

Community Health Needs Assessment 2018

Rolling Plains Memorial Hospital

This Assessment will be presented at the August Board of Trustees
Meeting for approval.

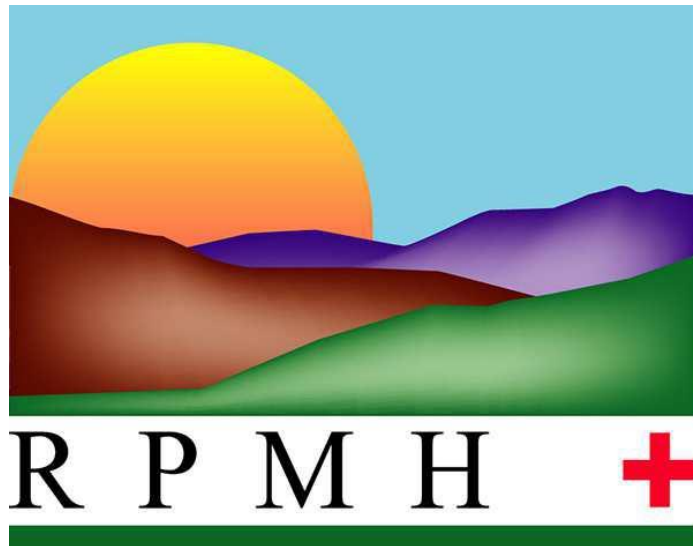




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Introduction

Internal Revenue Code (IRC) Section 501 (c) requires health organizations to evaluate the health needs of their respective communities and adopt implementation strategies to address identified needs. Per IRC Section 501 (c), a byproduct of the *Affordable Care Act*, to comply with federal tax-exemption requirements, a tax-exempt hospital facility must:

- Conduct a community health needs assessment (CHNA) every three years.
- Adopt an implementation strategy to meet the community health needs identified through the assessment.
- Report how it is addressing the needs identified in the CHNA as well as a description of needs that are not being addressed with the reasons why such needs are not being addressed.

The CHNA must take into account input from persons including those with special knowledge of or expertise in public health, those who serve or interact with vulnerable populations and those who represent the broad interest of the community served by the hospital. The hospital must also make the CHNA widely available to the public.

This CHNA, which describes both a process and a document, is intended to document Rolling Plains Memorial Hospital's (Rolling Plains or RPMH) compliance with IRC Section 501 (c)(3). Health needs of the community have been identified and prioritized so that RPMH may adopt an implementation strategy to address specific needs of the community.

The process involved:

- An evaluation of the implementation strategies from the 2015 CHNA.
- Collection and analysis of a large range of data, including demographic, socioeconomic and health statistics, and hospital data.
- Obtaining community input with key stakeholders who represent a) persons with specialized knowledge in public health, b) vulnerable populations or c) broad interests of the communities within Nolan County.

This document is a summary of all the available evidence collected during the CHNA conducted in 2018. It will serve as a compliance document, as well as a resource, until the next assessment cycle. Both the process and document serve as the basis for prioritizing the community's health needs and will aid in planning to meet those needs.



Summary of the Community Health Needs Assessment

This Community Health Needs Assessment was designed to determine the strengths of the programs and services provided by Rolling Plains Memorial Hospital. In addition, the assessment also reveals areas of general concern within the community as it relates to the services the hospital provides and documents compliance with federal law as outlined above.

RPMH conducted the 2018 Community Health Needs Assessment internally from June 14th to July 31st. Based on current literature and other guidance from the treasury and the IRS, the following was conducted as part of RPMH's CHNA:

- An evaluation of the impact of actions taken to address the significant health needs identified in the 2015 CHNA was completed to understand the effectiveness of RPMH's strategies and programs.
- The community served by RPMH as defined by utilizing inpatient data regarding patient origin.
- Analysis of other healthcare facilities in the area and their relationship with Rolling Plains Memorial Hospital.
- Population demographics and socioeconomic characteristics of Nolan County were gathered and reported utilizing various third parties (see references in *Appendices*). The health status of the community was then reviewed. Information was analyzed in conjunction with health outcomes and factors reported for the community by the Center for Disease Control and Prevention (Community Health Status Indicators) as well as countyhealthrankings.org.
- Community Input was provided through focus groups with key stakeholders as well as electronic and paper versions of the Key Stakeholder Questionnaire (*Appendix A*). Focus group interviews were also conducted with members of RPMH staff, including medical staff and members of the Board of Trustees. Results and findings are described in the *Community Input* section of this document.
- Information gathered in the above steps was analyzed and reviewed to identify health issues of various vulnerable populations and the community as a whole. Health needs were ranked based on 1) the size of the problem, 2) the seriousness of the problem, 3) the impact of the issues on vulnerable populations, 4) the prevalence of common themes, 5) how important the issue is to the community and 6) the ability of the issue to be addressed by the hospital.

Health needs were then prioritized taking into account the perceived degree of influence RPMH has to impact the need and health needs impact on overall health for the community.



General Description of the Hospital

Rolling Plains Memorial Hospital provides acute and specialized care to residents of Sweetwater and Nolan County. Offering 86 licensed beds, 24-hour emergency services, physical therapy, a rural health clinic, home health and more, RPMH is committed to providing compassionate and personalized medical care for every member of the family.

Founded in 1976, Rolling Plains Memorial Hospital has expanded to become the region’s primary resource for comprehensive medical services. With a wide range of primary and specialty medical providers, combined with a compassionate approach to patient care, residents find the health and wellness resources they expect from RPMH.

