

Pawhuska Hospital Community Health Needs Assessment Summary and Implementation Strategy



**Pawhuska
Hospital
Inc.**

Oklahoma Office of Rural Health
OSU Center for Rural Health

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Introduction

New requirements for nonprofit, 501 (c)(3), hospitals were enacted under the Patient Protection and Affordable Care Act (ACA), passed on March 23, 2010. One of the most significant of the new requirements is the Community Health Needs Assessment (CHNA) that must be conducted during taxable years after March 23, 2012 and submitted with IRS form 990. A CHNA must then be completed every three years following.

While the requirements are fairly new, the IRS has made strides in defining hospitals that must complete the CHNA as well as details of what is expected in the CHNA report to be submitted. At this time the only entities that must complete the CHNA are hospital organizations defined as:

- An organization that operates a State-licensed hospital facility
- Any other organization that the Secretary determines has the provision of hospital care as its principal function or purpose constituting the basis for its exemption under section 501 (c)(3).

The general goal behind the requirement is to gather community input that leads to recommendations on how the local hospital can better meet and serve residents' needs. The community input is typically derived from a community survey and a series of open meetings. Local health data are presented. Community members then identify and prioritize their top health needs.

After listening to community input, the hospital defines an implementation strategy for their specific facility. The implementation strategy is a written plan that addresses each of the health needs identified in the community meetings. To meet Treasury and IRS guidelines an implementation strategy must:

- Describe how the hospital facility plans to meet the health need, or
- Identify the health need as one the hospital facility does not intend to meet and explain why the hospital facility does not intend to meet the health need¹

After the needs are identified that the hospital can address, the implementation strategy must take into account specific programs, resources, and priorities for that particular facility. This can include existing programs, new programs, or intended collaboration with governmental, nonprofit, or other health care entities within the community.²

¹ Internal Revenue Service. 2011. Notice and Requests for Comments Regarding the Community Health Needs Assessment Requirements for Tax-Exempt Hospitals. Internal Revenue Bulletin: 2011-30.

² Ibid

The facility must make the recommendations and implementation strategy widely available to community members. The facility must adopt the implementation strategy in that same taxable year.

Oklahoma Office of Rural Health Partnership

The Oklahoma Office of Rural Health makes this program available to all rural facilities in Oklahoma free of charge. The Oklahoma Office of Rural Health works closely with the hospital and community members to develop an economic impact of the local health sector, develop and analyze a local health services survey, and gather and analyze local health data. The community meetings are facilitated by a resource team that includes Corie Kaiser and Lara Brooks of the Oklahoma Office of Rural Health.

After the meetings conclude, the resource team assists the hospital in developing their implementation strategy. After implementation, the resource team will assist in evaluation of the strategies implemented and provide continued assistance with data and resources.

This document discusses the steps taken to conduct a CHNA for Pawhuska Hospital in 2022. It begins with a description of the hospital's steps to addressing priorities identified during the 2019 CHNA along with the impacts, followed by a description of the medical service area, including a demographic analysis, and then summarizes each meeting that took place during the CHNA process. The report concludes by listing the recommendations that came out of the process and presenting the hospital's implementation strategy and marketing plan.

This report along with the implementation strategy was presented and approved by the governing board on September 30, 2022.

Previous Community Health Needs Assessment- Priorities, Implementation, and Evaluation

Pawhuska Hospital worked with the Oklahoma Office of Rural Health in 2019 to complete their third Community Health Needs Assessment. During that time, health concerns were identified by community members and then prioritized by community members in focus group-style meetings. The following identifies each priority, implementation taken, and an evaluation or impact of the implementation.

It must be noted that the Covid-19 pandemic greatly impacted the implementation of some of the priorities and outreach opportunities during 2020 to present.

Area of concern: Mental health and wellness including substance abuse and chemical dependency

Activity 1: Strong Minds Program Re-opened and Re-engaged. This program was put on hold due to the Covid-19 pandemic. It was restarted in early 2022. There are currently an average 6 participants attending two sessions per week. This program was thriving prior to Covid-19, but has had to rebuild due to the pandemic.

Area of concern: Expansion of clinic/hospital- Currently, there are space limitations. Expand 340B program to open pharmacy in the clinic, add MRI services, and provide mobile mammography services

Activity 1: The 340B Program has implemented and expanded. The hospital now has a contract with the local pharmacy. This collaboration and partnership was just started in 2022; therefore, estimates of those who have benefited are not available yet.

Activity 2: Added another physician for clinic and added chiropractic services at least 3 days/week. The physician started July 5, 2022, and the chiropractic services were added in 2020. In 2021, there were 1,077 chiropractic visits. The clinic is on track to see this number of visits in 2022. During the month of July 2022, the new provider saw 207 patients. It is projected this provider will continue to grow and see more patients as his tenure increases.

Area of concern: Wellness opportunities and need for nutrition education

Activity 1: The hospital partnered with The Cottage in Bartlesville, a women's services provider that provides services and resources for pregnant women through children aged 1. This provider does come to the hospital and set up in the parking lot once per month. This service started early 2022. The registration and information gathering is handled by The Cottage; therefore, estimates of those who benefited are not available.

Activity 2: The clinic has a chronic care management program that has 40 participants on a monthly basis involved. Support is offered for the following conditions: Alzheimer's disease and related dementia, arthritis, asthma, atrial fibrillation, autism spectrum disorders, cancer, COPD, depression, diabetes, heart failure, hypertension, ischemic heart disease, osteoporosis.

Activity 3: School based telemedicine- There are currently 5 communities involved in this program (Pawhuska, McCord, Hominy, Barnsdall and Wynona). This program allows students to stay at school to receive treatment and services. This program was started in 2021. The 2021-2022 school year had 30 participants benefit from this service. The 2022-2023 school year is already on track to surpass this number.

Pawhuska Hospital Medical Services Area Demographics

Figure 1 displays the Pawhuska Hospital medical services area. Pawhuska Hospital and all area hospitals are delineated in the figure. The surrounding hospitals are identified in the table below by county along with their respective bed count.

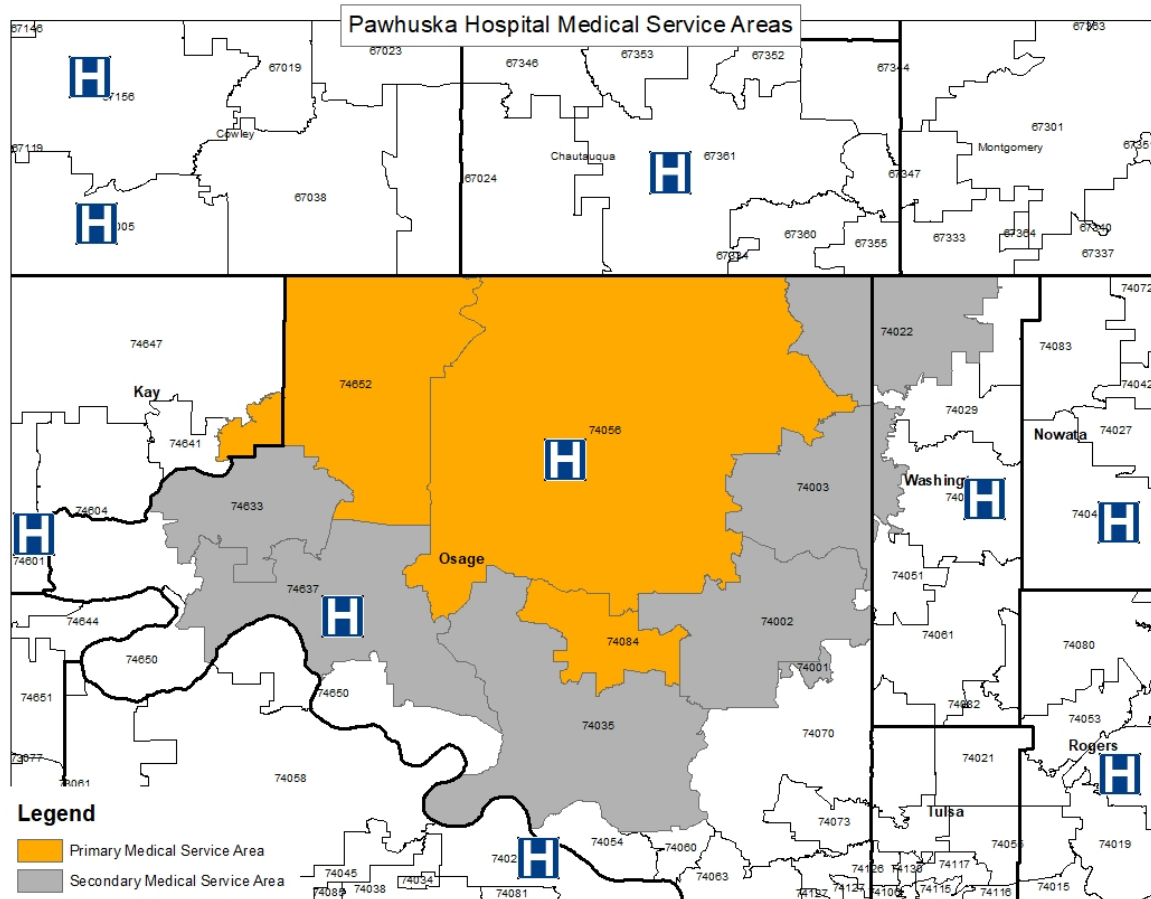


Figure 1. Pawhuska Hospital Medical Service Areas

City	County	Hospital	No. of Beds
Ponca City	Kay	AllianceHealth Ponca City	140
Nowata	Nowata	Jane Phillips Nowata Health Center, Inc.	25
Fairfax	Osage	Fairfax Community Hospital	15
Pawhuska	Osage	Pawhuska Hospital, Inc.	25
Cleveland	Pawnee	Cleveland Area Hospital	14
Claremore	Rogers	Hillcrest Hospital Claremore	81
Bartlesville	Washington	Jane Phillips Memorial Medical Center, Inc.	140
Sedan, KS	Chautauqua, KS	Sedan City Hospital	n/a
Arkansas City, KS	Cowley, KS	South Central Kansas Medical Center	n/a
Winfield, KS	Cowley, KS	William Newton Hospital	n/a

