Community Health Needs Assessment

Mercy Hospital Booneville

Fiscal Year 2019

Mercy

Your life is our life's work.

Our Mission:

As the Sisters of Mercy before us, we bring to life the healing ministry of Jesus through our compassionate care and exceptional service.

Table of Contents

I. Executive Summary

Mercy Hospital Booneville is a full-service hospital with 25 licensed beds, more than 51 employees and 2 primary clinic locations (Booneville and Magazine). Mercy Clinic is a physician-governed group practice comprised of 4 board-certified and board-eligible primary caregivers serving the Logan County area. This provider partnership gives patient access to the best quality care in the country with access to an entire health care team and advances services. Mercy Clinic physicians have access to an electronic health record that is shared at Mercy facilities in four states, and patients may connect to their own health record and health teams anywhere they connect to the internet through MyMercy. The population in Booneville is: 3,990.

II. Community Served by the Hospital

Description of Community Served

Mercy Hospital Booneville's extended service area includes nine zip codes, both rural and suburban settings; however, this stands as the main acute care facility within the region drawing from each of the communities served. The CHNA report will focus on Logan County, where the acute care facility sits.

Logan County is made up of rolling farmland, forested ridges, isolated mountains, and lakes. The county holds a plentiful amount of natural and scenic beauty, including the highest point in Arkansas, Mt. Magazine, which is 2,753 feet high. Mt. Magazine rises from the Ozark National Forest where, on a clear day, you can see up to 40 miles in the distance. The mountain is also within the boundaries of the Mt. Magazine Wildlife Management Area and a part of the Ouachita National Forest, making it one of only two counties in the state to include two national forests. Booneville, one of the two Logan County seats, is a progressive community with a wide range of facilities in addition to the normal municipal services. Its commercial activity consists of retail stores and small industries. Booneville supports a community center, a senior citizens center, a community hospital, and a municipal airport. Recreational facilities include two parks and a baseball complex.

Community Snapshot: Booneville, AR

Primary Service Area Map & Locations

The majority (95%) of Mercy Hospital Booneville's acute care patients reside in Logan County, Arkansas.
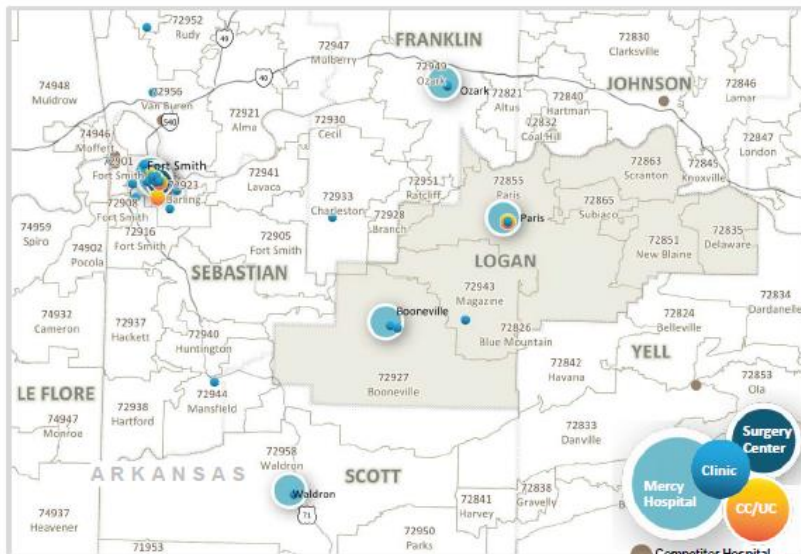
Population Demographics

	Primary Service Area 2017		Primary Service Area 2022		5-Year Growth	Fort Smith PSA 2017
Total Population	22,201		21,876		-1%	444,744
Age Groups	Number	Percent	Number	Percent	Percent	Percent
0-17	4,747	21%	4,490	21%	-5%	24%
18-44	6,817	31%	6,749	31%	-1%	33%
45-64	6,136	28%	5,701	26%	-7%	26%
65+	4,501	20%	4,936	23%	10%	17%
Race & Ethnicity						
Asian & Pacific Is.	439	2%	487	2%	11%	2%
Black	316	1%	350	2%	11%	3%
Hispanic	667	3%	769	4%	15%	9%
White	20,164	91%	19,643	90%	-3%	74%
All Others	615	3%	627	3%	2%	12%

	Primary Service Area 2017	Primary Service Area 2022	Fort Smith PSA 2017
	Percent	Percent	Percent
Language*			
Only English at Home	97%	97%	91%
Spanish at Home	1%	1%	6%
All Others	2%	2%	3%
Workforce**			
Armed Forces	<1%	<1%	<1%
Civilian, Employed	50%	49%	51%
Civilian, Unemployed	4%	4%	4%
Not in Labor Force	47%	47%	45%
Household Income			
<$15K	17%	15%	17%
$15-25K	16%	15%	15%
$25-50K	31%	30%	29%
$50-75K	16%	17%	18%
$75-100K	9%	9%	9%
$100K-200K	9%	11%	10%
>$200K	2%	3%	2%
Families below poverty level	13%	13%	17%
Education Level*			
Less than High School	5%	5%	7%
Some High School	12%	12%	12%
High School Degree	43%	43%	38%
Some College/Assoc. Degree	28%	28%	29%
Bachelor's Degree or Greater	12%	12%	14%

= largest cohort in demographic category

Inpatient Volumes

1,180 total Medicare inpatient discharges from the Booneville PSA

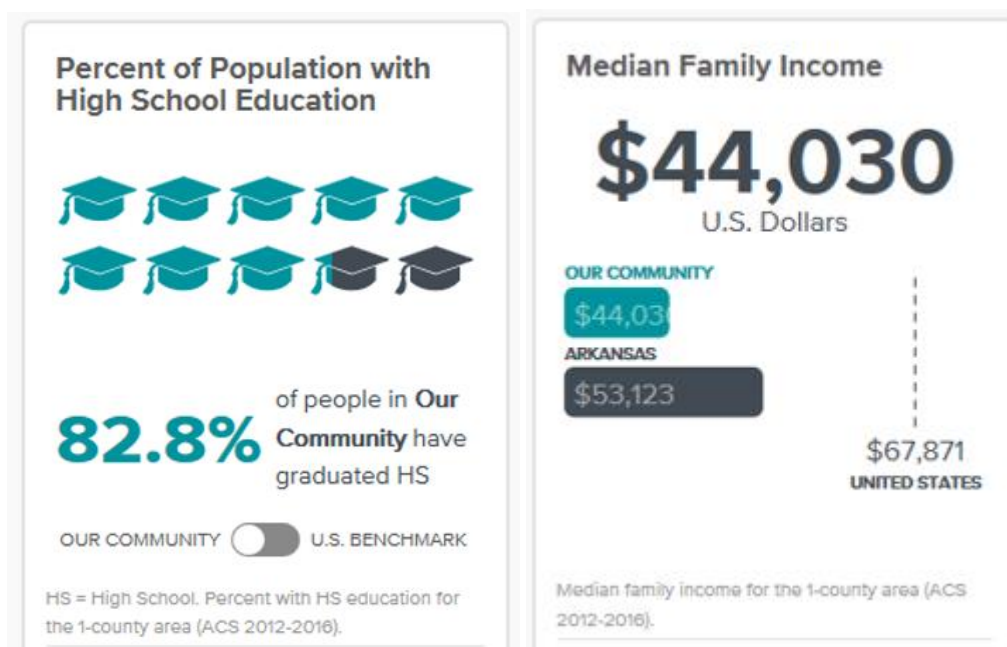| % Market Share		2016 Discharges
35%	Mercy Hospital Fort Smith	409
16%	Sparks Regional Medical Center	189
6%	Mercy Hospital Booneville	69
5%	Johnson Regional Medical Center	63
4%	Mercy Hospital Paris	49
3%	HealthSouth Rehab. Hosp. of Fayetteville	32
31%	Other hospitals (including Mercy)	369

Outpatient Volumes (Hospital-based)

14,552 total Medicare outpatient volumes from the Booneville PSA

% Market Share		2016 Volume
25%	Mercy Hospital Booneville	3,642
21%	Mercy Hospital Fort Smith	3,014
20%	Mercy Hospital Paris	2,883
11%	Sparks Regional Medical Center	1,606
4%	Johnson Regional Medical Center	653
19%	Other hospitals (including Mercy)	2,754

*Excludes population age <5 **Excludes population age <16 ***Excludes population age <25 and based on highest level achieved
Sources: Map - Mercy Locations Directory, Dec. 2017; patient origin - Epic, FY2017; inpatient and hospital-based outpatient volumes & market share - CMS Medicare data, Truven, CY2016; demographics - Sg2, Nielsen zip code data, 2017

Percent of Population with High School Education

82.8% of people in **Our Community** have graduated HS

OUR COMMUNITY ⚪ U.S. BENCHMARK

HS = High School. Percent with HS education for the 1-county area (ACS 2012-2016).

Median Family Income

$44,030
U.S. Dollars

OUR COMMUNITY
$44,03

ARKANSAS
$53,123

$67,871
UNITED STATES

Median family income for the 1-county area (ACS 2012-2016).

Description of Services Available to Community Served

Fort Smith Community Provider Stats

System Affiliation	ID	Hospital	City, State	Type	Total Staffed Beds	Total Inpatient Discharges	Total Births	Total Assets (millions)	Net Patient Revenue (millions)	Operating Profit Margin
Mercy	1	Mercy Hospital Fort Smith	Fort Smith, AR	Acute	238	15,797	2,334	$200	$276	10.2%
	2	Mercy Hospital Booneville	Booneville, AR	Critical Access	11	324	0	$2	$12	11.2%
	3	Mercy Hospital Ozark	Ozark, AR	Critical Access	9	240	0	$3	$9	15.0%
	4	Mercy Hospital Paris	Paris, AR	Critical Access	8	189	0	$2	$7	6.0%
	5	Mercy Hospital Waldron	Waldron, AR	Critical Access	7	199	0	$2	$8	1.6%
	6	Mercy Orthopedic Hospital Fort Smith	Fort Smith , AR	Orthopedic	24	Included with Mercy Hospital Fort Smith				
CHS	7	Sparks Regional Medical Center	Fort Smith, AR	Acute	272	16,463	1,315	$197	$264	9.9%
	8	Sparks Medical Center – Van Buren	Van Buren, AR	Acute	103	720	0	$10	$18	-5.4%
HealthSouth	9	HealthSouth Rehabilitation Hospital of Fort Smith	Fort Smith, AR	Rehabilitation	60	1,392	0	$20	$22	6.4%
HMC/CAH	10	Haskell County Community Hospital	Stigler, OK	Critical Access	25	326	0	$2	$6	-19.6%
Other System or Independent	11	Memorial Hospital	Stilwell, OK	Acute	40	1,825	45	$13	$21	0.9%
	12	Chambers Memorial Hospital	Danville, AR	Acute	40	1,908	0	$29	$18	-8.1%
	13	Eastern Oklahoma Medical Center	Poteau, OK	Acute	59	1,034	246	$14	$3	-50.2%
	14	Johnson Regional Medical Center	Clarksville, AR	Acute	89	2,579	334	$48	$38	-12.6%
	15	Latimer County General Hospital	Wilburton, OK	Acute	33	103	0	$7	$3	-92.8%
	16	Mena Regional Health System	Mena, AR	Acute	65	1,502	306	$22	$26	-6.1%
	17	Sequoyah Memorial Hospital	Sallisaw, OK	Acute	41	550	0	$7	$19	19.0%

Sources: Mercy data - Mercy Finance, FY2017; Sparks-Van Buren inpatient discharges and births - AHD; Oklahoma inpatient discharges and births - Oklahoma Dept. of Health, CY2016; all other inpatient discharges and births - AHA Guide, 2017 (2015 data); beds (all bed types/total complex) and financials (hospital financials only) - AHD (reporting year may vary by provider)

III. Community Health Needs Assessment Process

The Community Health & Access Department co-workers underwent the Community Health Needs Assessment (CHNA) process formulated by Mercy standards with adhering to IRS guidelines. This process included additional community partners to improve the health of Logan County's residents.

Co-workers in Mercy's Community Health & Access Department were the primary leads for the 2019 CHNA. These co-workers collected and reviewed data from a variety of sources, including: surveys, focus groups, published data, and hospital specific data. Surveys (online and printed) were sent to community partners and critical access hospitals for dissemination. The focus groups were conducted to hear the voice of marginalized community members as well as local leadership.

The Community Health & Access Department evaluated this data alongside input gained from community members via coalitions and stakeholder meetings to:

- Prioritize the community's identified health needs
- Assess the community resources available to address those needs
- Create a collaborative health improvement plan in partnership with community resources possessing the potential to alleviate the prioritized needs.

Examples of external resources for published data are:

- Community Commons Institute for People, Place and Possibility; the Center for Applied Research and Environmental Systems; and Community Initiatives. www.communitycommons.org
- County Health Rankings 2016 The University of Wisconsin-Population Health Institute and the Robert Wood Johnson Foundation. www.countyhealthrankings.org
- Health Professional Shortage Area Find Health Resources & Services Administration. https://data.hrsa.gov/tools/shortage-area/hpsa-find

IV. Community Input

The voices of the people of Booneville were central to the health needs assessment process. Mercy Hospital Booneville gathered community input through: surveys (online and printed), stakeholder focus groups, and community coalitions and stakeholder meetings.

Surveys

A survey, available in both hard copy and on-line formats, was designed by Qualtrics (data collection software application) to capture the perceptions and thoughts of community members regarding their community's health needs. To include the voices of those who may have had limited computer access, a concentrated effort was made to distribute printed surveys to the Rural Health Council partner organizations and Mercy coworkers. Over a 6-month time frame (July 2018 through December 2018), Mercy received 135 completed surveys from Logan County residents. A summary of health needs indicated by the survey responses follows, and a full report is included in Appendix A.

Top 5 most common health issues in your community (from most to least prevalent)
1. Alcohol/Substance Abuse
2. Prescription Drug Misuse
3. Smoking/Vaping
4. Obesity
5. Diabetes

Top 5 social issues that have the greatest effect on quality of life in your city.
1. Low income/poverty
2. Lack of job opportunities
3. Availability of childcare
4. Unemployment
5. Lack of health care providers

Top 5 risk behaviors that impact health in your city.
1. Alcohol/drug abuse
2. Smoking/Vaping
3. Untreated mental health issues
4. Lack of exercise
5. Poor eating habits

What services are needed in your community that are not currently available or accessible?
1. Substance Abuse Treatment
2. Mental Health Services
3. Healthy Cooking Classes
4. Physical Activity Classes
5. Aging Resources

Have you ever been told by a doctor, nurse, or other health professional that you have any of the following conditions?
1. High blood pressure
2. Overweight/obese
3. Depression or anxiety disorder
4. High cholesterol
5. Diabetes (not during pregnancy)

If you have children under the age of 21, have your children ever been diagnosed with any of the following?
1. Asthma/COPD
2. Depression or anxiety disorder
3. Overweight/obese
4. Other
5. Mental Health issues

Stakeholder Focus Groups

Mercy Booneville collaborated with different community-based organizations to listen to capture the voice of the various groups that were not represented within the survey results. The participants were selected by church leaders that were deemed to be civically engaged members of the community. The Community Health & Access co-workers utilized the Jefferson County Community Health Needs Assessment 2019 Facilitators Guide. The stakeholder focus group session was facilitated in Mercy Hospital Booneville November 8, 2018. This included 8 community members representing broad interests of the local population. The discussion session lasted 90 minutes and was recorded.

Community members representing Logan County demographics described different health issues and factors contributing to them. The facilitators posed various discussion questions to the focus groups, which you can find in Appendix A. The following questions are reflective of the communities:

What is the biggest health issue that affects you, your family, and neighbors in Logan County?
a. Not being able to get to a doctor
b. Overdoses/drugs
c. Issues with pain clinic
d. No wellness checks or preventative medicine for all ages
e. Mental health
f. Stress/anxiety especially in children

What stops you or people you know from receiving healthcare in Logan County?
a. Providers
b. Mental health – especially with drug recovery programs
c. No transportation to help get services
d. Schools need social workers/case manager to help navigate the system

In the last 12 months, have you or anyone you now ever experienced difficulties in the following areas: Transportation, worried about losing stable housing, having your utilities turned off, obtaining and keeping employment, obtaining child care?
   a.   Transportation for students to/from school
   b.   Evicted from HUD Houses
   c.   Job opportunities
   d.   Root of problems on drugs and substance use

Stakeholder Meetings

The Mercy Hospital Fort Smith has created the Rural Health Council made up of leaders from the different Mercy critical access hospitals – Booneville, Ozark, Paris, and Waldron – and Community Health and Access staff serving the entire region. This group collaborated and discussed the most impactful needs of the region that were within scope of change. The Rural Health Council pinpointed three main needs: access to care, behavioral health and nutrition.

V. Conducting the Needs Assessment

Primary Data
   a. Surveys – summarized in Section IV, full report in Appendix A
   b. Stakeholder Focus Groups – summarized in Section IV, full reports in Appendices B
   c. Stakeholder Meetings - summarized in Section IV
   d. Internal Mercy Hospital Booneville data

Secondary Data
   a. Published data (examples of sources are included in Section III)

Primary Data

Internal Mercy Hospital Booneville Data

To determine the degree to which Mercy Hospital Booneville's core competencies, or strengths, aligned with the community's health needs, data specific to the Hospital was considered in the CHNA process. The ten most common Mercy Hospital Booneville inpatient discharge diagnoses during FY2018 are detailed on the chart below.

