



Your life is our life's work.

Community Health Needs Assessment

Mercy Hospital Ozark
Fiscal Year 2019



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.

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I. Executive Summary

Mercy Hospital Ozark is a full-service hospital with 25 licensed beds, more than 58 employees and 3 primary clinic locations. Mercy Clinic is a physician-governed group practice comprised of 4 board-certified and board-eligible primary caregivers serving the Ozark 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 Ozark is: 3611.

II. Community Served by the Hospital

Description of Community Served

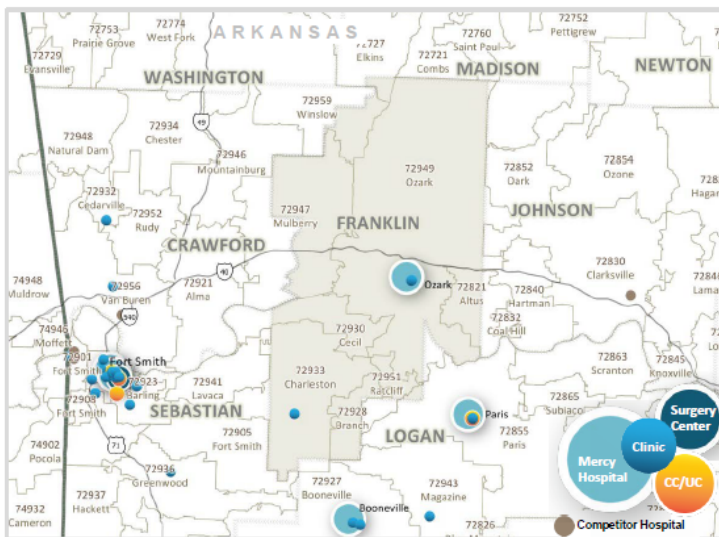
Mercy Hospital Ozark's extended service area includes six zip codes, both rural and suburban settings; however, this stands as the main acute care facility within the region drawing from each of the communities served. The CHNA report will focus on Franklin County, where the acute care facility sits.

On December 19, 1937, Franklin County was formed and named for Benjamin Franklin. The landscape of Franklin County is rugged terrain in the northern half, and rolling farmlands, forested ridges, and isolated mountains in the south. The county claims the first oil strike in Arkansas and sits on vast fields of coal, clay, iron, shale and other minerals; however, agriculture is still the main basis of its economy. Altus, AR has grown to be the winemaking capital in Arkansas. Ozark represents small-town living surrounded by mountains, rivers, forests and lakes. Ozark Lake and the Arkansas River provide plenty of fishing opportunities. Aux Arc Park stretches along the river providing a playground, campsites, boat launching ramps and other facilities for the outdoor enthusiast.

Community Snapshot: Ozark, AR

Primary Service Area Map & Locations

The majority (80%) of Mercy Hospital Ozark's acute care patients reside in Franklin County, Arkansas.



Inpatient Volumes

867 total Medicare inpatient discharges from the Ozark PSA

% Market Share	2016 Discharges	% Market Share	2016 Volume
38%	Mercy Hospital Fort Smith 329	37%	Mercy Hospital Fort Smith 3,573
21%	Sparks Regional Medical Center 178	35%	Mercy Hospital Ozark 3,464
9%	Mercy Hospital Ozark 75	12%	Sparks Regional Medical Center 1,140
7%	Johnson Regional Medical Center 62	5%	Johnson Regional Medical Center 496
3%	HealthSouth Rehab Hosp. of Fayetteville 26	2%	Mercy Hospital Paris 232
20%	Other hospitals (including Mercy) 170	9%	Other hospitals (including Mercy) 877

Outpatient Volumes (Hospital-based)

9,782 total Medicare outpatient volumes from the Ozark PSA

% Market Share	2016 Discharges	% Market Share	2016 Volume
38%	Mercy Hospital Fort Smith 329	37%	Mercy Hospital Fort Smith 3,573
21%	Sparks Regional Medical Center 178	35%	Mercy Hospital Ozark 3,464
9%	Mercy Hospital Ozark 75	12%	Sparks Regional Medical Center 1,140
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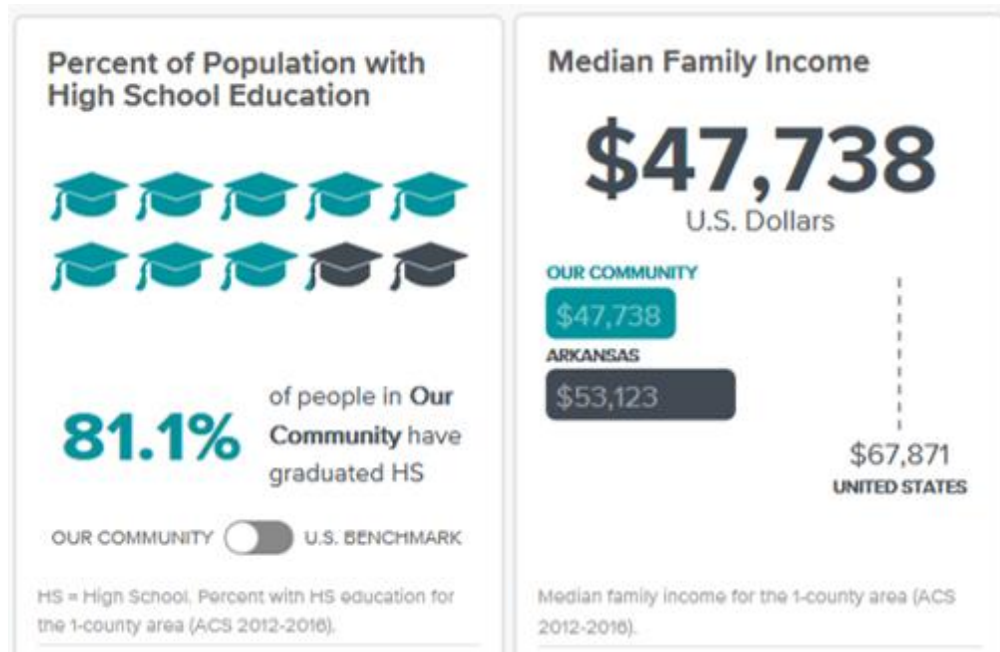
Population Demographics

	Primary Service Area		5-Year	Fort Smith PSA
	2017	2022	Growth	2017
Total Population	17,542	17,425	-1%	444,744
Age Groups	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
0-17	4,046	23%	3,860	22%
18-44	5,573	32%	5,565	32%
45-64	4,600	26%	4,339	25%
65+	3,323	19%	3,661	21%
Race & Ethnicity				
Asian & Pacific Is.	181	1%	177	1%
Black	171	1%	205	1%
Hispanic	630	4%	818	5%
White	16,038	91%	15,652	90%
All Others	522	3%	573	3%

	Primary Service Area		Fort Smith PSA
	2017	2022	2017
Language*	<i>Percent</i>	<i>Percent</i>	<i>Percent</i>
Only English at Home	98%	98%	91%
Spanish at Home	1%	1%	6%
All Others	<1%	<1%	3%
Workforce**			
Armed Forces	<1%	<1%	<1%
Civilian, Employed	49%	49%	51%
Civilian, Unemployed	6%	6%	4%
Not in Labor Force	45%	45%	45%
Household Income			
<\$15K	16%	14%	17%
\$15-25K	12%	11%	15%
\$25-50K	29%	26%	29%
\$50-75K	18%	19%	18%
\$75-100K	10%	11%	9%
\$100K-200K	13%	16%	10%
>\$200K	3%	3%	2%
Families below poverty level	16%	16%	17%
Education Level***			
Less than High School	5%	5%	7%
Some High School	11%	11%	12%
High School Degree	40%	40%	38%
Some College/Assoc. Degree	32%	32%	29%
Bachelor's Degree or Greater	12%	12%	14%

*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

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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 Franklin 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 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 Ozark were central to the health needs assessment process. Mercy Ozark 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 53 completed surveys from Franklin 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. Prescription Drug Misuse
2. Alcohol/Substance Abuse
3. Smoking/Vaping
4. Diabetes
5. Obesity

Top 5 social issues that have the greatest effect on quality of life in your city.

1. Low income/poverty
2. Lack of health insurance
3. Availability of childcare
4. Lack of job opportunities
5. Unemployment

Top 5 risk behaviors that impact health in your city.

1. Alcohol/drug abuse
2. Smoking/Vaping
3. Lack of exercise
4. Poor eating habits

What services are needed in your community that are not currently available or accessible?

1. Mental Health Services
2. Healthy Cooking Classes
3. Substance Abuse treatment
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. Overweight/obese
2. High Blood pressure
3. Depression or anxiety disorder
4. High cholesterol
5. Other

If you have children under the age of 21, have your children ever been diagnosed with any of the following?

1. Other
2. Overweight/obese
3. Asthma/COPD

Stakeholder Focus Groups

Mercy Ozark 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 West Park Baptist Church on October 22, 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 Franklin 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 Franklin County?

- a. Transportation
- b. Finances
- c. More physicians in community
- d. Drugs
- e. Prescribing practices
- f. Mental illness
- g. Diabetes

What stops you or people you know from receiving healthcare in Logan County?

- a. Cost of insurance
- b. Getting an appointment
- c. Nonemergent transportation
- d. Lack of support system
- e. More community education programs

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. Utilities/Rent
- b. Employment
- c. Childcare
- d. Youth program access

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

- Surveys – summarized in Section IV, full report in Appendix A
- Stakeholder Focus Groups – summarized in Section IV, full reports in Appendices B
- Stakeholder Meetings - summarized in Section IV
- Internal Mercy Hospital Ozark data

Secondary Data

- Published data (examples of sources are included in Section III)

Primary Data

Internal Mercy Hospital Ozark Data

To determine the degree to which Mercy Hospital Ozark'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 Ozark inpatient discharge diagnoses during FY2018 are detailed on the chart below.

MERCY HOSPITAL OZARK

Inpatient Discharges – Top 12 Causes

Top Inpatient Discharges July 1, 2017 – June 30, 2018

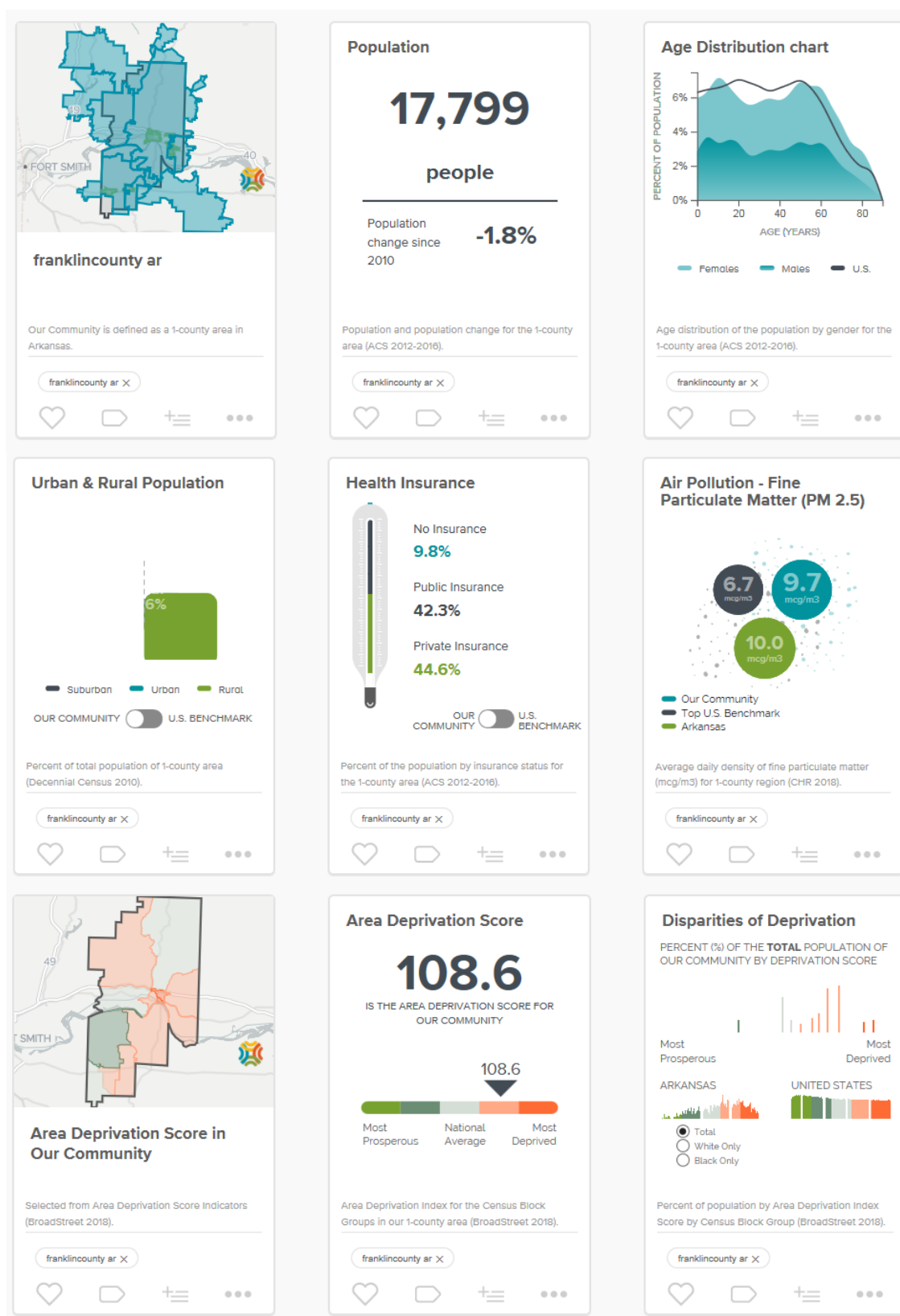
Note: Accounts for 48% of Mercy Hospital Ozark's 315 Total Inpatient Discharges