As delineated in Figure 1, the primary medical service area of Pawhuska Hospital includes the zip code areas of Pawhuska, Shidler, and Wynona. The primary medical service area experienced a population decrease of 4.5 percent from the 2000 Census to the 2010 Census (Table 1). This same service area experienced another decrease in population of 7.2 percent from the 2010 Census to the latest available, 2016-2020, American Community Survey.

The secondary medical services area is comprised of the zip code areas Burbank, Hominy, Barnsdall, Avant, Bartlesville, Fairfax and Copan. The secondary medical service area experienced a decrease in population of 4.1 percent from 2000 to 2010 followed by a population decrease of 2.1 percent from 2010 to the 2016-2020 American Community Survey.

Table 1. Population of Pawhuska Hospital Medical Service Area

Population by Zip Code	2000 Population	2010 Population	2016-2020 Population	% Change 2000-2010	% Change 2010-16-20
<i>Primary Medical Service Area</i>					
74056 Pawhuska	5,835	5,720	5,509	-2.0%	-3.7%
74652 Shidler	1,076	897	772	-16.6%	-13.9%
74084 Wynona	678	628	439	-7.4%	-30.1%
Total	7,589	7,245	6,720	-4.5%	-7.2%
<i>Secondary Medical Service Area</i>					
74633 Burbank	424	471	700	11.1%	48.6%
74035 Hominy	4,860	4,565	4,197	-6.1%	-8.1%
74002 Barnsdall	2,300	2,333	1,808	1.4%	-22.5%
74001 Avant	491	367	373	-25.3%	1.6%
74003 Bartlesville	14,858	14,249	14,509	-4.1%	1.8%
74637 Fairfax	2,063	1,899	1,600	-7.9%	-15.7%
74022 Copan	1,732	1,760	1,908	1.6%	8.4%
Total	26,728	25,644	25,095	-4.1%	-2.1%

SOURCE: Population data from the U.S. Bureau of Census, Decennial Census 2000, 2010 and American Community Survey 2016-2020 (March 2022)

Table 2 displays the current existing medical services in the primary service area of the Pawhuska Hospital medical services area. Most of these services would be expected in a service area of Pawhuska's size: five physician offices, two dental offices, one chiropractic office, two home health providers, one EMS provider, a county health department, two mental health and counseling providers, and one pharmacy. Pawhuska Hospital is a 25 bed critical access facility located in Osage County. The hospital provides acute inpatient services, observation, swing bed, respite care, inpatient dialysis, wound care, and physical, speech and occupational therapy. Outpatient services include laboratory, radiology, emergency department, clinic services, and geropsych. A complete list of hospital services and community involvement activities can be found in Appendix A.

Table 2. Existing Medical Services in Pawhuska Hospital Medical Services Area

Count	Service
1	Hospital: Pawhuska Hospital, Inc.
4	Physician offices and clinics
2	Dental offices
1	Chiropractic office
2	Home health providers
1	EMS provider
1	County Health Department: Osage County
3	Mental health and counseling providers
1	Pharmacy

In addition to examining the total population trends of the medical service areas, it is important to understand the demographics of those populations. Table 3 displays trends in age groups for the primary and secondary medical service areas as well as Osage County in comparison to the state of Oklahoma. Overall, the over 65 age group has experienced an increase in population across all geographies from the 2010 Census to the latest, 2016-2020 American Community Survey. This cohort accounted for 15.7 percent of the total population at the state level. In terms of the medical service areas, this age group accounted for 21 percent of the primary medical service area, 15.6 percent of the secondary medical service area, and 19.7 percent of the population of Osage County. The 45-64 age group accounts for the largest share of the population in the primary (26.1%) and secondary (26.3%) service areas and 27.8 percent of the population of Osage County. This is compared to the state share of 24.2 percent of the total population.

Table 3. Percent of Total Population by Age Group for Pawhuska Hospital Medical Service Areas, Osage County and Oklahoma

Age Groups	Primary Medical Service Area	Secondary Medical Service Area	Osage County	Oklahoma
2010 Census				
0-14	19.9%	19.9%	20.0%	20.7%
15-19	6.3%	6.6%	6.8%	7.1%
20-24	5.0%	6.1%	4.8%	7.2%
25-44	22.6%	24.8%	23.0%	25.8%
45-64	27.8%	28.3%	30.0%	25.7%
65+	<u>18.3%</u>	<u>14.3%</u>	<u>15.3%</u>	<u>13.5%</u>
Totals	100.0%	100.0%	100.0%	100.0%
Total Population	7,245	25,644	47,472	3,751,351
2016-2020 ACS				
0-14	16.8%	20.2%	17.7%	20.2%
15-19	6.0%	5.7%	6.4%	6.7%
20-24	5.3%	6.2%	5.1%	7.0%
25-44	24.8%	26.1%	23.4%	26.3%
45-64	26.1%	26.3%	27.8%	24.2%
65+	<u>21.0%</u>	<u>15.6%</u>	<u>19.7%</u>	<u>15.7%</u>
Totals	100.0%	100.0%	100.0%	100.0%
Total Population	6,720	25,095	47,074	3,949,342

SOURCE: U.S. Census Bureau, Decennial Census data for 2010 and 2016-2020 American Community Survey (www.census.gov [March 2022]).

Changes in racial and ethnic groups can impact the delivery of healthcare services, largely due to language barriers and dramatically different prevalence rates for specific diseases, such as diabetes. A noticeable trend in Oklahoma is the growth in the Hispanic origin population. In 2010, those of Hispanic origin accounted for 8.9 percent of the total state

population. The latest American Community Survey data of 2016-2020 suggest that this population group has experienced an increase to 10.9 percent of the total population. This trend is somewhat evident in Osage County and both medical service areas. The share of the population identified as of Hispanic Origin accounted for 2.5 percent of the primary medical service area's population in 2016-2020 and 6.9 percent of the secondary medical service area during the same time period. The Hispanic Origin population accounted for 3.8 percent of the total population from 2016-2020 in Osage County. Osage County (11.7%) and both medical service areas (primary, 20.9% and 11.8% of the secondary) also have a larger Native American share of the population in comparison to the state (7.7%).

Table 4. Percent of Total Population by Race and Ethnicity for Pawhuska Hospital Medical Service Areas, Osage County and Oklahoma

Race/Ethnic Groups	Primary Medical Service Area	Secondary Medical Service Area	Osage County	Oklahoma
2010 Census				
White	62.7%	91.3%	66.0%	72.2%
Black	2.1%	4.8%	11.4%	7.4%
Native American ¹	26.1%	18.7%	14.4%	8.6%
Other ²	1.0%	2.2%	1.1%	5.9%
Two or more Races ³	8.2%	9.5%	7.1%	5.9%
Hispanic Origin ⁴	<u>4.9%</u>	<u>5.1%</u>	<u>2.9%</u>	<u>8.9%</u>
Total Population	7,245	25,644	47,472	3,751,351
2016-2020 ACS				
White	65.6%	69.2%	64.6%	71.1%
Black	1.4%	5.0%	11.0%	7.3%
Native American ¹	20.9%	11.8%	11.7%	7.7%
Other ²	0.2%	2.4%	1.4%	5.2%
Two or more Races ³	11.9%	11.6%	11.2%	8.7%
Hispanic Origin ⁴	<u>2.5%</u>	<u>6.9%</u>	<u>3.8%</u>	<u>10.9%</u>
Total Population	6,720	25,095	47,074	3,949,342

SOURCE: U.S. Census Bureau, Decennial Census data for 2010 and 2016-2020 American Community Survey (www.census.gov [March 2022]).

Summary of Community Input for CHNA

Pawhuska Hospital hosted a single community input meeting where highlights of all of the data were presented. Meeting attendees also received a copy of the full data along with their meeting invitation.. The meeting was held on May 5, 2022. All stakeholders received all of the typical primary and secondary data prior to their respective meetings. The meeting presentations and handouts can be found in Appendices C-E. The Oklahoma Office of Rural Health facilitated the gathering of the secondary data, the completion of the survey, and the community meeting. Data summaries are provided in the following sections.