The hospital identifies the community it serves as its primary market area, which includes all of Nolan County, along with its secondary market to include portions of the counties of Fisher, Mitchell, Scurry, and the Western portion of Taylor County. It appears that areas of Southern Nolan County tend to seek their medical services in San Angelo, Tom Green County.

Other healthcare facilities in the area include:

Cogdell Memorial Hospital

- Hospital District
- 25 beds
- Critical Access Hospital
- Limited competition with RPMH

Hendrick Medical Center

- Not-for-profit, Church Related
- 564 beds
- Friendly relationship, has physician placed at RPMH

Mitchell County Hospital District

- Hospital District
- 25 beds
- Critical Access Hospital
- Friendly relationship, share Orthopedic and Surgical services

Abilene Regional Medical Center

- Investor owned
- 231 beds

Mission/Purpose

“To provide Safe, High Quality, Compassionate, Patient-Centered Care”

Vision

The vision of RPMH is to be committed to service, to strive for excellence, to be respected in the Community, and to be financially viable for years to come.

Core Values

 <p>EXCELLENCE</p>	<ul style="list-style-type: none"> • Exceed standards of practice and performance always • Incorporates technology to improve patient and staff experience and outcomes • Devoted to our mission • Goes the extra distance to achieve goals
 <p>COMPASSION</p>	<ul style="list-style-type: none"> • Always treats others with courtesy, respect, kindness, and patience • Shows genuine interest in what is important to others • Displays helpful and friendly attitude • Supports and encourages others
 <p>ACCOUNTABILITY</p>	<ul style="list-style-type: none"> • Open and honest in all dealings • Admits shortcomings and failures • Provides safe care • Leads by example • Takes initiative for own growth and development • Makes appropriate decisions in difficult situations
 <p>STEWARDSHIP</p>	<ul style="list-style-type: none"> • Demonstrates ownership of continuous improvement • Actively participates in our financial success by optimizing resources, both human and material • Makes a positive contribution to the community we serve
 <p>OTHERS FIRST</p>	<ul style="list-style-type: none"> • Anticipates and exceeds expectations to deliver service to others • Listens and is empathetic to opinions and needs of others • Advocates teamwork • Recognizes and celebrates contributions of others • Shows respect to all team members

Evaluation of Prior Implementation Strategy

The implementation strategy based on the 2015 Community Health Needs Assessment focused on three priorities to address identified health needs. Based on the perceptions of the key stakeholders in the 2018 CHNA, Rolling Plains Memorial Hospital has made significant progress in meeting their goals and strategies as reported below.

Priority 1: Specialty Physician Access

- Purchased Rural Health Clinic from Shannon Medical Center
- Added Pediatrician provider in Rural Health Clinic
- Added Podiatry provider to Consulting Specialty Clinic
- Added Endocrinology provider to Consulting Specialty Clinic
- Added two Ophthalmology providers to Consulting Specialty Clinic
- Added Oncology provider to Consulting Specialty Clinic

Priority 2: Major Health Issues

- Partnered with Fresenius Kidney Care to open Dialysis Center
- Added nutrition classes free to members of the community
- Hosted monthly Lunch & Learns free to members of the community with different topics each month, including Diabetes, Cancer, Stroke prevention, Asthma and Allergies

Priority 3: Community Outreach

A. Education on major health topics

- Re-introduced monthly Lunch & Learn seminars with varying topics free to the public
- Partnered TSTC, the local community college, to host annual Health Fair to provide free health screenings and information
- Provided education classes at Senior Nutrition Activities Program
- Added children's summer camp to services at Wellness Center

