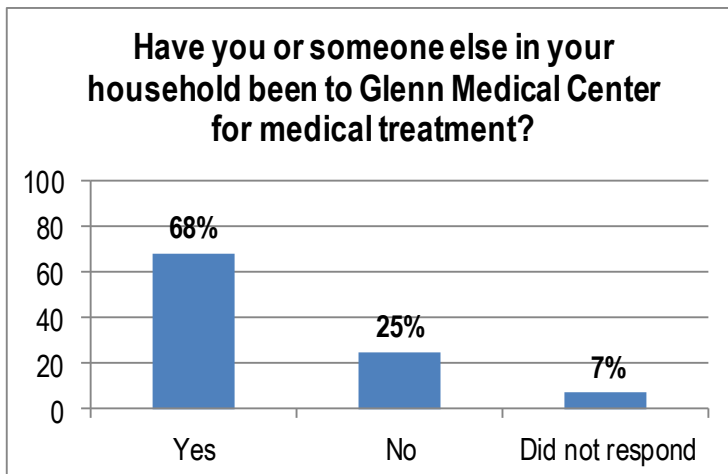
# Medical Care Received

## Health Care Coverage

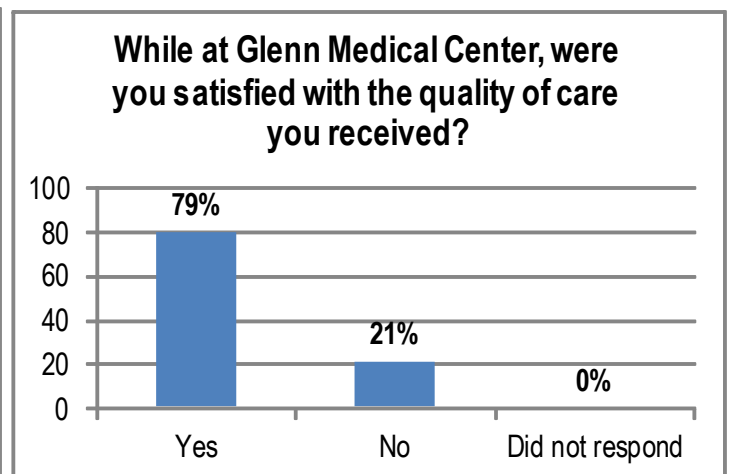


- Forty-three percent (43%) of respondents indicated they were had health insurance coverage either privately or from their employer
- Thirty-five percent (35%) of respondents reported using Medicare or Medicaid/Medical
- Twenty-two percent indicated having no healthcare coverage

## Care Received at Glenn Medical Center



Sixty-eight percent (68%) of the respondents indicated that they or someone in their household had been to GMC.



Seventy-nine percent (79%) of the respondents were satisfied with the care they received and 84% indicated they were able to successfully get an appointment with a GMC health care provider.

## Concerns and Challenges from Respondents

- Excessive fees, affordability of lab costs
- Dialysis services
- Receiving adequate physician/patient time
- Out-dated building and equipment
- Pain management services