Community members who were included to provide input:

- Pawhuska Hospital representatives
- Pawhuska Family Medical Clinic representative
- Cohesive Healthcare representative

The hospital advertised the community meeting on social media, placed flyers around town, and shared flyers at City Hall, local fire station, and several local businesses. Therefore, those invited include: business leaders and those with significant involvement and understanding of the local community. Also, a significant effort was placed on including representatives from the public health sector and those who serve the underserved, low-income or racially diverse populations to gain their perspective of needs in the community.

The Oklahoma Office of Rural Health held targeted interviews to gather feedback and input from key stakeholders who were not present at the community meeting. The interviews were conducted via email, and the participants contacted included:

- Osage County Health Department
- Osage County Department of Human Services
- The Osage Nation

Economic Conditions of Osage County and Economic Impact of Health Sector

Economic indicators for Osage County in comparison to Oklahoma and the United States are outlined in Table 5. Osage County tends to lag Oklahoma and the United States in many of the economic variables. In terms of per capita income, or the total income divided by the population, Osage County is less favorable than Oklahoma and the nation. Oklahoma as a state tends to lag the national average. In terms of employment and unemployment, there were many changes during 2020 and 2021. The 2021 annual unemployment rate for Osage County was 4.2 percent. This rate is higher than the state (3.8%) but lower than the national (5.3%). All of these rates are non-seasonally adjusted. The most recent monthly estimates show Osage County to be lower than 2021 with a 3.4 percent rate. This is higher than the state (2.4%) and slightly higher

than the national (3.3%) rate. The share of individual captured below the poverty threshold for income and household size is calculated by the U.S. Census Bureau. In 2020, the poverty rate for all ages in Osage County was 13 percent. This is lower than the state and higher than the national rates. The share of children, or those under the age of 18, followed a similar trend of being lower than the state and higher than the national rates. All economic indicators can be found in Table 5.

Table 5. Economic Indicators for Osage County, the State of Oklahoma and the Nation

Indicator	County	State	U.S.
Total Personal Income (2020)	\$1,799,835,000	\$198,552,111,000	\$19,607,447,000,000
Per Capita Income (2020)	\$38,588	\$49,878	\$59,510
Employment (2021)	19,410	1,783,080	152,581,000
Unemployment (2021)	855	711,154	8,623,000
Unemployment Rate (2021)	4.2%	3.8%	5.3%
Employment (April 2022)*	19,839	1,810,744	157,991,000
Unemployment (April 2022)*	690	51,712	5,458,000
Unemployment Rate (April 2022)*	3.4%	2.8%	3.3%
Percentage of People in Poverty (2020)	13.0%	14.3%	11.9%
Percentage of Under 18 in Poverty (2020)	17.4%	18.6%	15.7%
Transfer Dollars (2020)	\$539,482,000	\$46,240,575,000	\$4,241,091,000,000
Transfer Dollars as Percentage of Total Personal Income (2020)	30.0%	23.3%	21.6%
Medical Benefits as a share of Transfer Payments (2020)	32.3%	32.2%	35.5%

*County and state estimates are considered preliminary

SOURCES: 2020 Bureau of Labor Statistics; 2020 Bureau of Economic Analysis; 2020 U.S. Census Bureau.

Table 6 displays various education variables for Osage County. The first three lines are education attainment percentages for the population aged 25 years and greater. In Osage County, 89.5 percent of the population has at least their high school diploma, 52.9 percent has at least some college, and 19.3 percent of the population has at least a bachelor's degree. The far-right handed column provides a ranking within the state based on the highest, or most favorable percentages. The free and reduced lunch rate is the share of children in Osage County who are enrolled in public school and eligible for free and reduced lunches. Osage County's rate is 65.9 percent. This is higher than the state average of 53.2 percent. This is the 43rd lowest rate in the state.

Table 6. Education Data for Osage County and the State of Oklahoma

Indicator	County	State	Osage County Ranking
At Least High School Diploma	89.5%	88.4%	19th Highest
Some College	52.9%	57.1%	25th Highest
At Least Bachelor's Degree	19.3%	25.9%	38th Highest
Free and Reduced Lunch Rate	65.9%	53.2%	43rd Lowest

Sources: U.S. Census Bureau, American Community Survey, 2016-2020, National Center for Education Statistics 2018-2019.

Table 7 includes payer source data for Osage County residents in comparison to the state. A ranking is also provided with the lowest percentages as the more favorable ranking. In 2019, 15.9 percent of individuals under the age of 65 were categorized as uninsured. This is lower than the state rate of 16.8 percent. In terms of children, or those under the age of 19, this rate was 7.4 percent. This was also lower than the state rate of 8.6 percent. In 2019, 21.4 percent of the population had Medicare as a payer for healthcare. This includes Medicare parts A, B and Advantage. In terms of Medicaid, 11 percent of the population in Osage County had Medicaid as a payer source. The Medicare and Medicaid data were gathered from different sources, and duplicates have not been removed.

Table 7. Payer Source Data for Osage County and the State of Oklahoma

Indicator	County	State	Osage County Ranking
2019 Uninsured rate (under 65)	15.9%	16.8%	13th Lowest
2019 Uninsured rate (under 19)	7.4%	8.6%	6th Lowest
2019 Medicare share of total population	21.4%	18.7%	32nd Lowest
2020 Medicaid share of total population	11.0%	26.0%	1st Lowest

Sources: U.S. Census Bureau Small Area Health Insurance Estimates, 2019; Centers for Medicare and Medicaid Services, Medicare Part A and B Recipients by State and County, 2019; Oklahoma Health Care Authority, Total Enrollment by County, 2020

Table 8 below summarizes the overall economic impact of the health sector on the Osage County, Oklahoma economy. Local providers were asked to share their employment levels and of those employees how many were physicians/optometrists/dentists/pharmacists/etc. When available, payroll information was also collected from the establishments. When payroll information was not available, payroll was estimated using state level averages from the Bureau of Labor Statistics.

The health sector in the Pawhuska Hospital medical service area employs 303 FTE individuals. After applying a county-specific employment multiplier to each respective sector, there is a total employment impact of 385 FTE employees. The same methodology is applied to income. The local health sector has a direct income impact of over \$16.5 million. When the appropriate income multiplier is applied, the total income impact is over \$18.5 million. The last two columns examine the impact this has on the retail sector of the local community. Recent data suggest that just 29.5% of personal income in Oklahoma will be spent on taxable goods and services locally. Therefore, if we just examine the impact made on retail from those employed in the health sector, this would account for over \$5.4 million spent locally, generating \$54,666 on a 1% tax. A copy of the meeting materials that were distributed can be found in Appendix C.

Table 8. Pawhuska Hospital Medical Service Area Health Sector Impact on Employment and Income, and Retail Sales and Sales Tax

Health Sectors	Employment			Income			Retail	1 Cent
	Direct	Multiplier	Impact	Direct	Multiplier	Impact	Sales	Sales Tax
Hospitals	62	1.32	82	\$4,420,608	1.23	\$5,421,938	\$1,599,472	\$15,995
Physicians, Dentists & Other Medical Professionals	166	1.28	213	\$10,116,337	1.08	\$10,886,392	\$3,211,485	\$32,115
Home Health, Other Medical & Health Services and Pharmacies	<u>75</u>	1.20	<u>90</u>	<u>\$2,037,715</u>	1.09	<u>\$2,222,521</u>	<u>\$655,644</u>	<u>\$6,556</u>
Total	303		385	\$16,574,660		\$18,530,850	\$5,466,601	\$54,666

SOURCE: 2020 IMPLAN database, Minnesota IMPLAN Group, Inc.; Local data for employment, employee compensation and proprietor's income; income estimated based on state average incomes if local data not available; employment data from local survey.

* Based on the ratio between Oklahoma taxable sales and income (23.6%) – from 2021 Sales Tax Data and 2020 Personal Income Estimates from the Bureau of Economic Analysis.

Health Data

Various sources of health data were examined including data from the County Health Rankings and Roadmaps Program through the University of Wisconsin Population Health Institute, and the Robert Wood Johnson Foundation. The County Health Rankings program evaluates and ranks counties based on two distinct areas: Health Factors and Health Outcomes. Along with these two areas counties receive an overall rank within their state; therefore 1=best and 77=worst.

Health factors, considered tomorrow's health, are comprised of health behaviors (rank: 53), clinical care (rank: 43), social and economic factors (rank: 32), and physical environment (rank: 77). Osage County's overall health factors rank is 46. This suggests, in general, the health status of Osage County residents is somewhat comparable to that of neighboring counties. Areas of concern include Osage County's smoking rate, obesity rate, physical inactivity rate, excessive drinking, uninsured rate, share of primary care physicians to the population, and mammography screening and flu vaccination rate of Medicare beneficiaries are all less desirable than the top U.S. performers. All health factors variables are presented in Table 9 along with Osage County specific data, the top U.S. performers, and the state average. The yellow highlighted categories are the areas identified by the County Health Rankings and Roadmaps as areas to explore (generally where Osage County ranks poorly compared to the national benchmark). The green highlighted areas are identified by County Health Rankings and Roadmaps as areas of strength for Osage County.