MERCY HOSPITAL BOONEVILLE	Inpatient Discharges – Top Ten Causes

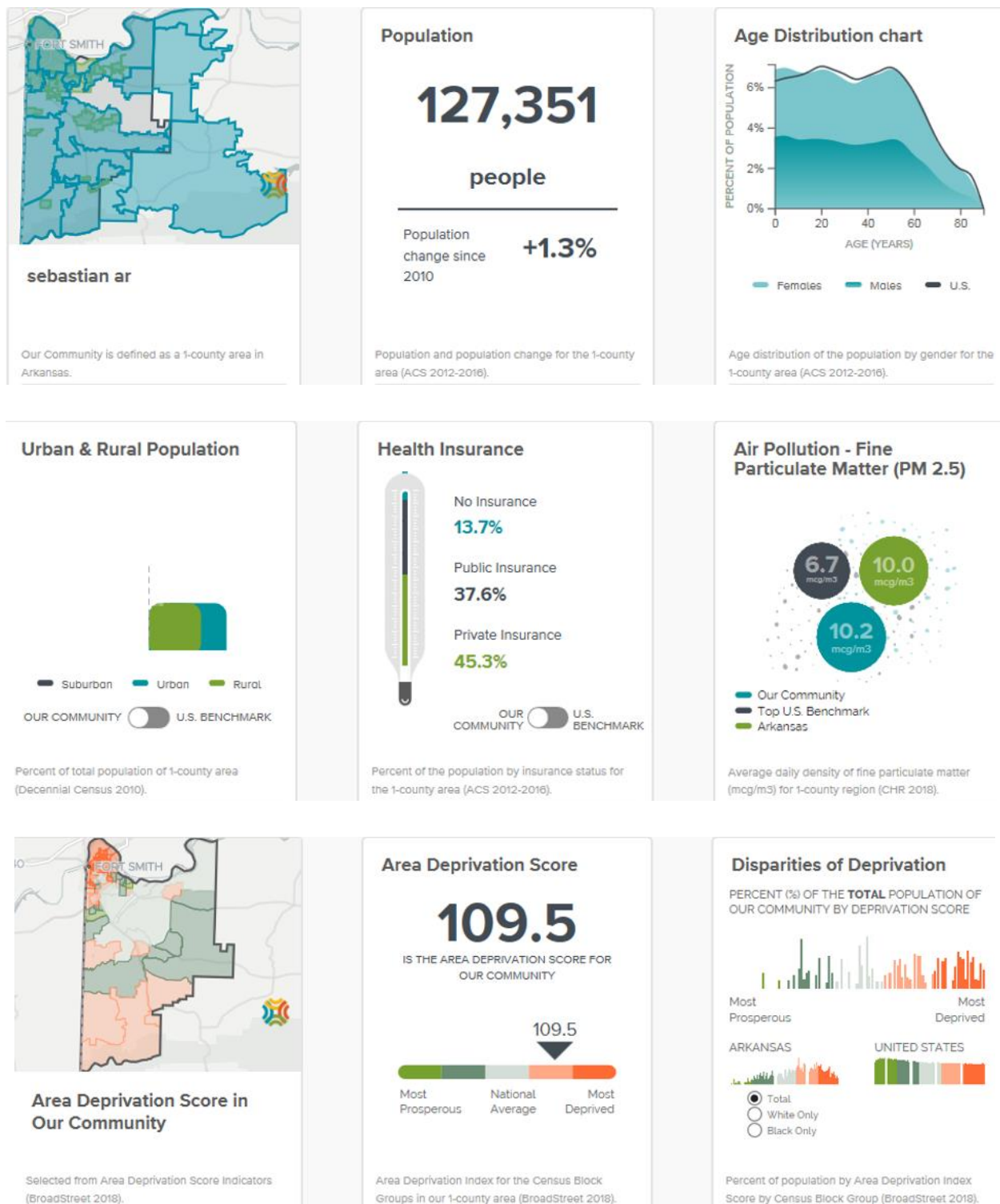**Top Inpatient Discharges**
July 1, 2017 – June 30, 2018
Note: Accounts for 52% of Mercy Hospital Booneville's 377 Total Inpatient Discharges

MSDRG Code	FY18 Inpatient Discharges	FY18 Total Discharges	% of Total Discharges	Age Breakouts				
				0-17	18-44	45-64	65-74	75+
194	SIMPLE PNEUMONIA & PLEURISY W CC	36	10%	0%	6%	28%	3%	64%
190	CHRONIC OBSTRUCTIVE PULMONARY DISEASE W MCC	28	7%	0%	4%	43%	14%	39%
690	KIDNEY & URINARY TRACT INFECTIONS W/O MCC	26	7%	0%	31%	4%	4%	62%
603	CELLULITIS W/O MCC	22	6%	0%	27%	36%	9%	27%
689	KIDNEY & URINARY TRACT INFECTIONS W MCC	19	5%	0%	0%	16%	32%	53%
189	PULMONARY EDEMA & RESPIRATORY FAILURE	17	5%	0%	0%	41%	29%	29%
195	SIMPLE PNEUMONIA & PLEURISY W/O CC/MCC	14	4%	0%	29%	21%	7%	43%
192	CHRONIC OBSTRUCTIVE PULMONARY DISEASE W/O CC/MCC	12	3%	0%	8%	75%	17%	0%
191	CHRONIC OBSTRUCTIVE PULMONARY DISEASE W CC	12	3%	0%	0%	33%	8%	58%
193	SIMPLE PNEUMONIA & PLEURISY W MCC	9	2%	0%	11%	11%	11%	67%

Source: Epic Hospital Billing Report

Secondary Data

Community Commons

sebastian ar

Population

127,351

people

Population change since 2010: **+1.3%**

Our Community is defined as a 1-county area in Arkansas.

Population and population change for the 1-county area (ACS 2012-2016).

Age Distribution chart

Age distribution of the population by gender for the 1-county area (ACS 2012-2016).

Urban & Rural Population

Suburban — Urban — Rural
OUR COMMUNITY / U.S. BENCHMARK

Percent of total population of 1-county area (Decennial Census 2010).

Health Insurance

No Insurance
13.7%

Public Insurance
37.6%

Private Insurance
45.3%

OUR COMMUNITY / U.S. BENCHMARK

Percent of the population by insurance status for the 1-county area (ACS 2012-2016).

Air Pollution - Fine Particulate Matter (PM 2.5)

6.7 mcg/m3   10.0 mcg/m3   10.2 mcg/m3

Our Community
Top U.S. Benchmark
Arkansas

Average daily density of fine particulate matter (mcg/m3) for 1-county region (CHR 2018).

Area Deprivation Score in Our Community

Selected from Area Deprivation Score Indicators (BroadStreet 2018).

Area Deprivation Score

109.5

IS THE AREA DEPRIVATION SCORE FOR OUR COMMUNITY

109.5

Most Prosperous   National Average   Most Deprived

Area Deprivation Index for the Census Block Groups in our 1-county area (BroadStreet 2018).

Disparities of Deprivation

PERCENT (%) OF THE **TOTAL** POPULATION OF OUR COMMUNITY BY DEPRIVATION SCORE

Most Prosperous   Most Deprived

ARKANSAS   UNITED STATES

○ Total
○ White Only
○ Black Only

Percent of population by Area Deprivation Index Score by Census Block Group (BroadStreet 2018).

Race & Ethnicity

71.02%
White
Non Hispanic

OUR COMMUNITY ( ) U.S. BENCHMARK

Race and ethnicity by percent of total population
for the 1-county area (ACS 2012-2016).

Low Income Status

34.5% of people in **Our Community** are low income*

OUR COMMUNITY ( ) U.S. BENCHMARK

Percent of population living below 150% federal
poverty level in the 1-county area (ACS 2012-2016).

County Health Rankings

Logan County AR
County Health Rankings

CATEGORY (RANK)	LOGAN COUNTY	ERROR MARGIN	TOP U.S. PERFORMERS	ARKANSAS
HEALTH BEHAVIORS (53)				
Adult Smoking	20%	19-21%	14%	24%
Adult Obesity	30%	33-46%	26%	35%
Food Environment Index	7.3		8.6	5.2
Physical Inactivity	34%	27-42%	20%	32%
Access to Exercise Opportunities	70%		91%	66%
Excessive Drinking	15%	14-16%	13%	16%
Alcohol-Impaired Driving Deaths	41%	28-53%	13%	27%
Sexually Transmitted Infections	332.5		145.1	545
Teen Births	57	51-64	15	44
CLINICAL CARE (33)				
Uninsured	11%	10-13%	6%	11%
Primary Care Physicians	4,340:1		1,030:1	1,520:1
Dentists	2,720:1		1,280:1	2,220:1
Mental Health Providers	4,360:1		330:1	490:1
Preventable Hospital Stays	62	51-72	35	62
Diabetic Screening	87%	77-97%	91%	84%
Mammorgraphy Screening	59%	49-68%	71%	58%
SOCIAL & ECONOMIC FACTORS (25)				
High School Graduation	94%		95%	85%
Some College	44%	37-50%	72%	57%
Unemployment	4.6%		3.2%	4%
Children in Poverty	28%	20-36%	12%	24%
Income Inequality	4.1	3.5-4.8	3.7	4.8

Children in Single-Parent Households	30%	22-38%	20%	36%
Social Associations	12.4		22.1	12
Violent Crime Rate	242		62	470
Injury Deaths	89	73-109	55	79
PHYSICAL ENVIRONMENT (34)				
Air-Pollution Particulate Matter	9.8		6.7	10.1
Drinking Water Violations	Yes			
Severe Housing Problems	10%	8-12%	9%	15%
Driving Alone to Work	82%	80-85%	72%	83%
Long Commute - Driving Alone	37%	32-42%	15%	26%

Health Professional Shortage Area

Discipline	HPSA ID	HPSA Name	Designation Type	Primary State Name	HPSA FTE	HPSA Score	Status	Rural Status	Designation Date	Update Date
Primary Care	1057675398	Low Income - Logan County	Low Income Population HPSA	Arkansas	2.74	9	Designated	Rural	05/16/2012	10/28/2017

	Component State Name	Component County Name	Component Name	Component Type		Component GEOID		Component Rural Status		
	Arkansas	Logan County	Logan	Single County		05083		Rural		

Discipline	HPSA ID	HPSA Name	Designation Type	Primary State Name	HPSA FTE	HPSA Score	Status	Rural Status	Designation Date	Update Date
Primary Care	105999050A	River Valley Primary Care Services	Federally Qualified Health Center	Arkansas	0	15	Designated	Rural	10/26/2002	01/31/2013
Primary Care	10599905A4	Booneville Community and Family Medical Clinic	Rural Health Clinic	Arkansas	0	11	Designated	Rural	12/07/2007	05/13/2014
Dental Health	6059990520	River Valley Primary Care Services	Federally Qualified Health Center	Arkansas	0	17	Designated	Rural	10/26/2002	01/31/2013
Dental Health	6059990522	Booneville Community and Family Medical Clinic	Rural Health Clinic	Arkansas	0	18	Designated	Rural	12/07/2007	05/13/2014
Mental Health	7059494347	Mental Health Catchment Area-Fort Smith	Low Income Population HPSA	Arkansas	1.56	18	Designated	Partially Rural	04/13/2017	04/13/2017

	Component State Name	Component County Name	Component Name	Component Type		Component GEOID		Component Rural Status		
	Arkansas	Logan County	Logan	Single County		05083		Rural		

Discipline	HPSA ID	HPSA Name	Designation Type	Primary State Name	HPSA FTE	HPSA Score	Status	Rural Status	Designation Date	Update Date
Mental Health	7059990526	River Valley Primary Care Services	Federally Qualified Health Center	Arkansas	0	22	Designated	Rural	10/26/2002	01/31/2013
Mental Health	7059990541	Booneville Community and Family Medical Clinic	Rural Health Clinic	Arkansas	0	22	Designated	Rural	12/07/2007	05/13/2014

VI. Prioritizing Significant Community Health Needs

Analysis of data from state and national sources was utilized in conjunction with local surveys, focus groups and stakeholder meetings. Prioritization of needs was determined by the Mercy Fort Smith Community Health & Access coworkers. The top health needs to the Booneville community are: access to care, behavioral health and nutrition.

Access to Care

While facilitating local community focus groups with our marginalized population we discovered that much of the community lacked the resources for obtaining health care services. This remains an issue due to the underinsured or completely uninsured status along with other obstacles to care like transportation. The Logan County Primary Care Physician/Citizen ratio of 4,340:1 far exceeds that of the Arkansas ratio 1,520:1. Accompanying the healthcare coverage issues are the socioeconomic barriers. The $44,030 median family income of the Logan County community stands about ten thousand dollars less than the state income.

Behavioral Health

Local focus groups, meetings and surveys along with national and state data highlight the need for behavioral health. There is an increasing number of youth and adults in the community that are experiencing anxiety problems, suicidal thoughts, and substance abuse. The stakeholder focus group discussion highlighted access Mental Health services was lacking, which is supported by the designation of a Mental Health Provider Shortage area by the Health Resources & Services Administration. These community members also talked about how substance use remains the top social behavior impacting the Booneville region. The substance abuse health crisis is magnified by the prevalence of foster care and high recidivism within the community.

Nutrition

The community voice raised various times that nutrition remains extremely impactful. Both local surveys and focus groups put that poor eating habits was the top risk behavior seen in their community and healthy cooking classes being unavailable to help find solutions to these habits. The obesity and diabetes epidemic hitting the region has various causes, one of which is healthy eating and nutrition. The access to fast food and high-caloric/nutrient-poor options also contributes to the weight and chronic health condition prevalence in Booneville.

VII. Significant Community Health Needs Not Being Addressed

Three assessed health issues identified in the 2019 CHNA process—COPD, housing, unemployment—were not chosen as priority focus areas for development of implementation strategies due to Mercy's current lack of resources available to address these needs. These issues will be addressed indirectly in implementation strategies developed to meet the prioritized needs in areas that may overlap. For example, efforts to reduce the incidence of obesity in the community may also reduce the incidence of cancer. Additionally, related community partnerships, evidence-based programming, and sources of financial and other resources will be explored during the next three-year CHIP cycle. Mercy Booneville will consider focusing on these issues should resources become available. Until then, Mercy Booneville will support, as able, the efforts of partner agencies and organizations currently working to address these needs within the community.

VIII. Potentially Available Resources

Mercy Booneville collaborates with many local community agencies and organizations that have similar missions and personnel dedicated to improving the health and quality of life for individuals within Logan County. Certain partners prioritize similar health needs as addressed in this Community Health Needs Assessment. Some of these partners include:

Access to Care

- Booneville Elementary School Clinic

Behavioral Health

- Western Arkansas Guidance Center

Nutrition

- Booneville School District
- Booneville First Baptist Church

IX. Evaluation of Impact

The 2016 community health needs assessment identified three priority health areas: Lung Disease, Cardiovascular Disease, and Mental Health. A community health improvement plan was developed and implemented to address these significant needs. Mercy Booneville developed and implemented a variety of programs and initiatives to address the needs identified in the 2016 CHNA.

Lung Disease

Mercy Hospital Booneville provides the sole opportunity in the community for respiratory therapy services with the pulmonary specialist coworker. Also, health education regarding preventative measures for various lung illnesses were provided in various health fairs

Cardiovascular Disease

Mercy Hospital Booneville provides the sole opportunity in the community for cardiac therapy services with the cardiology specialist coworker.

Mental Health

Mercy Booneville has seen the need for behavioral health in its community. The partnership with Western Arkansas Guidance Center allows patients to receive certain behavioral health services.

X. References

Logan County Community Indicators. Community Commons Institute for People, Place and Possibility, 2019. Center for Applied Research and Environmental Systems; and Community Initiatives. www.communitycommons.org

Logan County Health Rankings. County Health Rankings 2019. The University of Wisconsin-Population Health Institute and the Robert Wood Johnson Foundation. www.countyhealthrankings.org

Logan County Health Professional Shortage Area Find, 2019. Health Resources & Services Administration. https://data.hrsa.gov/tools/shortage-area/hpsa-find

ED and Inpatient Reports, 2017. Mercy Booneville Hospital.

Mercy Booneville Health Survey, 2018.