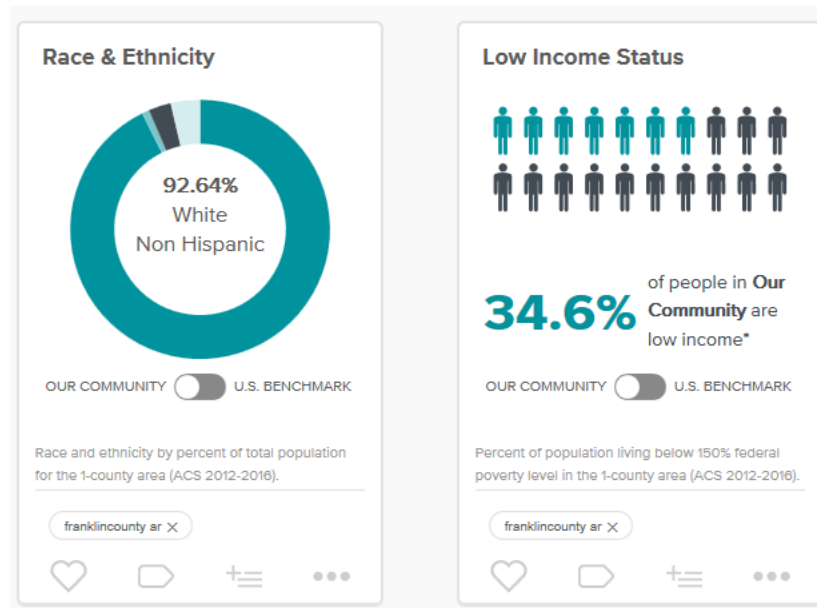
MSDRG Code	FY18 Inpatient Discharges	FY18 Total Discharges	% of Total Discharges	Age Breakouts				
				0-17	18-44	45-64	65-74	75+
194	SIMPLE PNEUMONIA & PLEURISY W CC	24	8%	0%	4%	38%	13%	46%
690	KIDNEY & URINARY TRACT INFECTIONS W/O MCC	23	7%	0%	9%	26%	22%	43%
603	CELLULITIS W/O MCC	19	6%	5%	16%	37%	32%	11%
641	MISC DISORDERS OF NUTRITION, METABOLISM, FLUIDS/ELECTROLYTES W/O MCC	13	4%	0%	8%	23%	8%	62%
189	PULMONARY EDEMA & RESPIRATORY FAILURE	12	4%	0%	0%	67%	8%	25%
192	CHRONIC OBSTRUCTIVE PULMONARY DISEASE W/O CC/MCC	12	4%	0%	0%	33%	33%	33%
292	HEART FAILURE & SHOCK W CC	12	4%	0%	0%	8%	17%	75%
310	CARDIAC ARRHYTHMIA & CONDUCTION DISORDERS W/O CC/MCC	8	3%	0%	0%	13%	25%	63%
684	RENAL FAILURE W/O CC/MCC	7	2%	0%	0%	0%	29%	71%
392	ESOPHAGITIS, GASTROENT & MISC DIGEST DISORDERS W/O MCC	7	2%	0%	14%	57%	14%	14%
193	SIMPLE PNEUMONIA & PLEURISY W MCC	7	2%	0%	29%	0%	14%	57%
293	HEART FAILURE & SHOCK W/O CC/MCC	7	2%	0%	0%	14%	14%	71%

Source: Epic Hospital Billing Report

Secondary Data

Community Commons





County Health Rankings

Franklin County AR County Health Rankings

CATEGORY (RANK)	FRANKLIN COUNTY	ERROR MARGIN	TOP U.S. PERFORMERS	ARKANSAS
HEALTH BEHAVIORS (53)				
Adult Smoking	21%	20-22%	14%	24%
Adult Obesity	33%	25-40%	26%	35%
Food Environment Index	7.3		8.6	5.2
Physical Inactivity	37%	29-44%	20%	32%
Access to Exercise Opportunities	58%		91%	66%
Excessive Drinking	15%	14-15%	13%	16%
Alcohol-Impaired Driving Deaths	28%	17-39%	13%	27%
Sexually Transmitted Infections	359.4		145.1	545
Teen Births	44	37-50	15	44
CLINICAL CARE (33)				
Uninsured	11%	10-13%	6%	11%
Primary Care Physicians	3,540:1		1,030:1	1,520:1
Dentists	5,880:1		1,280:1	2,220:1
Mental Health Providers			330:1	490:1
Preventable Hospital Stays	68	56-80	35	62
Diabetic Screening	89%	78-99%	91%	84%
Mammography Screening	58%	47-70%	71%	58%
SOCIAL & ECONOMIC FACTORS (25)				
High School Graduation	89%		95%	85%
Some College	52%	43-61%	72%	57%
Unemployment	4.1%		3.2%	4%

Children in Poverty	25%	18-33%	12%	24%
Income Inequality	5.3	4.0-6.6	3.7	4.8
Children in Single-Parent Households	21%	11-31%	20%	36%
Social Associations	11.9		22.1	12
Violent Crime Rate	331		62	470
Injury Deaths	103	83-127	55	79
PHYSICAL ENVIRONMENT (34)				
Air-Pollution Particulate Matter	9.7		6.7	10.1
Drinking Water Violations	Yes			
Severe Housing Problems	12%	8-15%	9%	15%
Driving Alone to Work	80%	78-81%	72%	83%
Long Commute - Driving Alone	44%	37-52%	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	105999050C	Charleston Rural Health Clinic	Rural Health Clinic	Arkansas	0	0	Designated	Rural	12/01/2003	12/01/2003
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		Franklin County	Franklin	Single County	05047		Rural			

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 Ozark 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 Franklin County Primary Care Physician/Citizen ratio of 3,540:1 far exceeds that of the Arkansas ratio 1,520:1. Accompanying the healthcare coverage issues are the socioeconomic barriers. The \$47,738 median family income of the Franklin County community stands about six 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 Ozark 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 Ozark.

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 Ozark will consider focusing on these issues should resources become available. Until then, Mercy Ozark 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 Ozark 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 Franklin County. Certain partners prioritize similar health needs as addressed in this Community Health Needs Assessment. Some of these partners include:

Access to Care

- United Way of Fort Smith Area
- Franklin County Health Department

Behavioral Health

- Western Arkansas Guidance Center
- Mercy Telemedicine Behavioral Health services

Nutrition

- Arkansas Hunger Relief Alliance
- Boys and Girls Club
- Arkansas Coalition for Obesity Prevention (ARCOP)
- Franklin County Health Department
- First Freewill Baptist Church
- Ozark Methodist 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 Fort Smith developed and implemented a variety of programs and initiatives to address the needs identified in the 2016 CHNA.

Lung Disease

The Franklin County community lacks access to various health services, including those that deal with lung disease. Mercy Hospital Ozark provides respiratory therapy services to the local community. Also, tobacco cessation information is given to community members utilizing Mercy Ozark primary care.

Cardiovascular Disease

Mercy Ozark has been plagued with desperate cardiovascular health outcomes. In order to address this need, Mercy Ozark Hospital provides cardiac rehabilitation therapy. Also, the Elderly Fitness Program targets the older members of the community to reduce and prevent cardiovascular health issues.

Mental Health

Mercy Ozark 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

Franklin 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

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

Franklin 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 Franklin Hospital.

Mercy Franklin Health Survey, 2018.

XI. Appendices

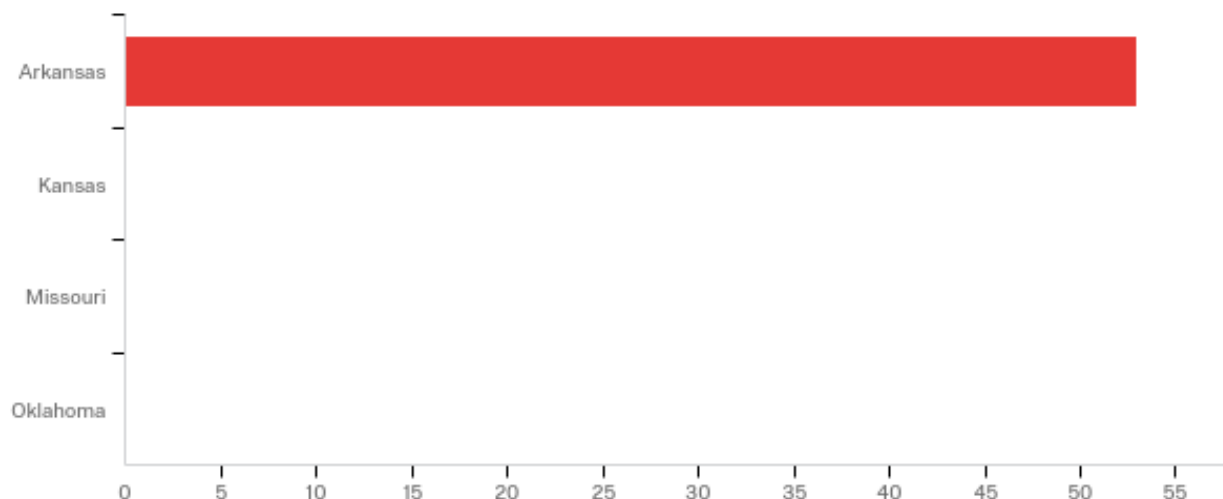
- A. Mercy Ozark CHNA Survey Results.....21
- B. Focus Group Notes: Mercy Ozark Focus Group....68

Ozark 2019

2018-CHNA Ministry-wide

May 10th 2019, 9:47 am CDT

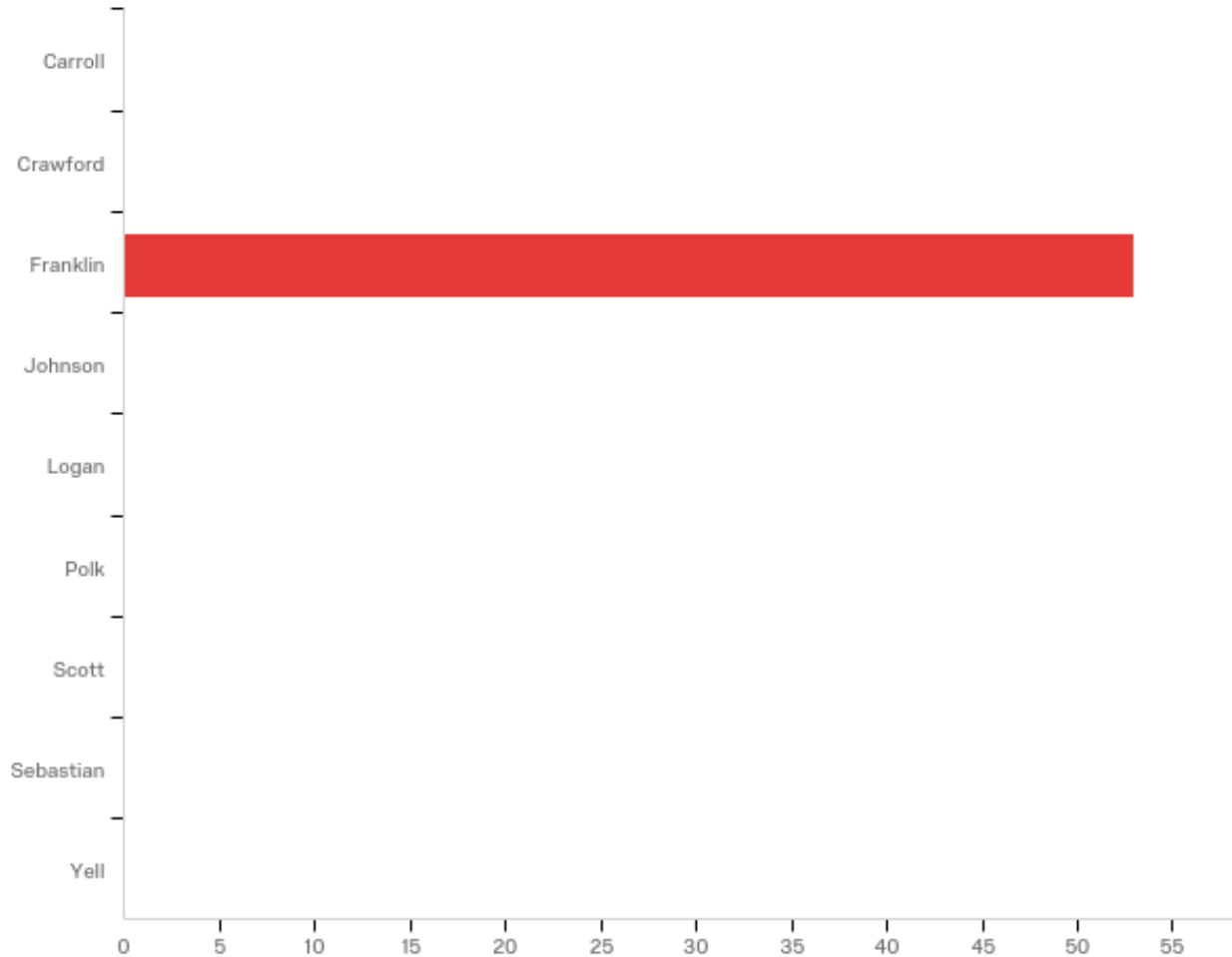
Q1 - Mercy would like your feedback on the health issues that impact the quality of life where you live. The results will guide our efforts to design programs and services that best meet the needs of the communities we serve. Your answers are completely anonymous. We look forward to your feedback. First, 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	53

#	Answer	%	Count
1	Arkansas	100.00%	53
2	Kansas	0.00%	0
4	Missouri	0.00%	0
6	Oklahoma	0.00%	0
	Total	100%	53

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.	26.00	26.00	26.00	0.00	0.00	53

#	Answer	%	Count
1	Carroll	0.00%	0
23	Crawford	0.00%	0
26	Franklin	100.00%	53
28	Johnson	0.00%	0
24	Logan	0.00%	0
27	Polk	0.00%	0

25	Scott	0.00%	0
22	Sebastian	0.00%	0
29	Yell	0.00%	0
	Total	100%	53

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

Please enter your zip code in the space provided:

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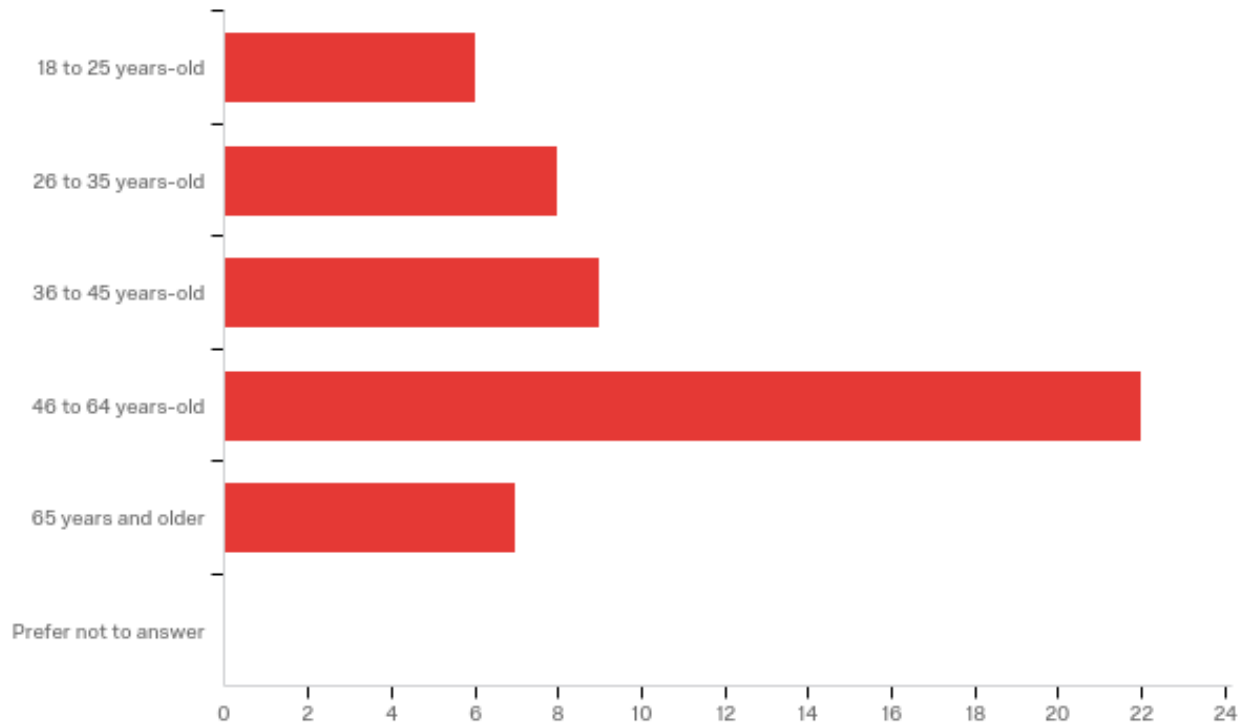
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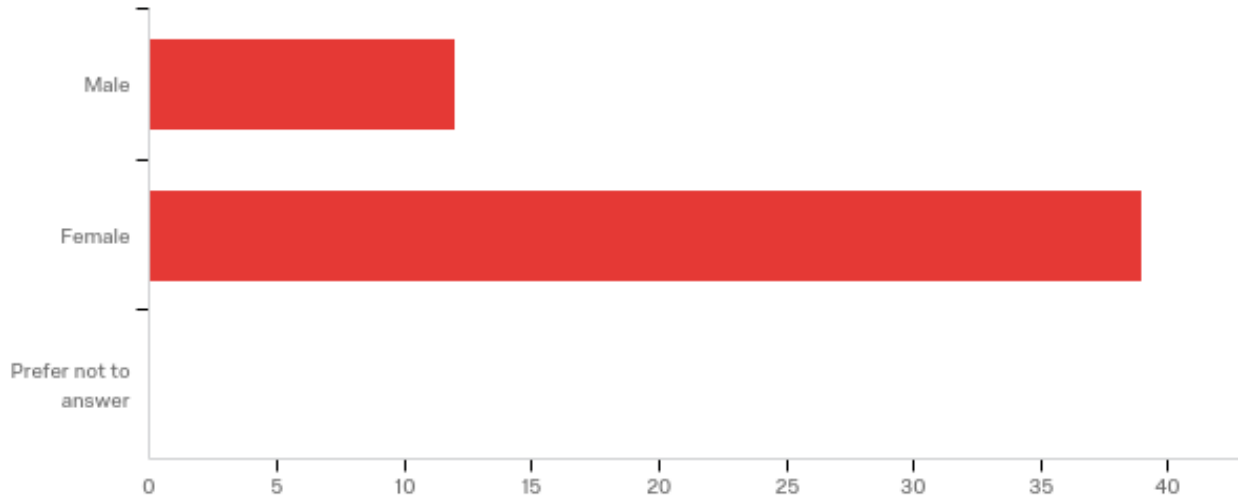
Q7 - Please select the age range that best fits you.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please select the age range that best fits you.	1.00	5.00	3.31	1.22	1.48	52

#	Answer	%	Count
1	18 to 25 years-old	11.54%	6
2	26 to 35 years-old	15.38%	8
3	36 to 45 years-old	17.31%	9
4	46 to 64 years-old	42.31%	22
5	65 years and older	13.46%	7
6	Prefer not to answer	0.00%	0
	Total	100%	52

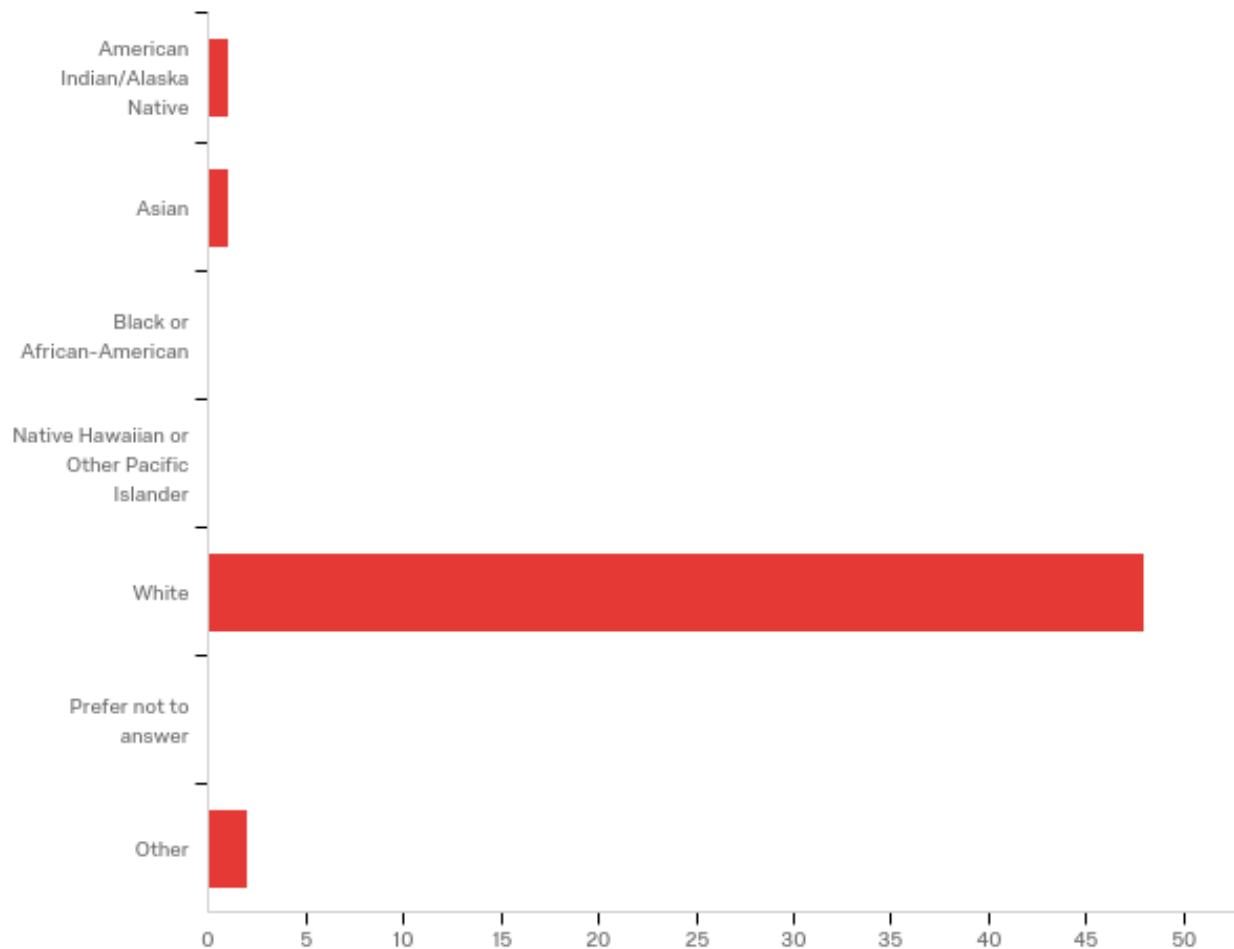
Q8 - What is your gender identity?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your gender identity?	1.00	2.00	1.76	0.42	0.18	51

#	Answer	%	Count
1	Male	23.53%	12
2	Female	76.47%	39
6	Prefer not to answer	0.00%	0
	Total	100%	51

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	2.00	8.00	4.13	0.83	0.69	52

#	Answer	%	Count
5	American Indian/Alaska Native	1.92%	1
2	Asian	1.92%	1
1	Black or African-American	0.00%	0
7	Native Hawaiian or Other Pacific Islander	0.00%	0
4	White	92.31%	48

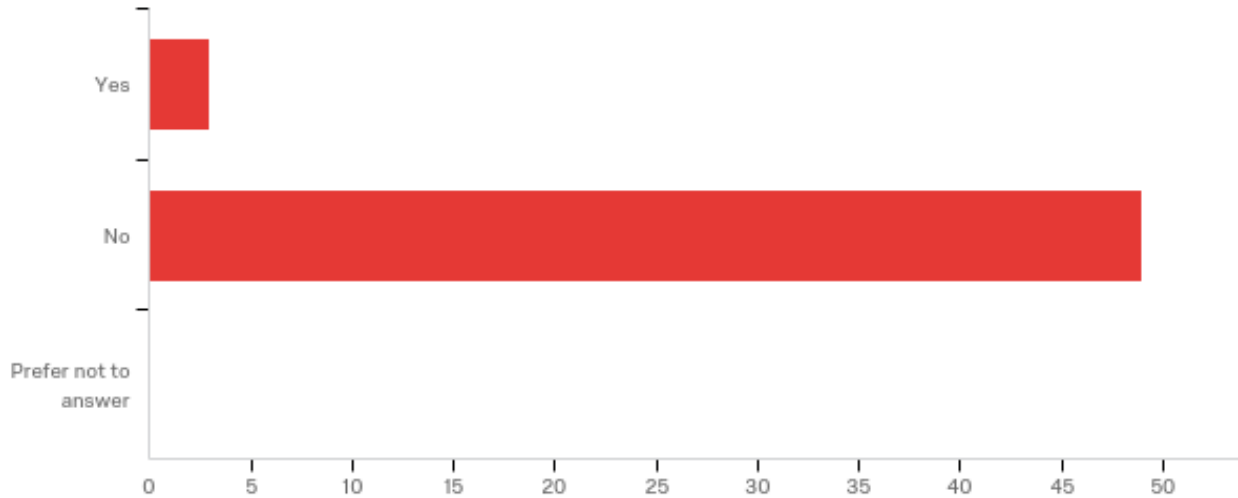
6	Prefer not to answer	0.00%	0
8	Other	3.85%	2
	Total	100%	52

Q9_8_TEXT - Other

Other - Text

Hispanic

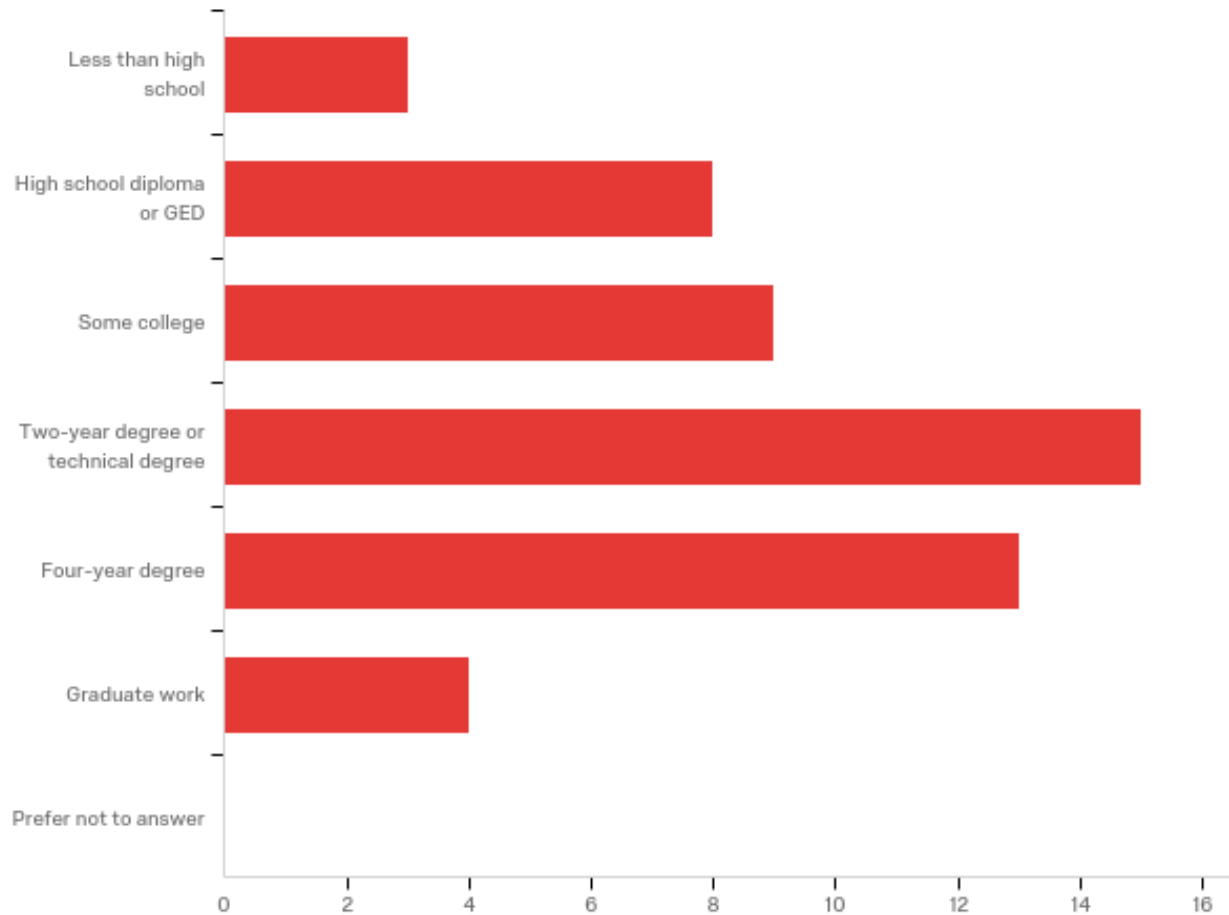
Q10 - Do you identify yourself as Hispanic or Latino?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you identify yourself as Hispanic or Latino?	1.00	2.00	1.94	0.23	0.05	52

#	Answer	%	Count
1	Yes	5.77%	3
2	No	94.23%	49
3	Prefer not to answer	0.00%	0
	Total	100%	52

Q11 - Please select the education level that best describes you.