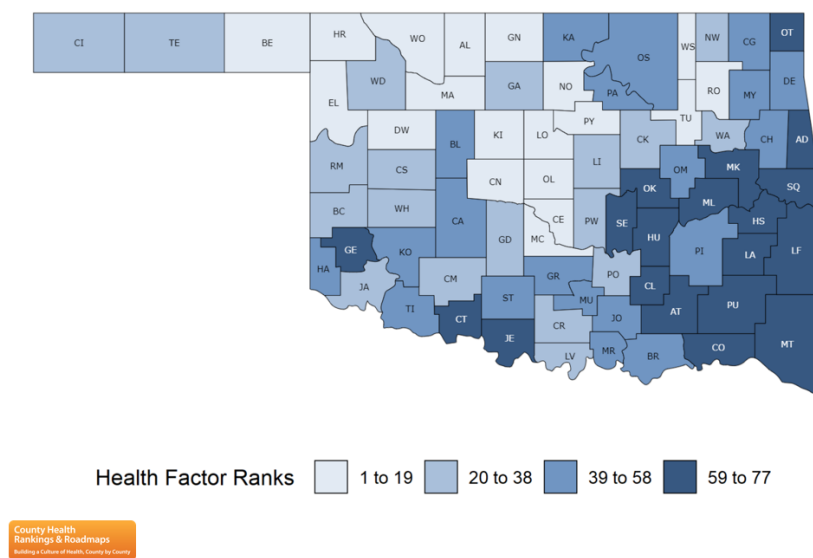
Table 9. Health Factors (Overall Rank 46)

Category (Rank)	Osage County	Error Margin	Top U.S. Performers	Oklahoma
Health Behaviors (53)				
Adult Smoking	23%	21-25%	15%	19%
Adult Obesity	39%	38-40%	30%	37%
Food Environment Index	6.5		8.8	5.8
Physical Inactivity	37%	34-39%	23%	33%
Access to Exercise Opportunities	36%		86%	65%
Excessive Drinking	17%	16-17%	15%	14%
Alcohol-Impaired Driving Deaths	24%	16-33%	10%	27%
Sexually Transmitted Infections	417		162	594
Teen Births	21	18-23	11	31
Clinical Care (43)				
Uninsured	16%	14-18%	6%	17%
Primary Care Physicians	5,220:1		1,010:1	1,630:1
Dentists	3,330:1		1,210:1	1,600:1
Mental Health Providers	1,260:1		250:1	240:1
Preventable Hospital Stays	3,778		2,233	4,346
Mammography Screening	33%		52%	40%
Flu Vaccinations	34%		55%	47%
Social & Economic Factors (32)				
High School Graduation	89%	88-91%	94%	89%
Some College	55%	50-59%	74%	60%
Unemployment	6%		4%	6%
Children in Poverty	17%	11-24%	9%	19%
Income Inequality	4.6	4.2-4.9	3.7	4.6
Children in Single-Parent Household	26%	22-30%	14%	26%
Social Associations	9.2		18.1	11.3
Violent Crime Rate	277		63	428
Injury Deaths	94	81-106	61	95
Physical Environment (77)				
Air-Pollution- Particulate Matter	11.2		5.9	9.5
Drinking Water Violations	Yes			
Severe Housing Problems	12%	11-14%	9%	14%
Driving Alone to Work	83%	81-86%	72%	82%
Long Commute- Driving Alone	40%	37-43%	16%	27%

Source: County Health Rankings & Roadmaps; University of Wisconsin Population Health Institute; Robert Wood Johnson Foundation

The following figure depicts each county's rank by shade. Osage County's ranking is comparable to that of most neighboring counties. Osage County's health factor's ranking is less favorable than Tulsa and Washington Counties.

2022 Health Factors – Oklahoma



In terms of health outcomes, considered, today's health, Osage County's ranking is 25th in the state. Health outcomes are comprised of two areas: length of life and quality of life. The variables for each of these sections are presented in Table 10.

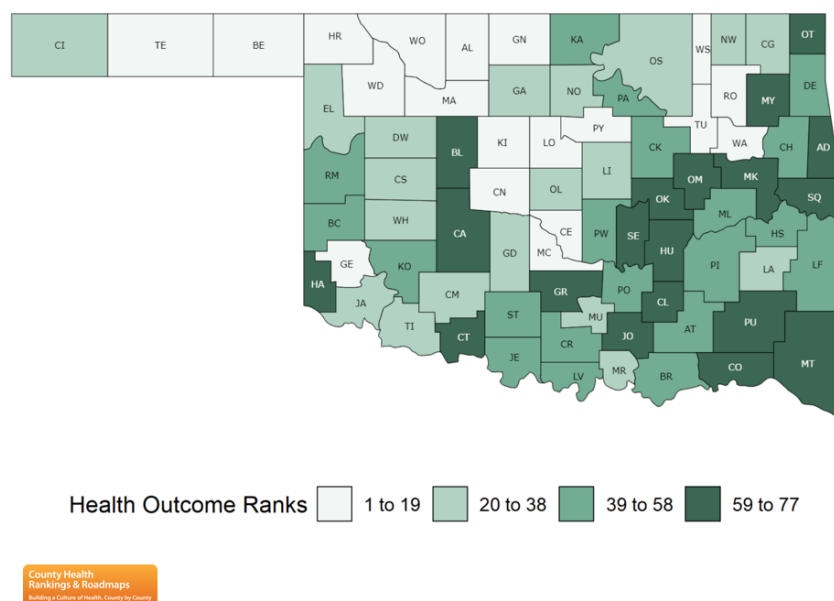
Table 10. Health Outcomes (Overall Rank 25)

Category (Rank)	Osage County	Error Margin	Top U.S. Performers	Oklahoma
Length of Life (19)				
Premature Death	9,000	7,900-10,000	5,600	9,400
Quality of Life (33)				
Poor or Fair Health	23%	21-25%	15%	21%
Poor Physical Health Days	4.7	4.5-4.9	3.4	4.6
Poor Mental Health Days	5.2	5.0-5.4	4	5
Low Birth Weight	7%	6-8%	6%	8%

Source: County Health Rankings & Roadmaps; University of Wisconsin Population Health Institute; Robert Wood Johnson Foundation

The following figure shows county health outcomes rankings by shades. Osage County's ranking is more favorable than Noble and Pawnee Counties. Osage County's ranking is less favorable than Tulsa and Washington Counties..

2022 Health Outcomes – Oklahoma



Community Survey Methodology and Results

A survey was designed to gauge hospital usage, satisfaction, and community health needs. The survey link was made available on the hospital's website and Facebook page. Hard copy surveys were available at the hospital and clinic. A copy of the survey form and results can be found in Appendix E. Community members were asked to return their completed surveys to Pawhuska Hospital.

The survey ran from February 11, 2022 to May 31, 2022. A total of 26 surveys from the Pawhuska Hospital medical service area were completed. Of the surveys returned, all were completed via Survey Monkey.

Table 11 below shows the survey respondent representation by zip code. The largest share of respondents was from the Pawhuska (74056) zip code with 18 responses or 69.2 percent

of the total. Shidler (74652) followed with 4 responses, and all other zip codes had 1 response each.

Table 11. Zip Code of Residence

Response Category	No.	%
74056- Pawhuska	18	69.2%
74652- Shidler	4	15.4%
74647- Newkirk	1	3.8%
74084- Wynona	1	3.8%
74070- Skiatook	1	3.8%
74029- Dewey	1	3.8%
Total	26	100.0%

The survey focused on several health topics of interest to the community. Highlights of the results include:

Primary Care Physician Visits

- 69.2% of respondents had used a primary care physician in the Pawhuska service area during the past 24 months
- 83.3% of those responded being satisfied
- Only 13 respondents or 50% of the survey respondents believe there are enough primary care physicians practicing in the Pawhuska area
- 76.9% responded they were able to get an appointment with their primary care physician when they needed one
- 34.6% of respondents indicated that they have used the services of an urgent care in the past 12 months
- 69.2% responded that they would utilize urgent care or after hours services offered in Pawhuska

Specialist Visits

Summary highlights include:

- 69.2% of all respondents report some specialist visit in past 24 months
- Most common specialty visited are displayed in Table 12
- No visits occurred in Pawhuska

Table 12. Type of Specialist Visits

Type of Specialist	No.	Percent
<i>Top 5 Responses</i>		
Orthopedist/Orthopedic Surg. (0 visits in Pawhuska)	6	27.3%
Cardiologist (0 visits in Pawhuska)	2	9.1%
Gastroenterologist (0 visits in Pawhuska)	2	9.1%
Neurologist (0 visits in Pawhuska)	2	9.1%
Otolaryngologist (0 visits in Pawhuska)	2	9.1%
All others (0 visits in Pawhuska)	<u>8</u>	<u>36.3%</u>
Total	<u>22</u>	<u>100.0%</u>

Some respondents answered more than once.