XI. Appendices

Booneville 2019

2018-CHNA Ministry-wide
May 10th 2019, 9:32 am CDT

Q1 - Mercy would like your feedback on the health issues that impact the quality of life where you live. The results will guide our efforts to design programs and services that best meet the needs of the communities we serve. Your answers are completely anonymous. We look forward to your feedback. First, we'd like to know a bit about you. Please select your preferred language from the drop down box in the upper right corner. Please select the state where you receive most of your health care:

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Mercy would like your feedback on the health issues that impact the quality of life where you live. The results will guide our efforts to design programs and services that best meet the needs of the communities we serve. Your answers are completely anonymous. We look forward to your feedback. First, we'd like to know a bit about you. Please select your preferred language from the drop down box in the upper right corner. Please select the state where you receive most of your health care:	1.00	1.00	1.00	0.00	0.00	135

#	Answer	%	Count
1	Arkansas	100.00%	135
2	Kansas	0.00%	0
4	Missouri	0.00%	0
6	Oklahoma	0.00%	0
	Total	100%	135

Q2 - Please select the ARKANSAS COUNTY where you receive most of your health care.
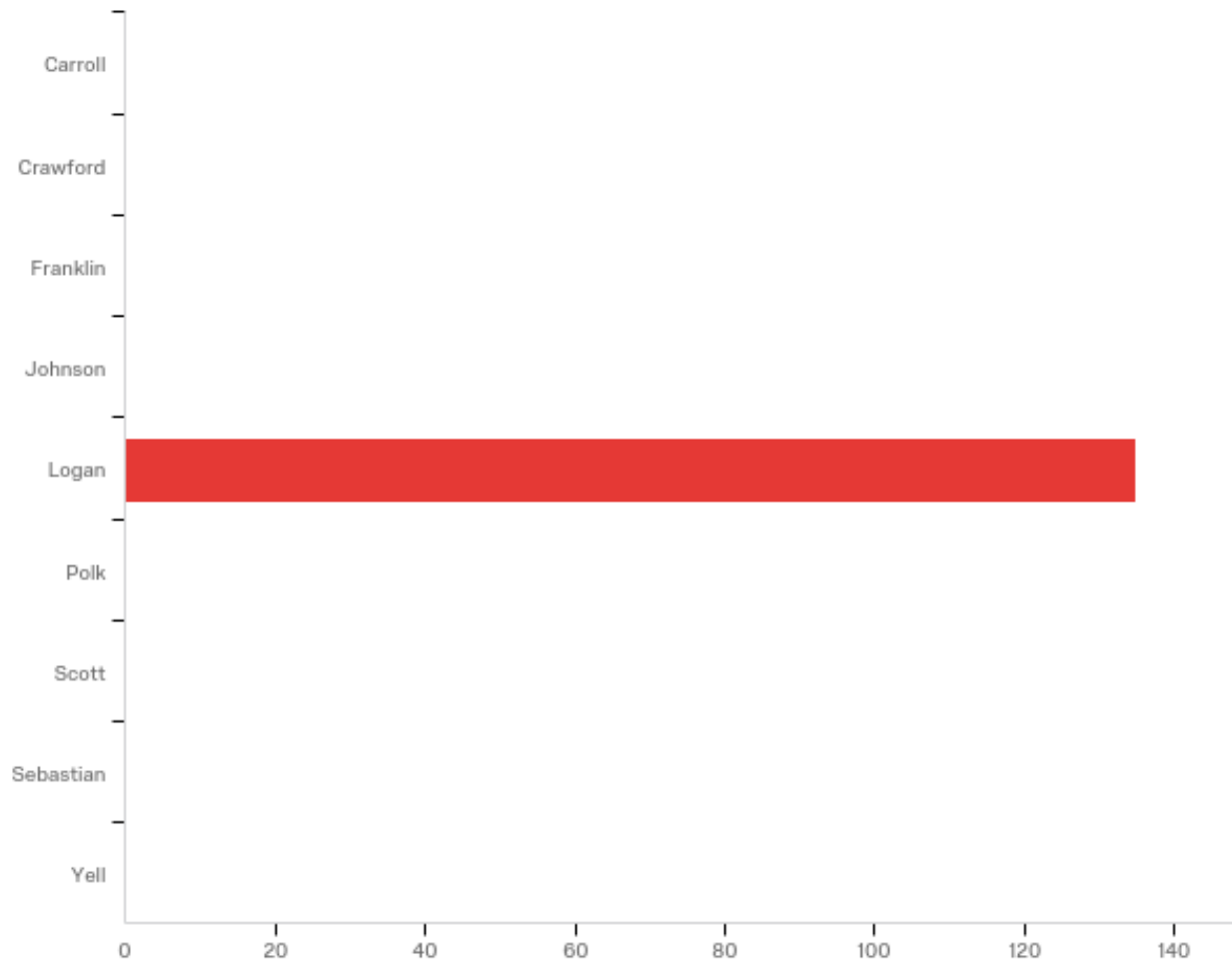
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please select the ARKANSAS COUNTY where you receive most of your health care.	24.00	24.00	24.00	0.00	0.00	135

#	Answer	%	Count
1	Carroll	0.00%	0
23	Crawford	0.00%	0
26	Franklin	0.00%	0

28	Johnson	0.00%	0
24	Logan	100.00%	135
27	Polk	0.00%	0
25	Scott	0.00%	0
22	Sebastian	0.00%	0
29	Yell	0.00%	0
	Total	100%	135

Q6 - Please enter your zip code in the space provided:

Please enter your zip code in the space provided:

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Q7 - Please select the age range that best fits you.
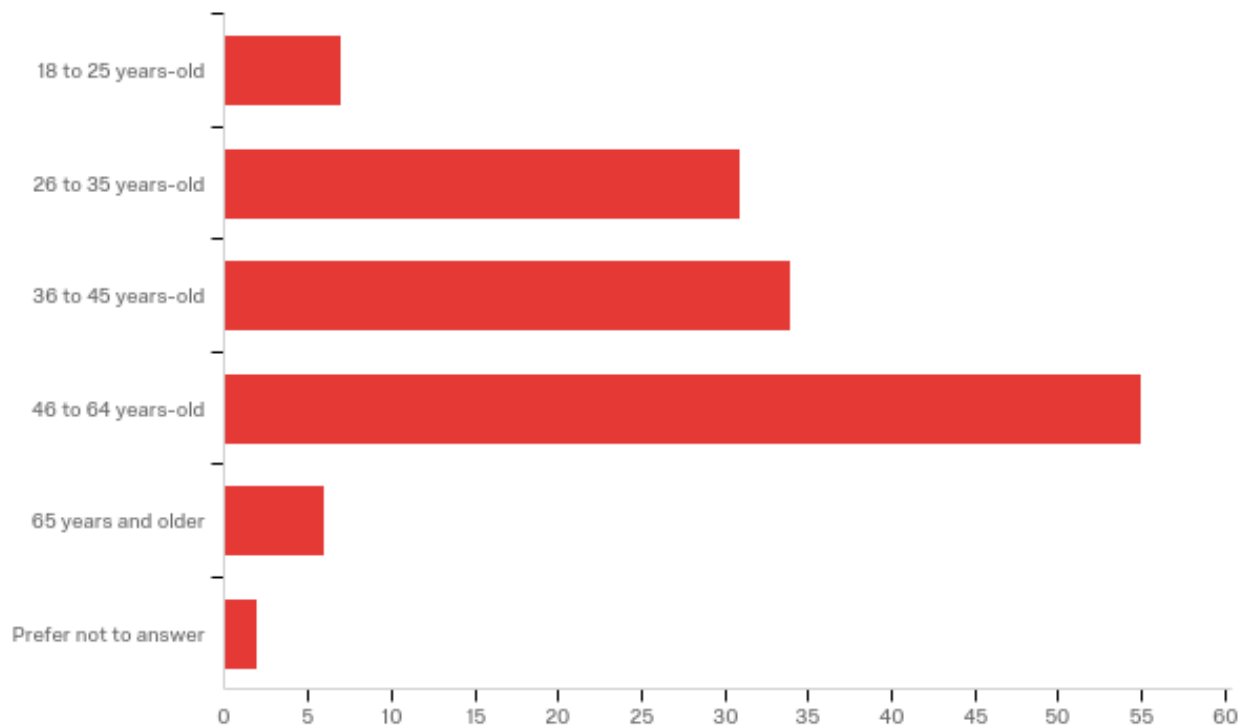
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please select the age range that best fits you.	1.00	6.00	3.21	1.05	1.11	135

#	Answer	%	Count
1	18 to 25 years-old	5.19%	7
2	26 to 35 years-old	22.96%	31
3	36 to 45 years-old	25.19%	34
4	46 to 64 years-old	40.74%	55
5	65 years and older	4.44%	6
6	Prefer not to answer	1.48%	2
	Total	100%	135

Q8 - What is your gender identity?
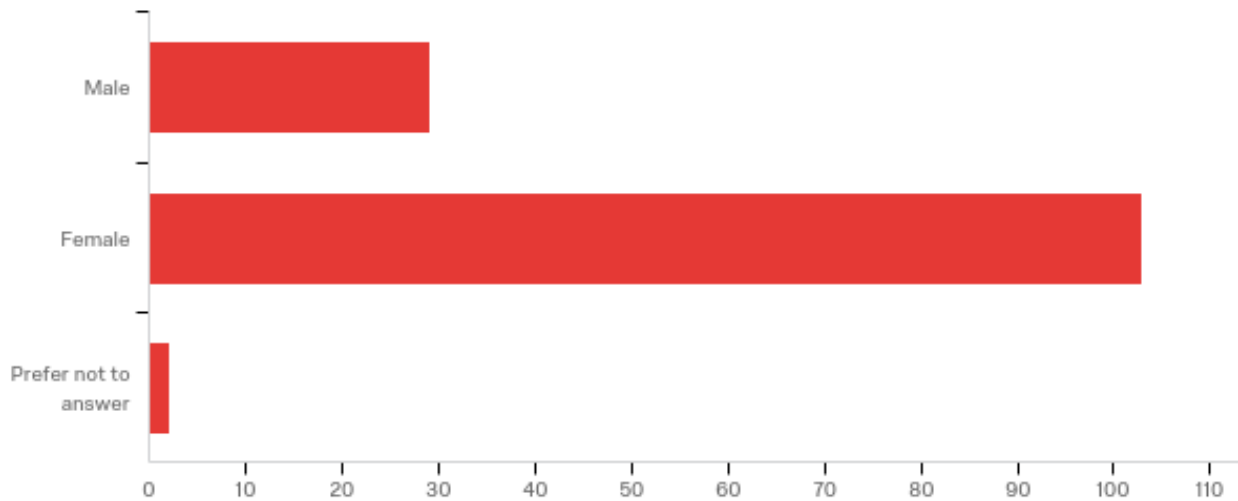
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your gender identity?	1.00	6.00	1.84	0.66	0.43	134

#	Answer	%	Count
1	Male	21.64%	29
2	Female	76.87%	103
6	Prefer not to answer	1.49%	2
	Total	100%	134

Q9 - Please choose the race/ethnicity that best fits you. Select all that apply or you can simply choose "prefer not to answer."
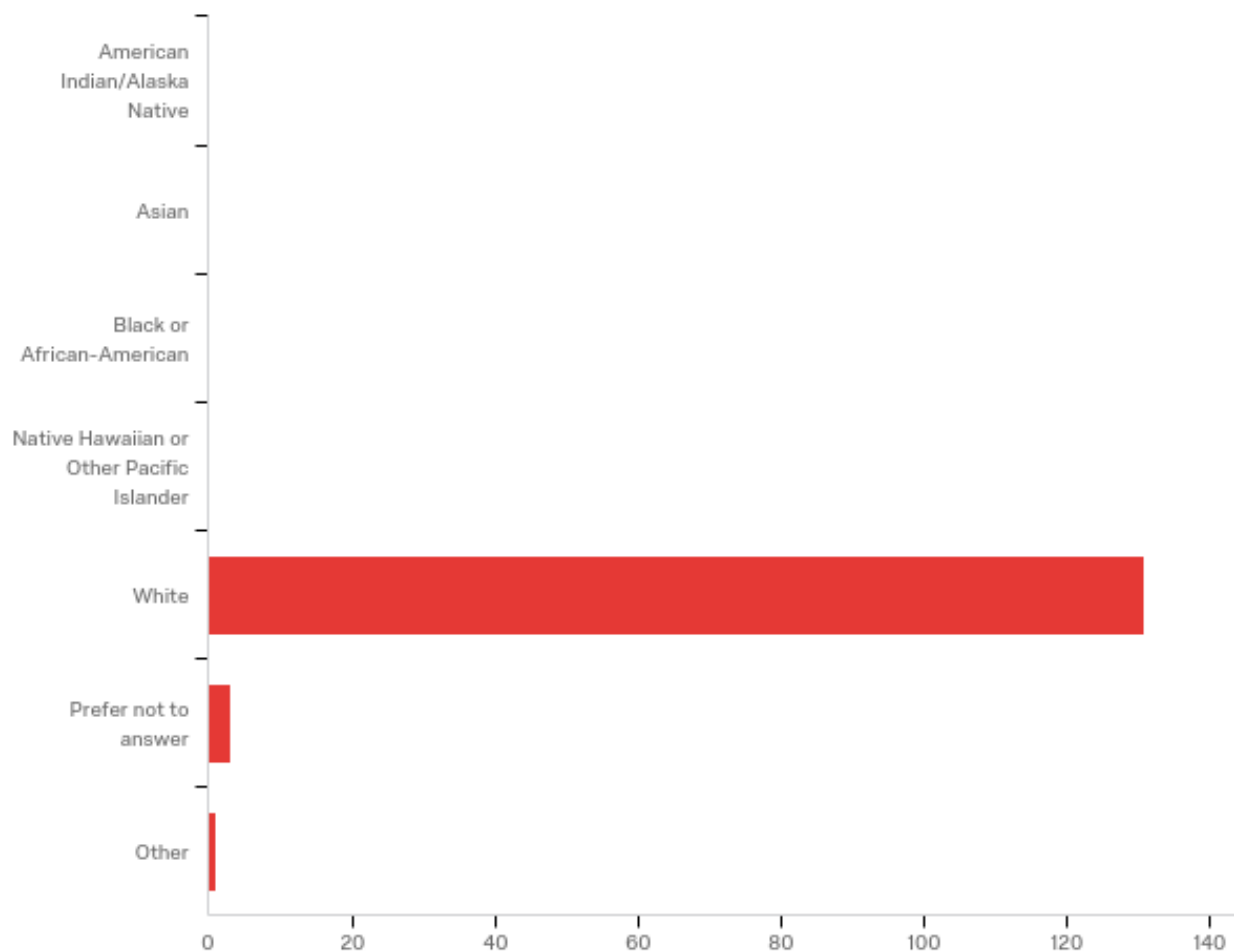
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please choose the race/ethnicity that best fits you. Select all that apply or you can simply choose "prefer not to answer." - Selected Choice	4.00	8.00	4.07	0.45	0.20	135

#	Answer	%	Count
5	American Indian/Alaska Native	0.00%	0
2	Asian	0.00%	0

1	Black or African-American	0.00%	0
7	Native Hawaiian or Other Pacific Islander	0.00%	0
4	White	97.04%	131
6	Prefer not to answer	2.22%	3
8	Other	0.74%	1
	Total	100%	135

Q9_8_TEXT - Other
Other - Text

Q10 - Do you identify yourself as Hispanic or Latino?
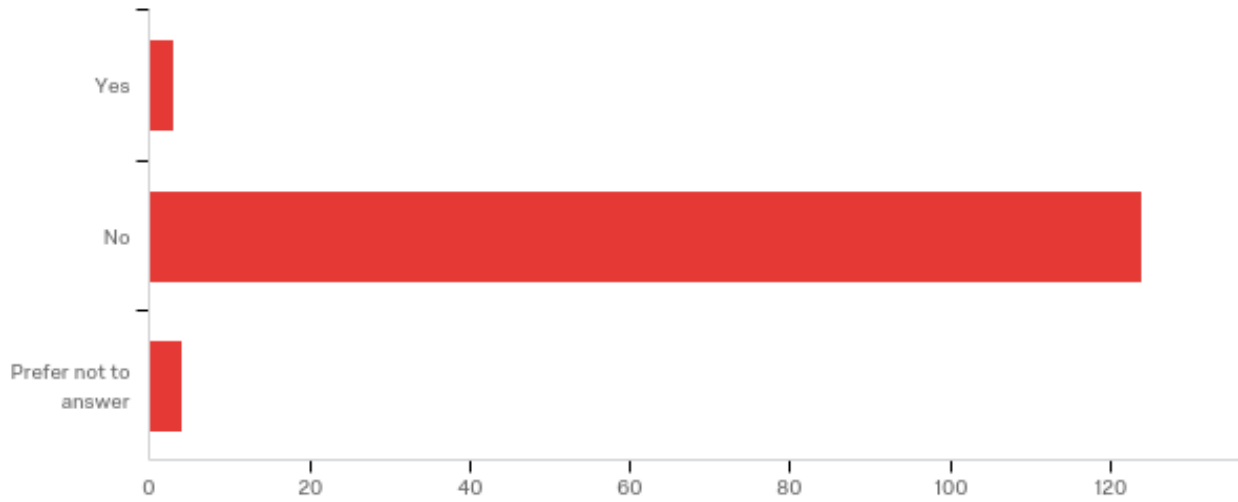
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you identify yourself as Hispanic or Latino?	1.00	3.00	2.01	0.23	0.05	131

#	Answer	%	Count
1	Yes	2.29%	3
2	No	94.66%	124
3	Prefer not to answer	3.05%	4
	Total	100%	131

Q11 - Please select the education level that best describes you.
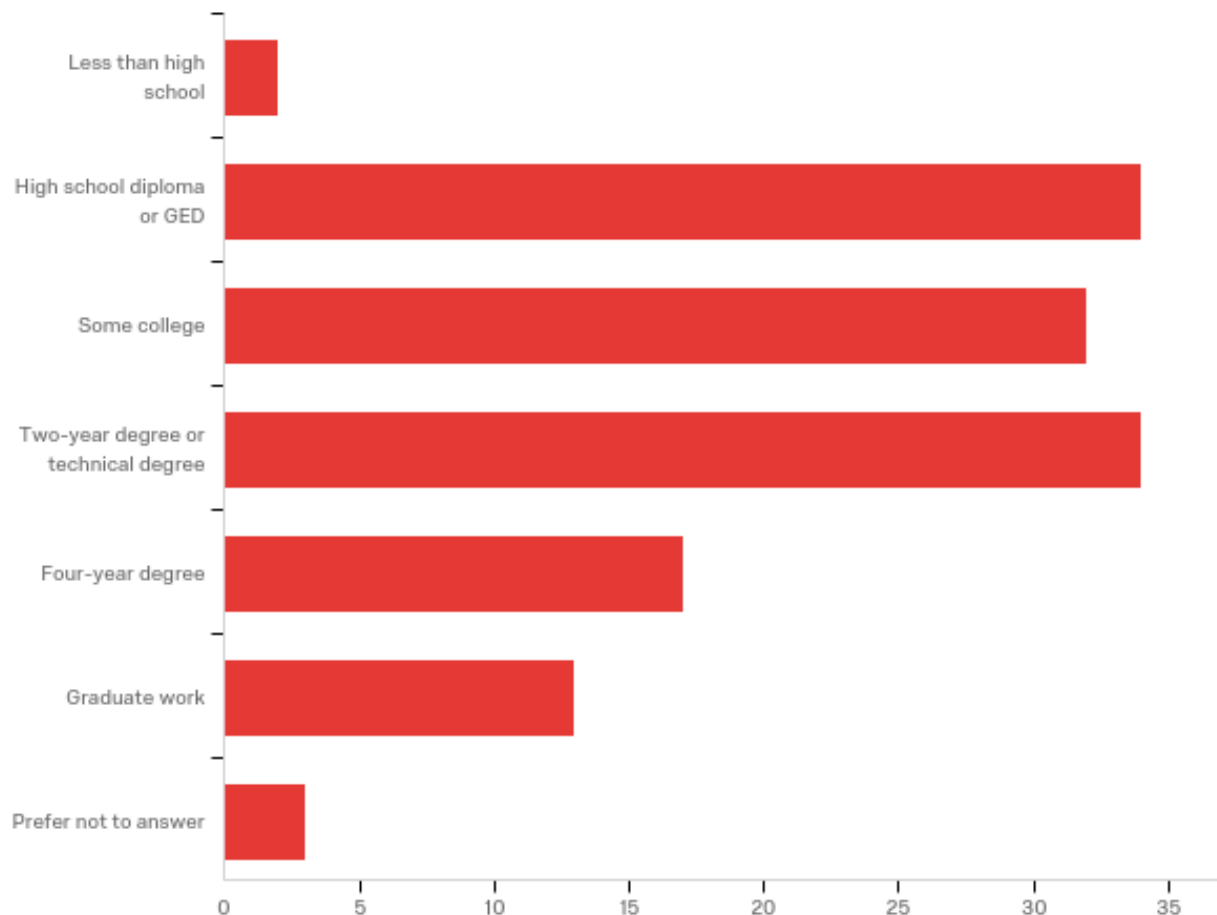
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please select the education level that best describes you.	2.00	15.00	5.25	3.56	12.65	135