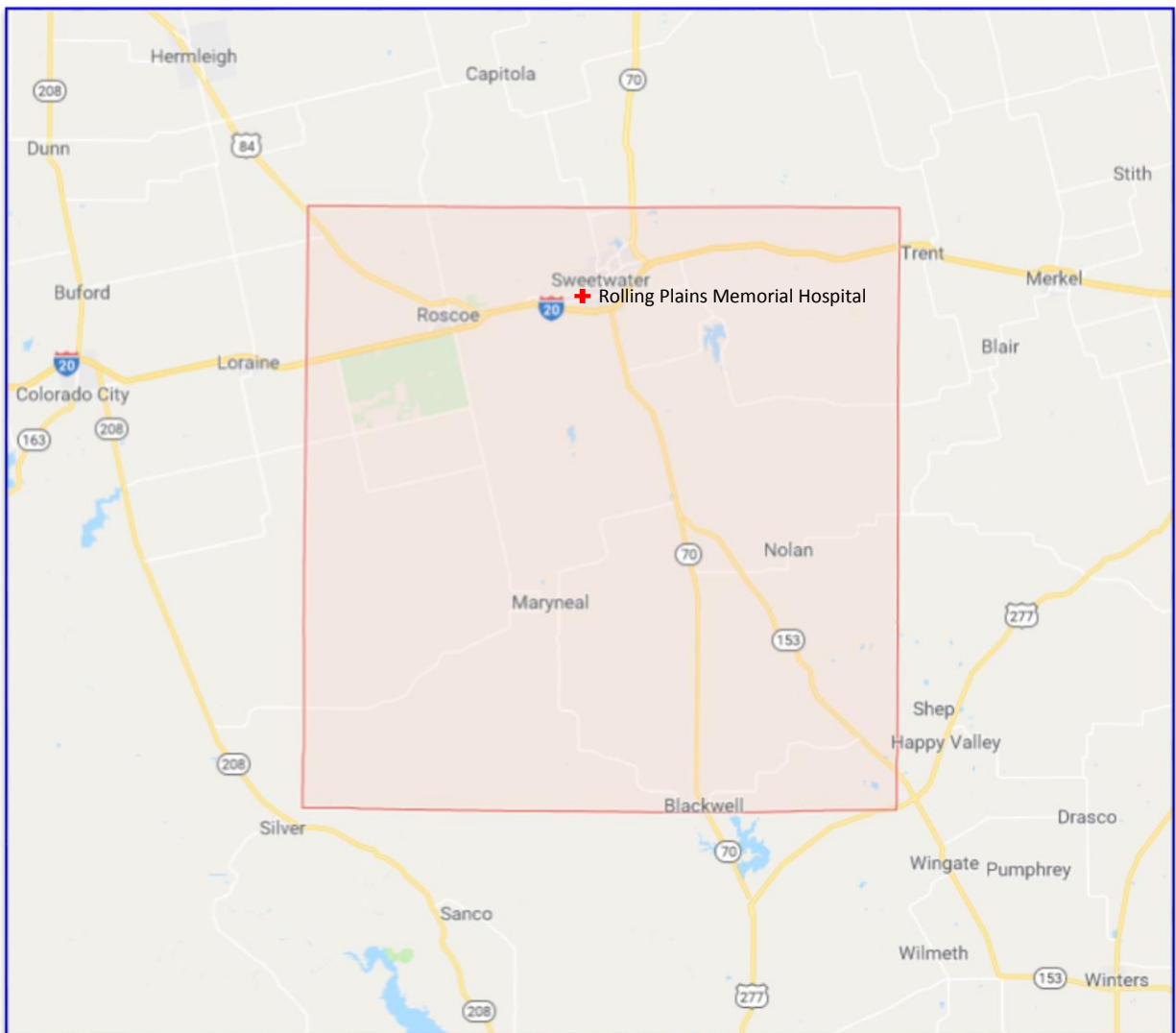
B. Marketing of Services

- Created new website
- Increased use of hospital and Rural Health Clinic Facebook pages
- Increased participation in community events & sponsorships
- Marketed specific providers and services through newspaper advertising and press releases

Community Details

Identification and Description of Geographical Community

The following map geographically illustrates Rolling Plains Memorial Hospital's primary service area of Nolan County. The map displays the hospital's geographic relationship to the community of Sweetwater and the rest of Nolan county, as well as significant roads and highways.



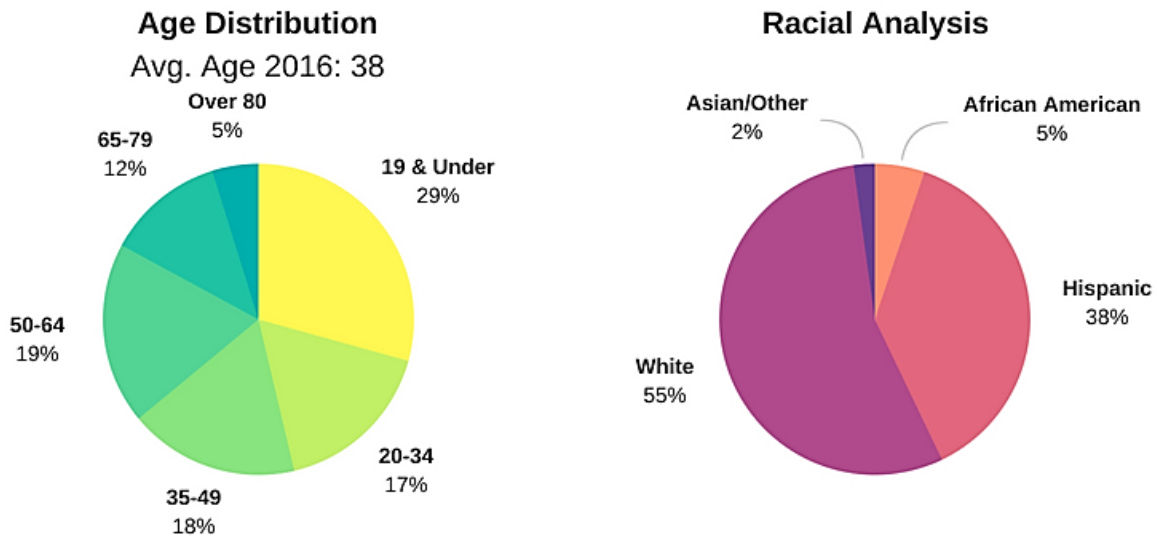
Population and Demographics

The population of Nolan County as estimated by the US Census Population Estimate Program is 14,770, a 1.8% decrease from the 2015 estimate of 15,041. The Nolan County land area is 912 square miles and has an estimated population density of 17 people per square mile.

2017 Population Estimates					
Geography	April 1, 2010		Population Estimate (as of July 1)		
	Census	Estimates Base	2015	2016	2017
Nolan County, Texas	15,216	15,217	15,041	14,968	14,770

Source: U.S. Census Bureau, Annual Estimates of the Resident Population

3.6% of residents were foreign born, as of 2016. The average age was 38, compared to the Texas average age of 34.2. 29 percent of the population is under the age of 19, with 20-35 year olds representing 35% and people over 65 making up 17% of the total population. Whites make up approximately 55% of the population, followed by persons of Hispanic or Latino descent at roughly 38%. African Americans represent 5% of Nolan County Residents, with only 2% Asian, Indian, Hawaiian, or Other.



