



Community Health Needs Assessment

South Lyon Medical Center

March 26, 2019

Community Health Needs Assessment
South Lyon Medical Center / Yerington, Nevada

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Community Health Needs Assessment

South Lyon Medical Center

Introduction

The Nevada Office of Rural Health (NORH) provides technical assistance to Nevada rural hospitals undertaking a comprehensive community health care needs assessment (CHNA). This technical assistance was supported by grant funding from the Medicare Rural Hospital Flexibility Program (FLEX). This CHNA was undertaken by South Lyon Medical Center with the assistance of the NORH, University Center for Economic Development (UCED), and Nevada Rural Hospital Partners (NRHP).

This CHNA involved community interviews. Primary data collection included the community health survey administration and reports. Secondary data included county-level and sub-county-level community health profiles generated from U.S. Census Information and Center for Health Information Analysis (CHIA), a research center at the University of Nevada Las Vegas. The final report was developed from community health needs assessment findings, recommendations and action plans.

The post-assessment action planning and implementation technical assistance facilitated post-assessment community outreach. The dissemination of community health needs assessment results occurred with community residents and rural health care stakeholders. Strategic planning was ongoing with hospital administration, South Lyon Health Center, Inc. along with financial feasibility assessments of new and existing (expanded/modified) service lines for any requesting facility. These financial and technical feasibility assessments may involve any new telehealth services for any requesting facility.

The primary facilitator is John Packham, PhD, Nevada Rural Hospital Flexibility Program, Nevada Office of Rural Health, Director of the Office of Health Workforce Research and Analysis at the University of Nevada School of Medicine.

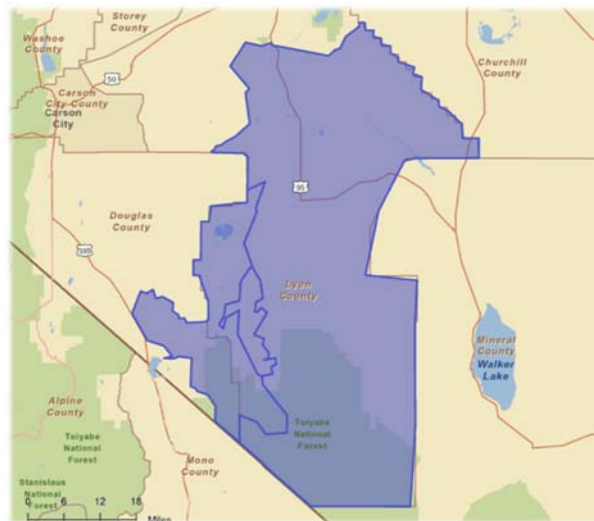
Demographic Profile of South Lyon County

Medical Service Area of South Lyon Medical Center

Definition and Description of the Community Served by South Lyon Medical Center

The primary medical service area for South Lyon Medical Center consists of three zip code tabulation areas: 89430 (Smith Valley), 89444 (Wellington) and 89447 (Yerington). For Wellington, the portion of the zip code tabulation area within Douglas County was also included. See Figure 1 for a map of the primary medical service area considered in this report. This area is 1,098 square miles in size, larger than the state of Rhode Island (1,033).

**Figure 1. Primary Medical Service Area of South Lyon Medical Center
(Zip codes 89430, 89444, and 89447)**



Source: ESRI Business Analyst On-line

Existing Health Care Resources and Facilities in South Lyon County

South Lyon Medical Center (SLMC) is a 14-bed critical access non-profit Hospital with an attached 49-bed skilled nursing facility located in Yerington, Nevada. The hospital offers non-invasive cardiac monitoring, C-T and MRI services, as well as general medical and pediatric inpatient services. Physical therapy, laboratory, and social services are also offered. The nutritional services department serves approximately 5,200 meals monthly.

Four affiliated clinics serve the area. Three of these are in Yerington and one is in Smith Valley. Three are classified as rural health clinics: (1) Physicians Clinic, an outpatient clinic, with one PA (Physician's Assistant) and two APRN's (Advanced Practice Registered Nurse); (2) Barnett Clinic for walk-in patients with two Physicians; (3) Smith Valley Physicians Clinic, an outpatient clinic, with one physician and one PA (Physician Assistant.) The fourth clinic is a Visiting Physicians Clinic, supplying facilities for specialty care from scheduled rotating groups.

There is one adult group care facility and one home health care agency that provide care but are not affiliated with SLMC.

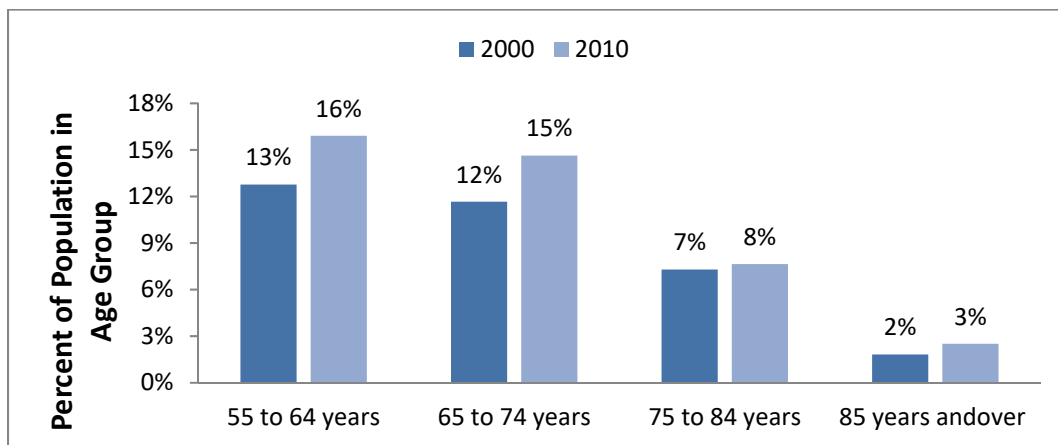
Total population and trend

According to the Census 2010 data, the population of the SLMC service area was 11,098. The population increased by 111 people or about 1% from the 2000 Census to the 2010 Census. This is in contrast to the overall Nevada growth rate of about 35% over the same period. Given the impacts of the recession and housing crisis on the state of Nevada, population growth throughout the state is projected to be modest over the next few years. The SLMC service area, however, may experience significant growth in the next few years if plans to open a nearby copper mine are carried out. Currently, this area is primarily agricultural.