#	Answer	%	Count
7	Less than high school	1.48%	2
2	High school diploma or GED	25.19%	34
4	Some college	23.70%	32
5	Two-year degree or technical degree	25.19%	34

6		Four-year degree	12.59%	17
14		Graduate work	9.63%	13
15		Prefer not to answer	2.22%	3
		Total	100%	135

Q12 - Last year, what was your total household income from all sources, before taxes?
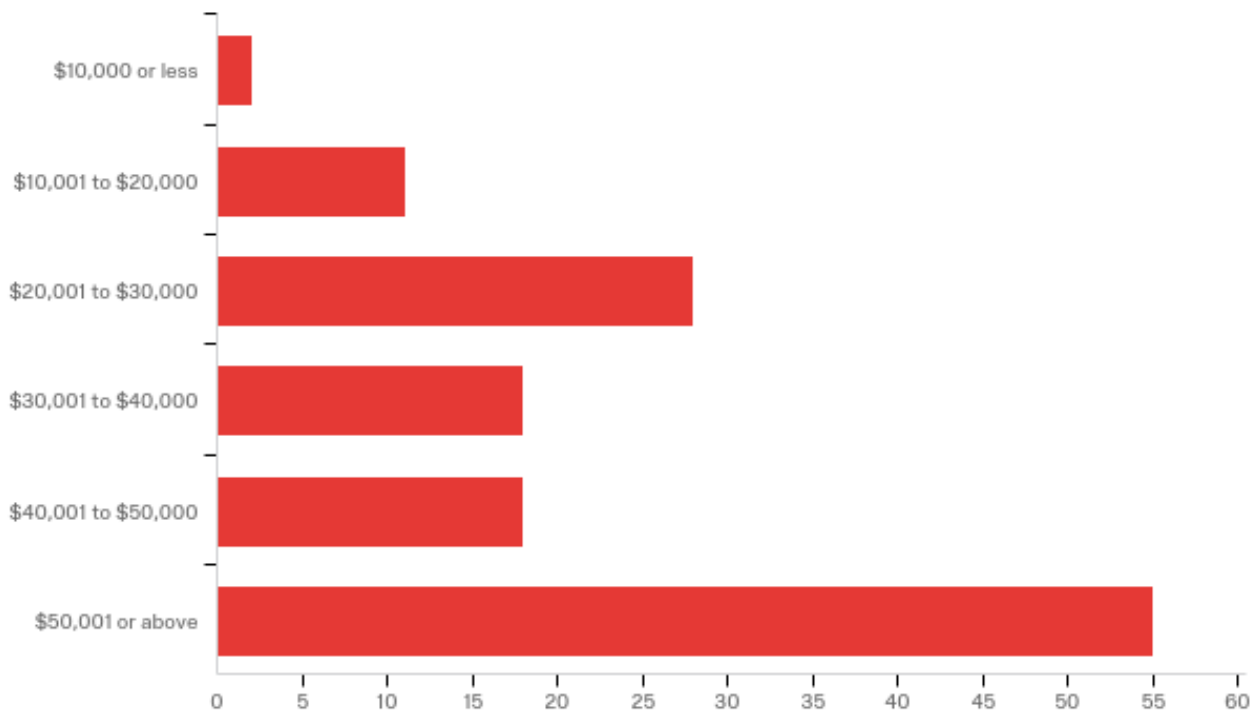
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Last year, what was your total household income from all sources, before taxes?	1.00	6.00	4.55	1.48	2.19	132

#	Answer	%	Count
1	$10,000 or less	1.52%	2
2	$10,001 to $20,000	8.33%	11
3	$20,001 to $30,000	21.21%	28
4	$30,001 to $40,000	13.64%	18
5	$40,001 to $50,000	13.64%	18
6	$50,001 or above	41.67%	55
	Total	100%	132

Q13 - If you have children 21 years of age or younger, how old are they? (Check all that apply)
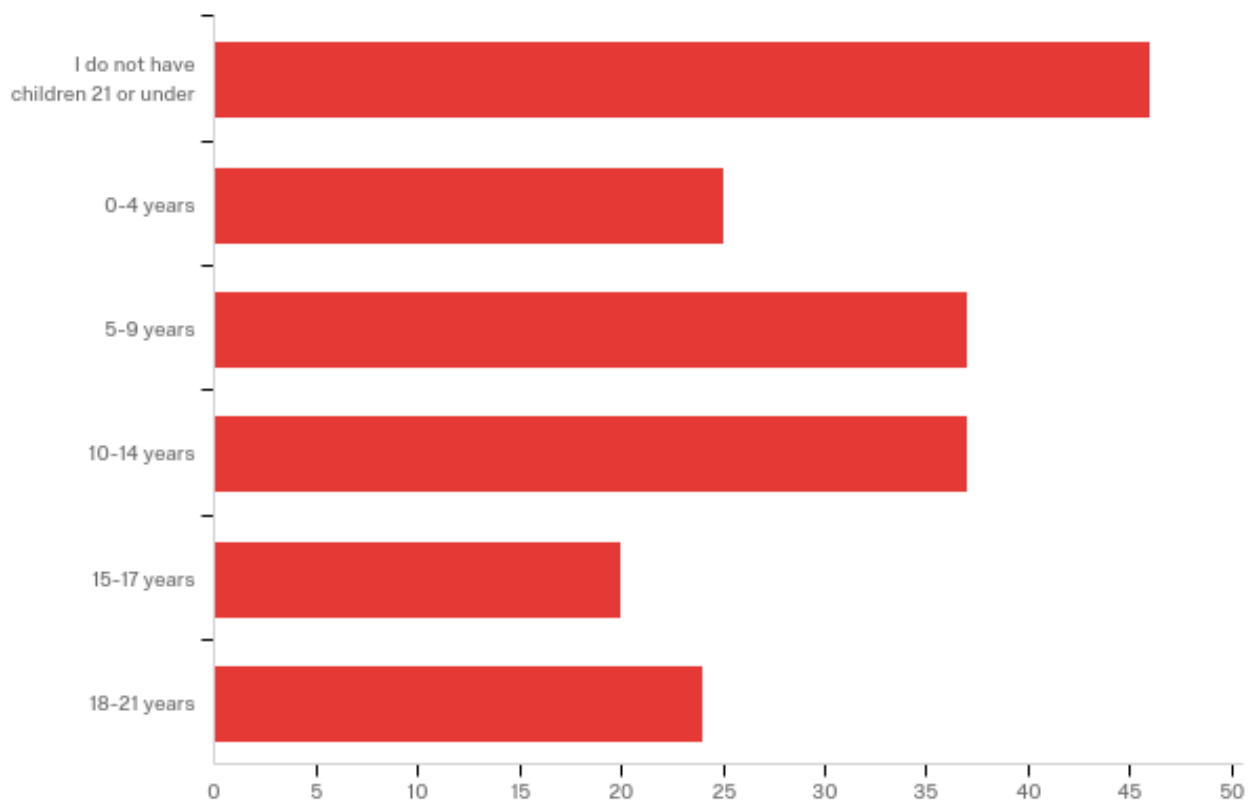
#	Answer	%	Count
1	I do not have children 21 or under	24.34%	46
2	0-4 years	13.23%	25
3	5-9 years	19.58%	37
4	10-14 years	19.58%	37
5	15-17 years	10.58%	20
6	18-21 years	12.70%	24
	Total	100%	189

Q14 - Are you currently, or have you ever been, without stable housing? This includes sleeping in a tent, car, camper, make-shift shelter, couch surfing, etc.
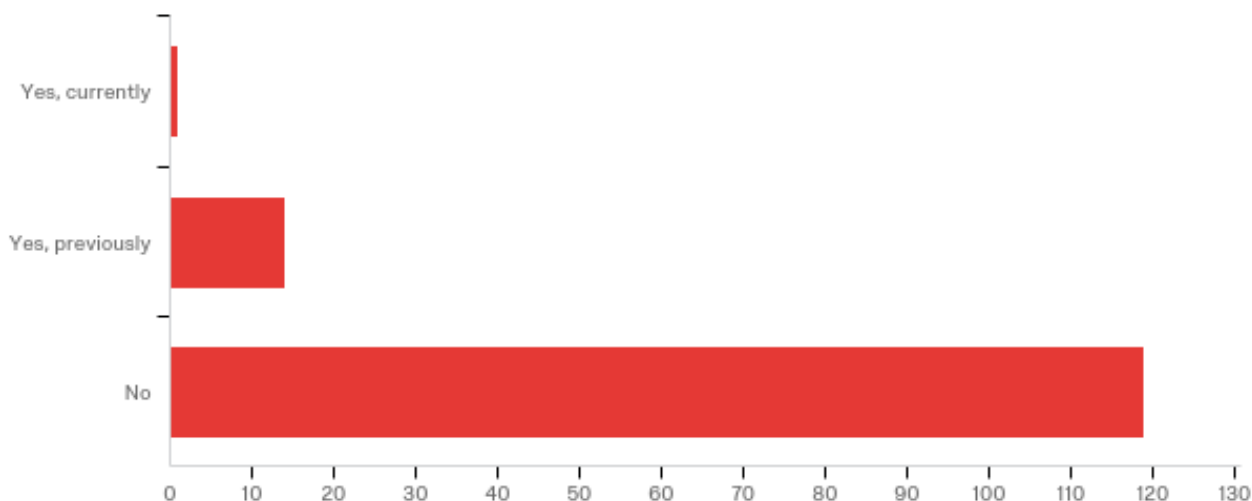
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you currently, or have you ever been, without stable housing? This includes sleeping in a tent, car, camper, make-shift shelter, couch surfing, etc.	1.00	10.00	9.83	0.82	0.68	134

#	Answer	%	Count
1	Yes, currently	0.75%	1
9	Yes, previously	10.45%	14
10	No	88.81%	119
	Total	100%	134

Q15 - What is your housing status?
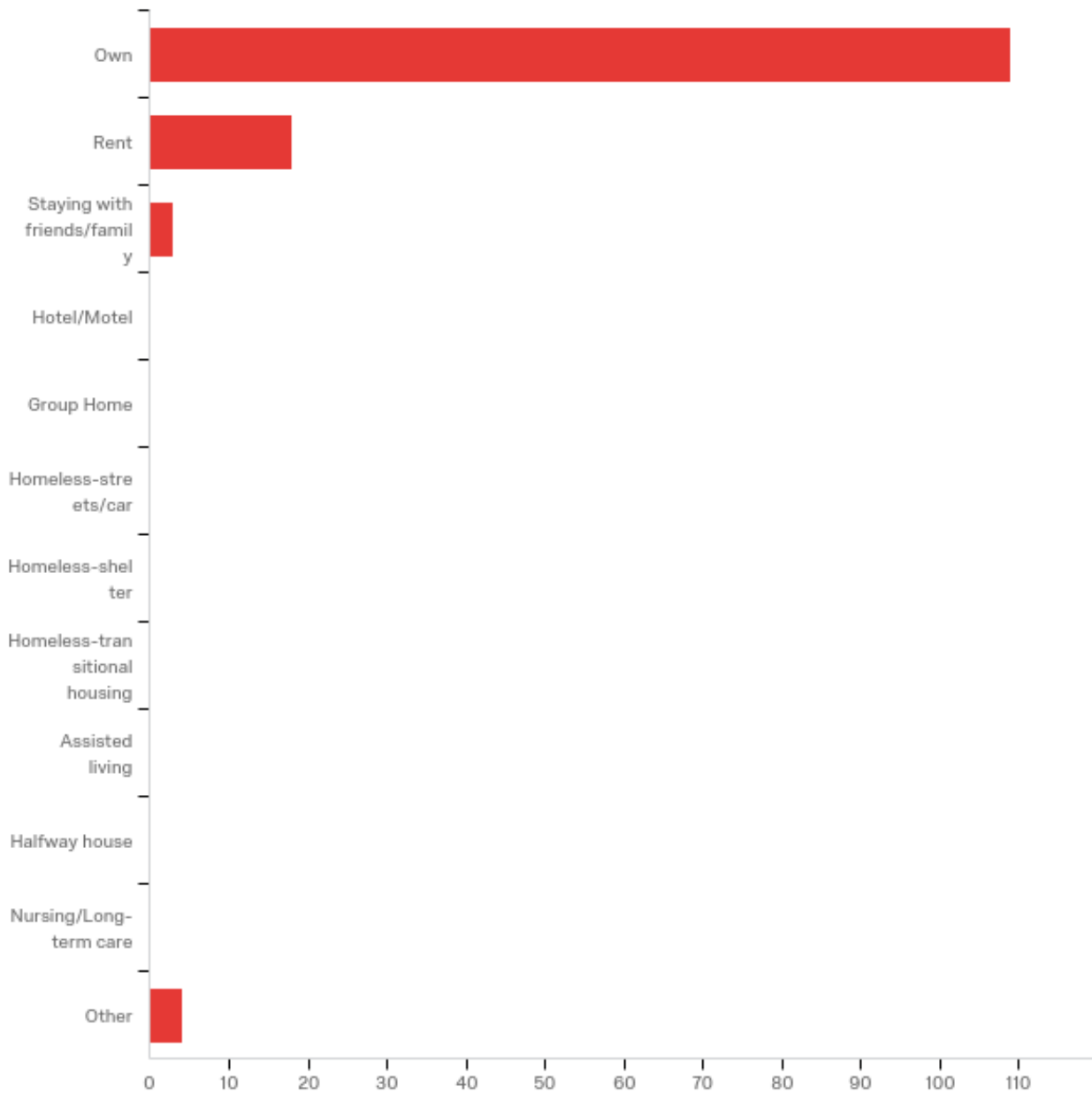
#	Answer	%	Count
1	Own	81.34%	109
2	Rent	13.43%	18
3	Staying with friends/family	2.24%	3
4	Hotel/Motel	0.00%	0

5	Group Home	0.00%	0
6	Homeless-streets/car	0.00%	0
9	Homeless-shelter	0.00%	0
7	Homeless-transitional housing	0.00%	0
8	Assisted living	0.00%	0
10	Halfway house	0.00%	0
11	Nursing/Long-term care	0.00%	0
12	Other	2.99%	4
	Total	100%	134

Q15_12_TEXT - Other

Other - Text

Income Based

significant other owns home

Q16 - How would you rate your own health?
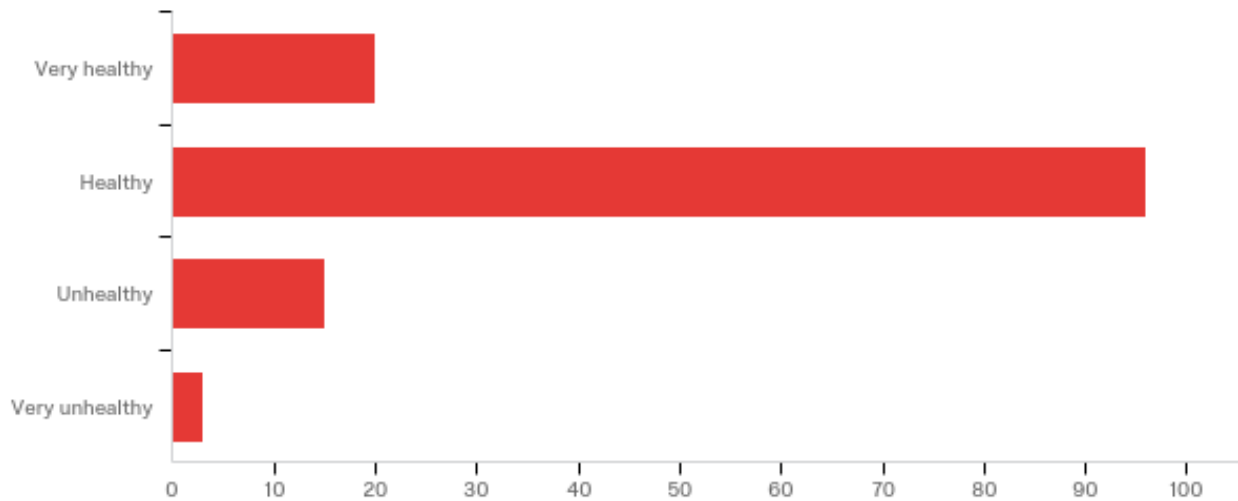
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How would you rate your own health?	1.00	4.00	2.01	0.59	0.35	134

#	Answer	%	Count
1	Very healthy	14.93%	20
2	Healthy	71.64%	96
3	Unhealthy	11.19%	15
4	Very unhealthy	2.24%	3
	Total	100%	134