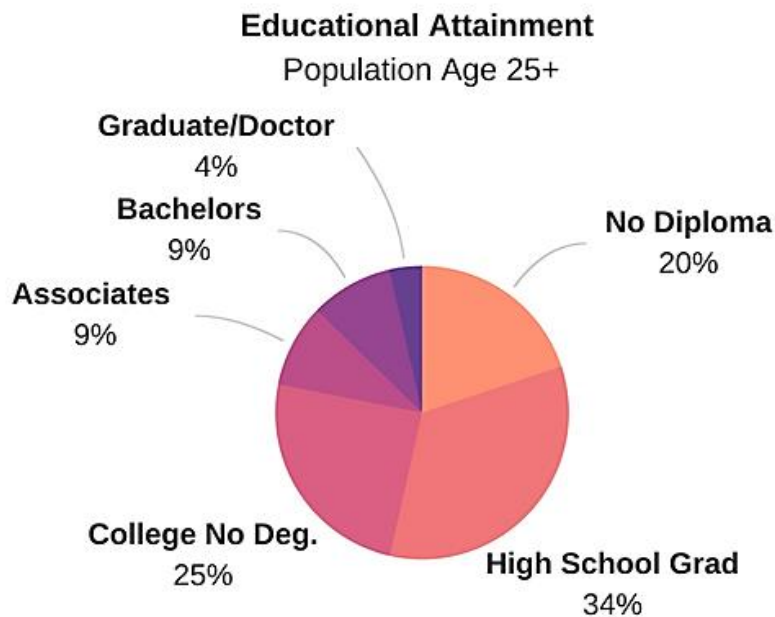
Source: U.S. Census Bureau, 2012-2016 American Community Survey

Socioeconomic Characteristics of the Community

The socioeconomic characteristics of a community can impact the way residents perceive the health care services available and perceive the health care needs within a community. The economic status of an area can be analyzed by using multiple variables within the community. The following graphics are a compilation of data that includes educational attainment, uninsured population, unemployment rates, poverty levels, and the household income for Nolan County.

Educational Attainment

Approximately 20% of Nolan County residents 25 years of age or older have less than a high school diploma, with 34% obtaining at least a high school education, and 25% having some college education but no degree. 9% of the population have at least an Associate's Degree, another 9% have a Bachelor's, and 4% have obtained a Graduate or Doctorate.



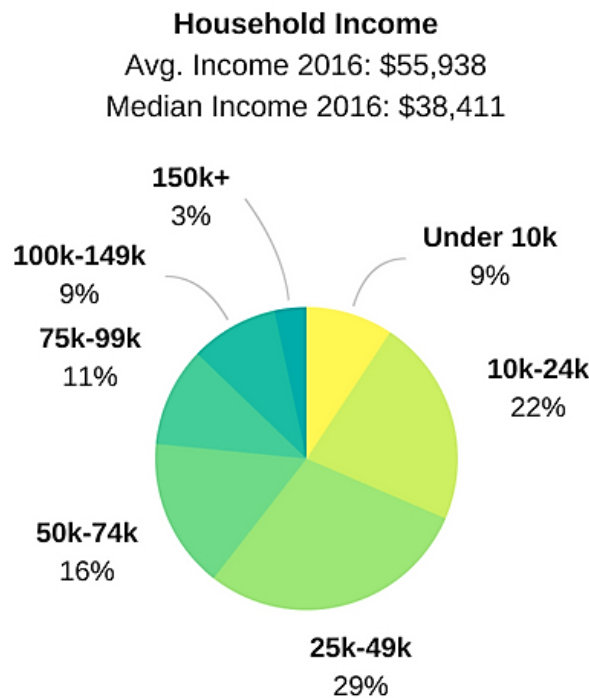
Source: U.S. Census Bureau, 2012-2016 American Community Survey

Insurance, Unemployment, and Poverty Level

The American Community Survey estimates that the uninsured rate for the total population of Nolan County is 17.85% compared to 19.32% for Texas and 11.7% for the United States. An estimated 9.38% of children are uninsured. Almost 26% of Nolan County residents are enrolled in Medicaid, and 16.4% receive Medicare benefits. 43.91% of the total population have private or public insurance coverage or receive benefits from the Veterans Assistance. The current unemployment rate is 3.8% and the rate of households under the Federal Poverty Level is 18.4%.

Household Income

2016 data shows that the average income in Nolan County is \$55, 938, with a median income of \$38,411, both of which are significantly lower than the state and national average. Nine percent of Nolan County households report an annual income of less than \$10,000. The largest portion of the households make between \$25,000 and \$49,000 per year.



Source: U.S. Census Bureau, 2012-2016 American Community Survey

Health Status of the Community

Current data shows the rate of obesity in adults at 28.9% compared to 27.9% in Texas. The adult Diabetes rate is currently at 8.8%, slightly lower than the state rate of 9.18%. Additionally, a reported 12.3% of the population have been diagnosed with heart disease, three times the state percentage of 4%. This is concerning since heart disease is the leading cause of death in the United States and can also be related to high blood pressure, high cholesterol, and heart attacks. Within Nolan County, 23.3% of adults age 20 or older have self-reported no leisure time for physical activity. This is relevant because current behaviors determine future health and this may illustrate a cause of significant health issues in the future and can be related to the high rates of heart disease in the area.

Community Input

Focus groups were employed with persons of knowledge of or expertise in public health, community members who represent the broad interest of the community or persons representing vulnerable populations. This technique was utilized to assess public perceptions of Nolan County's health status and unmet needs. The focus groups are intended to ascertain opinions of individuals that are likely to be knowledgeable about the county and have influence over the opinions of other community members about health concerns.