Aging trends

The proportion of south Lyon County population aged 65 years and older was 25% in the 2010 Census or 2,750 individuals. This is about twice the proportion of this age group in the national or state population. The ratio of people aged 65 and older compared to people aged 0 to 64 is one to three compared to the ratio of one to seven in Nevada. There is also a higher proportion of the 85 and older group in South Lyon area (3%) as compared to the Nevada population as a whole (1%). See Figure 2 for a comparison of the proportion of the population in each age group 55 and older in Census 2000 and Census 2010. Each of these older cohorts is a larger percentage of the population in 2010 than it was in 2000.

Figure 2. Percentage of Total Population by Age Group for SLMC Service Area, Census 2000 and Census 2010, Age 55 and Older



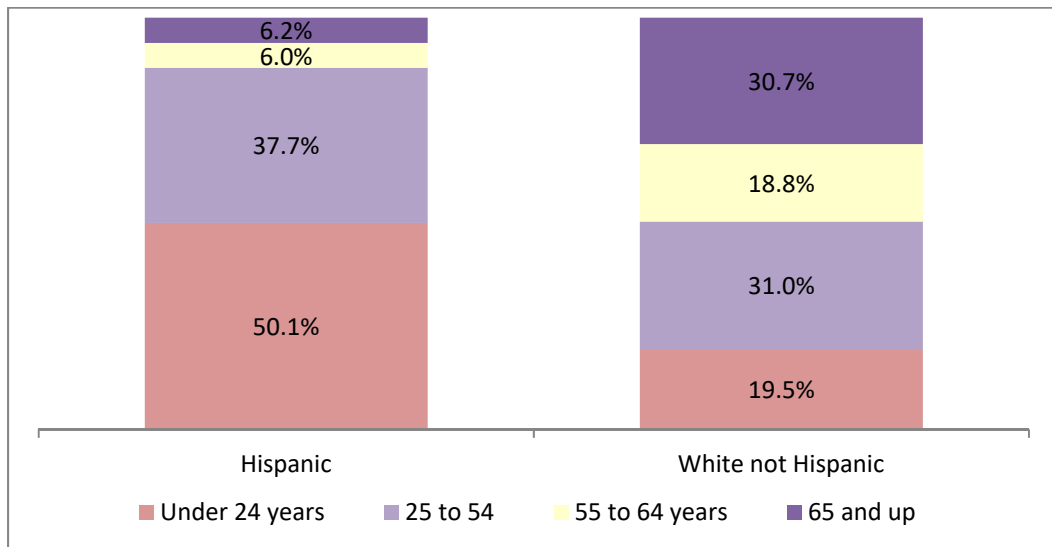
Despite the slow population growth in the SLMC service area, the population 65 and up grew 20% or by 468 individuals from 2000 to 2010. The proportion of individuals age 55 to 64 increased from 13% to 16% of the population in the SLMC service area over the ten years between Censuses. Given this large baby boomer population, the number of people in the area with Medicare coverage is very likely to continue to increase. If the copper mine opens, younger residents may also increase significantly.

Diversity

Population diversity increased from year 2000 to 2010. The Hispanic population increased by 134 individuals between years 2000 and 2010. The proportion of Hispanics in the population increased from 16% to 17%. For comparison, the state of Nevada was 27% Hispanic in 2010. The Hispanic population was much younger on average than was the non-Hispanic white population. For example, 31% of the white non-Hispanic population is 65 or older, while only 6% of the Hispanic population is aged 65 or older (see Figure 3). The percentage of non-white population increased from 15% to 19% over the ten year period while 25% of the Nevada population reported being non-white or mixed race.

The SLMC service area is a slowly growing population with a large and growing proportion of older individuals. The population also became more diverse. The region’s demographic composition is likely to change if the copper mine opening proceeds.

Figure 3. Comparison of SLMC Service Area Population by Age Group and Hispanic Ethnicity, 2010 Census



Social and Economic Profile of SLMC Service Area

The proportion of the population aged 25 or older with high school degrees was comparable to state and national proportions at 84%. From the 2010 census, the proportion of the population aged 25 and older with a Bachelor’s degree or higher, was about 13%, lower than Nevada’s (21%) proportion and the United States’ (28%) proportion. The United States Bureau of Labor Statistics estimated an unemployment rate of in Lyon County of 8.7% as of December 2015, higher than the national rate of 5.0% and the Nevada rate of 6.1%.

In summary, this service area has a large proportion of individuals 65 and older, which means health care planners are heavily affected by any changes in Medicare policy. Incomes are lower than average with a high proportion of households in the 100% to 200% of poverty level income range. The region has been slow growing but has become more diverse over the last decade. A planned mine opening may cause significant population

Community Health Needs Assessment - South Lyon Medical Center

growth and bring in younger families as well as change other demographic, economic and social characteristics of the region.

Economic Impact of South Lyon Medical Center

The presence of a hospital in southern Lyon County with convenient health services and its close-by emergency services are assets in attracting new businesses to the community as well as in retaining and attracting retirees. The hospital keeps health care jobs and dollars re-circulating within the SLMC primary service area. Additional jobs within the region are associated with direct employment and purchases of SLMC. South Lyon Medical Center employs 161 full-time employee equivalents (FTEs) in 2015 with a payroll of \$6.5 million. The indirect effects of the hospital purchases from other businesses in the community as well as the effects of more payroll available to local households were associated with an additional 46 FTE and \$1.4 million in payroll in other businesses within south Lyon County area .

South Lyon Medical Center has an important economic role in addition to its role as health care provider.

Community Health Needs Assessment Project

Primary Data Collection and Analysis

This section describes the process that Nevada State Office of Rural Health (NSORH) utilized to solicit community input on local health and health care needs in Yerington and south Lyon County, Nevada.

NSORH staff met with administration and staff of SLMC in October 2018 to review the CHNA process. For the initial meeting with hospital personnel, NSORH outlined the process and phases of the CHNA and assisted the hospital with a letter to send to community stakeholders and organizations.

Collaboration with community organizations representing broad interests of the community

South Lyon Medical Center solicited input from the membership of the many community organizations including Lyon County government, Lyon County School district, Soroptomists International, Mason Valley Boys and Girls Club, Yerington Chamber of Commerce, Yerington and Smith Valley Rotaries and area churches.