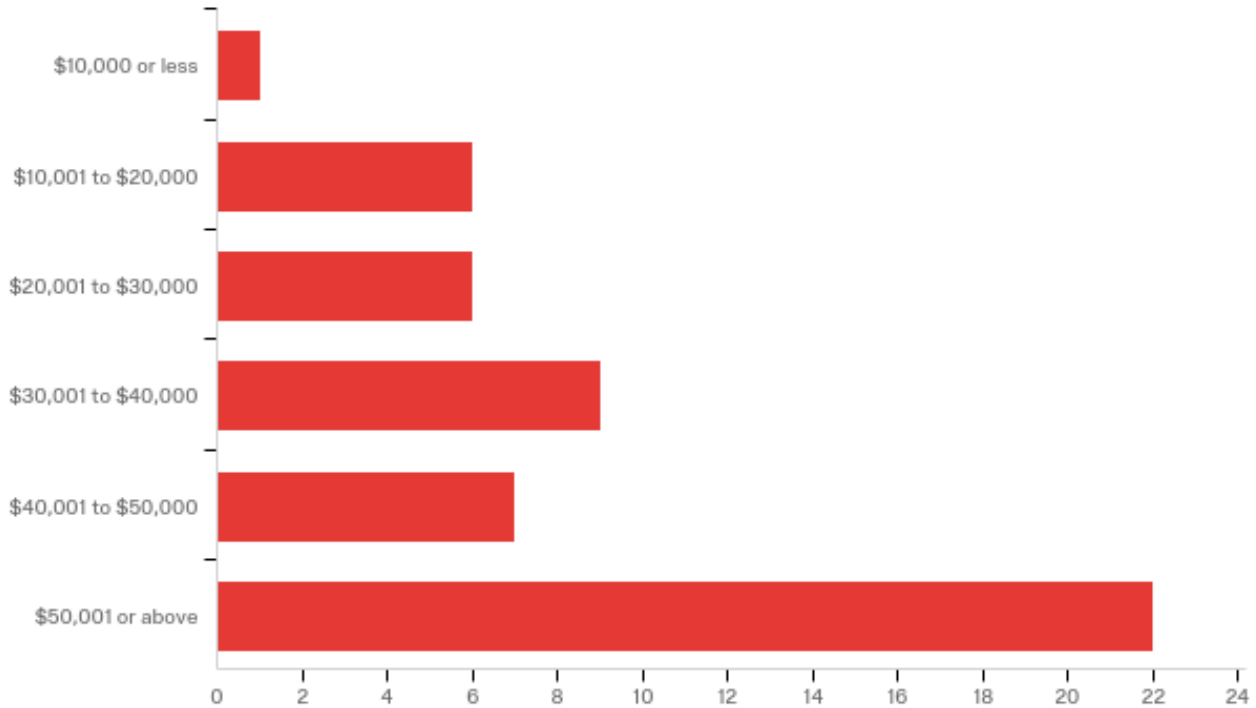


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please select the education level that best describes you.	2.00	14.00	5.42	2.84	8.09	52

#	Answer	%	Count
7	Less than high school	5.77%	3
2	High school diploma or GED	15.38%	8
4	Some college	17.31%	9
5	Two-year degree or technical degree	28.85%	15
6	Four-year degree	25.00%	13
14	Graduate work	7.69%	4
15	Prefer not to answer	0.00%	0

	Total	100%	52
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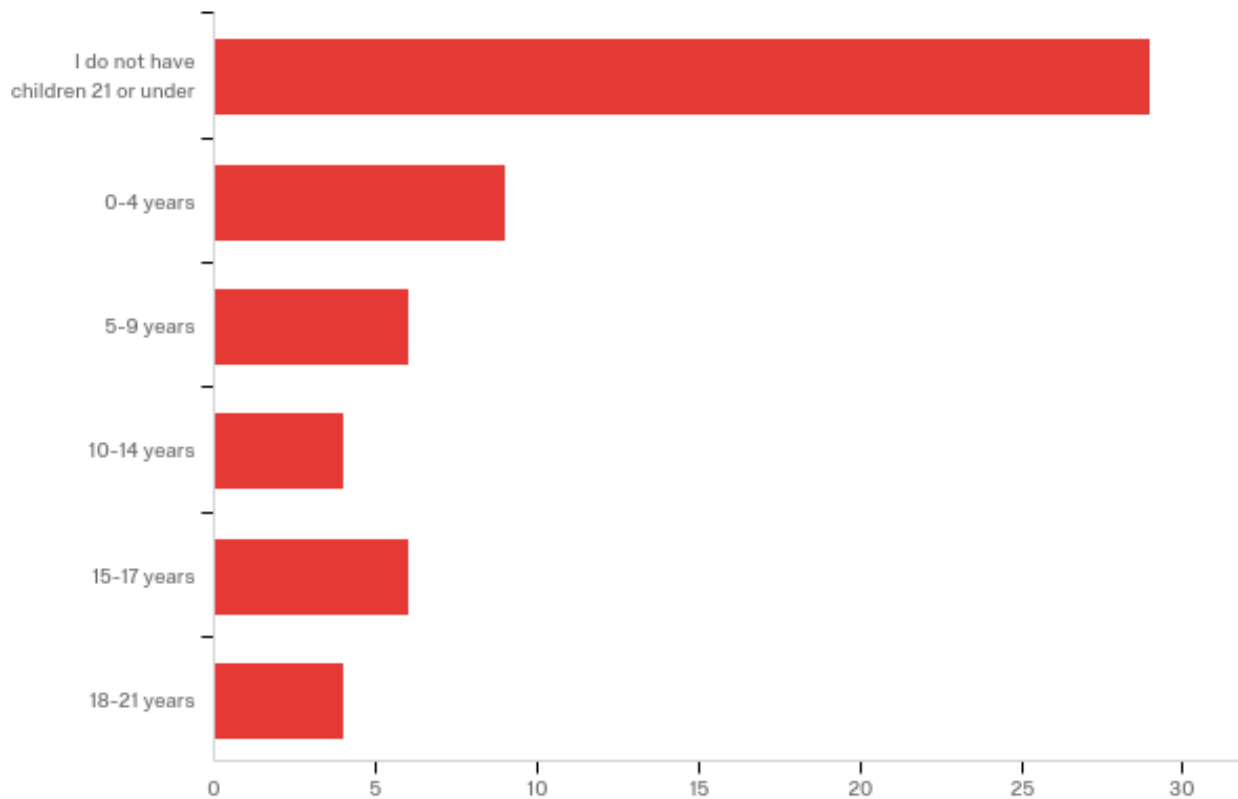
Q12 - Last year, what was your total household income from all sources, before taxes?



#	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	4.59	1.51	2.28	51

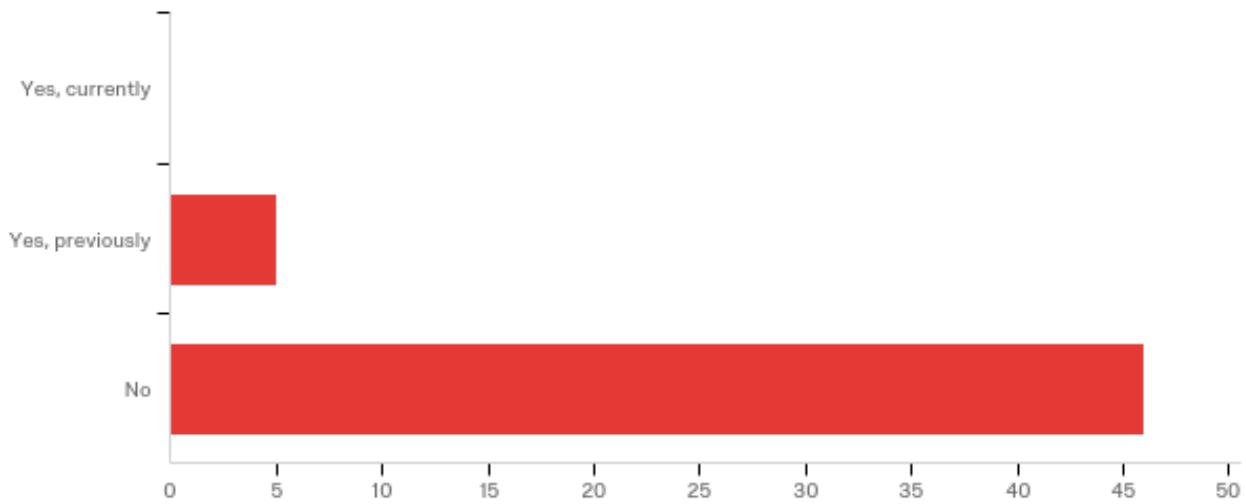
#	Answer	%	Count
1	\$10,000 or less	1.96%	1
2	\$10,001 to \$20,000	11.76%	6
3	\$20,001 to \$30,000	11.76%	6
4	\$30,001 to \$40,000	17.65%	9
5	\$40,001 to \$50,000	13.73%	7
6	\$50,001 or above	43.14%	22
	Total	100%	51

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	50.00%	29
2	0-4 years	15.52%	9
3	5-9 years	10.34%	6
4	10-14 years	6.90%	4
5	15-17 years	10.34%	6
6	18-21 years	6.90%	4
	Total	100%	58

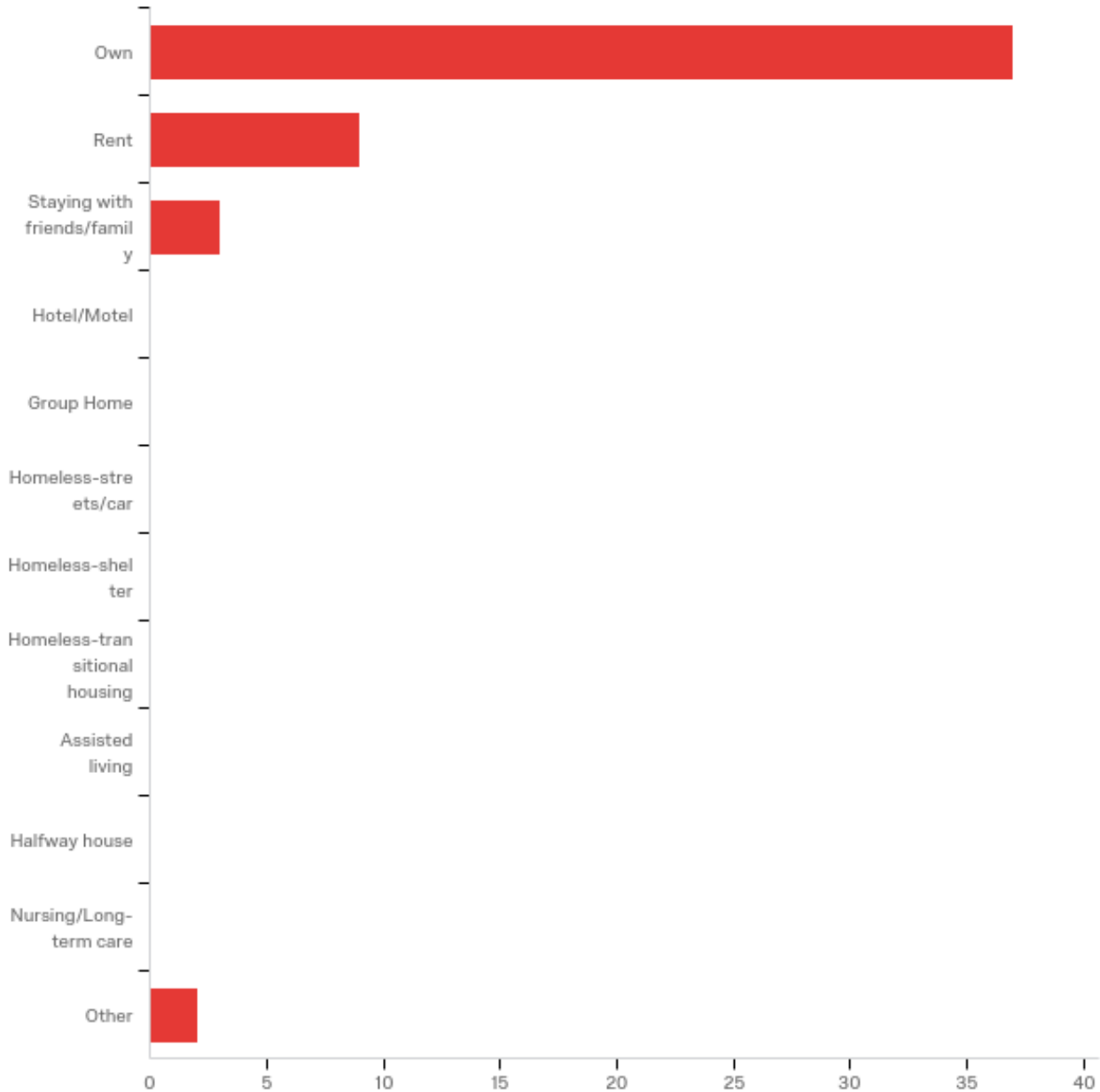
Q14 - Are you currently, or have you ever been, without stable housing? This includes sleeping in a tent, car, camper, make-shift shelter, couch surfing, etc.