Methodology

A total of 12 focus groups were conducted between June 14th and July 9th. Group members were determined based on their specialized knowledge or expertise in public health, their involvement with vulnerable populations, or their affiliation with local government, schools and industry. All interviews were conducted within the hospital by the same hospital staff. Group members were asked open-ended questions on the following issues:

- Perception of health in Nolan County
- Major health issues in Nolan County
- Potential barriers to access of health services
- Perceptions of the hospital and services provided, including gaps in services

Data was recorded in narrative form asking participants a series of seven questions. A list of these questions can be found in *Appendix B*. While this does not allow for quantitative analysis of responses it does reveal community input for some of the factors affecting the views and opinions about overall health and quality of life within Nolan County. Paper surveys were mailed or sent electronically to key stakeholders unable to make the focus group meetings.

Additionally, 32 paper surveys were mailed to community members that met the same criteria as the key stakeholders selected for focus group interviews. This form contained longer, more detailed questions. The form can be seen in its entirety in *Appendix A*. In total, responses from 88 individuals were recorded out of the 141 requests for participation.

Key Stakeholder Profiles

Key stakeholders from the community (see *Appendix C* for a list of key stakeholders) worked for various agencies and organizations throughout Nolan County, including:

- Rolling Plains Memorial Hospital, RPMH Rural Health Clinic
- Rolling Plains Memorial Hospital Board of Trustees
- Rolling Plains Memorial Hospital Medical Staff
- Other health service providers
- Social service agencies and non-profit organizations
- Local school districts and colleges
- Local elected officials
- Local businesses and industry
- Religious Groups

Key Stakeholder Interview Results

The questions on the interview instrument are grouped into seven major categories for discussion. The interview questions for each focus group and paper survey were identical. A summary of the stakeholders' responses by each of the categories follows. For a complete list of responses, see *Appendix D*.

1. What makes a community a healthy place to live?

When asked about the characteristics of a healthy community, most respondents answered immediately that a good hospital and access to healthcare was paramount. Good schools, quality and availability of affordable housing, and transportation services were also among the top responses. Several key stakeholders mentioned an active community and a commitment among local businesses to work together. Others focused on quality of life indicators, such as museums, libraries, golf courses, and culture and arts activities. Several business and industry leaders responded that having a stable economy and large number activities for families and social interaction was key to not only recruiting new talent such as young professionals, but also retaining them.

2. What is healthy or unhealthy about Sweetwater or Nolan County?

Key stakeholders were asked to think about the factors that made Sweetwater or Nolan County healthy/unhealthy. Many praised the quality of the hospital and the list of services provided, as well as the number of free services provided by multiple organizations throughout the county. The availability of multiple workout and wellness facilities was also mentioned, as was the local lake and tenure of local physicians. Specifically, industry leaders commended the focus on employee health and safety by several large employers.

The opinions on what makes Nolan County unhealthy varied widely by focus group demographic. The medical providers and hospital staff mentioned the limited availability of affordable and healthy food options, inappropriate use of the Emergency Department, substance abuse, and patient noncompliance as major health detractors. Several key stakeholders said that while there were lots of providers in Nolan County, it was not always easy to get appointments or that community members, particularly older generations, do not wish to see a mid-level provider and that the wait time to see a physician can be longer than desired. General lack of education on healthy living practices was also a popular opinion and a lengthy discussion was held in more than one focus group on this topic. Respondents said that quick, healthy, affordable meals were hard to come by, especially for parents of children who are highly involved with multiple activities. Many focused on the fact that many families either choose not to cook at home or can't afford to cook healthy meals. Many community members voiced their wish for more social activities, especially for school age children not interested in sporting events.

3. What are major health issues in the community?

The prevalence of drug use and mental/behavioral health was mentioned in every focus group and almost every paper survey returned. Other responses included obesity and a general lack of physical activity, heart disease, smoking/vaping, ADD/ADHD, and domestic violence.

4. Do you think there are barriers to access in the community? If yes, what are they?

Lack of adequate transportation services was mentioned in every focus group as a major concern. This was mentioned not only in the context of health services and making appointments, but also general transportation for errands and social activities. Cost of healthcare in general, including insurance premiums and high cost of medications were also mentioned.

Although focus group members were aware of the hospital and rural health clinic's efforts to increase access, long wait times for appointments and a limited number of available appointment times were mentioned by several groups. The same groups also mentioned

limited walk-in hours at the rural health clinic and difficulty with referrals from one provider to another. Key stakeholders were appreciative of the visiting specialists added in the last few years but said that additional specialists were needed, including:

- Mental and Behavioral Health
- Dermatology
- Urology
- Psychology
- Pain Management
- Neurology
- Plastic Surgery
- ENT - Hearing
- Sports Medicine

5. What are your perceptions of RPMH? Other's perceptions?

Most key stakeholders stated that the overall perception of the hospital had improved in the last several years and that generally the hospital was well-respected. However, several opportunities for further improvement were mentioned, including better marketing of services and increased visibility within the community. Several focus group members said that the general public was unaware of many of the services the hospital provided. The general consensus among one focus group was that while RPMH is still fighting the "bigger is better" narrative, the hospital is doing a good job trying to alter that line of thought.

6. Do you use the hospital? If not, why not?

Every participant said that they or their family members did use the hospital and its services unless it was a service or specialty RPMH does not offer or they were unaware that it was available locally.

7. What can the hospital do to address the health issues in the community?

The answers to the posed question were highly variable based on the members of each focus group. The suggestions are listed below.