Survey Development

The survey instrument was developed by NSORH using models from the Catholic Health Care Association of the United States and the National Center for Rural Health Works. A preliminary draft of the survey was presented to administration for input. NSORH designated core questions be included in each survey. Additional questions were subject to the approval of the administration and/or CHNA committee of the participating hospital. Like other CHNA surveys being developed by NSORH, hospital administration was given the opportunity to include questions that addressed unique concerns of the hospital (e.g., utilization of local versus non-local retail pharmacies, whether or not respondents would use pediatric services if available locally). Survey questions were finalized via teleconference with NSORH. An eighteen question community input survey was designed for the South Lyon Medical Center CHNA.

Survey Distribution

Surveys were distributed to local community business and groups. An online version of the survey with identical questions was made available on the South Lyon Medical Center website and Facebook page using Survey Monkey. 45 completed paper surveys were returned to NSORH and 103 additional surveys were completed online. The University of Nevada Institutional Review Board did not require approval of this pilot project because the information was collected for a community health needs assessment rather than research purposes.

Survey Methodology & Measures

Demographic questions were not included in the core questions provided by NORH to estimate the characteristics of the respondents. The rationale for not including demographic questions is three-fold. First NORH has prior survey administration experience that the inclusion of socio-demographic questions might inhibit potential participants from completing the survey. Second, demographic information was available from other sources. Third, the purpose of the CHNA process was to report on community health needs, not to undertake a bi or multivariate analysis (e.g. socio-demographics and self-report data). South Lyon Medical Center did not elect to add questions related to socio-demographic factors when given the opportunity to revise the survey questionnaire.

Community Health and Health Care Needs Focus

The survey's core questions addressed perceived community health and health care needs. Specific questions addressed the overall health of the participating community (Likert), factors that contribute to the health of the community (multiple choice), the top health needs of the community (multiple choice), and factors that promote community health more generally (multiple choice). Toward the end of the survey participants were asked to identify the top health care challenges in the South Lyon Medical Center service area in an open-ended format.

Individual Health and Health Care

Survey respondents were asked to rate their personal health (Likert). They were also asked to list their sources of health insurance coverage (multiple choice) and the length of time the coverage was in effect (multiple choice), primary source for medical information (multiple choice) and the towns or city where they receive the majority of care (multiple choice).

South Lyon Medical Center Utilization

Survey respondents were asked whether they had used the services of South Lyon Medical Center (dichotomous), which services they had used at South Lyon Medical Center (multiple choice.) Participants were also asked whether they had used the services of another hospital or medical provider (dichotomous) and to select the reasons for doing so from a list of options (multiple choice).

Analyses

Assessment data were analyzed using SPSS (IBM Statistics 19) and thematic analysis. Paper surveys were scanned into an Excel database using AUTODATA Scannable Office. For the paper surveys, basic descriptive frequencies were calculated for close-ended questions surveys using SPSS. Data from the online survey (consisting of identical questions to the paper version) were hand entered into an Excel database and merged with data from the scanned surveys. Cumulative frequencies and percentages were then calculated in Excel for the merged datasets. Responses to open-ended questions for both versions of the survey were transcribed into Microsoft Word and thematic analysis was conducted to determine major issues and health needs.

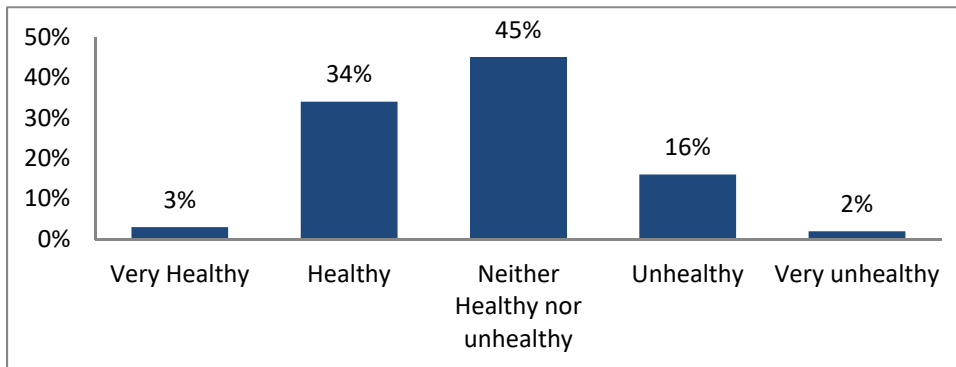
Questionnaire is at the end of the assessment.

Community Health and Health Care Needs

Survey Outcomes

The survey's core questions addressed perceived community health and health care needs. While approximately one-third of the respondents (34%) rated the overall health of the community as "healthy," almost half (45%) chose the neutral response of "neither healthy nor unhealthy" (Figure 4). An additional sixteen percent rated the community as "unhealthy" with two percent selecting "very unhealthy."

Figure 4: In the most general terms, how would you rate the overall health of your community?



Respondents rated the top health needs people in the community face as: Access to health care services (18%), Cost of health care (14%), Inadequate services for seniors (8%), Drug abuse (8%) and Mental illness (8%).

Respondents cited the following factors as most important for a healthy community and improving the quality of life in the community: Access to health care (22%), Good jobs and a healthy economy (19%), Healthy behaviors and lifestyles (11%), Affordable Housing (8%), Supportive services for seniors (8%) and Low crime and safe neighborhoods (7%).

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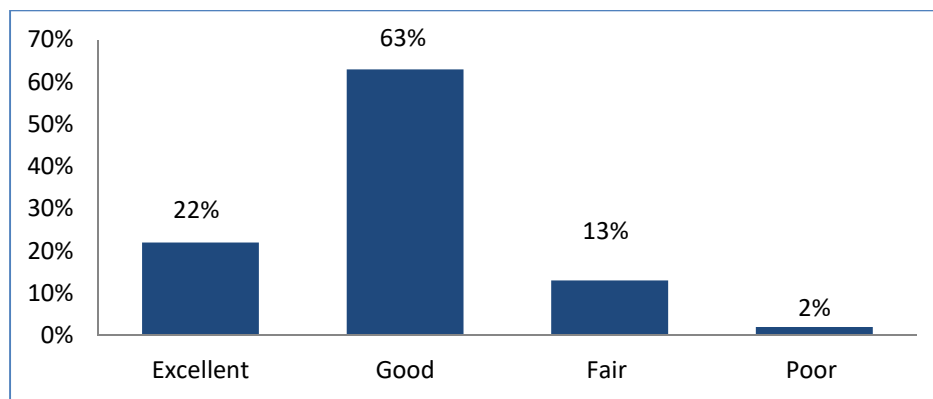
Respondents identified their top concerns about health care in the south Lyon County community and surrounding area as:

- Lack of specialists
- Lack of physicians
- Quality of care considerations
- Cost of health care
- Limited services for the elderly
- Substance Abuse
- Need for education on disease prevention

Individual Health and Health Care Needs

The majority of respondents rated their overall health as “good” (63%) or “excellent” (22%) with 13% reporting “fair” health and only 2% designating their personal health as “poor.” (Figure 5)

Figure 5: In general, how would you rate your personal health?