Q17 - Have you ever been told by a doctor, nurse, or other health professional that you have any of the following conditions? (Select all that apply)
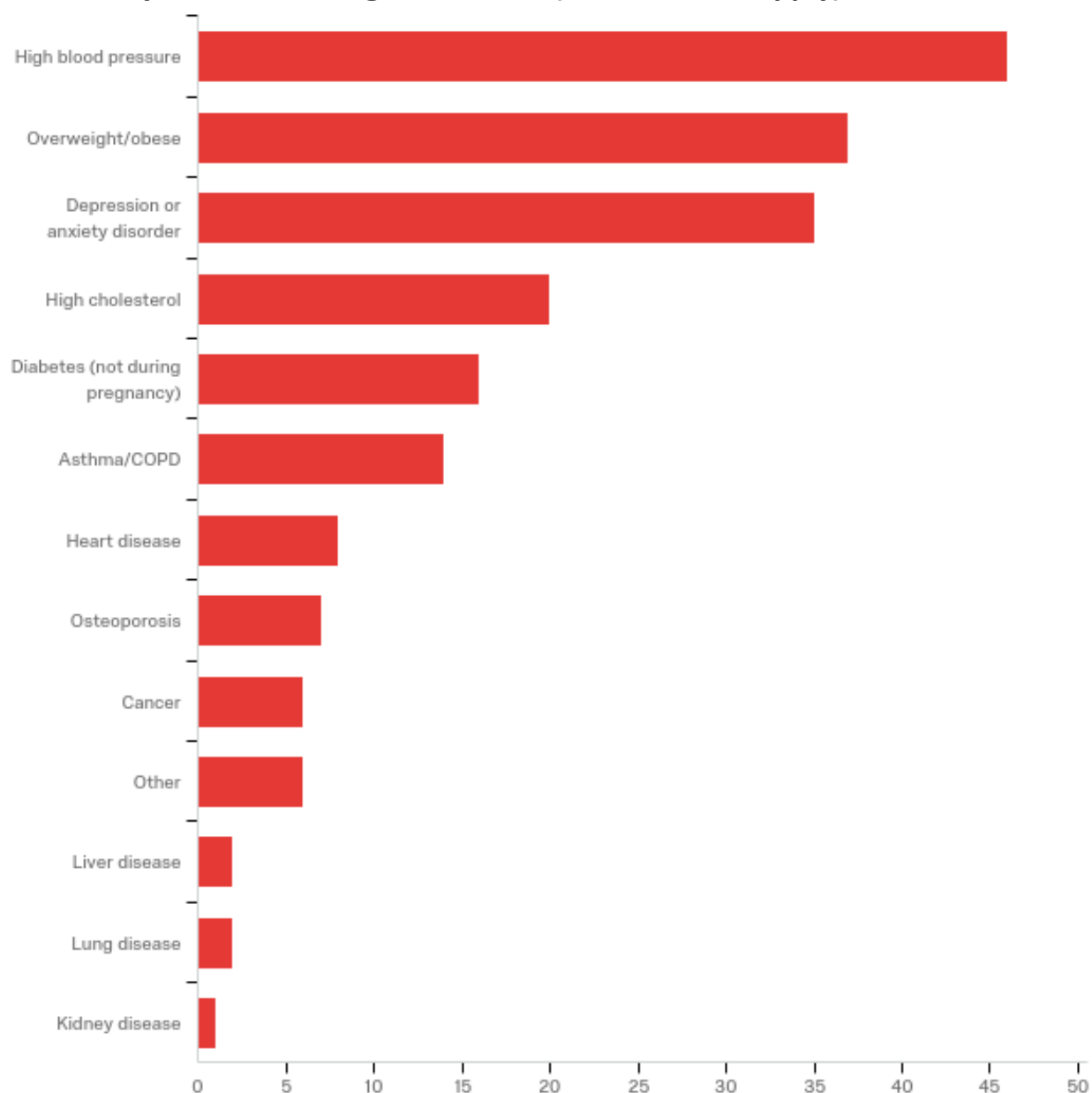
#	Answer	%	Count
1	Diabetes (not during pregnancy)	8.00%	16
3	High blood pressure	23.00%	46
13	Depression or anxiety disorder	17.50%	35

2		Asthma/COPD	7.00%	14
4		Osteoporosis	3.50%	7
5		High cholesterol	10.00%	20
6		Overweight/obese	18.50%	37
7		Kidney disease	0.50%	1
8		Heart disease	4.00%	8
9		Liver disease	1.00%	2
10		Cancer	3.00%	6
11		Lung disease	1.00%	2
12		Other	3.00%	6
		Total	100%	200

Q17_12_TEXT - Other

Other - Text

Asl (lupus)

Colitis

RA

chronic migraine

arthritis

Q18 - If you have children under the age of 21, have your children ever been diagnosed with any of the following ? (Select all that apply)
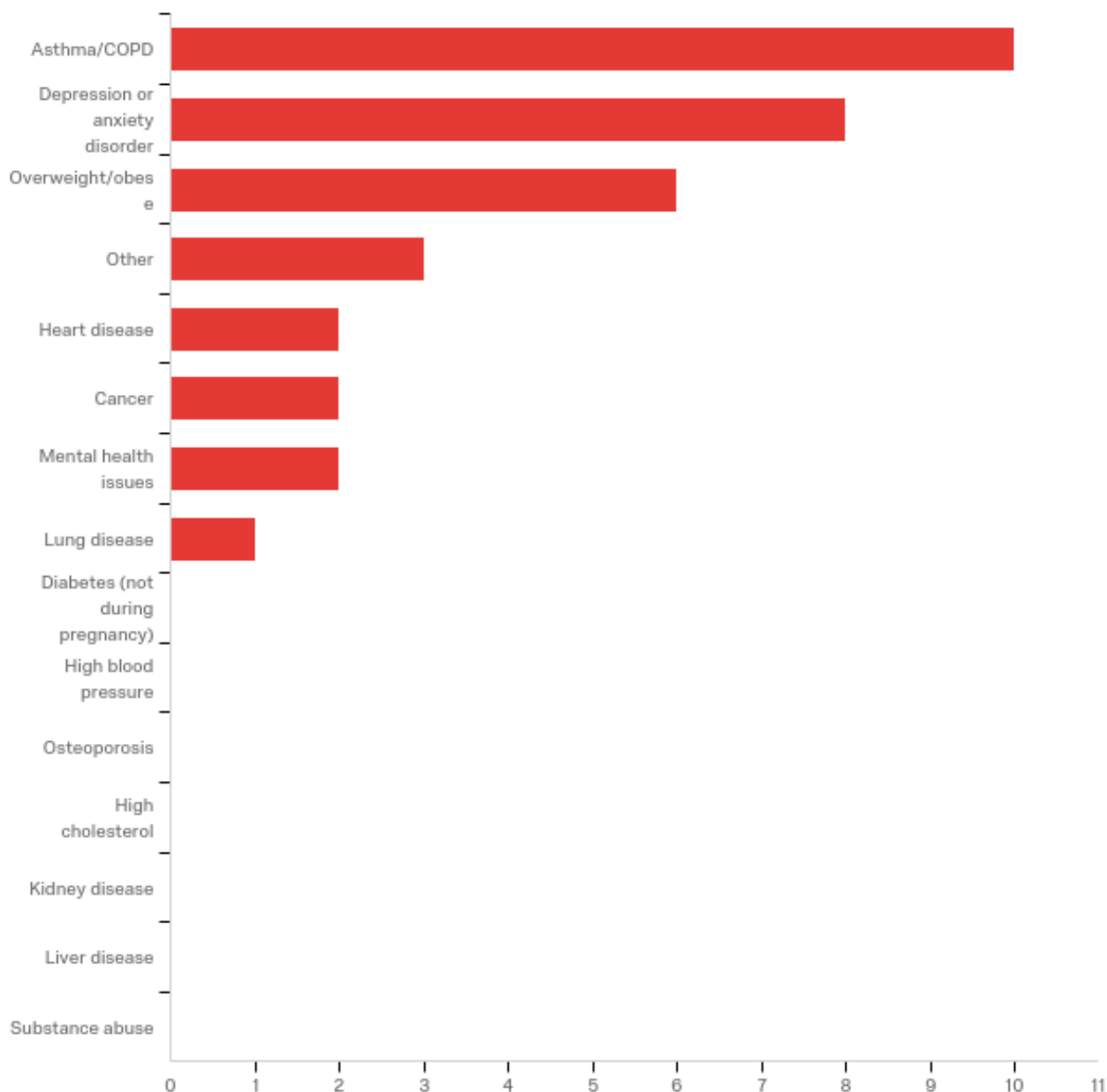
#	Answer	%	Count
1	Diabetes (not during pregnancy)	0.00%	0
3	High blood pressure	0.00%	0
13	Depression or anxiety disorder	23.53%	8

2	Asthma/COPD	29.41%	10
4	Osteoporosis	0.00%	0
5	High cholesterol	0.00%	0
6	Overweight/obese	17.65%	6
7	Kidney disease	0.00%	0
8	Heart disease	5.88%	2
9	Liver disease	0.00%	0
10	Cancer	5.88%	2
11	Lung disease	2.94%	1
14	Mental health issues	5.88%	2
15	Substance abuse	0.00%	0
12	Other	8.82%	3
	Total	100%	34

Q18_12_TEXT - Other

Other - Text

Adhd

Cerebral Palsy

hyperactive

Q19 - Where do you get most of your health-related information?
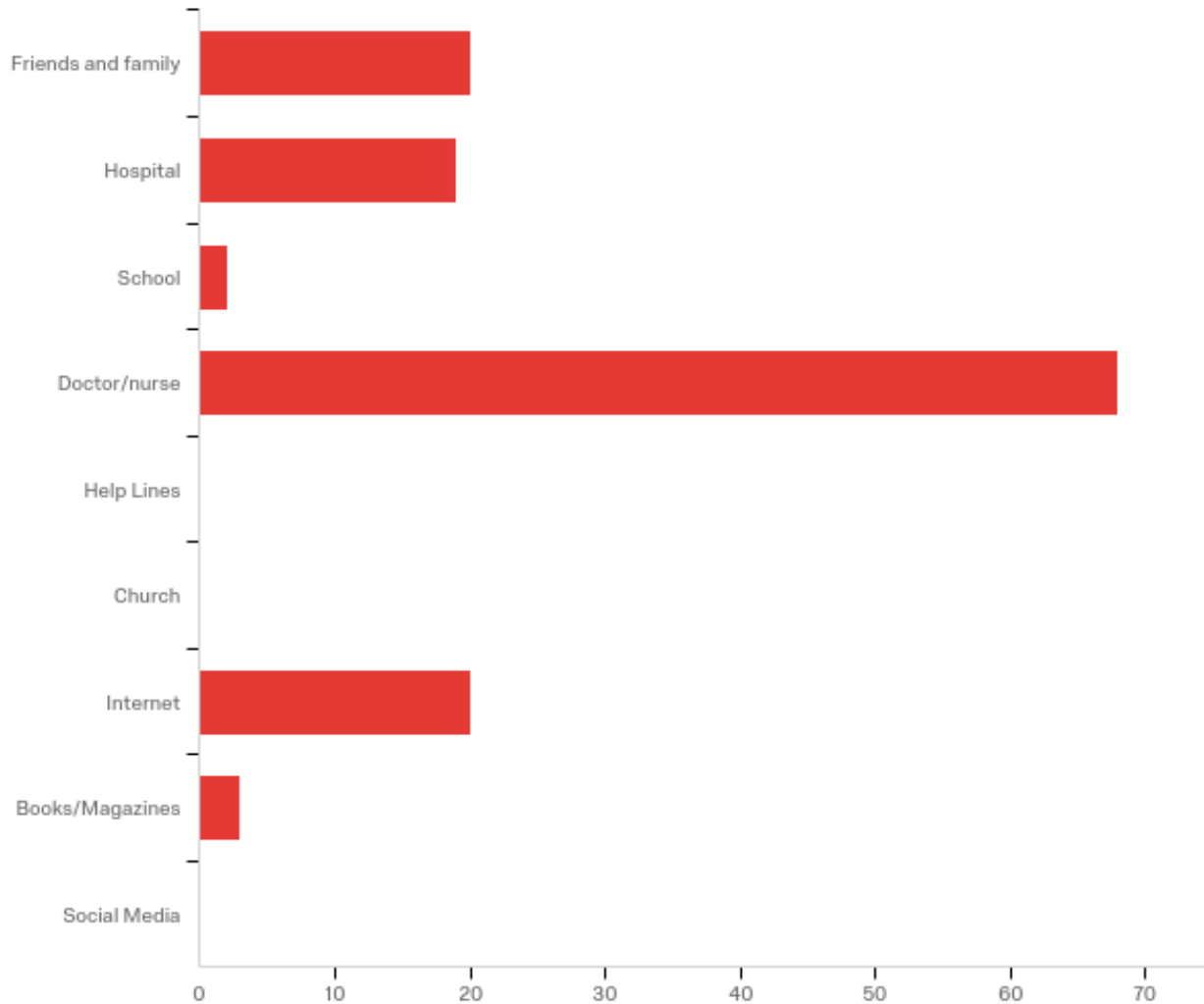
#	Answer	%	Count
1	Friends and family	15.15%	20
2	Hospital	14.39%	19
3	School	1.52%	2
4	Doctor/nurse	51.52%	68
5	Help Lines	0.00%	0
6	Church	0.00%	0
7	Internet	15.15%	20

8	Books/Magazines	2.27%	3
9	Social Media	0.00%	0
	Total	100%	132

Q20 - Where do you go most often when you are sick or need advice about your health? (Choose the one you use most often.)
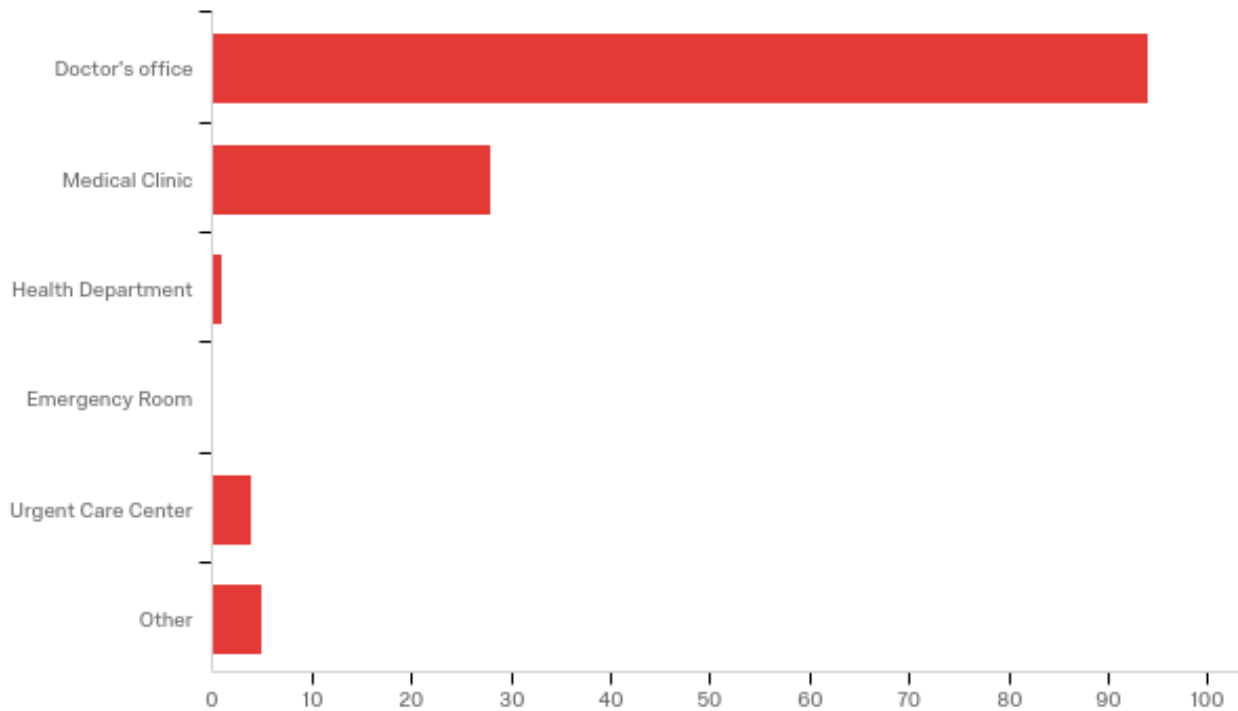
#	Answer	%	Count
1	Doctor's office	71.21%	94
2	Medical Clinic	21.21%	28
3	Health Department	0.76%	1
4	Emergency Room	0.00%	0
5	Urgent Care Center	3.03%	4
6	Other	3.79%	5
	Total	100%	132

Q20_6_TEXT - Other

Other - Text

Internet Healthcare to expensive

I used to go see Steve Mcdonald the nurse practitioner. He was awesome. Since he left I know drive to Van Buren to get quality care.