- Allow RPMH employees time off to volunteer and be more involved with community activities
- Provide literature on healthy eating & living to the public
- Offer cooking classes for various levels of cooking abilities
- Incentivize employees for healthy habits
- Increase physician involvement in community activities
- Use less technical terms when speaking with patients
- Provide or host a Farmer's Market/Community garden
- Add transportation to and from appointments to list of services offered
- Hold a fundraiser to help diabetics obtain supplies

- Host disability group
- Treat patients more holistically
- Improve communication between providers and
- Call patients with results of tests and lab work regardless of results
- Provide education for patients on how to access and use Patient Portal
- Create an Air ambulance base in Sweetwater
- Provide patient relation or customer service training for RPMH employees
- Decrease response time/follow up time for test results
- Expand telemedicine services

Community Awareness & Outreach:

- Sponsor sports teams, help fix up practice fields
- Provide public education on services provided, COPD, Diabetes, Stress, Anger Management, Healthy eating/cooking
- Offer family memberships to wellness center
- Provide free blood pressure checks for anyone, anytime
- Add more visible advertising
- More radio ads
- Give-aways or promotions on social media
- Create YouTube videos of hospital and various departments and subjects
- Improve marketing for specialties and services already offered
- Place paper flyers in pharmacies, grocery stores, physician offices, restaurants – anywhere people wait to increase awareness of services
- Increase accessibility to annual health fair
- Provide presentations to local businesses on services offered
- Partner with Nolan County schools to promote healthy eating habits
- Provide health screenings at schools for staff
- Partner with TSTC for student immunizations



Information Gaps

This Community Health needs assessment was designed to provide a comprehensive and broad picture of the health in the overall community served by Rolling Plains Memorial Hospital; however, there may be a number of medical conditions that are not specifically addressed in this document due to various factors such as publicly available information or limited community input.

Additionally, certain population groups might not be identifiable or might not be recognized in numbers sufficient for independent analysis. Examples of such persons include but are not limited to, homeless, undocumented residents and members of certain ethnic and religious groups. Efforts were made to obtain input from these specific populations through key stakeholder focus groups and surveys. The statements made in the *General Description of the Hospital* section are based on currently available information and public knowledge and does not include unavailable statistical data regarding patient transfers, both in and out of Rolling Plains Memorial Hospital.

Prospective Priorities Identified

Much of the information presented is the result of individual perception of community members, the majority of whom have had some experience with Rolling Plains Memorial Hospital, its services, and its staff. Even if comments made are only perception and not based on actual experience, an individual's perception is their reality, and should be considered. Information shared through the focus groups or other survey formats are often what is repeated within the community, and therefore become the basis for what Nolan County residents believe about RPMH.

The following topics were most often indicated as a major issue and/or area the hospital should focus on to improve the health of Nolan County. The frequency in which the topic was brought forth in the focus groups and other data collected were used to determine the priorities. The priorities are listed below for consideration in future planning and strategy to be designated by the Board of Trustees.



Priority 1: Barriers to Access

- Transportation services for appointments
- Communication between providers and patients
- Communication with patients regarding test results
- Specialty physician access
- Convenient service hours; walk-in hours
- Wait times for appointments

Priority 2: Major Health Issues Identified

- Drug and Substance Abuse
- Obesity
- Heart Disease
- Diabetes
- Mental and Behavioral Health, including stress and anger management

Priority 3: Community Awareness & Outreach

A. Community Outreach

- Patient relation training for RPMH employees
- Community Involvement
- Public education on major health topics and healthy behaviors/lifestyle choices

B. Community Awareness

- Visibility within the community
- Current capabilities and services offered
- Vary marketing methods to increase awareness



Appendices



Appendix A

Key Stakeholder Questionnaire



2018 Community Health Needs Assessment

Key Stakeholder Questionnaire

Thank you for participating in our Community Health Needs Assessment. You have been selected for participation based on your knowledge, insight, and familiarity with the community. The themes that emerge from this study will be summarized and made publicly available to the public; however, individual comments and responses will be kept strictly confidential.

1. In general, how would you rate the health and quality of Nolan County?

2. In your opinion, has health and quality of life in Nolan County improved/declined/stayed the same over the past few years?
 - a. Based on your answer to the previous question, why do you think it has improved/declined/stayed the same?

 - b. What other factors have contributed to the health and quality of life improvement/decline/staying the same?

3. What barriers, if any, exist to improving health and quality of life in Nolan County?



4. In your opinion, what are the most critical health and quality of life issues in Nolan County?

5. What needs to be done to address these issues?

6. Do you think access to health services has improved over the last 3 years? Why or why not?

7. In your opinion, what is the reason why people are not able to access health services (medical, dental, mental health, etc.)
 - Lack of health insurance
 - Inability to afford co-pays and/or deductibles
 - Transportation
 - Physicians refuse to take insurance or Medicaid
 - People don't know how to find a doctor
 - Fear
 - Too long to wait for an appointment
 - Inconvenient hours/location
 - Other, please explain:

8. Please provide your thoughts on the accessibility of primary care for residents of the community.



9. Please describe your familiarity and/or perceptions regarding educational programs provided by Rolling Plains Memorial Hospital.

10. Are there any specialists (physicians) which are needed in the community? If so, what specialties are needed?

11. Are there people or groups of people in Nolan County whose health or quality of life may not be as good as others? Who are these persons or groups?
 - a. Describe the causes?

 - b. What should be done to address the needs of these persons?

12. What is the most important issue that the hospital should address in the next 3-5 years?

Additional Comments:



Thank you for sharing your concerns and perspectives on these issues. The information you have provided will contribute to develop a better understanding about factors impacting health and quality of life in Nolan County.