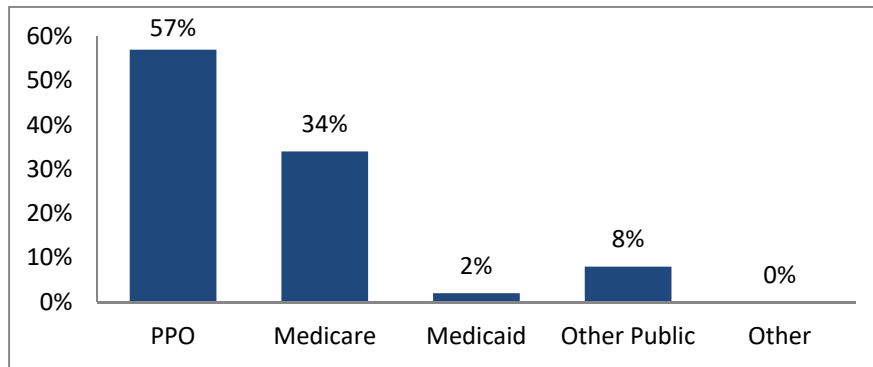


Health Care Utilization and Health Insurance Coverage

Figure 6 highlights the distribution of health insurance coverage among respondents. More than half of respondents (57%) indicated that they use a Preferred Provider Organization (PPO) as their primary source of health insurance or health coverage (Figure 6). Thirty four percent indicated that their primary source of insurance or coverage was Medicare, two percent were covered by Medicaid and another four percent selected Other Public. Most respondents (85%) indicated they maintained continuous insurance coverage for more than 2 years. Of those surveyed:

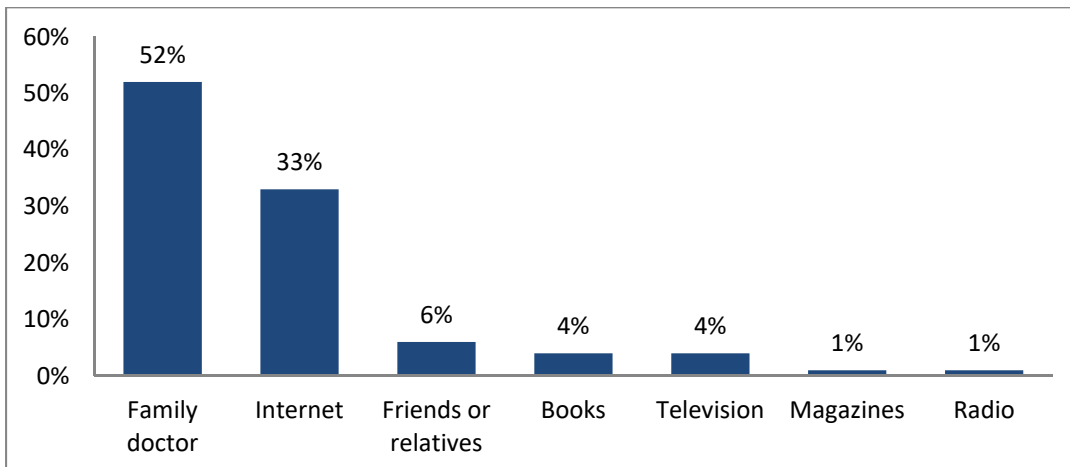
- 84% have used hospital or clinic services provided by South Lyon Medical Center in the past year
- 72% received care from a hospital or medical provider other than South Lyon Medical Center in the past year

Figure 6: Primary Health Insurance/Health Coverage



The majority of respondents (52%) indicated that they use their family doctor as their primary source of information. One in three cited the Internet as their primary source for medical information (Figure 7).

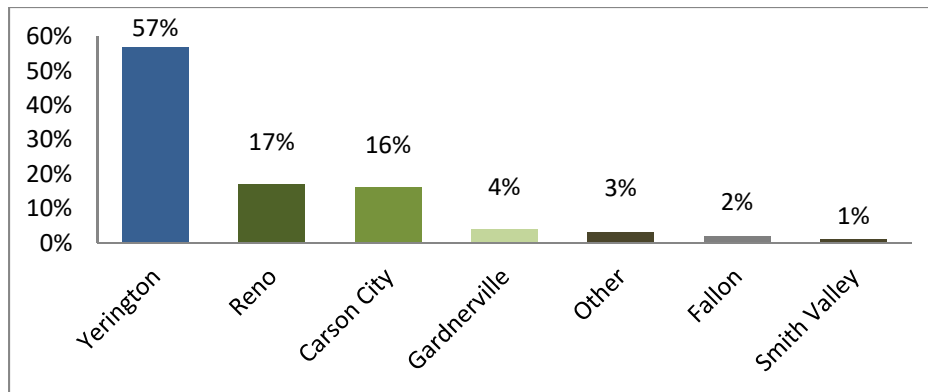
Figure 7: What is your primary source for medical information?



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The fifty seven percent of respondents primarily use hospital or clinic service provided by South Lyon Medical Center in the past year, followed by a tie between Reno (17%) and Carson City (16%) from Figure 8.

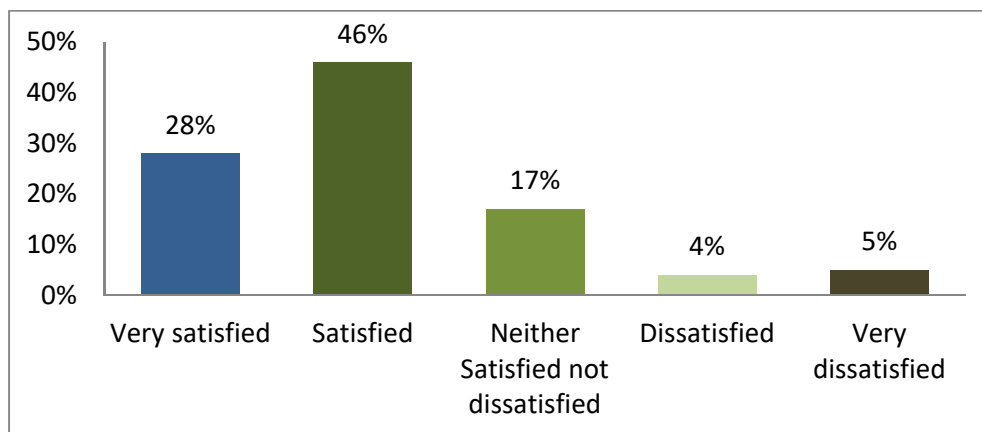
Figure 8: Which one of the following towns or cities do you primarily go to for your health care related needs?