#	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.	9.00	10.00	9.90	0.30	0.09	51

#	Answer	%	Count
1	Yes, currently	0.00%	0
9	Yes, previously	9.80%	5
10	No	90.20%	46
	Total	100%	51

Q15 - What is your housing status?



#	Answer	%	Count
1	Own	72.55%	37
2	Rent	17.65%	9
3	Staying with friends/family	5.88%	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	3.92%	2
	Total	100%	51

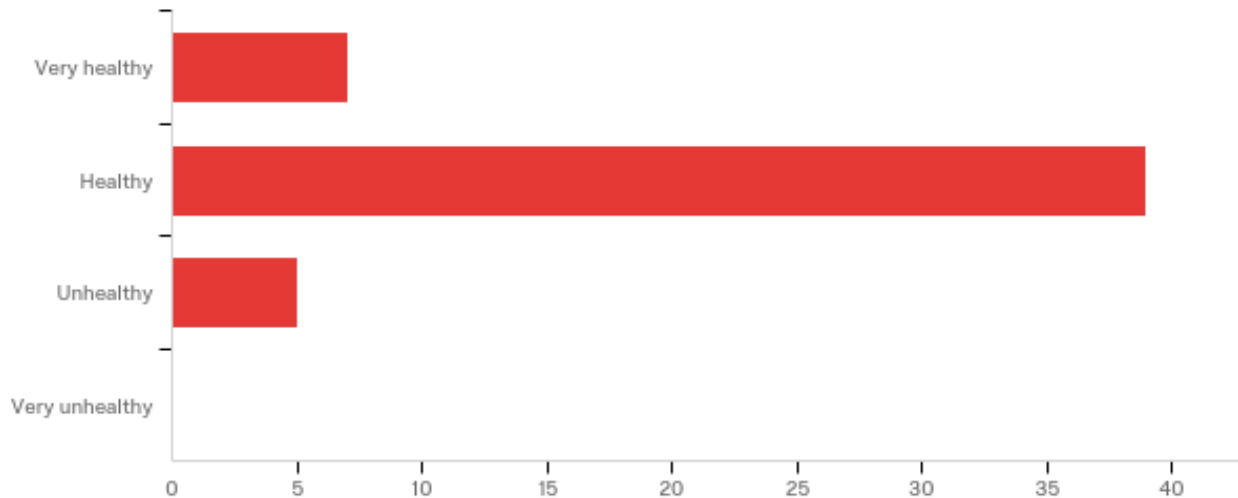
Q15_12_TEXT - Other

Other - Text

live with grandparents

Live in a camper on my Dads farm at this time

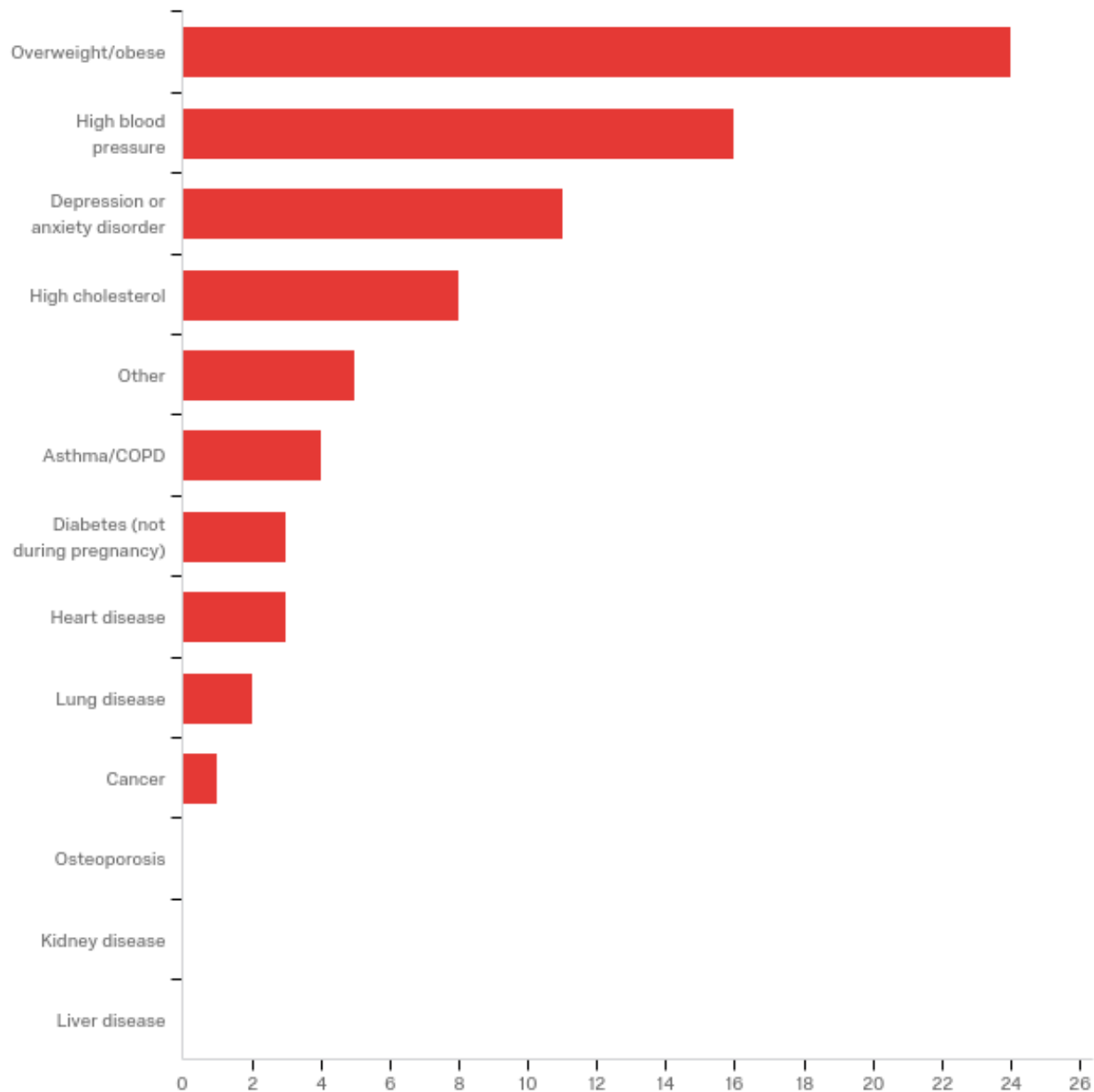
Q16 - How would you rate your own health?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How would you rate your own health?	1.00	3.00	1.96	0.48	0.23	51

#	Answer	%	Count
1	Very healthy	13.73%	7
2	Healthy	76.47%	39
3	Unhealthy	9.80%	5
4	Very unhealthy	0.00%	0
	Total	100%	51

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)	3.90%	3
3	High blood pressure	20.78%	16
13	Depression or anxiety disorder	14.29%	11
2	Asthma/COPD	5.19%	4
4	Osteoporosis	0.00%	0
5	High cholesterol	10.39%	8

6	Overweight/obese	31.17%	24
7	Kidney disease	0.00%	0
8	Heart disease	3.90%	3
9	Liver disease	0.00%	0
10	Cancer	1.30%	1
11	Lung disease	2.60%	2
12	Other	6.49%	5
	Total	100%	77

Q17_12_TEXT - Other

Other - Text

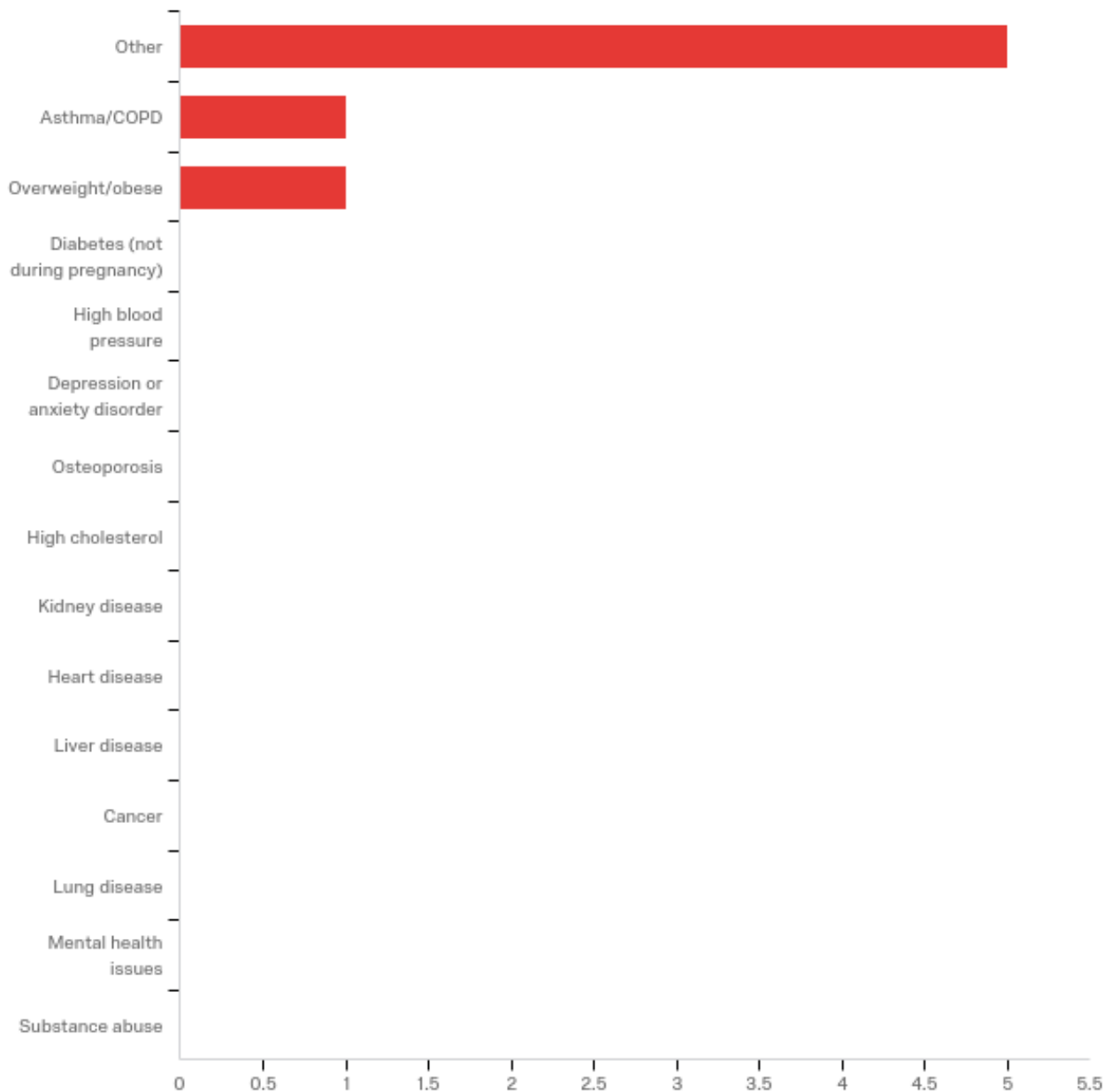
gout

no

ADD

none

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	0.00%	0
2	Asthma/COPD	14.29%	1
4	Osteoporosis	0.00%	0
5	High cholesterol	0.00%	0

6	Overweight/obese	14.29%	1
7	Kidney disease	0.00%	0
8	Heart disease	0.00%	0
9	Liver disease	0.00%	0
10	Cancer	0.00%	0
11	Lung disease	0.00%	0
14	Mental health issues	0.00%	0
15	Substance abuse	0.00%	0
12	Other	71.43%	5
	Total	100%	7