I am never sick

consult coworkers

My doctor retired no PCP at this time Was not informed of his retiement by Cooper clinic found out by word of mouth

Q21 - What are the TOP 5 most common health issues in your city?
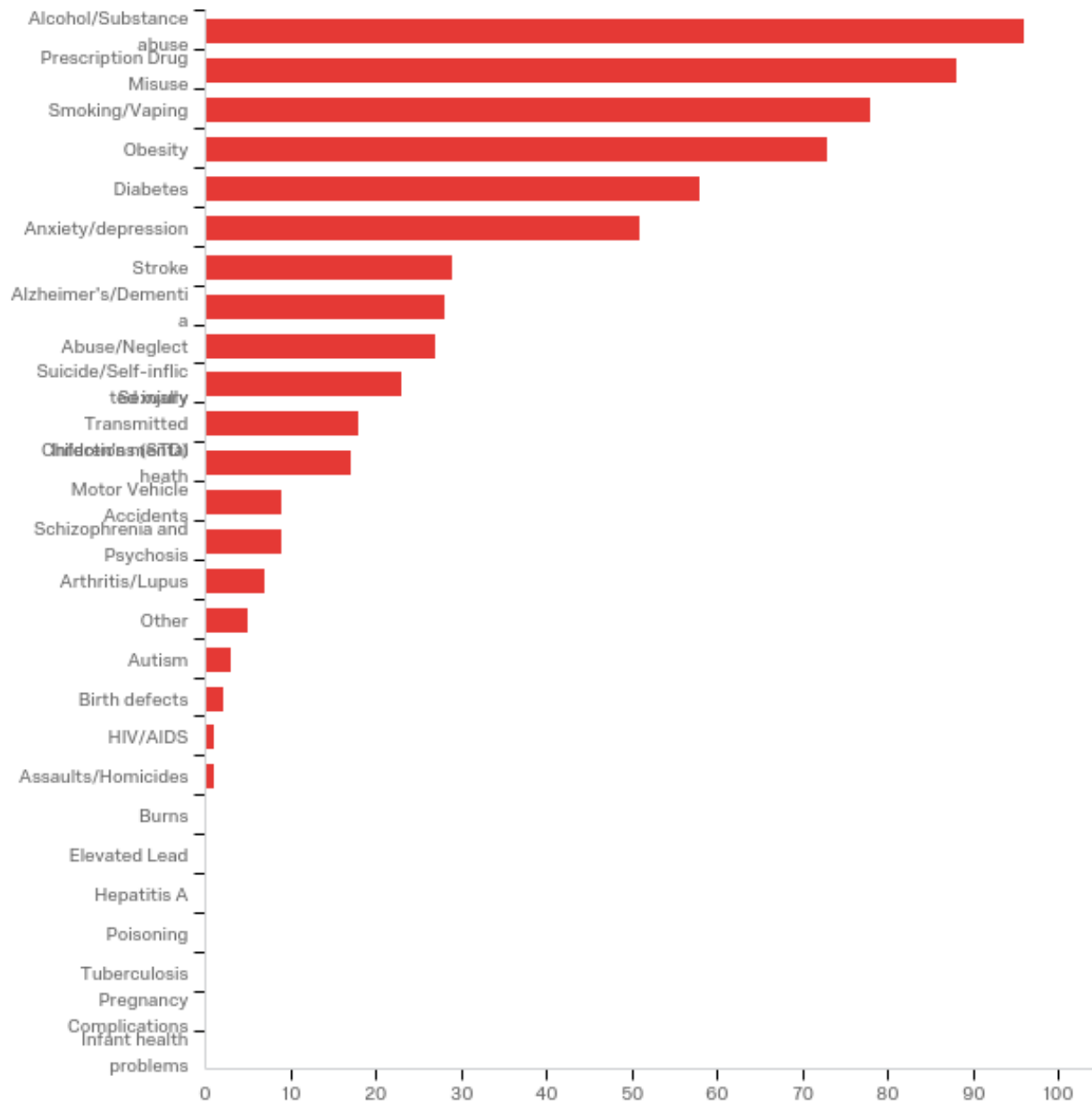
#	Answer	%	Count
1	Alzheimer's/Dementia	4.49%	28
2	Birth defects	0.32%	2
3	Arthritis/Lupus	1.12%	7
4	Motor Vehicle Accidents	1.44%	9

5	Autism	0.48%	3
6	Sexually Transmitted Infections (STD)	2.89%	18
7	HIV/AIDS	0.16%	1
8	Stroke	4.65%	29
9	Smoking/Vaping	12.52%	78
10	Suicide/Self-inflicted injury	3.69%	23
11	Prescription Drug Misuse	14.13%	88
12	Assaults/Homicides	0.16%	1
13	Diabetes	9.31%	58
14	Anxiety/depression	8.19%	51
15	Schizophrenia and Psychosis	1.44%	9
16	Obesity	11.72%	73
17	Abuse/Neglect	4.33%	27
18	Alcohol/Substance abuse	15.41%	96
19	Burns	0.00%	0
20	Children's mental heath	2.73%	17
21	Elevated Lead	0.00%	0
22	Hepatitis A	0.00%	0
23	Poisoning	0.00%	0
24	Tuberculosis	0.00%	0
25	Pregnancy Complications	0.00%	0
26	Infant health problems	0.00%	0
27	Other	0.80%	5
	Total	100%	623

Q21_27_TEXT - Other

Other - Text

cancer

Do not have that info

COPD

Cancer

Q22 - What are the TOP 5 social issues that have the greatest effect on quality of life in your city?
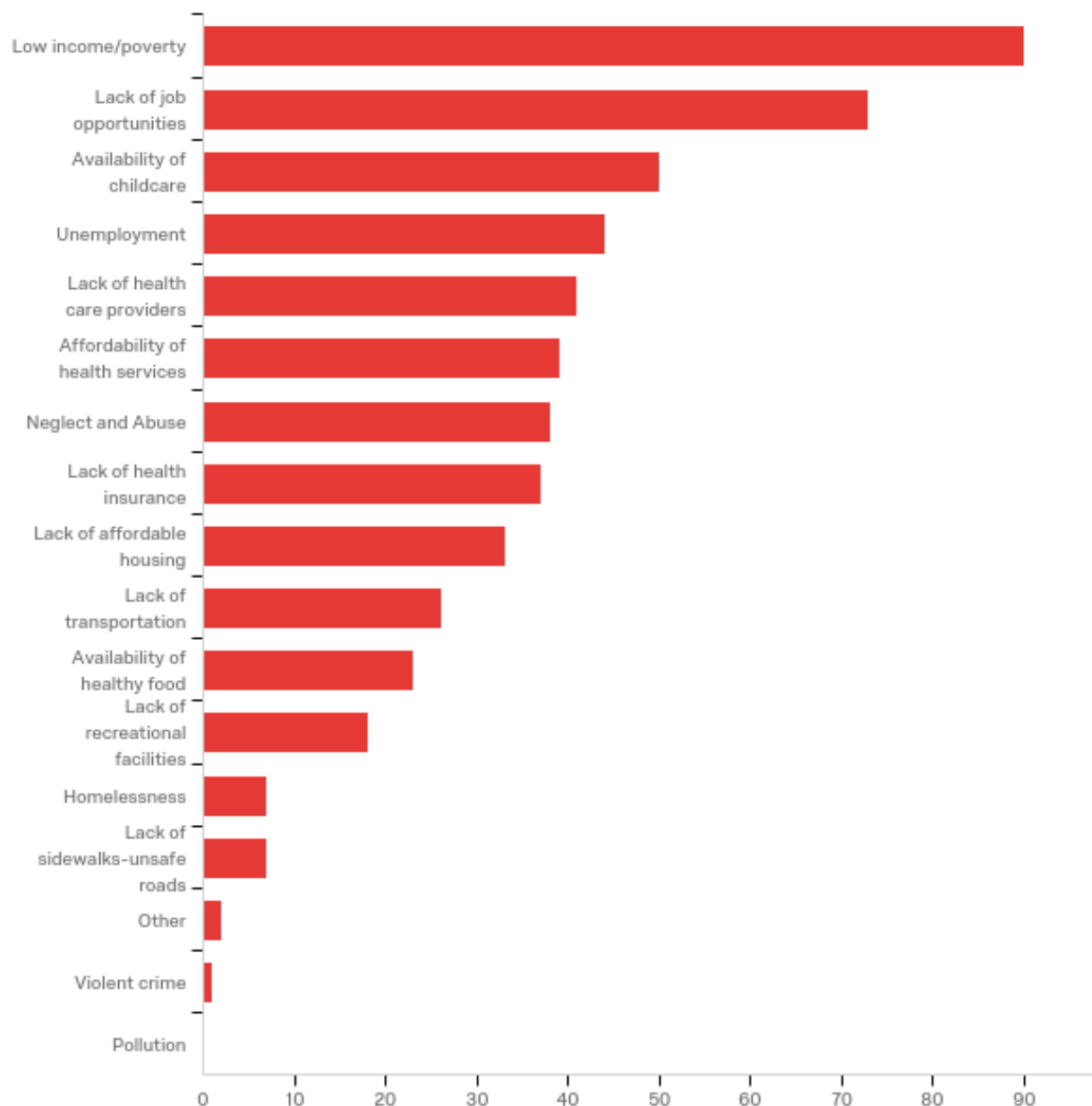
#	Answer	%	Count
1	Availability of childcare	9.45%	50
2	Affordability of health services	7.37%	39
3	Availability of healthy food	4.35%	23

4	Homelessness	1.32%	7
5	Lack of affordable housing	6.24%	33
6	Lack of health insurance	6.99%	37
7	Lack of health care providers	7.75%	41
8	Lack of recreational facilities	3.40%	18
9	Neglect and Abuse	7.18%	38
10	Pollution	0.00%	0
11	Low income/poverty	17.01%	90
12	Lack of transportation	4.91%	26
13	Unemployment	8.32%	44
14	Violent crime	0.19%	1
15	Lack of sidewalks-unsafe roads	1.32%	7
16	Lack of job opportunities	13.80%	73
17	Other	0.38%	2
	Total	100%	529

Q22_17_TEXT - Other

Other - Text

Do not have that info

Q23 - What are the TOP 5 risk behaviors that impact heath in your city?
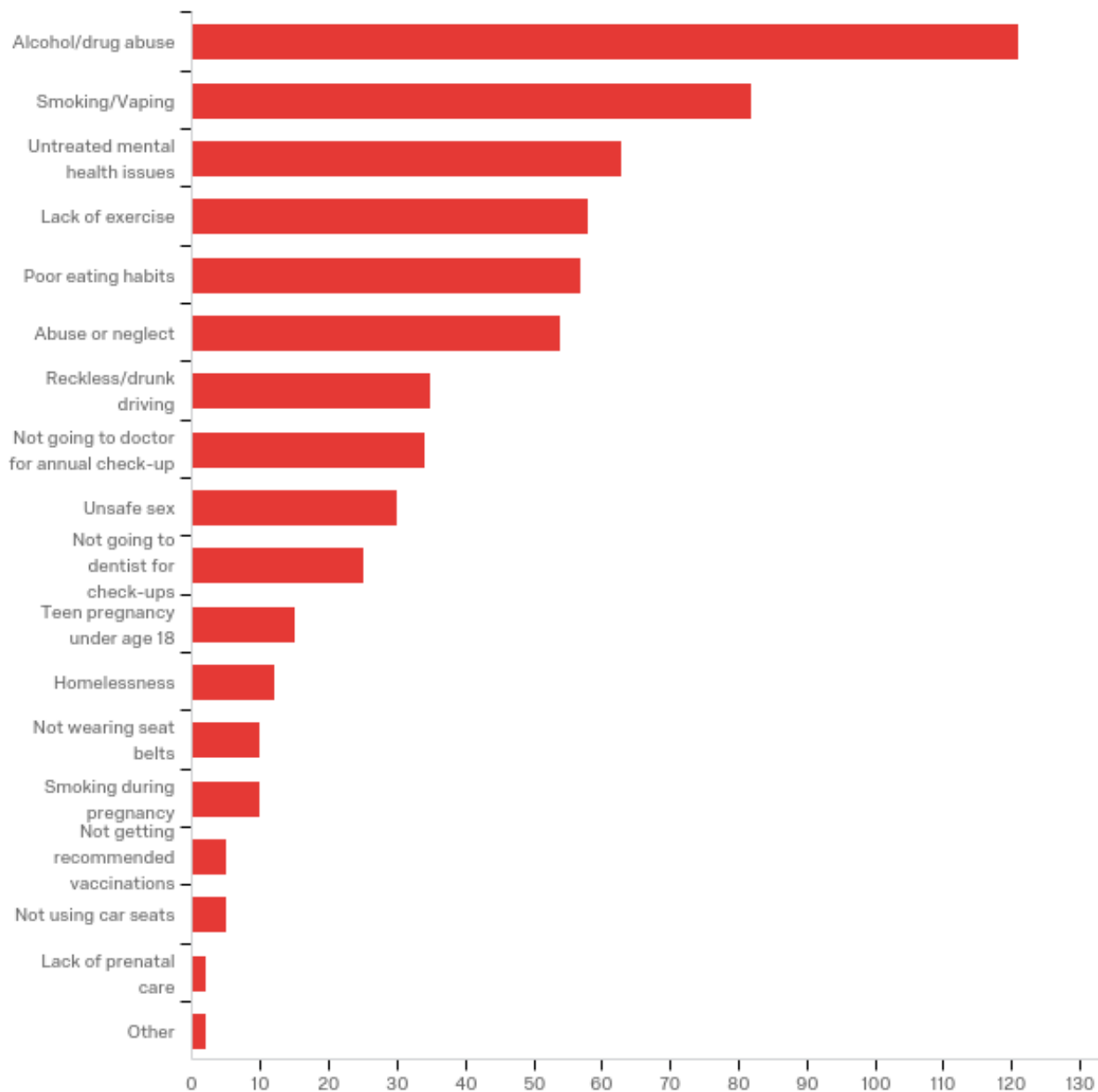
#	Answer	%	Count
1	Alcohol/drug abuse	19.52%	121
4	Not going to dentist for check-ups	4.03%	25
5	Lack of exercise	9.35%	58
6	Not getting recommended vaccinations	0.81%	5

7		Not using car seats	0.81%	5
8		Not wearing seat belts	1.61%	10
9		Unsafe sex	4.84%	30
10		Lack of prenatal care	0.32%	2
11		Poor eating habits	9.19%	57
12		Reckless/drunk driving	5.65%	35
13		Not going to doctor for annual check-up	5.48%	34
14		Smoking/Vaping	13.23%	82
15		Abuse or neglect	8.71%	54
16		Homelessness	1.94%	12
17		Untreated mental health issues	10.16%	63
18		Teen pregnancy under age 18	2.42%	15
19		Smoking during pregnancy	1.61%	10
20		Other	0.32%	2
		Total	100%	620

Q23_20_TEXT - Other

Other - Text

Do not have that info

Q24 - Are you exposed to secondhand smoke in any of the following places? (Select all that apply)
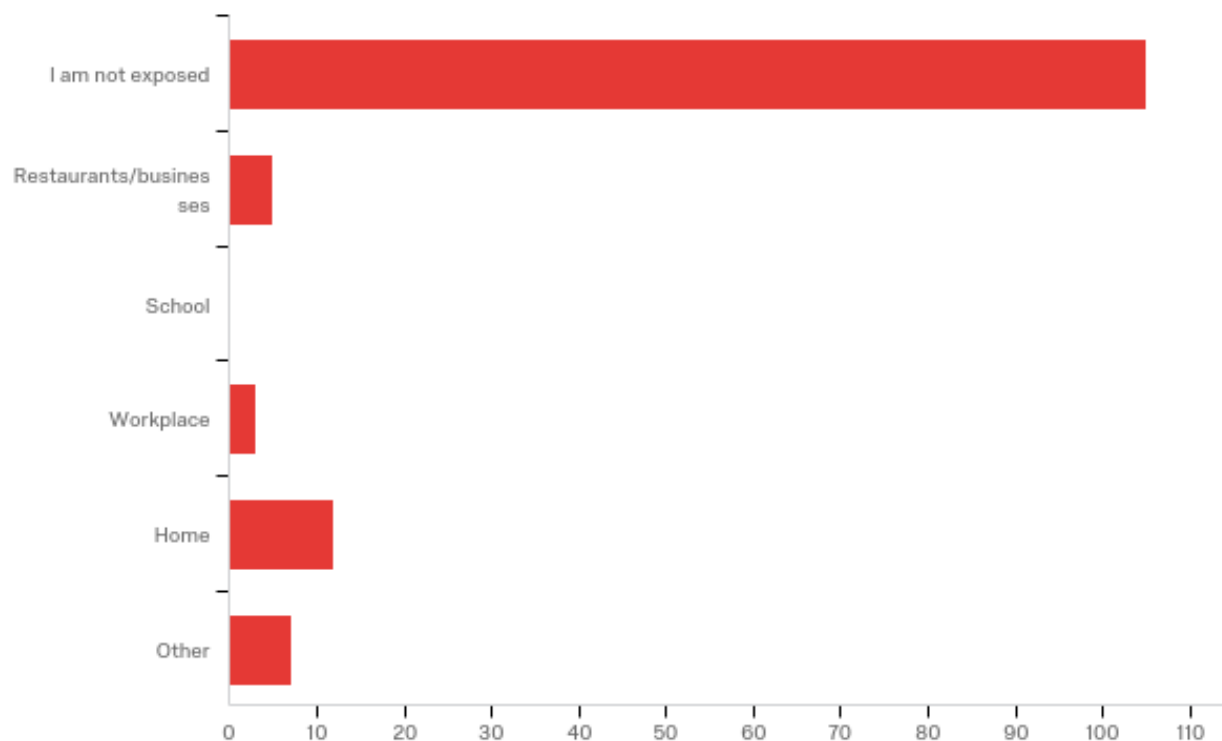
#	Answer	%	Count
5	I am not exposed	79.55%	105
1	Restaurants/businesses	3.79%	5
2	School	0.00%	0
3	Workplace	2.27%	3
4	Home	9.09%	12
6	Other	5.30%	7
	Total	100%	132

Q24_6_TEXT - Other

Other - Text

Families houses

Boyfriends house

MOM'S HOUSE

family

Q25 - Do you currently smoke or use tobacco products including vaping?
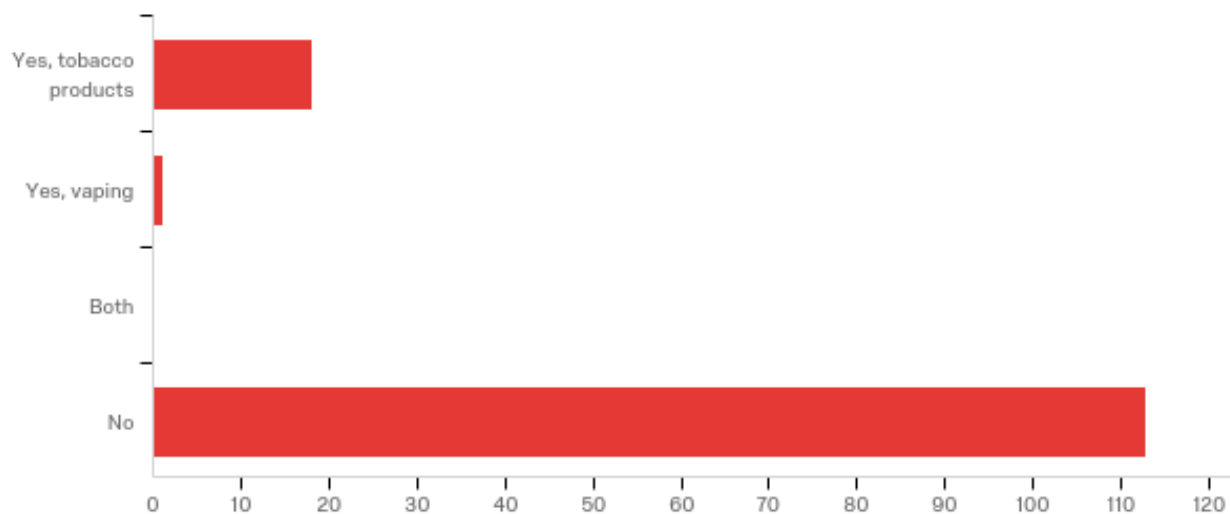
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you currently smoke or use tobacco products including vaping?	1.00	4.00	3.58	1.04	1.08	132