Those who had visited South Lyon Medical Center accessed the following services: primary care clinic services - physician or nurse practitioner visit (28%), laboratory (18%), radiology – X-ray CT MRI (19%), emergency department (12%), Physical therapy rehab services (9%), flu shots (7%), physician referral (6%).

Figure 9 highlights that the majority of respondents were satisfied (46%) or very satisfied (28%) with the care they received at SLMC, while seventeen percent were neither satisfied nor dissatisfied, and nine percent either dissatisfied (4%) or very dissatisfied (5%).

Figure 9: Satisfaction with the services received at South Lyon Medical Center



Over two-thirds of respondents (72%) had received care from a hospital or medical provider other than South Lyon Medical Center in the past year. Those individuals cited the following reasons for going elsewhere: hospital

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or specialty services were not available locally (46%), referred to another hospital or medical provider by a local physician (19%), quality of care considerations (14%), insurance coverage (5%), closer or more convenient (5%), hospital or medical provider was recommended by a friend or relative (5%), confidentiality (2%), Out of town when the illness or injury occurred (1%), costs were lower (1%) and other (5%).

Secondary Data Collection and Analysis

Secondary data was not collected by the organization performing this community health need assessment report. It was collected by Federal, State and private agencies and retrieved for this report through data set agreements or retrieved from public available sources, e.g. American Community Survey or the U.S. Census Bureau.

South Lyon Medical Center Patient Utilization of Inpatient, Emergency Room and Outpatient Services

Methodology

The number of inpatient stays, emergency room and outpatient services utilized at South Lyon Medical Center was summarized from the medical data submitted to the State of Nevada for the calendar year 2017. This data is from the Center for Health Information Analysis (CHIA), a research center at the University of Nevada Las Vegas (UNLV) within the School of Community Health Sciences. CHIA is contracted by the Nevada Department of Health and Human Services (DHHS), Division of Healthcare Financing and Policy (DHCFP).

Inpatient data summarized by the major diagnosis categories. The Major Diagnostic Categories (MDC) were created by dividing all possible principal diagnoses (from ICD-9 codes) into the top 25 mutually exclusive diagnosis categories. The diagnoses in each MDC correspond to a single organ system or etiology and in general are associated with a particular medical specialty. MDC 1 to MDC 23 are grouped according to principal diagnoses. Patients are assigned to MDC 24 (Multiple Significant Trauma) with at least two significant trauma diagnosis codes (either as principal or secondary) from different body site categories and MDC 25 is reserved for a patient with HIV. The major diagnosis categories used by the emergency room and outpatient services data is slightly different as the grouping is determined through the coding structure of the ICD-9 codes. Two data sets were used. One data set contained all activity based at South Lyon Medical Center. The second data set contained data of local residents' utilization at all Nevada hospital from the selected zip codes (zip codes 89430, 89444, 89447).

The South Lyon Medical Center data was divided into three sections: (1) inpatient stays; (2) emergency department visits; and (3) outpatient services. The vast majority of the patients treated at SLMC were from the defined medical service area. The balance of services utilized came from residents who were from outside of the Yerington, Wellington, and Smith Valley areas.

South Lyon Medical Center Inpatient Stays

Of the 1,341 inpatient stays from the South Lyon Medical Center service area, 9.0% were treated at South Lyon Medical Center and 91.0% were treated at out of area hospitals. The major diagnoses groups for the inpatient data at South Lyon Medical Center is summed in the Figure 10.

Figure 10. Inpatient Services Utilization at South Lyon Medical Center – 2017

| Major Diagnosis Category | Total SLMC Service Area | SLMC Patients | | Out of Area Hospitals | |
|--|-------------------------|---------------|------------|-----------------------|-------------|
| | | Number | Percent | Number | Percent |
| Digestive | 200 | 13 | 6.5 | 187 | 93.5 |
| Musculoskeletal & Connective Tissue | 130 | * | 3.1 | 126 | 96.2 |
| Need for Isolation, Other Potential Health Hazards | 118 | * | 6.8 | 110 | 93.2 |
| Other | 893 | 96 | 10.8 | 797 | 89.2 |
| Total | 1,341 | 121 | 9.0 | 1,220 | 91.0 |

*-Due to the agreement between UNR and the State, all results under ten were omitted.

The top three diagnosis categories at SLMC, in order of cases:

- Digestive (6.5% , 13 cases)
 - Includes disease of the oral cavity and salivary glands, disease of the esophagus, stomach, duodenum, appendix, hernia, liver, peritoneum, retroperitoneum, gallbladder, biliary tract, pancreas, noninfective enteritis and colitis, other diseases of the intestines
- Need for Isolation, Other Potential Health Hazards (6.8%, * cases)
 - Includes need for isolation and other prophylactic measures, desensitization to allergens, prophylactic immunotherapy, prophylactic chemotherapy, fluoride administration, and hormone replacement therapy
- Musculoskeletal & Connective Tissue (3.1%, * cases)
 - Includes osteoarthritis, autoinflammatory syndromes, inflammatory polyarthropathies, joint disorders, connective tissue disorders, deforming dorsopathies, spondylopathies, a disorder of the muscles, synovium, tendon, and soft tissue

Service area inpatient utilization at out of area hospitals, in order of cases:

- Digestive (93.5% , 187 cases)
 - Includes disease of the oral cavity and salivary glands, disease of the esophagus, stomach, duodenum, appendix, hernia, liver, peritoneum, retroperitoneum, gallbladder, biliary tract, pancreas, noninfective enteritis and colitis, other diseases of the intestine
- Musculoskeletal & Connective Tissue (96.9%, 126 cases)
 - Includes osteoarthritis, autoinflammatory syndromes, inflammatory polyarthropathies, joint disorders, connective tissue disorders, deforming dorsopathies, spondylopathies, a disorder of the muscles, synovium, tendon, and soft tissue

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- Need for Isolation, Other Potential Health Hazards (93.2%, 110 cases)
 - Includes need for isolation and other prophylactic measures, desensitization to allergens, prophylactic immunotherapy, prophylactic chemotherapy, fluoride administration, and hormone replacement therapy

South Lyon Medical Center Emergency Department Visits

The top three major diagnosis categories total to 1,804 and were 57.16% of all Cases. Overall ED usage by local residents was 85.6%. Only one in seven visits was by a person from out of the area; a reminder that the hospital serves a more local community.