Hospital Usage and Satisfaction

Survey highlights include:

- 65.2% of survey respondents that have used hospital services in the past 24 months used services at Pawhuska Hospital
 - Ascension St. John Jane Phillips, Bartlesville (17.4%) followed
 - The most common response for using a hospital other than Pawhuska Hospital was availability of specialty care (including surgery and labor and delivery) (36.4%) and physician referral (27.3%)
 - The usage rate of 65.2% was lower than the state average of 55.9% for usage of other rural Oklahoma hospitals surveyed
- 100% of survey respondents were satisfied with the services received at Pawhuska Hospital
 - This is higher than the state average for other hospitals (87.1%)
- Most common services used at Pawhuska Hospital:
 - Diagnostic Imaging (X-ray, CT, Ultrasound, MRI) (32.4%)
 - Laboratory (26.5%)
 - Physician services (17.6%)

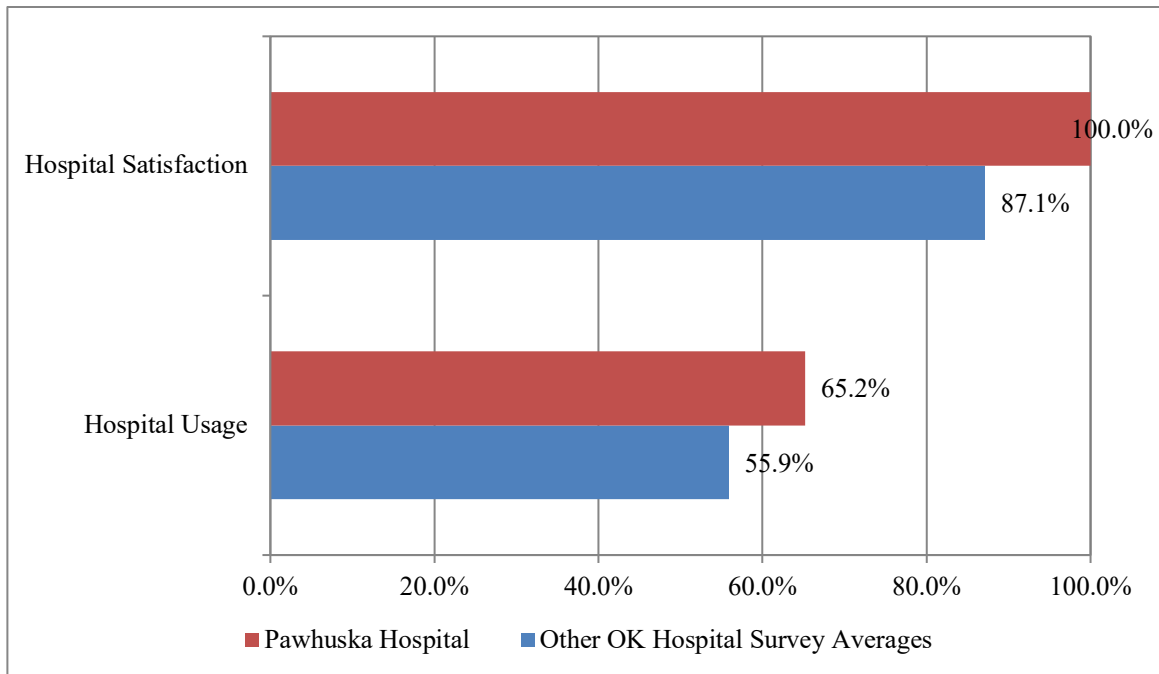


Figure 2. Summary of Hospital Usage and Satisfaction Rates

Local Healthcare Concerns and Additional Services

Survey respondents were asked what concerns them most about health in their community. The most common responses were substance abuse (15.6%) tied with mental health (15.6%).. Table 13 displays all responses and the frequencies.

Table 13. Top Concerns about Health in the Pawhuska Area

	No.	%
Substance abuse	14	15.6%
Mental health	14	15.6%
Obesity	11	12.2%
Diabetes	11	12.2%
Heart disease	10	11.1%
Cancers	8	8.9%
Accessing specialty services	6	6.7%
Suicide	5	5.6%
Accessing primary care	3	3.3%
Dental	3	3.3%
Teen pregnancy	2	2.2%
Kidney disease/End Stage Renal Disease	2	2.2%
No response	1	1.1%
Total	90	100.0%

Survey respondents also had the opportunity to identify what additional health and wellness services they would like to see offered in their community. The most common response was don't know/no additional services with 12.9 percent tied with specialists with a collective response of 12.9 percent. Table 14 displays the full listing of responses.

Table 14. Additional Health and Wellness Services Survey Respondents Would Like to See Offered in the Pawhuska Area

Response Category	No.	%
Don't know/No additional services	4	12.9%
Specialists in general (1), Pulmonologist (1); Neurologist (1); OB/GYN (1)	4	12.9%
Urgent care/After hours care	3	9.7%
Gym/Fitness center with weight trainings, swimming, and certified staff	3	9.7%
Mental health	1	3.2%
Dialysis	1	3.2%
Eye care	1	3.2%
Therapy for children	1	3.2%
Lab services at clinic	1	3.2%
Quality of care	1	3.2%
Support groups for parents/caregivers of special needs children	1	3.2%
Child guidance services	1	3.2%
Low cost access to care/hospital care	1	3.2%
Geriatric support: including mental and physical	1	3.2%
Functional medicine/Chiropractic	1	3.2%
No response	6	19.4%
Total	31	100.0%

Community Health Needs- Identification of Priorities

A single community meeting was utilized to gather community input. A meeting of community stakeholders was held on July 13, 2022. The OK Office of Rural Health presented and facilitated the meeting. A complete listing of individuals who participated is included in Appendix B.

The Oklahoma Office of Rural Health held targeted interviews to gather input from key stakeholders in the area who were not present at the July 13 community meeting. These interviews were accomplished via email. Participants who completed the interviews included Osage County Health Department and Osage County Department of Human Services.

During the community meeting process and the interview process, participants were asked the following three questions:

- What are the top health needs of the patients/clients I serve?
- What are the top health needs of the greater community (outside of the hospital or clinic setting)?
- What am I most proud of in the Pawhuska community?

The concerns listed were:

- Substance abuse- drugs and alcohol abuse (2)
 - Grand Lake Mental Health is available and Osage Nation has services
 - No inpatient services available
 - Pawhuska Hospital has Strong Minds- Geropsych program available
 - Even with services, there is still a significant need for mental health (3)- delay in receiving care, not receiving care- also finding services that accept Medicaid as the payer
- Drug testing capabilities
- Need for support programs with housing
- Transportation and guidance for employment
- Life skills
- Financial and time management
- Sliding scale for payment
- Free health clinic monthly
- Dental services
- Generational poverty
- Lack of transportation- many people walk to hospital
- Nursing home closed in Pawhuska- significant loss to community- residents have to leave community for level of care
- Access to specialists
- Gym- fitness center- with multiple options

- Osage Nation has one available and there is a pool available near the hospital
- Speech therapy services- limited services available in community at the moment
- Nutritious foods and understanding the benefits/Lack of healthy restaurants
- Pride and Ownership/Involvement

Pawhuska does have many strengths. Some of the sources of pride noted by community members include:

- When Covid hit, the clinic and providers did a great job of implementing telehealth. Now available in 5 schools in county with nurses traveling to the school to visit with patient. Telehealth visits are available for all patients through the clinic.
- Nice walking trail in community- with shade- added by the Osage Nation
- Provider is available on site 24/7- not called in
- Community culture- partnerships and Osage Nation partnership
- Community has experience significant growth with revitalization in the downtown area
- School is planning to build a gym
- 3 year old program started at school last school year, and there is now an after school program. The school also has hygiene closet available after hours (rather anonymously)
- The clinic has added a part time chiropractor and a full time DO
- In the process of increasing the number of physical therapy patients/services
- They come together to help other agencies within the community
- The giving nature of the wealthiest in the county
- Uncovering of painful past and the healing it could bring about
- Rich native heritage
- Cooperative nature of the Ministerial Alliance in Pawhuska- They have a generous benevolence fund to help those in need across Osage County
- Food bank and mobile food bank that provides food for families in Osage County- they have also invited members from DHS and Osage County Health Department to be a part of their efforts among their other community programs

Implementation Strategy

Pawhuska Hospital Administration utilized these responses to generate the list of priorities based on the frequencies of responses, potential impact the hospital can have on these items, and the opportunity to collaborate with existing organizations and providers in the community. The following items were identified as priorities:

- Expansion of services- The hospital is currently working to expand space to provide outpatient physical therapy and exploring the option to also include speech therapy. This is in the early stages of exploration.
- Life skills- The hospital is working to partner with the Osage Nation's TANF program to provide an employment pipeline for beneficiaries to gain skills for employment at the hospital. The hospital will also be working with some of their tribal members enrolled in the physical therapy program to host some of their clinical rotations.
- Substance abuse- The hospital and clinic will continue to expand the chronic care management program and continue to look for partners and resources in this area.

Community Health Needs Assessment Marketing Plan

The hospital will make the Community Health Needs Assessment Summary and Implementation Strategy Plan available upon request at Pawhuska Hospital, and a copy will be available to be downloaded from the hospital's website (<https://pawhuskahospital.com/>). This document will also be available on the OSU Center for Rural Health blog site: (<http://osururalhealth.blogspot.com/p/chna.html>).

Appendix A- Hospital Services/Community Benefits

Hospital Services/Community Benefits

Hospital Services provided in inpatient and outpatient settings.