#	Answer	%	Count
1	Yes, tobacco products	13.64%	18
2	Yes, vaping	0.76%	1
3	Both	0.00%	0
4	No	85.61%	113
	Total	100%	132

Q26 - In a normal week, how many times do you exercise at least 30 minutes?
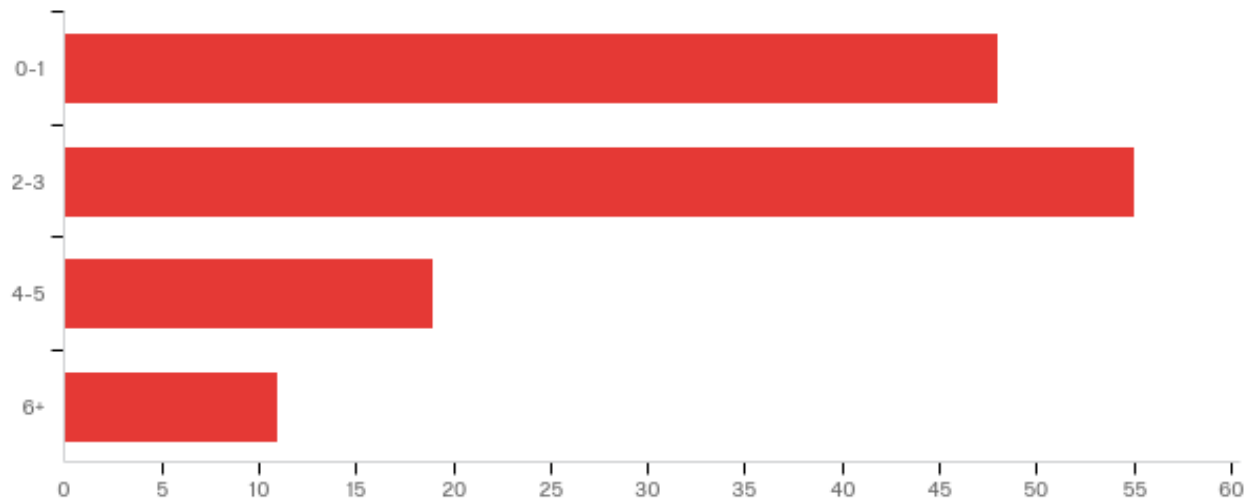
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In a normal week, how many times do you exercise at least 30 minutes?	1.00	4.00	1.95	0.91	0.83	133

#	Answer	%	Count
1	0-1	36.09%	48
2	2-3	41.35%	55
3	4-5	14.29%	19
4	6+	8.27%	11
	Total	100%	133

Q27 - Where do you go to engage in exercise or physical activity? (Select all that apply)
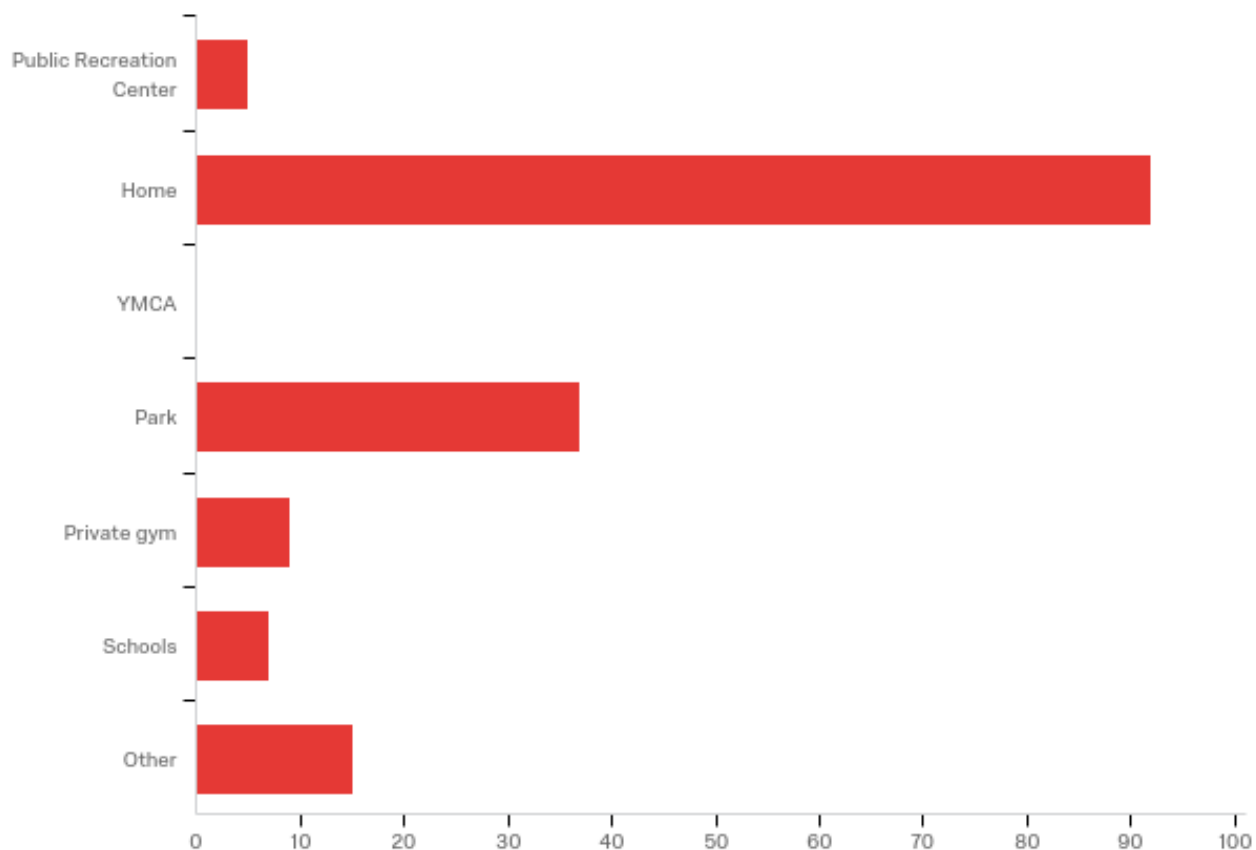
#	Answer	%	Count
1	Public Recreation Center	3.03%	5
2	Home	55.76%	92
3	YMCA	0.00%	0
4	Park	22.42%	37
5	Private gym	5.45%	9
6	Schools	4.24%	7
7	Other	9.09%	15
	Total	100%	165

Q27_7_TEXT - Other

Other - Text

church

Walk on road

Work

Work

Work

Roads in town

work

Q28 - How many hours per day do you watch TV, play video games, or use the computer or a smart device for recreation?
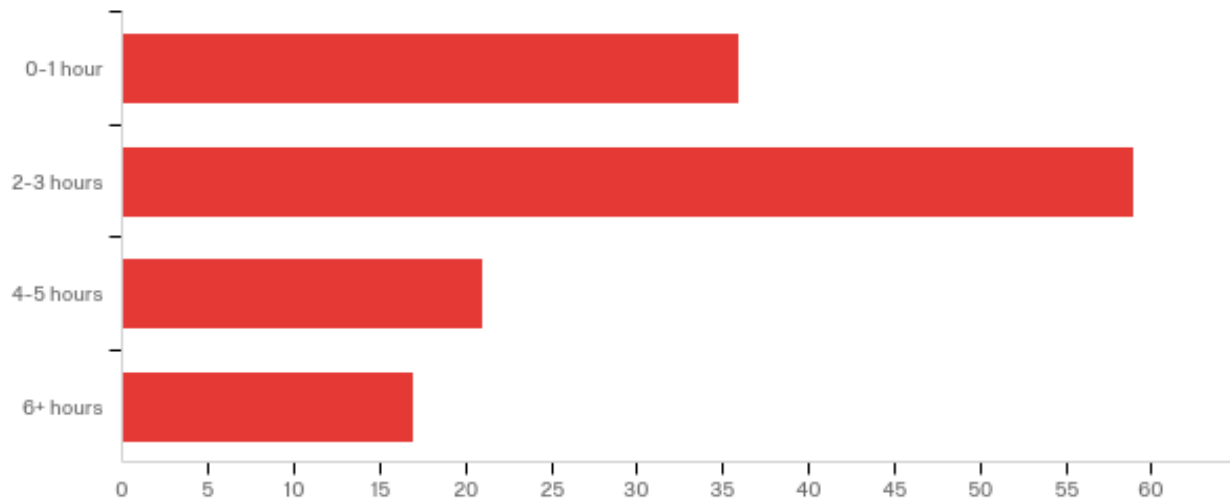
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How many hours per day do you watch TV, play video games, or use the computer or a smart device for recreation?	1.00	4.00	2.14	0.96	0.92	133

#	Answer	%	Count
1	0-1 hour	27.07%	36
2	2-3 hours	44.36%	59
3	4-5 hours	15.79%	21
4	6+ hours	12.78%	17
	Total	100%	133

Q29 - What barriers prevent you from eating healthy foods? (Select all that apply)
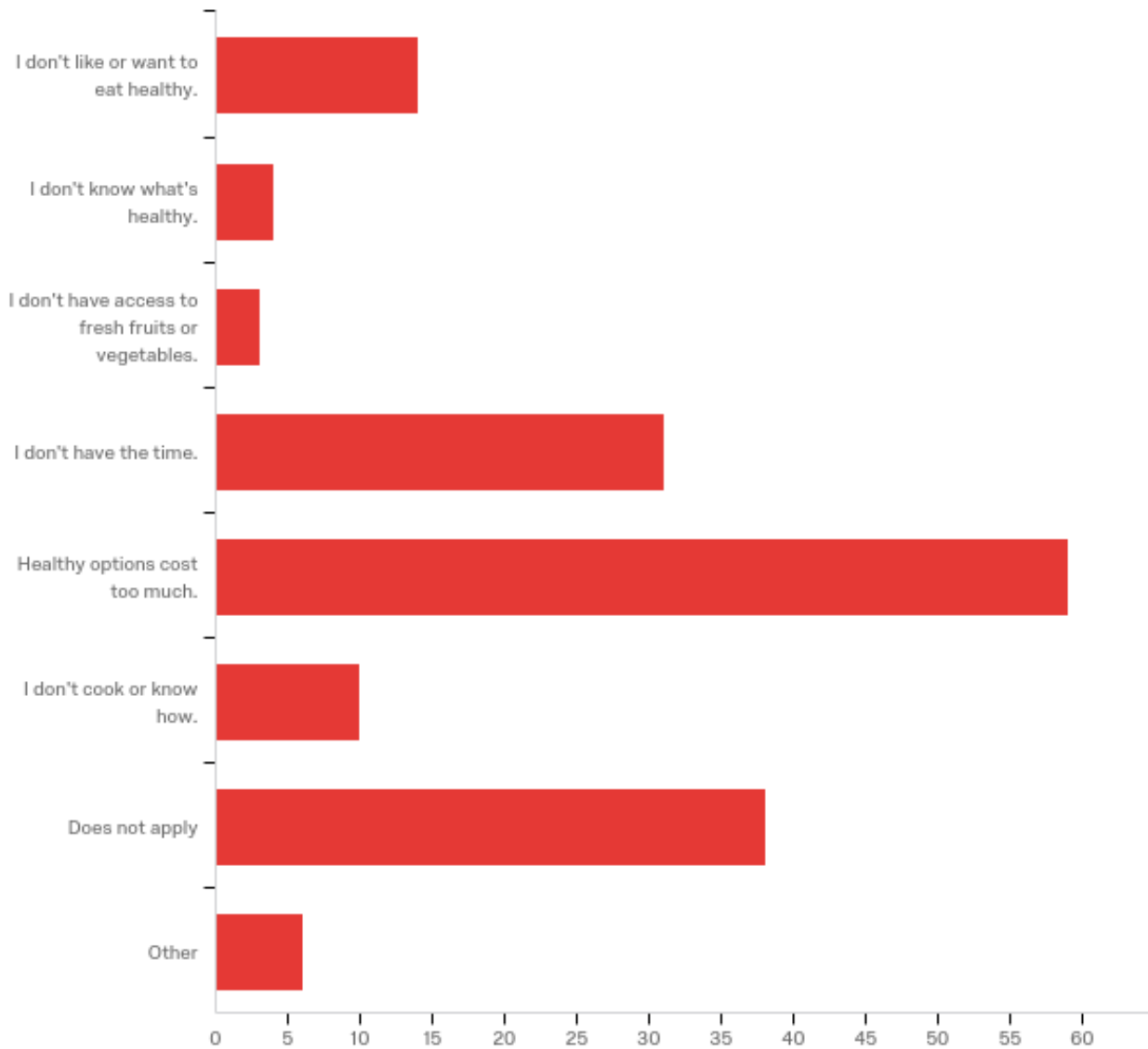
#	Answer	%	Count
1	I don't like or want to eat healthy.	8.48%	14
2	I don't know what's healthy.	2.42%	4
3	I don't have access to fresh fruits or vegetables.	1.82%	3
4	I don't have the time.	18.79%	31
5	Healthy options cost too much.	35.76%	59

6	I don't cook or know how.	6.06%	10
7	Does not apply	23.03%	38
8	Other	3.64%	6
	Total	100%	165

Q29_8_TEXT - Other

Other - Text
Can't afford it
hate vegetables
eat what i wont
I have been putting it off most of the time.

Q30 - Where do you obtain most of your meals?
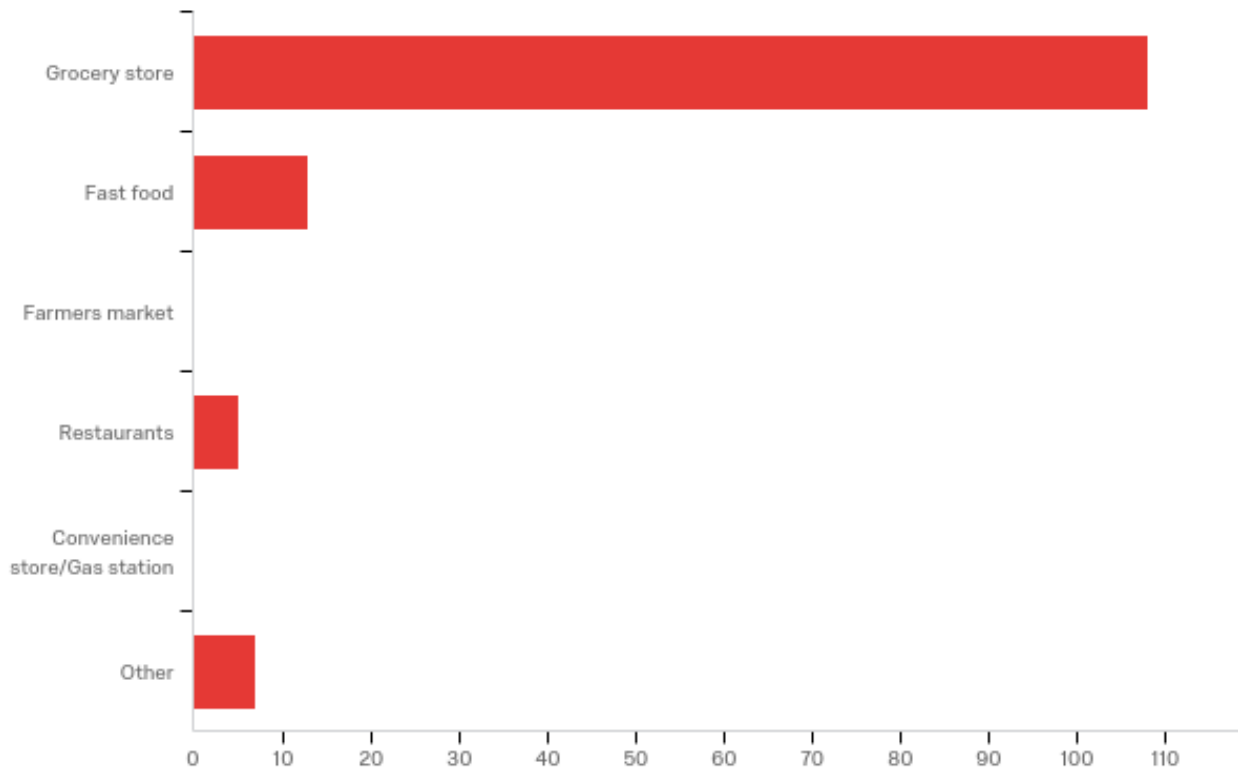
#	Answer	%	Count
1	Grocery store	81.20%	108
2	Fast food	9.77%	13
3	Farmers market	0.00%	0
4	Restaurants	3.76%	5
6	Convenience store/Gas station	0.00%	0
5	Other	5.26%	7
	Total	100%	133