The major diagnosis categories from the Emergency Department (ED) data at South Lyon Medical Center is presented in Figure 11.

Figure 11: Emergency Department Services Utilization at South Lyon Medical Center – 2017

| Major Diagnosis Category | Total | SLMC Service Area Residents | | Out of Area Residents | |
|--|--------------|-----------------------------|-------------|-----------------------|-------------|
| | | Number | Percent | Number | Percent |
| Need for Isolation, Other Potential Health Hazards (MDC 19) | 832 | 699 | 84.0 | 133 | 16.0 |
| Potential Health Hazards Related to Communicable Diseases (MDC 18) | 607 | 525 | 86.5 | 82 | 13.5 |
| Genito-Urinary (MDC 10) | 365 | 322 | 88.2 | 43 | 11.8 |
| Other | 1,352 | 1,154 | 85.4 | 198 | 14.6 |
| Total | 3,156 | 2,700 | 85.6 | 456 | 14.5 |

The top three categories were in general in scope:

- Need for Isolation, Other Potential Health Hazards
 - Includes need for isolation and other prophylactic measures, desensitization to allergens, prophylactic immunotherapy, prophylactic chemotherapy, fluoride administration, and hormone replacement therapy
- Potential Health Hazards Related to Communicable Diseases
 - Includes contact with and (suspected) exposure to communicable disease, asymptomatic human immunodeficiency virus (HIV) infection status, the carrier of an infectious disease, encounter for immunization or other prophylactic measures
- Genito-Urinary
 - Includes glomerular disease, renal tubulo-interstitial disease, acute kidney failure and chronic kidney disease, disease of the male genital organs, disorders of the breast, and inflammatory diseases of female pelvic organs

Overall ED usage was 85.6% by local residents. Less than one in seven visits were by persons not from the service area, a reminder that the hospital serves a more local community.

South Lyon Medical Center Outpatient Services Visits

There was more variation in the utilization of outpatient services, and the top categories were expanded to include four major diagnosis group categories. Figure 12 displays the top four diagnosis categories for patient utilizing the outpatient services at South Lyon Medical Center. Note the high utilization percentages, over 90%, support the benefit of local outpatient services.

Figure 12: Outpatient Services Utilization at South Lyon Medical Center - 2017

| Major Diagnosis Category | Total | SLMC Service Area Residents | | Out of Area Residents | |
|--|--------|-----------------------------|---------|-----------------------|---------|
| | | Number | Percent | Number | Percent |
| Potential Health Hazards Related to Communicable Diseases (MDC 18) | 2,222 | 2,123 | 95.5 | 99 | 4.5 |
| Digestive System (MDC 9) | 1,706 | 1,626 | 95.3 | 80 | 4.7 |
| Blood & Blood-Forming Organs (MDC 4) | 1,684 | 1,618 | 96.1 | 66 | 3.9 |
| Musculoskeletal & Connective Tissue (MDC 13) | 1,312 | 1,250 | 95.3 | 62 | 4.7 |
| Other | 3,461 | 3,243 | 93.7 | 218 | 6.3 |
| Total | 10,385 | 9,860 | 94.9 | 525 | 5.1 |

The top four categories were:

- Potential Health Hazards Related to Communicable Diseases
 - Includes contact with and (suspected) exposure to communicable disease, asymptomatic human immunodeficiency virus (HIV) infection status, the carrier of an infectious disease, encounter for immunization or other prophylactic measures
- Digestive System
 - Includes disease of the oral cavity and salivary glands, disease of the esophagus, stomach, duodenum, appendix, hernia, liver, peritoneum, retroperitoneum, gallbladder, biliary tract, pancreas, noninfective enteritis and colitis, and other diseases of the intestines
- Blood and Blood-Forming Organs
 - Include nutritional anemias, hemolytic anemias, aplastic and other bone marrow failure syndromes, coagulation defects, purpura, and other hemorrhagic conditions
- Musculoskeletal & Connective Tissue
 - Includes osteoarthritis, autoinflammatory syndromes, inflammatory polyarthropathies, joint disorders, connective tissue disorders, deforming dorsopathies, spondylopathies, a disorder of the muscles, synovium, tendon, and soft tissue

Summary of Community Health Needs in SLMC Service Area

Local residents access their local hospital for basic care and the first stages of symptom diagnosis. The research data shows local residents going out of the area hospitals for a large percentage of care. The data presents an opportunity for South Lyon Medical Center to evaluate increasing their market share of primary and maintenance health care. Further analysis would be needed to target and support specialty care and understand the scope and complexity of care needed by the population in the hospital medical service area.

Information Gaps that Limit South Lyon Medical Center's Ability to Assess All of the Community's Health Needs

South Lyon County has a population of about 11,100 people. The South Lyon region is situated within a very large county of over 2000 square miles. The population of northern region of Lyon County is larger than that of the southern region and very different demographically. Because of this, county level data on proportion of uninsured does not adequately replace lower level estimates. CHIA data analyzed above includes only those individuals who did get treatment for their condition, not those who were unable to get treatment.

Other health indicator data such as cancer registries, vital statistics, BRFSS, county health rankings, Medicaid enrollment as well as some American Community Survey data that is available for larger populations or at the county level were also not available for Yerington, Wellington, and Smith Valley..

Community Needs and Implementation Strategies

Process for Identifying and Prioritizing Services to Meet the Community Health Needs in South Lyon County

The South Lyon Medical Center strategic plan addresses the following needs and implementation strategies.

Respondents of the Community Health Needs Assessment Survey identified as their top concerns: Lack of specialists, Lack of physicians, Quality of care considerations and Cost of health care Access to Healthcare. In response, South Lyon Medical Center's CEO and her administrative team worked to develop a strategic plan that was reviewed and endorsed by the facility's operating board.

The Strategic Objectives developed as a result of these planning meetings were ranked by priority and are as follows:

- 1) Customer Service
- 2) Access to Specialty Care
- 3) Affordability of Care

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Objective One - Customer Service

The SLMC administrative team recognized the need to continue to improve customer service facility wide. Improving community confidence in the facility which includes improved customer service will help with outmigration. Members of the Administrative staff will be implementing new disciplines to promote customer service facility wide that will include mandatory telephone scripting and in-service training.