Inpatient Services:

Acute Inpatient
Observation
Swing Bed
Respite Care
Inpatient Dialysis
Physical, Speech and Occupational Therapy
Laboratory
Radiology – CT
EKG
Medication Room
Wound Care
Dietary
Respiratory Therapy
Social Services

Outpatient Services:

Laboratory
Radiology
Emergency Department
Physical therapy
Geri-psych
Wound care

Clinic:

New primary care clinic located next door to hospital

Community Activities:

Holiday Events
Adopt a Child/Family
Year Book Ads
Chamber member
Chamber donor
Charitable giving to local organizations/events and school systems
Educational classes offered through PT Department
Career Fairs

Internal Hospital Activities:

Hospital website/social media
Memberships – professional, state and local
Alliances or partnerships
Governance – Board of Directors
Staff – birthday celebrations, holiday celebrations
Advertisement – newspaper, football t-shirts, yearbook ads, flyers

Appendix B Community Input Participants

Pawhuska Community Health Needs Assessment

Community Meeting Attendees

13-Jul-22

Name	Organization
Jason McBride	Pawhuska Hospital
Jill Gray	Pawhuska Hospital
Amanda Bray	Pawhuska Hospital
Tye Barbee	Pawhuska Family Medical Clinic
Cindy Tillman	Cohesive Healthcare
Jessica Olsen	Pawhuska Hospital

Appendix C- Economic Impact

Pawhuska Hospital Economic Impact



Healthcare, especially a hospital, plays a vital role in local economies.

Pawhuska Hospital, including the Rural Health Clinic, **directly** employs 62 individuals with an annual payroll of over **\$4.4 million** including benefits

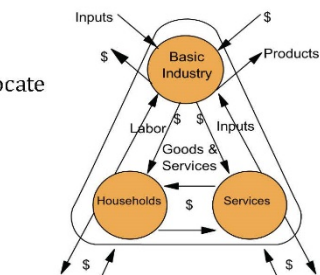
- These employees and income create an additional 20 jobs and over **\$1 million** in income as they interact with other sectors of the local economy
- **Total impacts= 82 jobs and over \$5.4 million**
- Other segments of the healthcare sector (Pharmacies, EMS, etc.) provide another **241 jobs** and an additional **\$12.1 million** in wages
- Their interactions and transactions within the local economy including the hospital's impact create:
 - **Total health sector impacts= 385 jobs and \$18.5 million**
 - Over **\$5.4 million** in retail sales generated from the presence of the health sector

Healthcare and Your Local Economy:

- Attracts retirees and families
- Appeals to businesses looking to establish and/or relocate
- High-quality healthcare services and infrastructure foster community development
- Positive impact on retail sales of local economy

Consider what could be lost without the hospital:

- Pharmacies
- Other Healthcare Providers and Services
- Physicians/Specialists
- Potential Retail Sales



Source: Doeksen, G.A., T. Johnson, and C. Willoughby. 1997. Measuring the Economic Importance of the Health Sector on a Local Economy: A Brief Literature Review and Procedures to Measure Local Impacts

For additional information, please contact:

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Corie Kaiser, Director, corie.kaiser@okstate.edu

Oklahoma Office of Rural Health

Phone: 405.945.8609

This project is/was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U2WRH33319 and title: Medicare Rural Hospital Flexibility Grant Program for \$673,496, 0% financed with nongovernmental sources. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

Multipliers were derived from IMPLAN 2020, sales tax data were derived from County FY2021 Oklahoma Tax Commission data, and 2020 personal income estimates from Bureau of Economic Analysis.



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Appendix D- Osage County Health Indicators and Outcomes

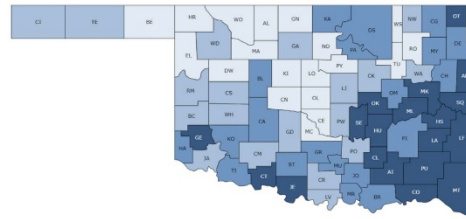
Health Indicators and Outcomes for Osage County As part of the Community Health Needs Assessment

Table 1. Health Factors (Overall Rank 46)

Category (Rank)	Osage County	Error Margin	Top U.S. Performers	Oklahoma
Health Behaviors (53)				
Adult Smoking	23%	21-25%	15%	19%
Adult Obesity	39%	38-40%	30%	37%
Food Environment Index	6.5		8.8	5.8
Physical Inactivity	37%	34-39%	23%	33%
Access to Exercise Opportunities	36%		86%	65%
Excessive Drinking	17%	16-17%	15%	14%
Alcohol-Impaired Driving Deaths	24%	16-33%	10%	27%
Sexually Transmitted Infections	417		162	594
Teen Births	21	18-23	11	31
Clinical Care (43)				
Uninsured	16%	14-18%	6%	17%
Primary Care Physicians	5,220:1		1,010:1	1,630:1
Dentists	3,330:1		1,210:1	1,600:1
Mental Health Providers	1,260:1		250:1	240:1
Preventable Hospital Stays	3,778		2,233	4,346
Mammography Screening	33%		52%	40%
Flu Vaccinations	34%		55%	47%
Social & Economic Factors (32)				
High School Graduation	89%	88-91%	94%	89%
Some College	55%	50-59%	74%	60%
Unemployment	6%		4%	6%
Children in Poverty	17%	11-24%	9%	19%
Income Inequality	4.6	4.2-4.9	3.7	4.6
Children in Single-Parent Household	26%	22-30%	14%	26%
Social Associations	9.2		18.1	11.3
Violent Crime Rate	277		63	428
Injury Deaths	94	81-106	61	95
Physical Environment (77)				
Air-Pollution- Particulate Matter	11.2		5.9	9.5
Drinking Water Violations	Yes			
Severe Housing Problems	12%	11-14%	9%	14%
Driving Alone to Work	83%	81-86%	72%	82%
Long Commute- Driving Alone	40%	37-43%	16%	27%

Source: County Health Rankings & Roadmaps; University of Wisconsin Population Health Institute; Robert Wood Johnson Foundation

2022 Health Factors – Oklahoma



Health Factor Ranks 1 to 19 20 to 38 39 to 58 59 to 77

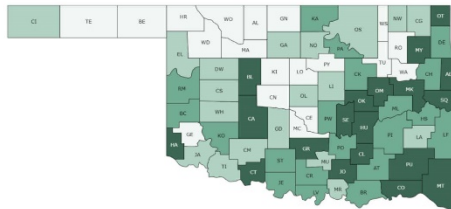
County Health Rankings & Roadmaps

Table 2. Health Outcomes (Overall Rank 25)

Category (Rank)	Osage County	Error Margin	Top U.S. Performers	Oklahoma
Length of Life (19)				
Premature Death	9,000	7,900-10,000	5,600	9,400
Quality of Life (33)				
Poor or Fair Health	23%	21-25%	15%	21%
Poor Physical Health Days	4.7	4.5-4.9	3.4	4.6
Poor Mental Health Days	5.2	5.0-5.4	4	5
Low Birth Weight	7%	6-8%	6%	8%

Source: County Health Rankings & Roadmaps; University of Wisconsin Population Health Institute; Robert Wood Johnson Foundation

2022 Health Outcomes – Oklahoma



Health Outcome Ranks 1 to 19 20 to 38 39 to 58 59 to 77

County Health Rankings & Roadmaps

For additional information, please contact:

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Corie Kaiser, Director, corie.kaiser@okstate.edu

Oklahoma Office of Rural Health



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Appendix E- Survey Form and Survey Results

Pawhuska Hospital Local Health Services Survey

Please return completed survey by May 31, 2022

The zip code of my residence is: _____

What is your current age: _____

1. Has your household used the services of a hospital in the past 24 months?

☐ Yes (*Go to Q2*) ☐ No (*Skip to Q7*) ☐ Don't know (*Skip to Q7*)

2. At which hospital(s) were services received? (*please check/list all that apply*)

☐ Pawhuska Hospital (*Skip to Q4*) ☐ Other (*Please specify Hospital and City, then go to Q3*)

If you responded in **Q2** that your household received care at a hospital other than Pawhuska Hospital, why did you or your

3. family member choose that hospital? (*Please answer then skip to Q6*)

☐ Physician referral ☐ Quality of care/Lack of confidence
☐ Closer, more convenient location ☐ Availability of specialty care
☐ Insurance reasons ☐ Other (*Please list below*)

If you responded in **Q2** that your household received care at Pawhuska Hospital, what hospital service(s) were used?

4. ☐ Diagnostic imaging (X-ray, MRI, CT, Ultrasound) ☐ Hospital Inpatient
☐ Laboratory ☐ Skilled nursing (swing bed)
☐ Outpatient infusion/Shots ☐ Emergency room (ER)
☐ Physician services ☐ Respiratory Therapy/Pulmonary Function Test
☐ Physical, speech, or occupational therapy ☐ Other (*Please list below*)

-
5. How satisfied was your household with the services you received at Pawhuska Hospital?

☐ Satisfied ☐ Dissatisfied ☐ Don't know

6. Has your household been to a specialist in the past 24 months?

☐ Yes ☐ No (*Skip to Q10*) ☐ Don't know (*Skip to Q10*)

What type of specialist has your household been to in the past 24 months and in which city were they located?