Q18_12_TEXT - Other

Other - Text

ADHS - Tourettes

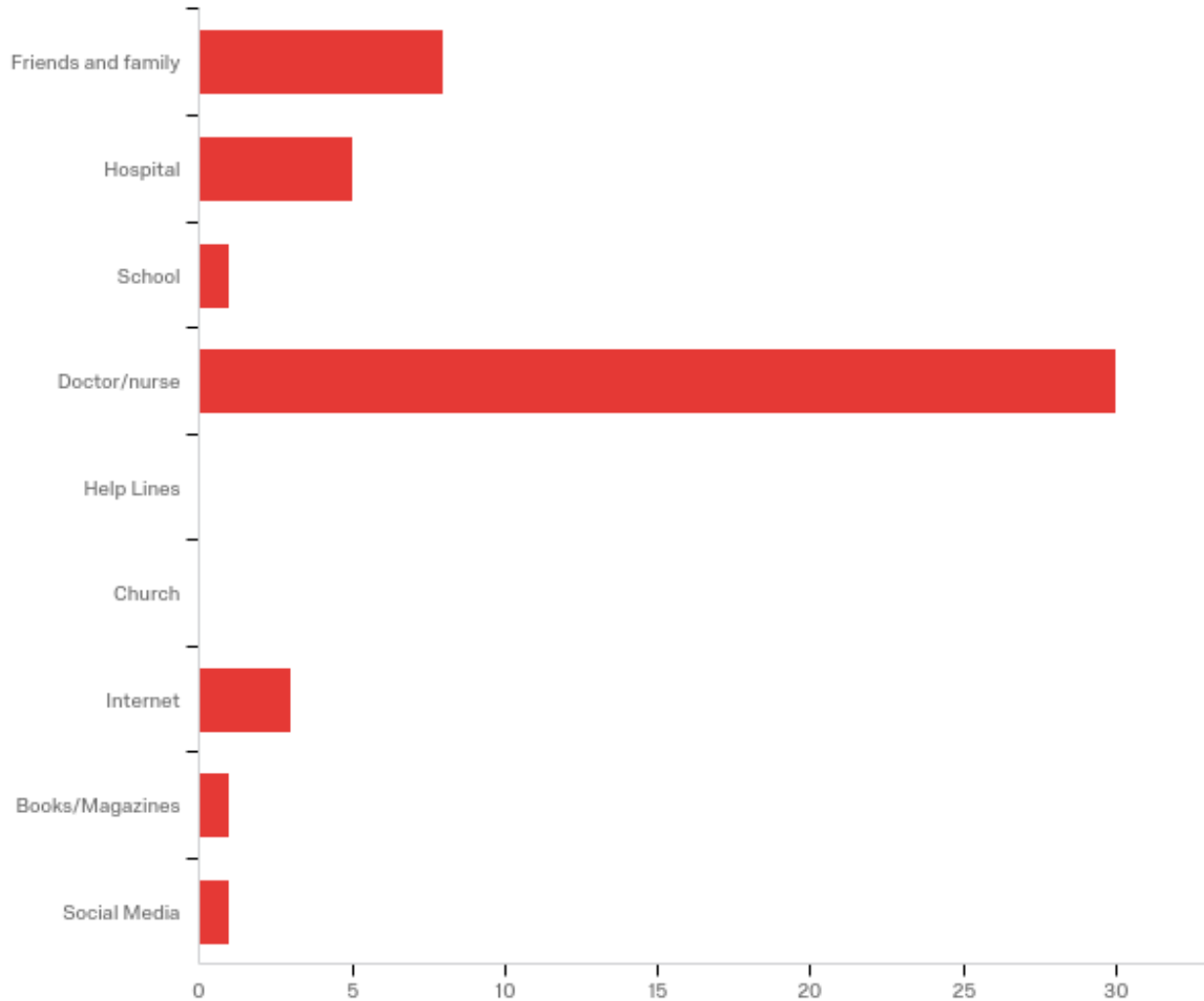
no

None

ADHD, Sensory Disorder

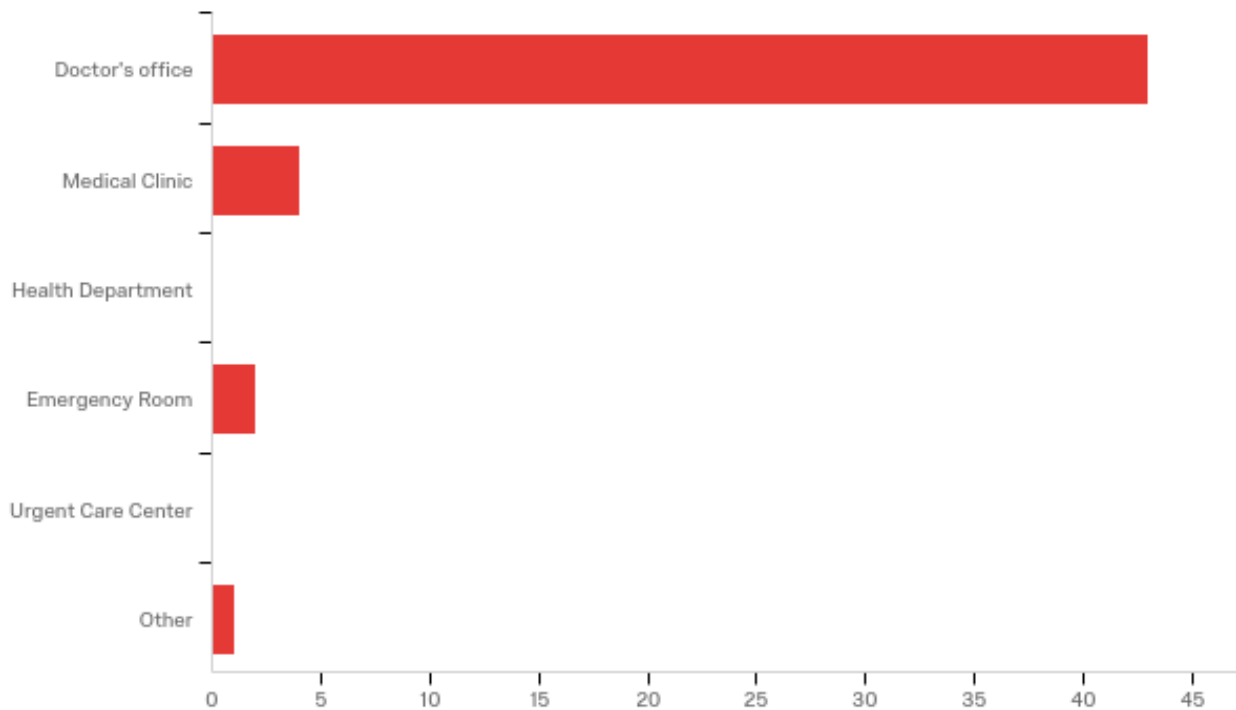
n/a

Q19 - Where do you get most of your health-related information?



#	Answer	%	Count
1	Friends and family	16.33%	8
2	Hospital	10.20%	5
3	School	2.04%	1
4	Doctor/nurse	61.22%	30
5	Help Lines	0.00%	0
6	Church	0.00%	0
7	Internet	6.12%	3
8	Books/Magazines	2.04%	1
9	Social Media	2.04%	1
	Total	100%	49

Q20 - Where do you go most often when you are sick or need advice about your health? (Choose the one you use most often.)



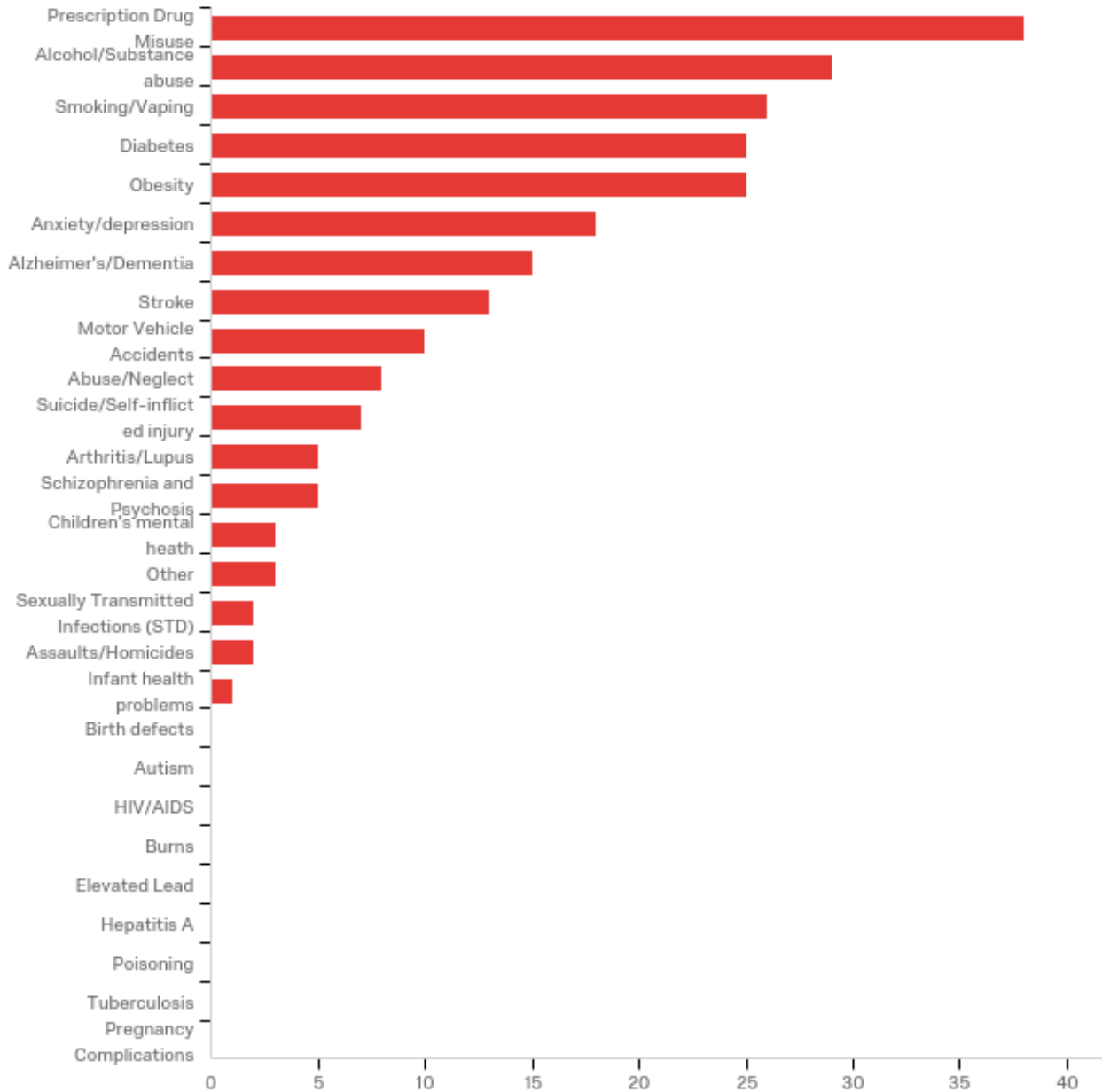
#	Answer	%	Count
1	Doctor's office	86.00%	43
2	Medical Clinic	8.00%	4
3	Health Department	0.00%	0
4	Emergency Room	4.00%	2
5	Urgent Care Center	0.00%	0
6	Other	2.00%	1
	Total	100%	50

Q20_6_TEXT - Other

Other - Text

No where...cannot afford to go to the doctor

Q21 - What are the TOP 5 most common health issues in your city?



#	Answer	%	Count
1	Alzheimer's/Dementia	6.38%	15
2	Birth defects	0.00%	0
3	Arthritis/Lupus	2.13%	5
4	Motor Vehicle Accidents	4.26%	10
5	Autism	0.00%	0
6	Sexually Transmitted Infections (STD)	0.85%	2

7	HIV/AIDS	0.00%	0
8	Stroke	5.53%	13
9	Smoking/Vaping	11.06%	26
10	Suicide/Self-inflicted injury	2.98%	7
11	Prescription Drug Misuse	16.17%	38
12	Assaults/Homicides	0.85%	2
13	Diabetes	10.64%	25
14	Anxiety/depression	7.66%	18
15	Schizophrenia and Psychosis	2.13%	5
16	Obesity	10.64%	25
17	Abuse/Neglect	3.40%	8
18	Alcohol/Substance abuse	12.34%	29
19	Burns	0.00%	0
20	Children's mental health	1.28%	3
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	0.43%	1
27	Other	1.28%	3
	Total	100%	235

Q21_27_TEXT - Other

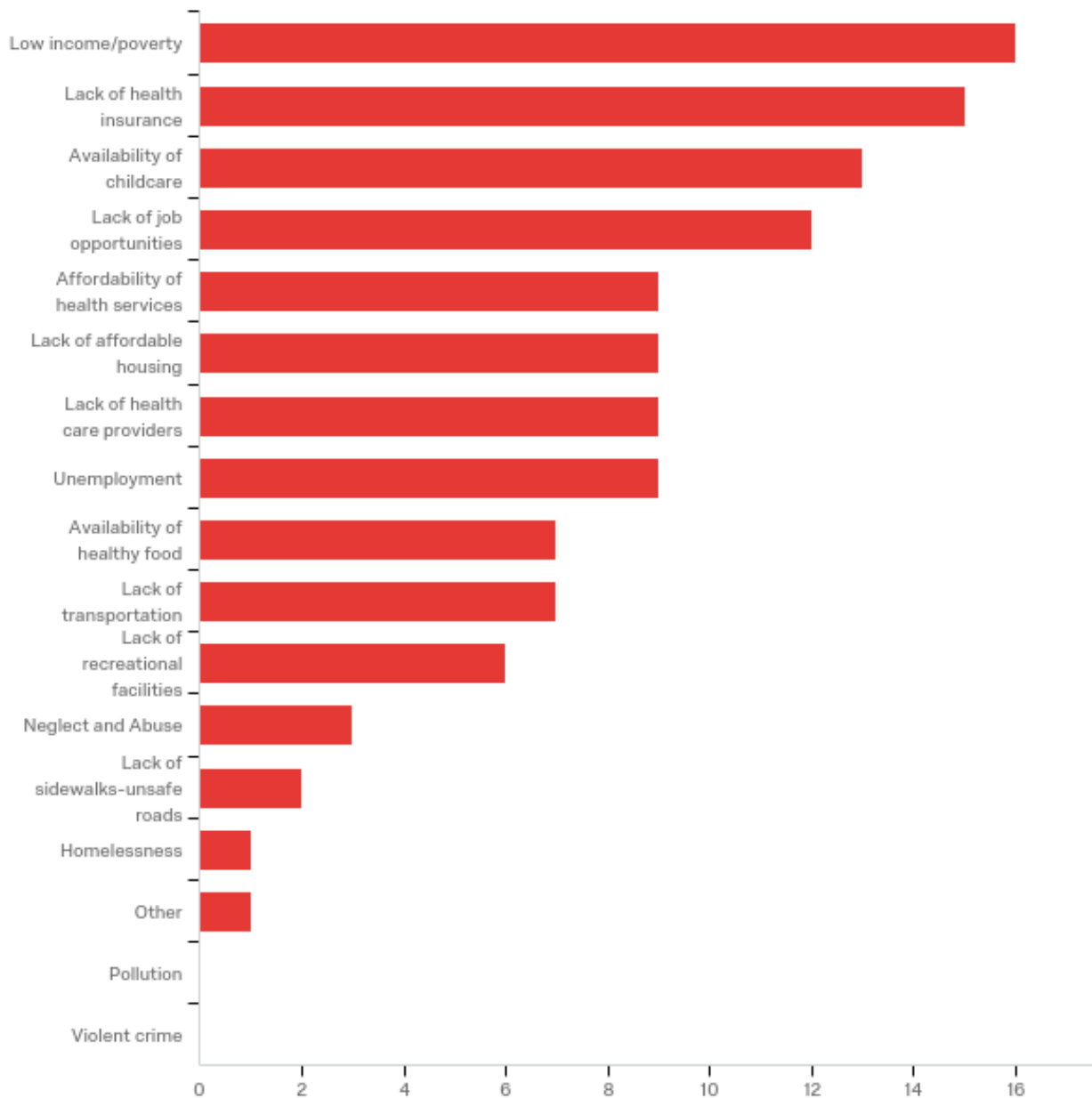
Other - Text

cancer

neurological

Cancer/Heart Disease

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	10.92%	13
2	Affordability of health services	7.56%	9
3	Availability of healthy food	5.88%	7
4	Homelessness	0.84%	1
5	Lack of affordable housing	7.56%	9
6	Lack of health insurance	12.61%	15