Objective Two - Access to Specialty Care

South Lyon Medical Center has and will continue to work diligently to bring other services to our rural community. We currently offer Telemedicine for over 20 specialty services. This has helped to provide greater access to medical specialists for our patients. We also have some providers that come onsite regularly to see patients in our Specialty clinic; including an OBGYN who is now bringing a (Medical Student or Medical Resident from the University of Nevada Reno School of Medicine) that is doing well baby checks. This service is being promoted on social media, our local radio station and local video sign. Renown Health works with our primary care providers to increase utilization of specialty services. We will be partnering with Renown to upgrade our telemedicine equipment and improving the patient experience as well.

Objective Three - Affordability of Care

South Lyon Medical Center has added an additional fulltime bilingual financial counselor to assist Spanish speaking patients in accessing sliding fee and other discounts. The facility has simplified the Financial Assistance Application. We have worked on building positive relationships with local businesses to ensure their insurance product is in network. SLMC is also working with the two largest employers who have recently converted to a self-insured product. The facility continues to offer cash clinic and prompt pay discounts. Several years ago we added an annual tax season discounts on aged private pay balances.

Respondents of the Community Health Needs Assessment Survey identified as their top concerns: More specialty Services Needed, Lack of physicians, Quality of Care, Cost of Care, Limited services for the elderly and Substance Abuse. In response, South Lyon Medical Center's CEO and her administrative team worked to develop a strategic plan that was reviewed and endorsed by the facility's operating board.

South Lyon Medical Center's Final Implementation Plan

South Lyon Medical Center cannot address the following needs with the associated reasons.

The survey also identified services that the community would like to have available at South Lyon Medical Center. These services include: obstetrics and gynecology, pediatrics, cancer care, and transportation to and from health care services. South Lyon Medical Center has reviewed the feasibility of providing each requested service. Through an association with University of Nevada School of Medicine, the facility now provides obstetrics and gynecology services on a limited basis through its specialty clinic.

Due to regulatory, construction, and reimbursement constraints, cancer care services have been prohibitive under current economic conditions. SLMC is working with Nevada Rural Hospital Partners to increase the availability of mental health services thru a grant supporting telemedicine opportunities. Should this become feasible in the future, South Lyon Medical Center will again review the potential of adding these services.

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South Lyon Medical Center continues to promote and support mental health services in the area. The facility does employ a Licensed Clinical Social Worker who specializes in Behavioral Health needs. She sees patients in a Rural Health Clinic two days a week and will assist the emergency department with urgent patients. Mental health services continue to be a challenge state wide due to lack of providers and facilities. As federal and state monies continue to see dramatic budget cuts, mental health services in rural areas become scarce.

Strategy for Making the Community Health Needs Assessment Available to the Community

The planned dissemination of the CHNA report are the South Lyon Medical Center's website and printed copies available upon request from South Lyon Medical Center. Information has been previously presented in a public meeting held at the South Lyon Medical Center on Monday January 28th, 2019.

Evaluation of the previous South Lyon Medical Center Community Health Needs Assessment.

The following Strategic Objectives were identified from the 2015 South Lyon Medical Center Community Health Needs Assessment:

1) Access to Healthcare

Actions taken - SLMC's initiatives have increased access to healthcare by increasing the number of available providers in the Barnett walk in clinic, extending the hours of operation and adding a Saturday walk in clinic. This has resulted in an increase in clinic visits for the Barnett walk in clinic of 34% in 2018 with private pay and Medicaid patients increasing 70% and 28% respectively. Wellness Wednesdays has also been very successful in providing community access to healthcare with an average of 43 patients a month taking advantage of the reduced diagnostic costs. Due to the lack of available services in the area, South Lyon Medical Center added a staff Behavioral Health provider in 2017. This individual helps primary care providers and patients bridge the gaps to ensure care is provided and assists with ongoing care via referral. We implemented an ongoing Telemedicine education program and have added Tele psych and Tele stroke to our ER which provides Emergent Psychiatric and stroke evaluations. We have also provided a link on our website for our Spanish speaking community members to get free help with diabetes, smoking cessation and other health improving strategies.

2) Improve Customer and Staff Satisfaction

Actions taken - The facility implemented a zero tolerance for poor customer services and continues to work on improving the customer care culture. Employee annual evaluations now focus on customer service. SLMC has added four Emergency room physicians Certified in emergency care, we have added three new clinic practitioners, we successfully contracted with the Veterans Administration to accept service related patients in our Long-Term care facility and are moving forward with developing and implementing a community wellness program with the focus on diabetes. We now have a Certified Diabetes Educator and offer public courses every quarter. South Lyon Medical Center participates in the CMS Quality Reporting for hospital compare and has a very vigorous quality assurance committee.

3) Cost of Care

Actions taken - The facility has increased outreach to patients needing financial assistance by adding resources to our Financial Counselor function. This has resulted in an increase of 379% in Sliding Fee write-offs and 24% in

Community Health Needs Assessment - South Lyon Medical Center

Cash Clinic write-offs in 2018. SLMC has implemented a standard payment matrix for all private pay balances. We have offered annual tax season discounts of 40% since 2016. SLMC has also reached out to the major employers and their insurance providers to remain in-network with their health coverage to reduce member costs. The facility continues to meet with businesses relocating to the area to provide customized pre-employment services and insure the facility is in-network with employee insurance.

4) More Specialty Services Needed

Actions taken - The facility has implemented ongoing education of all our providers on the availability of telemedicine services for specialty providers, we have increased the advertising for our current visiting providers including a better internet presence/social media. We have added Surgeons from Carson Valley Medical Center that also provide wound care and pediatrician services monthly.

Community Health Needs Assessment - South Lyon Medical Center

Appendices and Notes

U.S. Bureau of Labor Statistics | Local Area Unemployment Statistics Information and Analysis,

<http://data.bls.gov/map/MapToolServlet>

Center for Health Information Analysis (Hospital Utilization Data.)

<http://chia.unlv.edu/>

South Lyon Medical Center. "South Lyon Medical Center website.

<http://southlyonmedicalcenter.org>

Survey Monkey LLC (2011). Survey Monkey. Palo Alto, CA.

U.S. Census Bureau. (2000). Summary File 1. Washington, D.C.,

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<http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>

Survey - 2018 – Community Needs Healthcare Assessment South Lyon Medical Center

This survey is designed to provide information to South Lyon Medical Center and local health decision makers about health services and the improvement of health care services in your community. We have a few questions to ask about your use of health services, community health care needs, and the quality of health care in Southern Lyon County.