- 7.
- | Type of Specialist | City |
|--------------------|------|
| | |
| | |
| | |
| | |

8. Did the specialist request further testing, laboratory work and/or x-rays?

☐ Yes ☐ No ☐ Don't know

9. If yes, in which city were the tests or laboratory work performed?

Continue on reverse side...

10. What kind of medical provider do you use for routine care *(Please select all that apply)* ?
- | | |
|---|--|
| <input type="checkbox"/> Primary Care physician | <input type="checkbox"/> Mid-Level Clinic (Nurse Practitioner or PA) |
| <input type="checkbox"/> Tribal Health Center | <input type="checkbox"/> Emergency Room/Hospital |
| <input type="checkbox"/> Income Based Health Center | <input type="checkbox"/> Specialist |
| <input type="checkbox"/> Urgent care/Walk in clinic | <input type="checkbox"/> Other <i>(Please list below)</i> |
| <input type="checkbox"/> Health Department | |
-

11. Has your household been to a primary care (family) doctor in the Pawhuska area?
- | | | |
|---|--|--|
| <input type="checkbox"/> Yes <i>(Go to Q12)</i> | <input type="checkbox"/> No <i>(Skip to Q13)</i> | <input type="checkbox"/> Don't know <i>(Skip to Q13)</i> |
|---|--|--|

12. How satisfied was your household with the quality of care received in the Pawhuska area?
- | | | |
|------------------------------------|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Don't know |
|------------------------------------|---------------------------------------|-------------------------------------|

13. Do you think there are enough primary care (family) doctors practicing in the Pawhuska area?
- | | | |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|

14. Are you able to get an appointment, within 48 hours, with your primary care (family) doctor when you need one?
- | | | |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|

15. Have you used the services of a walk-in, urgent care or after hours clinic in the past 24 months?
- | | | |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|

16. Would you utilize a walk in and/or after hours clinic if offered in Pawhuska?
- | | | |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|

17. What concerns you most about health in the Pawhuska area *(Please select all that apply)* ?
- | | |
|---|---|
| <input type="checkbox"/> Heart disease | <input type="checkbox"/> Substance abuse |
| <input type="checkbox"/> Cancers | <input type="checkbox"/> Obesity |
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Accessing primary care |
| <input type="checkbox"/> Dental | <input type="checkbox"/> Accessing specialty services |
| <input type="checkbox"/> Teen Pregnancy | <input type="checkbox"/> Motor vehicle crashes |
| <input type="checkbox"/> Suicide | <input type="checkbox"/> Other |
| <input type="checkbox"/> Mental health | |
-

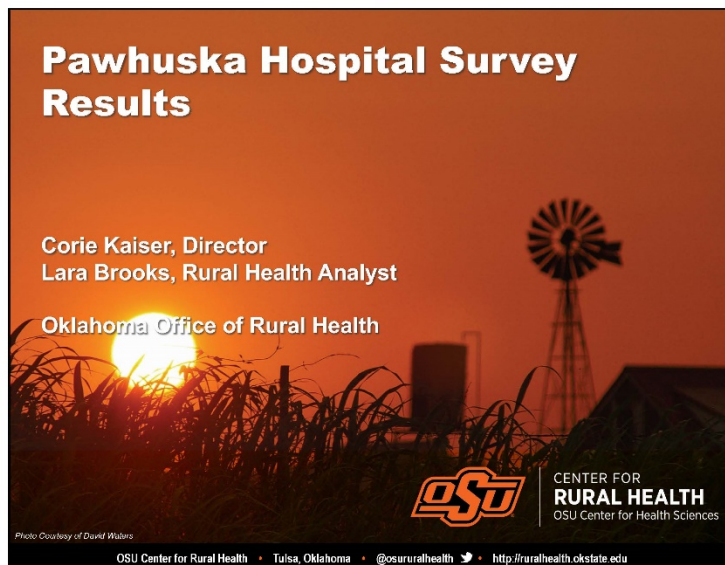
18. What additional health and wellness services would you like to see offered in the Pawhuska area?
-

19. Has your household used telemedicine services, a visit either by telephone or video with your provider, in the past year?
- | | | |
|------------------------------|--|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No <i>(Skip to Q21)</i> | <input type="checkbox"/> Don't know <i>(Skip to Q21)</i> |
|------------------------------|--|--|

20. How satisfied was your household with the quality of care received via telemedicine?
- | | | |
|------------------------------------|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Don't know |
|------------------------------------|---------------------------------------|-------------------------------------|

21. How would you prefer to be notified of community events?
(Please select all that apply)
- | | | |
|------------------------------------|----------------------------------|---------------------------------------|
| <input type="checkbox"/> Newspaper | <input type="checkbox"/> Email | <input type="checkbox"/> Social Media |
| <input type="checkbox"/> Radio | <input type="checkbox"/> Website | |

*Please mail completed survey
to:
Pawhuska Hospital
1101 E 15th St.
Pawhuska, OK 74056*

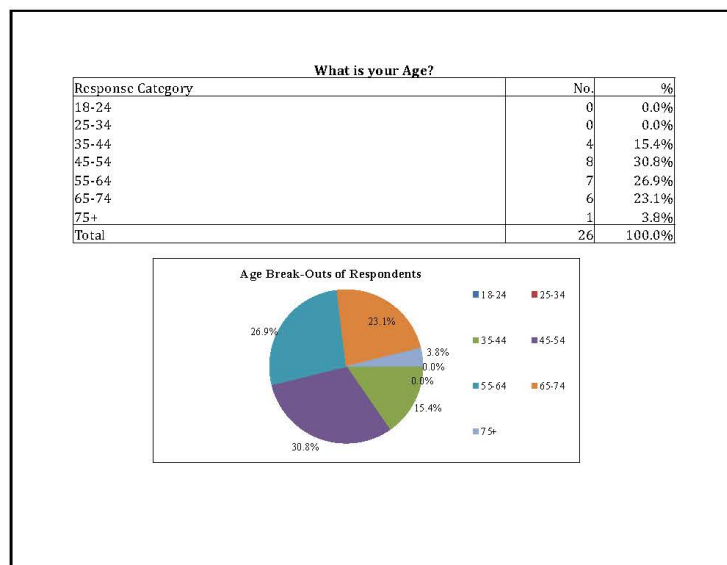


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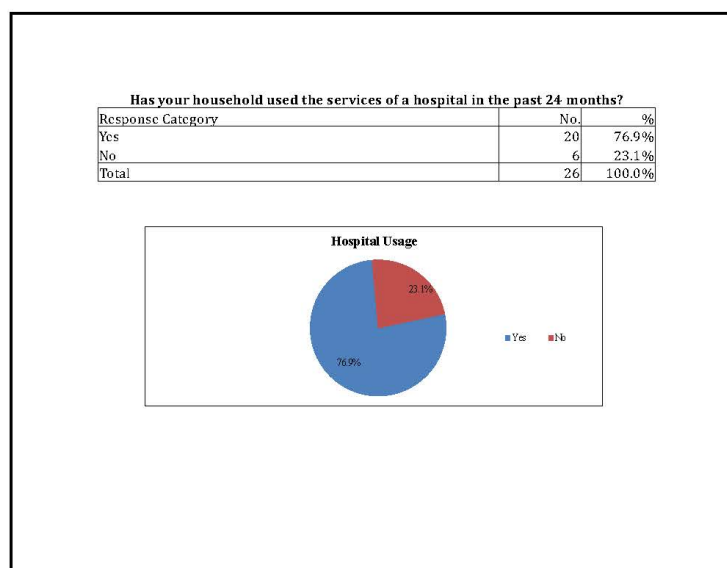
Zip Code of Residence			
Response Category	No.	%	
74056- Pawhuska	18	69.2%	
74652- Shidler	4	15.4%	
74647- Newkirk	1	3.8%	
74084- Wynona	1	3.8%	
74070- Skiatook	1	3.8%	
74029- Dewey	1	3.8%	
Total	26	100.0%	

*104 Responses in 2019

2



3



4

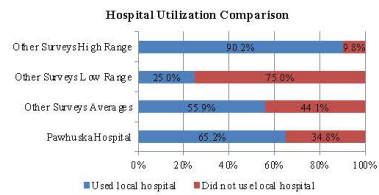
Where did you receive hospital services?		
Response Category	No.	%
Pawhuska Hospital, Pawhuska	15	65.2%
Ascension St. John Jane Phillips, Bartlesville	4	17.4%
The Children's Hospital at OU, Oklahoma City	1	4.3%
Ascension St. John Owasso	1	4.3%
Oklahoma Surgical Hospital, Tulsa	1	4.3%
No facility name, Las Vegas, NV	1	4.3%
Total*	23	100.0%

*Some respondents answered more than once. Average hospitals visited per respondent = 1.15

5

Hospital utilization comparison- Pawhuska Hospital compared to previous community surveys

Survey Area	Used local hospital	Did not use local hospital
Pawhuska Hospital	65.2%	34.8%
Other Surveys Averages	55.9%	44.1%
Other Surveys Low Range	25.0%	75.0%
Other Surveys High Range	90.2%	9.8%



*The usage rate was 63.3% in 2019

6

If you responded in question 2 that your household received care at a hospital other than Pawhuska Hospital, why did you or your family member choose that hospital?