Completed Surveys can be returned in the provided envelope or emailed to jessicab@rpmh.net by Friday, July 27th.



Appendix B

Focus Group Questions



CHNA 2018 Focus Group Questions

1. What makes a community a healthy place to live?

2. What is healthy/unhealthy about Sweetwater?

3. What are major health issues in your community?

4. Do you think there are barriers to access in the community? If yes, what are they?

5. What are your perceptions of RPMH? Other's perceptions?

6. Do you use the hospital? If not, why not?

7. What can the hospital do to address the health issues in the community?



Appendix C

List of Key Stakeholders Contacted



Below is a comprehensive list of all individuals and organizations contacted for representation in the 2018 CHNA. The individuals highlighted in blue indicate participation.

Organization	Population Represented
Physician	Health Service Provider, Minority Population
Physician	Health Service Provider, Minority Population
Physician	Health Service Provider
Physician	Health Service Provider, Minority Population
Physician	Health Service Provider
Physician	Health Service Provider, Young Mother
Physician	Health Service Provider
Physician	Health Service Provider
Physician	Health Service Provider, Young Mother, Children
Physician	Health Service Provider
RPMH Board of Trustee Member	Health Service Provider
RPMH Board of Trustee Member	Culture & Arts
RPMH Board of Trustee Member	Small Business
RPMH Board of Trustee Member	Industry
RPMH Employee	Health Service Provider
RPMH Employee	Health Service Provider
RPMH Employee	Health Service Provider, Young Mother, Minority Population
RPMH Employee	Health Service Provider
RPMH Employee	Health Service Provider
RPMH Employee	Health Service Provider, Young Mother
RPMH Employee	Health Service Provider, Minority Population
RHC Employee	Health Service Provider, Minority Population
RPMH Employee	Health Service Provider
RPMH Employee	Health Service Provider
RPMH Employee	Health Service Provider
RPMH Employee	Health Service Provide
RPMH Employee	Health Service Provider
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RPMH Employee	Health Service Provider
RPMH Employee	Health Service Provider



RPMH Employee	Health Service Provider, Minority Population
RPMH Employee	Health Service Provider
RPMH Employee	Health Service Provider
RPMH Employee	Health Service Provider
RPMH Employee	Health Service Provider
Citizen	Religious Affiliation, Minority Population
Citizen	Religious Affiliation, Minority Population
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Citizen	Religious Affiliation, Minority Population
Citizen	Religious Affiliation, Minority Population
Citizen, Teacher	Education, Religious Affiliation
Citizen	Religious Affiliation, Minority Population
Citizen	Religious Affiliation, Minority Population
Citizen	Religious Affiliation, Minority Population
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Citizen	Religious Affiliation
Citizen	Religious Affiliation, Minority Population
Citizen/Volunteer	Volunteer, Religious Affiliation
Citizen/Volunteer	Minority Population, Religious Affiliation
West Texas Children's Advocacy Center	Children
Hoyt Place Assisted Living	Health Services, Elderly
Sweetwater Healthcare, Long-Term Care	Health Services, Elderly



Early Childhood Intervention	Children
Veteran's Affairs	Veterans
Gaylord's Pantry, Food Pantry	Vulnerable Population, Religious Affiliation
RPMH Prescription Assistance	Health Services
Senior Nutrition Activities Program	Elderly
Retired Citizen	Medicaid Population
Votech	
Adult Protective Services	Vulnerable Population
Child Protective Services	Children, Vulnerable Population
Women's Resource Center	Vulnerable Population
TX Ramp Project, Disability Services	Disabled Population
Area Agency on Aging	Elderly
Housing Authority	Low Income Population
Counselor	Health Services
Sweetwater Economic Development	Industry
Chamber of Commerce	Industry, Tourism
First Financial Bank	Industry
Nolan County Coliseum	Industry, Tourism
Ludlum Measurement	Industry
BuzziUnicem	Industry
USG	Industry
Georgia Pacific	Industry
Gypsy Jangle	Small Business, Young Mother
Hampton Inn	Industry, Tourism
Wind Energy Turbine Services	Small Business, Minority Population
Maloney Pharmacy	Health Service Provider, Small Business
Medicine Place Pharmacy	Health Service Provider, Small Business
Retired Physician	Health Service Provider
Retired Physician	Health Service Provider
RHC Employee	Health Service Provider
RHC Employee	Health Service Provider
RHC Employee	Health Service Provider, Minority Population
RPMH Employee	Health Service Provider, Minority Population
RHC Employee	Health Service Provider, Minority Population
RPMH Employee	Health Service Provider, Minority Population
RPMH Employee	Health Service Provider, Young Mother, Minority Population
RPMH Employee	Health Service Provider, Young Mother
RPMH Employee	Health Service Provider
RPMH Employee	Health Service Provider
TSTC	Education



Sweetwater ISD	Education
Sweetwater ISD	Education
Highland ISD	Education
Roscoe CISD	Education
Blackwell CISD	Education
Cornerstone Christian School	Education, Religious Affiliation
Retired Teacher	Education
City of Sweetwater	Local Government
City of Sweetwater	Local Government, Minority Population
Sweetwater City Council	Local Government, Minority Population
Sweetwater City Council	Local Government
Sweetwater City Council	Local Government
Sweetwater City Council	Local Government
County Judge	Local Government
Sweetwater Fire Department	Local Government
Sweetwater Police Department	Local Government
Nolan County Sherriff's Office	Local Government
City of Roscoe	Local Government
City of Roscoe	Local Government
City of Blackwell	Local Government
WASP Museum	Culture & Arts
Sweetwater Reporter	Small Business
KXOX Radio	Small Business
RPMH Volunteer	Elderly, Minority Population
RPMH Volunteer	Elderly, Minority Population
RPMH Volunteer	Elderly
Ministerial Alliance	Religious Affiliation