1. How would you rate the overall health of our community?

- Very healthy
- Healthy
- Neither healthy nor unhealthy
- Unhealthy
- Very unhealthy

2. From the following list and thinking about all of the people you know in Yerington and surrounding communities – neighbors, friends, co-workers, family – what do you think are the top THREE health needs people face? Please select only THREE responses.

- | | |
|--|--|
| <input type="checkbox"/> Access to health care services | <input type="checkbox"/> Homicide |
| <input type="checkbox"/> Aging-related problems, such as arthritis or hearing loss | <input type="checkbox"/> Immunizations for children |
| <input type="checkbox"/> Alcohol abuse | <input type="checkbox"/> Inadequate services for seniors |
| <input type="checkbox"/> Cancers | <input type="checkbox"/> Infectious diseases, such as hepatitis or TB |
| <input type="checkbox"/> Child abuse and neglect | <input type="checkbox"/> Mental illness |
| <input type="checkbox"/> Cost of health care | <input type="checkbox"/> Motor vehicle accidents |
| <input type="checkbox"/> Dental problems | <input type="checkbox"/> Obesity |
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Rape and sexual assault |
| <input type="checkbox"/> Domestic violence | <input type="checkbox"/> Respiratory or lung disease |
| <input type="checkbox"/> Drug abuse | <input type="checkbox"/> Sexually-transmitted diseases, including HIV/AIDS |
| <input type="checkbox"/> Exposure to environmental hazards | <input type="checkbox"/> Suicide |
| <input type="checkbox"/> Food safety | <input type="checkbox"/> Teenage pregnancy |
| <input type="checkbox"/> Firearm-related injuries | <input type="checkbox"/> Tobacco use |
| <input type="checkbox"/> Heart disease and stroke | <input type="checkbox"/> Youth/gang violence |
| <input type="checkbox"/> High blood pressure | <input type="checkbox"/> Other _____ |

3. From the following list, what do you think are the THREE most important factors for a healthy community and improving the quality of life in your community? Please select only **THREE responses.**

- | | |
|---|--|
| <input type="checkbox"/> Access to health care | <input type="checkbox"/> Healthy behaviors and lifestyles |
| <input type="checkbox"/> Affordable housing | <input type="checkbox"/> Low adult death and disease rates |
| <input type="checkbox"/> Arts and cultural events | <input type="checkbox"/> Low infant deaths |
| <input type="checkbox"/> Clean Environment | <input type="checkbox"/> Parks and recreation |
| <input type="checkbox"/> Good place to raise children | <input type="checkbox"/> Religious and spiritual values |
| <input type="checkbox"/> Good schools | <input type="checkbox"/> Strong family life |
| <input type="checkbox"/> Low crime and safe neighborhoods | <input type="checkbox"/> Supportive services for seniors |
| <input type="checkbox"/> Emergency preparedness | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Good race and ethnic relations | |
| <input type="checkbox"/> Good jobs and healthy economy | |

4. In the past year, have used the hospital or clinic services provided by South Lyon Medical Center?

- Yes
 No, if "No," please skip to Question 7

5. What services have you used at South Lyon Medical Center? Check all that apply.

- | | |
|--|---|
| <input type="checkbox"/> Blood bank | <input type="checkbox"/> Primary Care – Physician or nurse practitioner visit |
| <input type="checkbox"/> Clinic services | <input type="checkbox"/> Radiology – Mammography |
| <input type="checkbox"/> Emergency department | <input type="checkbox"/> Radiology – CT |
| <input type="checkbox"/> Flu shots | <input type="checkbox"/> Radiology – X-ray |
| <input type="checkbox"/> Inpatient hospitalization | <input type="checkbox"/> Radiology – MRI |
| <input type="checkbox"/> Laboratory | <input type="checkbox"/> Social services |
| <input type="checkbox"/> Long term care facility | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Physical therapy rehab services | <input type="checkbox"/> N/A |
| <input type="checkbox"/> Physician referral | |

6. How satisfied were you with the services you received at South Lyon Medical Center?

- Very satisfied
- Satisfied
- Neither satisfied nor unsatisfied
- Unsatisfied
- Very unsatisfied

7. How would you rate your personal health?

- Excellent
- Very good
- Good
- Fair
- Poor

8. What is your primary source for medical information? Please select only ONE response.

- Books
- Family doctor
- Friends or relatives
- Internet
- Magazines
- Newspapers
- Radio
- Television
- Other: _____

9. Do you have any kind of health care coverage, including health insurance, prepaid plans such as HMO's, or governmental plans such as Medicare?

- Yes
- No, if "No," skip to question 12
- Don't know / not sure
- Prefer not to answer

10. What type of health insurance coverage do you have?

- Commercial or private plan
- Medicare
- Medicaid
- Other public coverage
- Other: _____
- N/A – I do not have health insurance

11. For how long have you had a health insurance coverage without a lapse in coverage?

- Less than 6 months
- 6 months to a year
- 1 to 2 years
- More than 2 years
- N/A – I do not have health insurance

12. Which of the following towns and cities do you primary go to for your health care? Please select only one response.

- Carson City
- Dayton
- Fallon
- Fernley
- Gardnerville
- Reno
- Silver Springs
- Yerington
- Other: _____

13. In the past year, have you received care from a hospital or medical provider other than South Lyon Medical Center?

- Yes
- No, in "No," please skip to Question 15

**14. What was main reason you used medical services other than South Lyon Medical Center?
Check all that apply.**

- Closer or more convenient
- Confidentiality
- lower Costs
- Hospital or medical provider was recommended by a friend or relative
- Hospital or specialty services were not available locally
- Insurance coverage
- Out of town when the illness or injury occurred
- Quality of care considerations
- Referred to another hospital or medical provider by local physician
- Other: _____

15. What is your current zip code of your residence?

List zip code ____ ____ ____ ____ ____

16. Thinking back on the responses you have provided, what do you think is the top health or health care challenge facing our community?

17. What changes in health care services would you like to see in our community, if any?

18. Is there anything else you would like us to know?

Thank you for participating in this community health needs assessment survey! The results of this survey will be presented at a community meeting in Yerington later this year.

If you have any questions about this survey or the community health needs assessment coordinated by the University of Nevada, Reno and the University Of Nevada School Of Medicine, please contact Dr. John Packham at 775-784-1235 or jpackham@medicine.nevada.edu.