Response Category	No.	%
Availability of specialty care (Including surgery, labor and delivery)	4	36.4%
Physician referral	3	27.3%
Closer, more convenient location	2	18.2%
Emergency care	1	9.1%
Quality of care/Lack of confidence	1	9.1%
Total*	11	100.0%

*Some respondents selected more than one category.

What hospital services were used at Pawhuska Hospital?

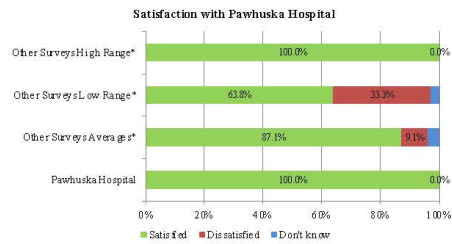
Response Category	No.	%
Diagnostic imaging (X-ray, CT, Ultrasound, MRI)	11	32.4%
Laboratory	9	26.5%
Physician services	6	17.6%
Emergency room (ER)	5	14.7%
Physical, speech, or occupational therapy	2	5.9%
Outpatient services	1	2.9%
Total*	34	100.0%

*Some respondents selected more than one category. Average number of services used per respondent = 2.27

7

How satisfied were you or someone in your household with the services you received at Pawhuska Hospital?

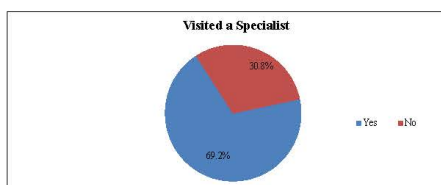
Survey Area	Satisfied	Dissatisfied	Don't know
Pawhuska Hospital	100.0%	0.0%	0.0%
Other Surveys Averages*	87.1%	9.1%	3.8%
Other Surveys Low Range*	63.8%	33.3%	2.9%
Other Surveys High Range*	100.0%	0.0%	0.0%



*Hospital satisfaction rate= 93% in 2019

8

Has your household been to a specialist in the past 24 months?		
Response Category	No.	%
Yes	18	69.2%
No	8	30.8%
Total	26	100.0%



9

What type of specialist has your household been to and in which city did you receive that care?

Type of Specialist	City	No.	%
Orthopedist/Ortho Surg.	No location (5); Tulsa (1)	6	27.3%
Cardiologist	Bartlesville (1); Tulsa (1)	2	9.1%
Gastroenterologist	Bartlesville (2)	2	9.1%
Neurologist	Bartlesville (2)	2	9.1%
Otolaryngologist	Stillwater (2)	2	9.1%
Dermatologist	Bartlesville (1)	1	4.5%
Endocrinologist	No location (1)	1	4.5%
Nephrologist	Oklahoma City (1)	1	4.5%
Oncologist	Bartlesville (1)	1	4.5%
Ophthalmologist	Oklahoma City (1)	1	4.5%
Psychiatrist	No location (1)	1	4.5%
Pulmonologist	No location (1)	1	4.5%
Surgeon	No location (1)	1	4.5%
Total*		22	100.0%

*Some respondents answered more than once. 18 respondents had seen a specialist. Those 18 respondents reported visiting an average of 1.22 specialists.

*Top 3 Specialists in 2019: Orthopedist/Ortho Surg. (17); OB/GYN (11); Cardiologist (9)

10

Did the specialist request further testing, laboratory work and/or x-rays?		
Response Category	No.	%
Yes	14	77.8%
No	3	16.7%
Don't know/No response	1	5.6%
Total	18	100.0%

If yes, in which city were the tests or laboratory work performed?		
Response Category	No.	%
Bartlesville	6	35.3%
Tulsa	4	23.5%
Oklahoma City	3	17.6%
Pawhuska	1	5.9%
Owasso	1	5.9%
Stillwater	1	5.9%
Las Vegas, NV	1	5.9%
Total*	17	100.0%

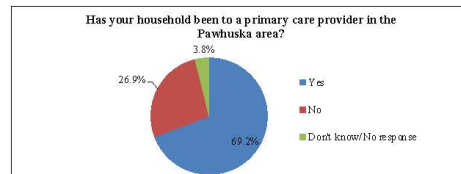
*Some respondents answered more than once. Average responses equal 1.21

11

What type of medical provider do you use for routine care?		
Response Category	No.	%
Primary care physician	19	57.6%
Mid-level clinic (Nurse practitioner or PA)	5	15.2%
Specialist	2	6.1%
Tribal health center	2	6.1%
Urgent care/Walk in clinic	2	6.1%
Emergency room/Hospital	1	3.0%
Health department	1	3.0%
No response	1	3.0%
Total	33	100.0%

12

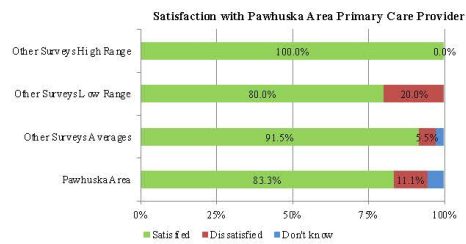
Has your household been to a primary care doctor in the Pawhuska area?		
Response Category	No.	%
Yes	18	69.2%
No	7	26.9%
Don't know/No response	1	3.8%
Total	26	100.0%



13

How satisfied were you or someone in your household with the quality of care received in the Pawhuska area?

Response Category	Satisfied	Dissatisfied	Don't know
Pawhuska Area	83.3%	11.1%	5.6%
Other Surveys Averages	91.5%	5.5%	3.0%
Other Surveys Low Range	80.0%	20.0%	0.6%
Other Surveys High Range	100.0%	0.0%	0.0%



*Primary Care satisfaction rate= 94.4% in 2018

14

Do you think there are enough primary care (family) doctors practicing in the Pawhuska area?

Response Category	No.	%
Yes	13	50.0%
No	6	23.1%
Don't know/No response	7	26.9%
Total	26	100.0%

Are you able to get an appointment, within 48 hours, with your primary care doctor when you need one?

Response Category	No.	%
Yes	20	76.9%
No	2	7.7%
Don't know/No response	4	15.4%
Total	26	100.0%

15

Have you used the services of a walk-in, urgent care or after hours clinic in the past 24 months?

Response Category	No.	%
Yes	9	34.6%
No	16	61.5%
Don't know/No response	1	3.8%
Total	26	100.0%

Would you utilize a walk in and/or after hours clinic if offered in Pawhuska?

Response Category	No.	%
Yes	18	69.2%
No	1	3.8%
Don't know/No response	7	26.9%
Total	26	100.0%

16

What concerns you most about health in the Pawhuska area?		
	No.	%
Substance abuse	14	15.6%
Mental health	14	15.6%
Obesity	11	12.2%
Diabetes	11	12.2%
Heart disease	10	11.1%
Cancers	8	8.9%
Accessing specialty services	6	6.7%
Suicide	5	5.6%
Accessing primary care	3	3.3%
Dental	3	3.3%
Teen pregnancy	2	2.2%
Kidney disease/End Stage Renal Disease	2	2.2%
No response	1	1.1%
Total	90	100.0%

17

What additional health and wellness services would you like to see offered in the Pawhuska area?

Response Category	No.	%
Don't know/No additional services	4	12.9%
Specialists in general (1), Pulmonologist (1); Neurologist (1); OB/GYN (1)	4	12.9%
Urgent care/After hours care	3	9.7%
Gym/Fitness center with weight trainings, swimming, and certified staff	3	9.7%
Mental health	1	3.2%
Dialysis	1	3.2%
Eye care	1	3.2%
Therapy for children	1	3.2%
Lab services at clinic	1	3.2%
Quality of care	1	3.2%
Support groups for parents/caregivers of special needs children	1	3.2%
Child guidance services	1	3.2%
Low cost access to care/hospital care	1	3.2%
Geriatric support: including mental and physical	1	3.2%
Functional medicine/Chiropractic	1	3.2%
No response	6	19.4%
Total	31	100.0%

18

Has your household used telemedicine services, a visit either by telephone or video with your provider, in the past year?

Response Category	No.	%
Yes	7	26.9%
No	18	69.2%
Don't know/No response	1	3.8%
Total	26	100.0%

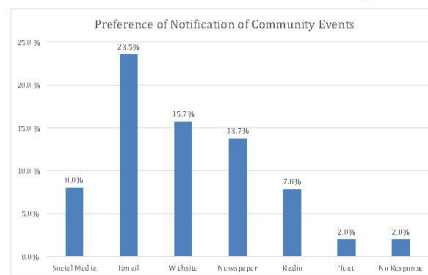
How satisfied was your household with the quality of care received via telemedicine?

Response Category	No.	%
Satisfied	7	100.0%
Dissatisfied	0	0.0%
Total	7	100.0%

19

How would you prefer to be notified of community events?

Outlet	No.	%
Social Media	18	8.0%
Email	12	23.5%
Website	8	15.7%
Newspaper	7	13.7%
Radio	4	7.8%
Text	1	2.0%
No Response	1	2.0%
Total	51	72.7%



20