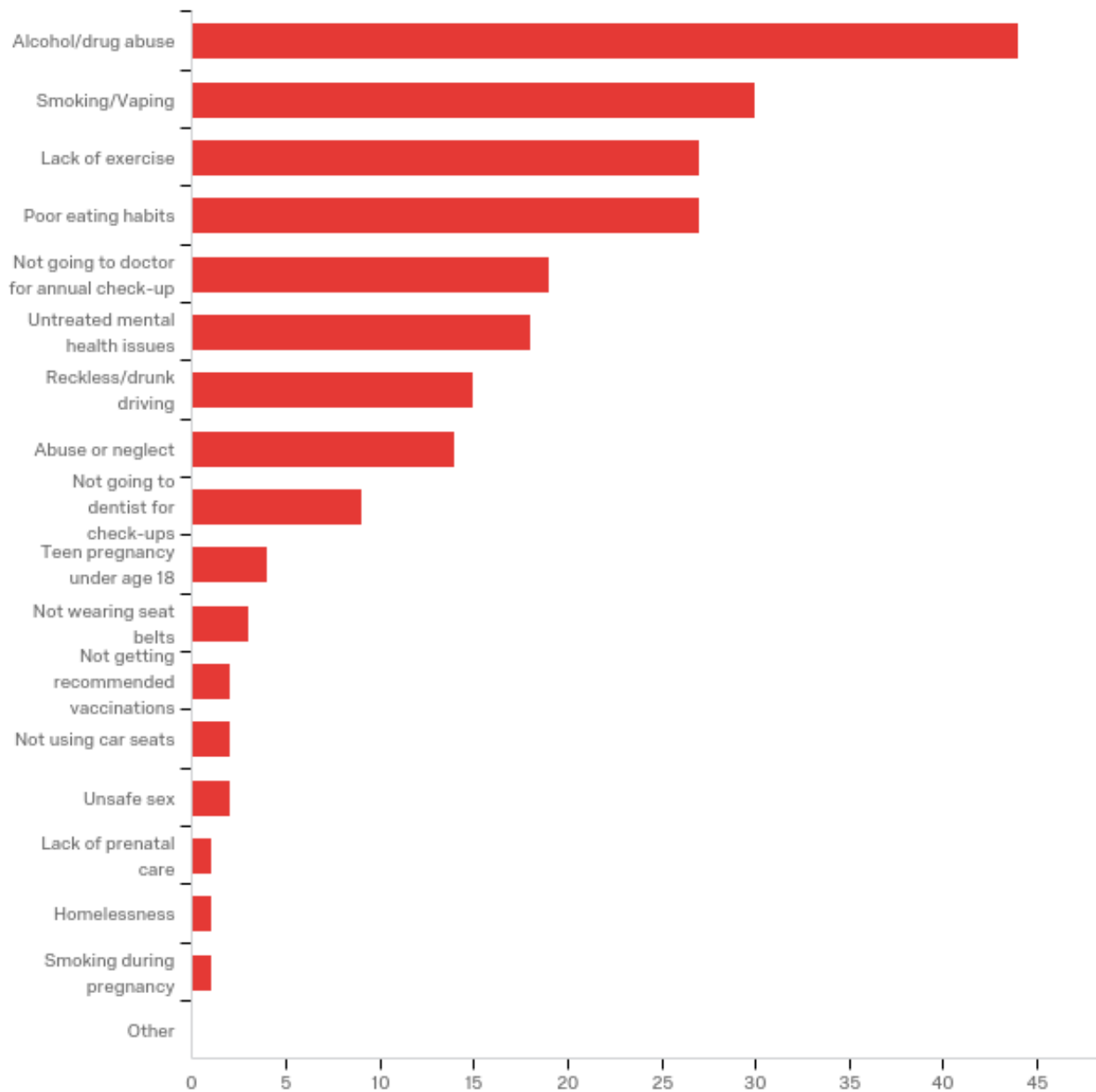
7	Lack of health care providers	7.56%	9
8	Lack of recreational facilities	5.04%	6
9	Neglect and Abuse	2.52%	3
10	Pollution	0.00%	0
11	Low income/poverty	13.45%	16
12	Lack of transportation	5.88%	7
13	Unemployment	7.56%	9
14	Violent crime	0.00%	0
15	Lack of sidewalks-unsafe roads	1.68%	2
16	Lack of job opportunities	10.08%	12
17	Other	0.84%	1
	Total	100%	119

Q22_17_TEXT - Other

Other - Text

lack of hourly pay rate being enough to live on

Q23 - What are the TOP 5 risk behaviors that impact health in your city?

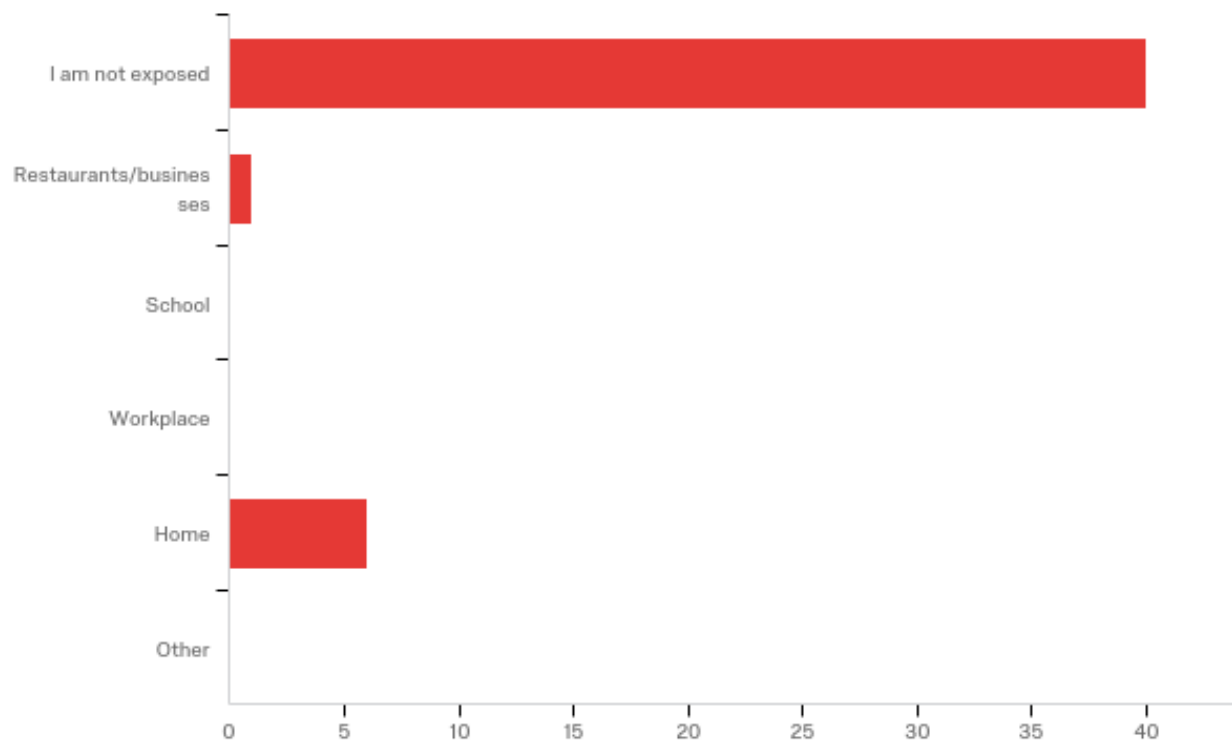


#	Answer	%	Count
1	Alcohol/drug abuse	20.09%	44
4	Not going to dentist for check-ups	4.11%	9
5	Lack of exercise	12.33%	27
6	Not getting recommended vaccinations	0.91%	2
7	Not using car seats	0.91%	2
8	Not wearing seat belts	1.37%	3

9	Unsafe sex	0.91%	2
10	Lack of prenatal care	0.46%	1
11	Poor eating habits	12.33%	27
12	Reckless/drunken driving	6.85%	15
13	Not going to doctor for annual check-up	8.68%	19
14	Smoking/Vaping	13.70%	30
15	Abuse or neglect	6.39%	14
16	Homelessness	0.46%	1
17	Untreated mental health issues	8.22%	18
18	Teen pregnancy under age 18	1.83%	4
19	Smoking during pregnancy	0.46%	1
20	Other	0.00%	0
	Total	100%	219

Q23_20_TEXT - Other
Other - Text

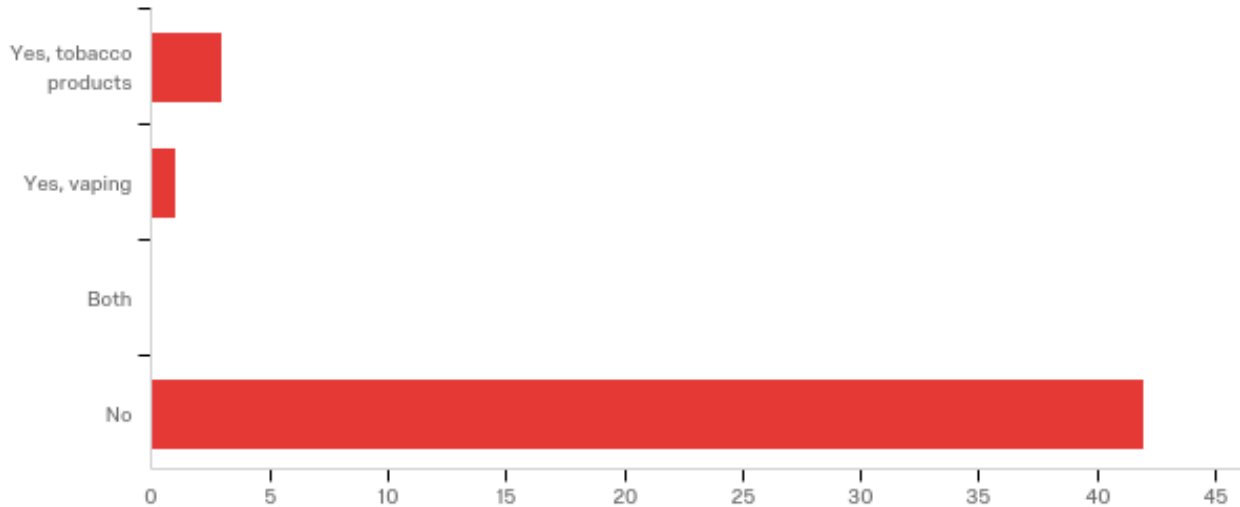
Q24 - Are you exposed to secondhand smoke in any of the following places? (Select all that apply)



#	Answer	%	Count
5	I am not exposed	85.11%	40
1	Restaurants/businesses	2.13%	1
2	School	0.00%	0
3	Workplace	0.00%	0
4	Home	12.77%	6
6	Other	0.00%	0
	Total	100%	47

Q24_6_TEXT - Other
Other - Text

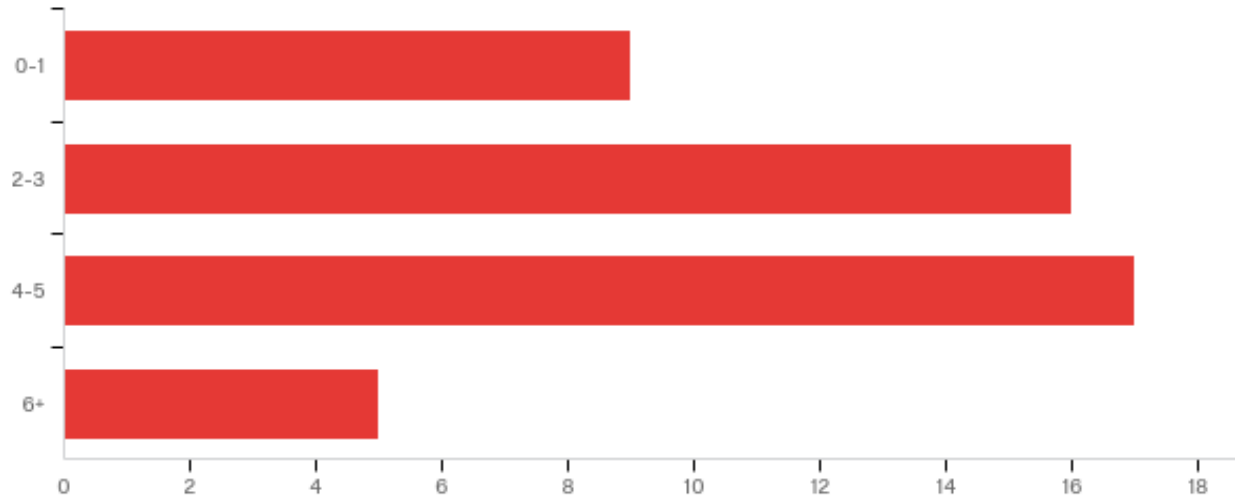
Q25 - Do you currently smoke or use tobacco products including vaping?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you currently smoke or use tobacco products including vaping?	1.00	4.00	3.76	0.79	0.62	46