Q30_5_TEXT - Other

Other - Text

home

Garden

I cook it

COOKED

garden

Wal-Mart

Q31 - How has opioid/prescription drug dependence affected you?
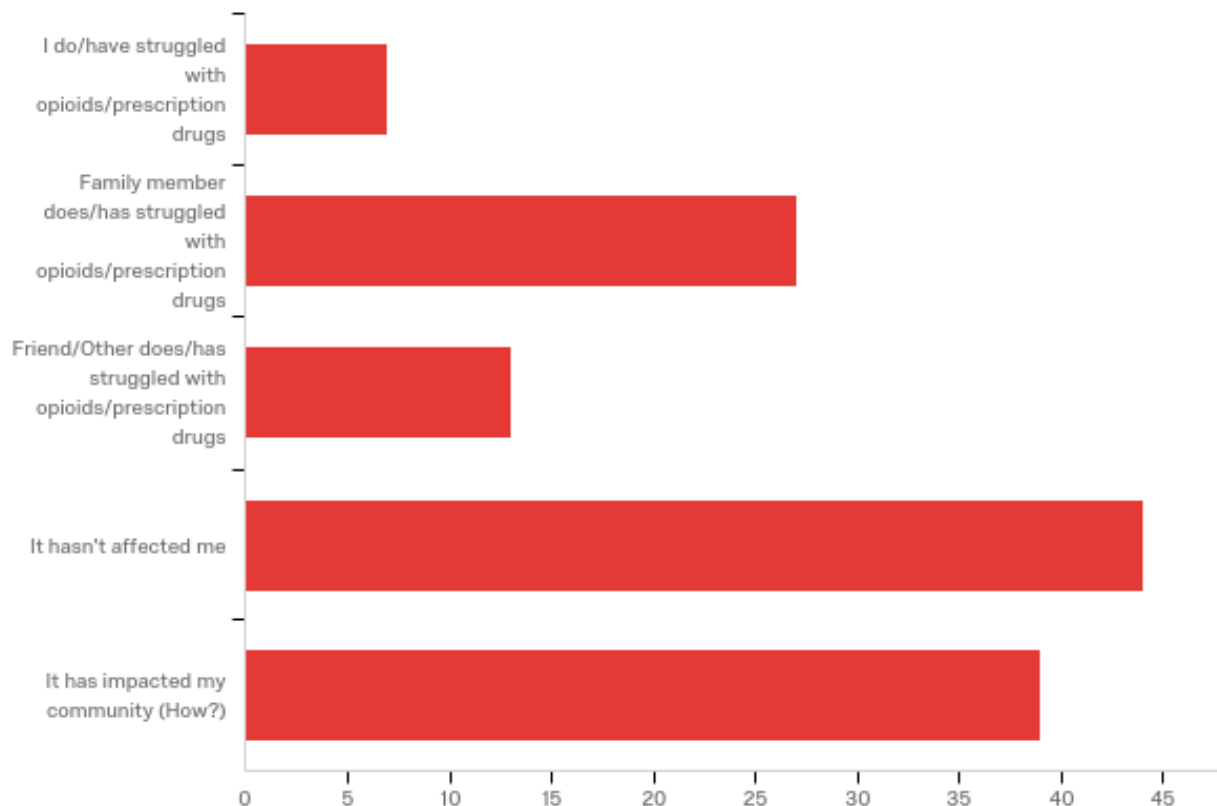
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How has opioid/prescription drug dependence affected you? - Selected Choice	1.00	5.00	3.62	1.25	1.57	130

#	Answer	%	Count
1	I do/have struggled with opioids/prescription drugs	5.38%	7
2	Family member does/has struggled with opioids/prescription drugs	20.77%	27
3	Friend/Other does/has struggled with opioids/prescription drugs	10.00%	13
4	It hasn't affected me	33.85%	44
5	It has impacted my community (How?)	30.00%	39
	Total	100%	130

Q31_5_TEXT - It has impacted my community (How?)

It has impacted my community (How?) - Text

It's rampant here

You got a "doc" at the local clinic writes it like crazy.

Its everywhere here on the streets

It is running rampant in Booneville, particularly starring with teenagers.

Hear about individuals affected all the time.

Too many drug addicts in the community. It has affected every aspect of life here.

Lack of parenting of school aged children

Many addicted people in community.

Friends and family substance abuse

My kids can't even play outside due to all of the abusers that walk the streets.

You need to get dr Mcdonald back down here. Only one that carred for the community. We are just cattle to the docs here now.

increased use of ER

use of resources at hospital

I see several people w/these problems coming through the ER

Do not have that info

Intact family unit of mom & dad gone! No good role models for youth.

people are crazy

I know many people in my community who have struggled or are currently struggling with opioid addictions.

a lot of drug addication

The drug use here is horrible it's everywhere.

we have a lot of people who are on disability from mental illness/pain management. they get addicted to pain killers and other drugs and then commit crimes, neglect their children, die, hospitalized, constant er visits, bad hygiene practices, no visits to dentist or doctors due to drugs in their system, bad eating habits because they crave sugar from the drugs they have been using, there is a lot of unprotected sex, which increases stds and pregnancies... The affects are felt in all the neighborhoods due to not only the poor have the addiction. Our community is a good community but the mental health issue and drug abuse issue (even prescription drugs) is

high. We have no resources in our community that combat the affects on the community from the people who cannot control their impulses for the drugs, pills or whatever they need at that time. The children are left in the care of relatives or DHS due to the parents don't have the ability or sometimes even care to raise their kids and teach them good morals. I love my community and I will continue to pray that change comes to it before too many souls are lost to the addictions.
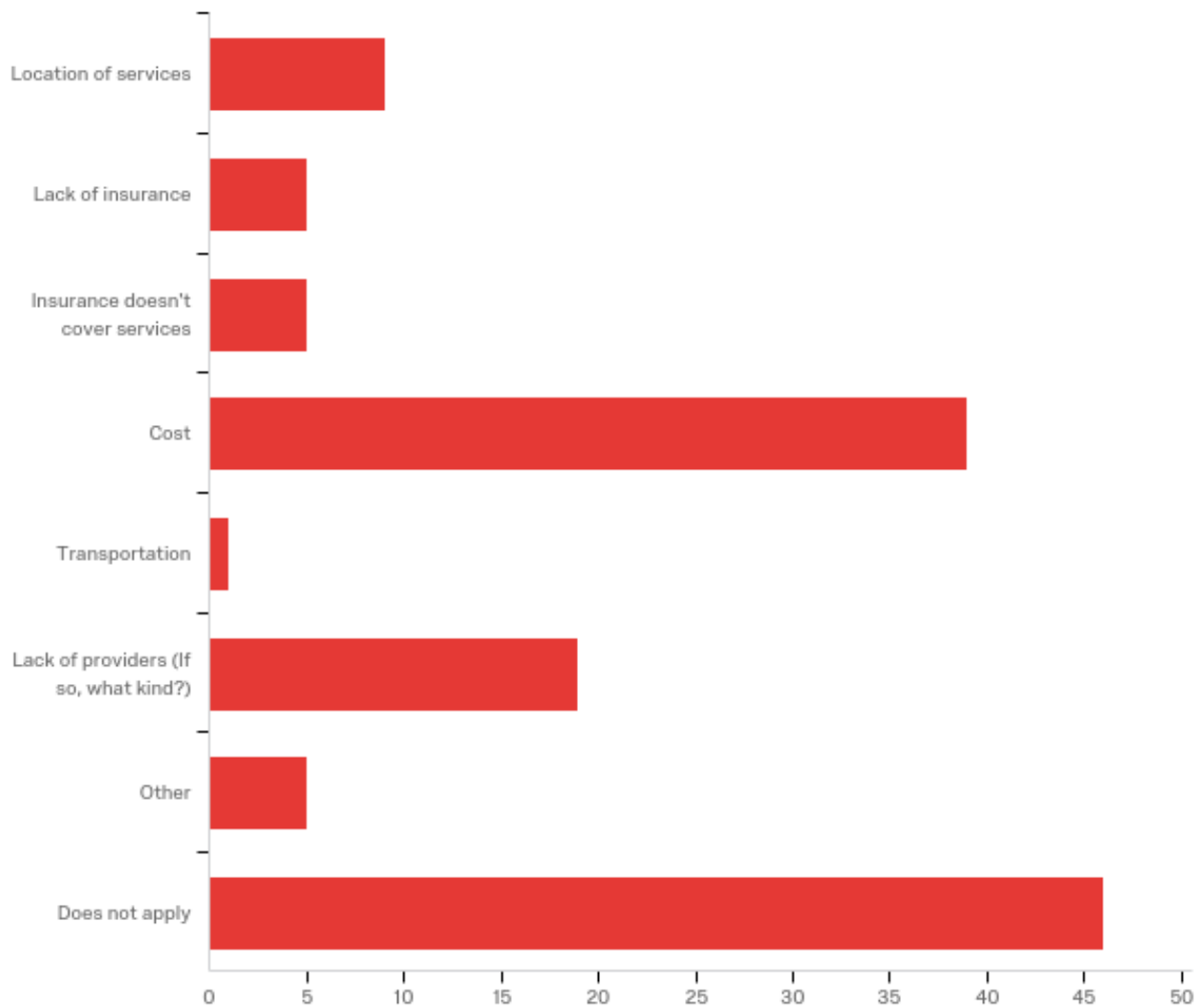
multiple arrests and disability claims

my nephew is in prison from use of these I hate drugs of any kind, its like it is everywhere at least one person out of each family has someone in jail or prison from drug use

Q32 - What barriers prevent you from using health services?

#	Answer	%	Count
1	Location of services	6.98%	9
2	Lack of insurance	3.88%	5
3	Insurance doesn't cover services	3.88%	5
4	Cost	30.23%	39
5	Transportation	0.78%	1
6	Lack of providers (If so, what kind?)	14.73%	19
7	Other	3.88%	5

8	Does not apply	35.66%	46
	Total	100%	129

Q32_6_TEXT - Lack of providers (If so, what kind?)

Lack of providers (If so, what kind?) - Text

specialist

all

Best provider you had since doc Daniels was Steve Mcdonald. He took care of our extended family and we trusted him. These people now treat you like cattle. Office manager is so rude when asked what happened to steve

Hard to get appointment for Dr.

Providers are in Little Rock 2.5-3 hours away. Tears up whole day several times a month for testing etc

Primary

Dr mcdonald

primary care

Mercy fitness 40 miles away

specialty and family medicine

Lack of openings for tx (appointments when sick)

there is only a (yes, really just 1 physician, 2 APn's) general practice doctor in my community. For ob/gyn or pediatric services, my family must travel outside of my community.

we have many good APN's who do a wonderful job but we do not have enough full time physicians to help with our community. We have a lot of services sent to other communities because the cost of the services or lack of availability sends them to someone else. We have a few local low income clinics that help with the surplus. We need more Physicians to help see the surplus we have in our community.

PCP

Primary Care

Q32_7_TEXT - Other

Other - Text

Getting off work to go to the doctor.

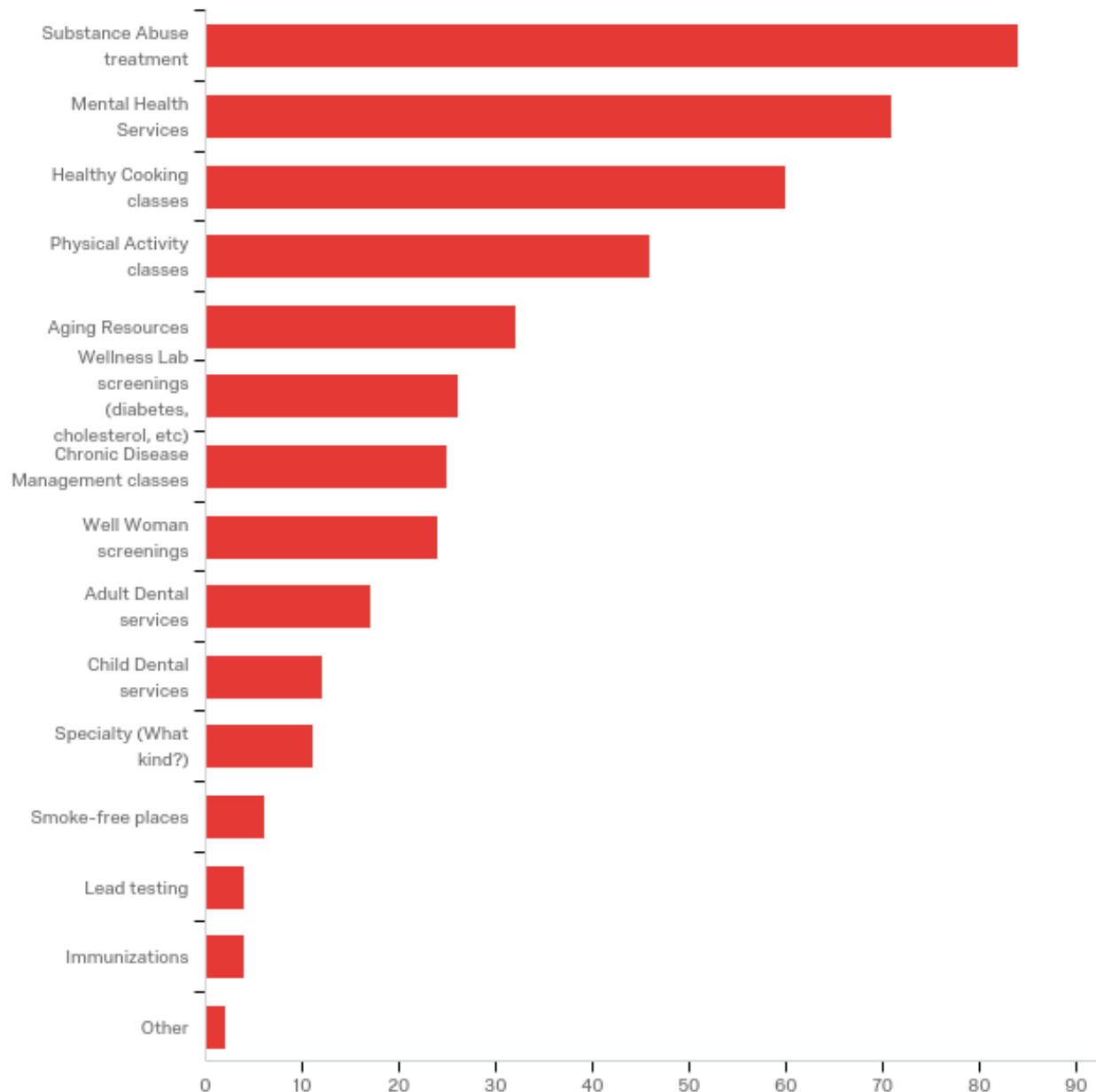I have no confidence in the ER physicians at the local hospital.

Lack of doctors that does not act like idiots and won't help people

I have to take off work & drive to 90% of my health services/Dr appointments

Q33 - What services are needed in your community that are not currently available or accessible? (Select all that apply)

#	Answer	%	Count
1	Physical Activity classes	10.85%	46
2	Healthy Cooking classes	14.15%	60
3	Smoke-free places	1.42%	6

4	Well Woman screenings	5.66%	24
5	Wellness Lab screenings (diabetes, cholesterol, etc)	6.13%	26
6	Chronic Disease Management classes	5.90%	25
7	Substance Abuse treatment	19.81%	84
8	Mental Health Services	16.75%	71
9	Lead testing	0.94%	4
10	Adult Dental services	4.01%	17
11	Child Dental services	2.83%	12
12	Immunizations	0.94%	4
13	Aging Resources	7.55%	32
14	Specialty (What kind?)	2.59%	11
15	Other	0.47%	2
	Total	100%	424

Q33_14_TEXT - Specialty (What kind?)

Specialty (What kind?) - Text

New docs or get steve back. He was the best

Physical therapy, occupational therapy (pediatric)

Back and knee specialist

Specialty health providers in reasonable amount of time for appointments

All Specialists. A lot of our town can not afford to drive out of town to receive the care they need for their medical problems. Our hosp has a few that come, but not many that are needed.

Urology, Foot dr, Gynecology,ENT

podiatry

substance abuse and mental health specialties

Podiatry "Podiatrist"

more education to the public concerning what services we do have available in our area.

Physch

Q33_15_TEXT - Other

Other - Text
Walk in clinic
Rheumatologist

Focus Group Notes
BOONEVILLE COMMUNITY
11/08/2018

General
1. What is the biggest health issue that affects you, your family, and neighbors in Logan County?
    a. Not being able to get to a doctor
    b. Overdoses/drugs – opioid dependence, Meth
    c. Issue with pain clinic
    d. No well checks or preventative medicine/programs for all ages
    e. Mental health – limited in the school system
    f. Stress/anxiety especially in children
2. What are your safety concerns in your neighborhood?
    a. Increase in crime
    b. A lot of people wondering around, passing out in yards (on drugs)
    c. Slums
    d. Bed bugs
    e. No avenue to help the drug addicts
    f. Using ED as main source of care
    g. Few foster houses in community – children get sent out of county
3. What stops you or people you know from receiving healthcare in Logan County?
    a. Providers
    b. Mental health – especially with drug recovery programs
        i. Elementary school – 135 children needing mental health services
    c. No transportation to help get services
    d. Schools need social workers/case managers to help navigate the system
4. As a community member, do you feel there are enough resources around mental health?
    a. NO

Healthy Living
5. What stops you from exercising?
    a. Life
    b. Children/work
    c. No proper facility
    d. Good walking trails, city parks, school play grounds but NOT safe due to drug dealers & needles
6. Thinking about the food you eat, where do you get most of your food?
    a. Not good farming area

Social Determinants

7. In the last 12 months, have you or anyone you know ever experienced difficulties in the following areas: Transportation, worried about losing stable housing, having your utilities turned off, obtaining and keeping employment, obtaining child care?
    a. Transportation for students to & from school
    b. Worry about students
    c. Evicted from HUD houses & now can't find anyone to take these people
    d. Job opportunities in the area but no one willing to work
    e. Numerous childcare programs in the community but not open spots
    f. Several send kids to Charleston schools
    g. How do we revitalize a community that has become so dependent on social services
    h. Root of the problems is dependence on drugs, & the government
8. Are health care materials/information you receive easy for you and your family to understand?
    a. Google
    b. Social media
    c. Programs/material all at a 5th grade education level
    d. Elderly need education/services

NOTES:

NOTES:

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Mercy

Your life is our life's work.