Appendix D

Focus Group and Survey Response Data

Focus Group and Survey Response Data

1. What makes a community a healthy place to live?

- Dry climate
- Little traffic
- Good schools
- Good housing (availability & quality)
- Transportation services
- Community involvement
- Stable Economy
- Safe place to live
- Good hospital w/ lots of services
- Access to healthy food (affordability)
- Culture & arts, library, golf courses
- Availability of healthcare services
- Good hospital
- Good quality of life activities
- Availability of community resources
- People not afraid to work
- Little air contamination
- Access to insurance (all kinds, especially health)
- Able to recruit new talent
- Extensive network between organizations/businesses

2. What is healthy/unhealthy about Sweetwater?

Healthy:

- Lots of free services
- Multiple gyms/fitness facilities
- Lake
- Good hospital/clinics/services
- Some businesses encourage healthy lifestyles (Ludlum's walking program)
- Tenure of physicians

Unhealthy:

- Substance abuse
- Lack of activities to promote healthy lifestyles – gap between young sports & middle school
- Too much screen time
- Lack of community involvement
- No walking/bike trails



Lots of unhealthy food options – healthy foods too expensive/not convenient
People aren't cooking at home
Hard to get in to see providers
Meals on Wheels doesn't have specialized meals for different diets (diabetic)
Need more Family Practice providers
People don't want to see NP/PA
Low availability/quality of affordable housing
Lack of knowledge about healthy lifestyles - no time to teach kids
Lack of funding for healthy lifestyle programs in schools
Generational poverty
Healthy living not a priority
Little communication between ER docs and PCPs to keep people from being shipped
Difficulty finding workforce who can pass drug tests/willing to live here/have required education
Little availability of jobs for single mothers
Inappropriate ED use

3. What are major health issues in your community?

Drugs
Mental/Behavioral Health
Obesity
Diabetes
Heart Disease
High Cholesterol
Hypertension
Teen Pregnancy
COPD
Domestic Violence
Sedentary Lifestyles
Smoking/Vaping
ADD/ADHD

4. Do you think there are barriers to access in the community? If yes, what are they?

Transportation

Lack of insurance – can't afford premiums

Affordability of healthcare – not just hospital, nursing homes, assisted living, etc.

Expensive medications

Community lacks initiatives to take care of themselves – make health a priority

Lack of knowledge about services hospital provides – lots don't use social media

Community paramedic program

Limited walk in clinic hours

Long wait times – not enough appointment times

Referrals to our docs

Difficulty w/ labs from nursing homes

ER docs can't admit so they call someone they know in Abilene instead of the docs here

Lack of specialists

Small patient pool

Service Gaps:

Mental & Behavioral Health

Dermatology

Urology

Psychology

Pain Management

Neurology

Plastic Surgery

Podiatry (dialysis)

Education: services, COPD, Diabetes, Stress, Anger Management, Healthy eating/cooking

ENT - Hearing

MDLive

Chemotherapy

Sports Medicine

Cardiology

5. What are your perceptions of RPMH? Other's perceptions?

Overall positive, well respected

General lack of knowledge about services – need more physical advertising

Not enough visibility in the community – partnerships w/ businesses, sponsorships, swag, etc.

Still fighting "bigger is better" narrative

Improvement on quality/available services than in the past



6. Do you use the hospital? If not, why not?

Most do use the hospital unless it is a service or specialty we don't provide (or they didn't know we provided)

7. What can the hospital do to address the health issues in the community?

- Let employees off to volunteer/be more involved with community activities
- Provide literature on healthy eating & living
- Offer cooking classes: Jr Chef, microwave, no cook meals, quick meals, cookbook
- Incentivize employees for healthy habits
- More community involvement from docs – especially new ones
- Use less technical terms when speaking with patients
- Farmer's Market/Community garden
- Add transportation to and from appointments (PAP program)
- Fundraiser to help diabetics w/ supplies
- Host disability group
- Treat more holistically instead of one thing per visit
- Better communication between docs and patients – phone calls with results even if negative
- Education for Patient Portal
- Air ambulance base in Sweetwater
- Patient Relation training for employees
- Decrease response time/follow up time for test results
- Expand telemedicine services

Community Awareness & Outreach:

- Sponsor sports teams, help fix up practice fields
- Education: services, COPD, Diabetes, Stress, Anger Management, Healthy eating/cooking
- Family membership to gym – free for employees?
- Blood Pressure checks for anyone, anytime
- Marquis sign – more visible advertising
- More radio ads
- Give aways on social media
- Youtube of OB/hospital
- FaceBook for RHC, OB
- Better marketing for specialties/services we have



Paper flyers in pharmacies, grocery stores, doc offices, restaurants – anywhere people wait

Increase accessibility to health fair w/ TSTC

Presentations to local businesses

Partner w/ schools to promote healthy eating

Health screenings at schools

Partner w/ TSTC for immunizations



Appendix E

Major Data Sources



Major Data Sources:

<https://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>

<https://www.census.gov/quickfacts/fact/table/nolancountytexas,sweetwatercitytexas,US/PST045217>

http://www.city-data.com/county/Nolan_County-TX.html

<https://www.communitycommons.org/>

http://www.flexmonitoring.org/data/critical-access-hospital-locations/?search_state=TX&filter_search=yes#result-list