#	Answer	%	Count
1	Yes, tobacco products	6.52%	3
2	Yes, vaping	2.17%	1
3	Both	0.00%	0
4	No	91.30%	42
	Total	100%	46

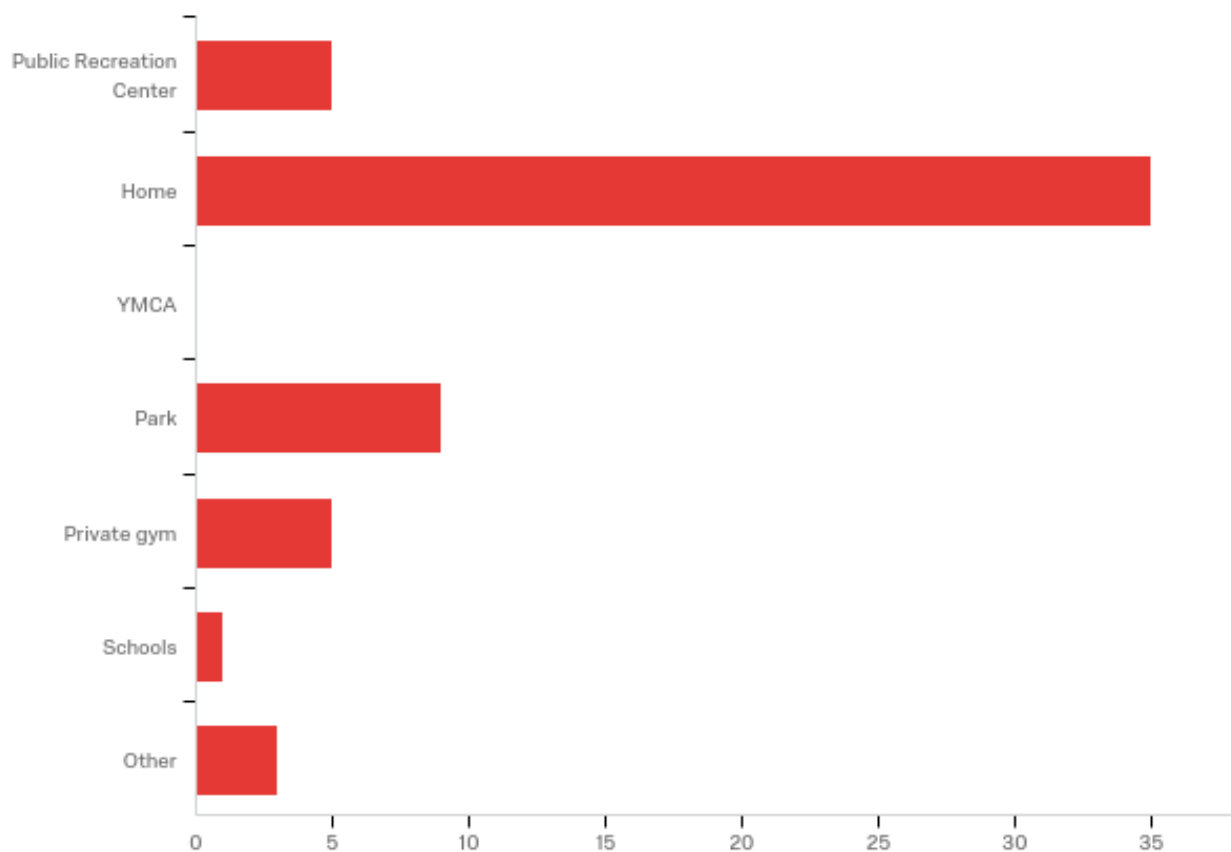
Q26 - In a normal week, how many times do you exercise at least 30 minutes?



#	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	2.38	0.91	0.83	47

#	Answer	%	Count
1	0-1	19.15%	9
2	2-3	34.04%	16
3	4-5	36.17%	17
4	6+	10.64%	5
	Total	100%	47

Q27 - Where do you go to engage in exercise or physical activity? (Select all that apply)



#	Answer	%	Count
1	Public Recreation Center	8.62%	5
2	Home	60.34%	35
3	YMCA	0.00%	0
4	Park	15.52%	9
5	Private gym	8.62%	5
6	Schools	1.72%	1
7	Other	5.17%	3
	Total	100%	58

Q27_7_TEXT - Other

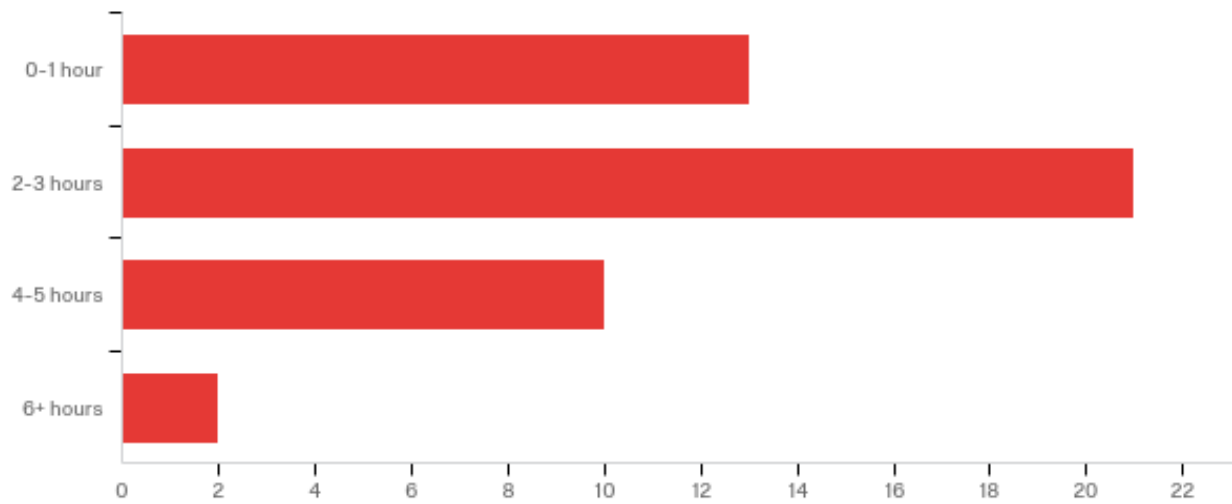
Other - Text

work

Work

work

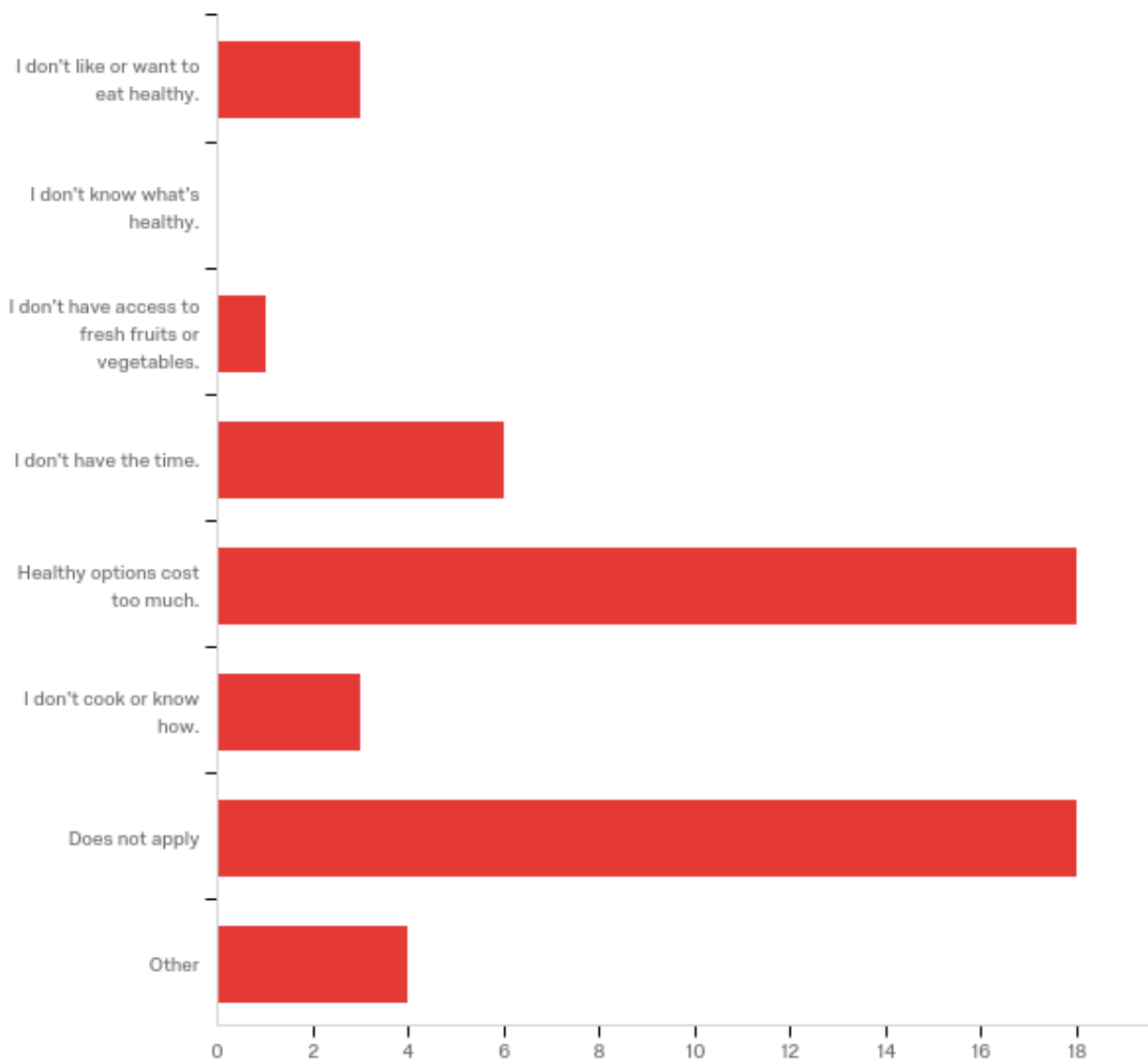
Q28 - How many hours per day do you watch TV, play video games, or use the computer or a smart device for recreation?



#	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	2.02	0.82	0.67	46

#	Answer	%	Count
1	0-1 hour	28.26%	13
2	2-3 hours	45.65%	21
3	4-5 hours	21.74%	10
4	6+ hours	4.35%	2
	Total	100%	46

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.	5.66%	3
2	I don't know what's healthy.	0.00%	0
3	I don't have access to fresh fruits or vegetables.	1.89%	1
4	I don't have the time.	11.32%	6
5	Healthy options cost too much.	33.96%	18
6	I don't cook or know how.	5.66%	3
7	Does not apply	33.96%	18
8	Other	7.55%	4

Q29_8_TEXT - Other

Other - Text

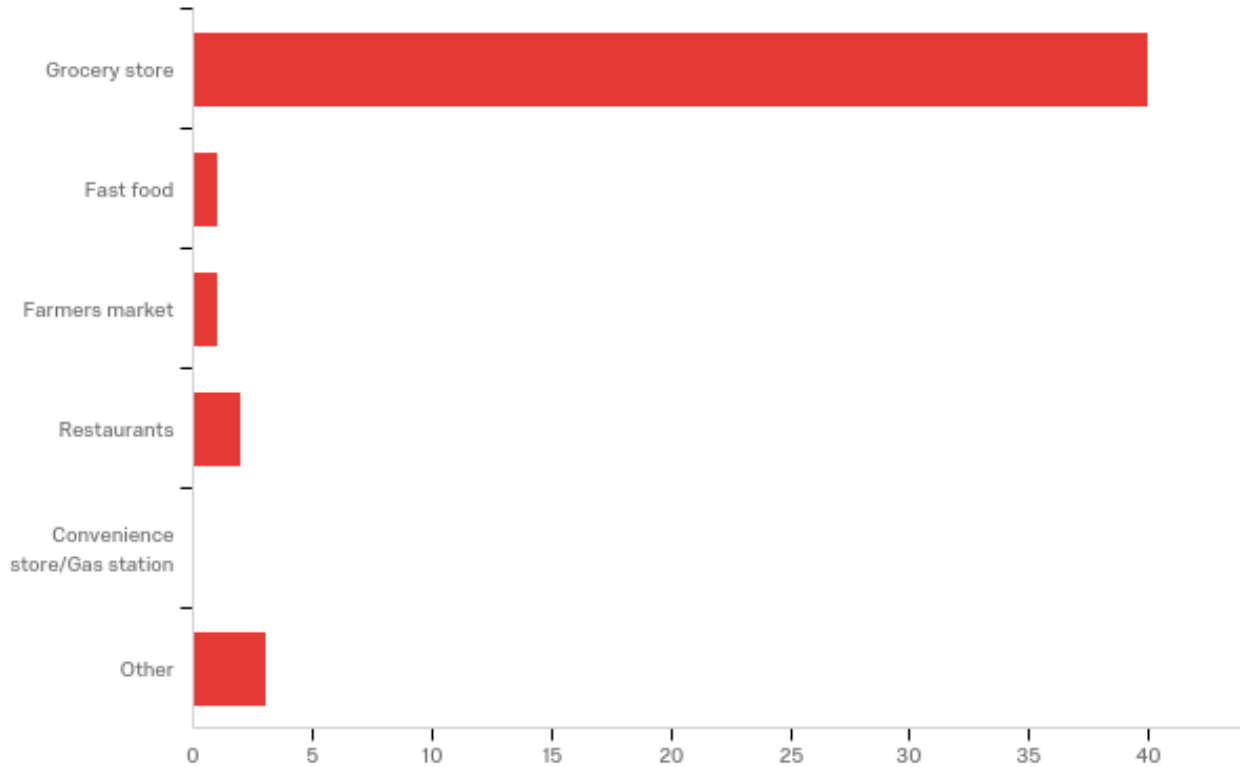
i eat healthy

i eat healthy

poor selection of healthy options

Not enough natural grocery stores close by.

Q30 - Where do you obtain most of your meals?



#	Answer	%	Count
1	Grocery store	85.11%	40
2	Fast food	2.13%	1
3	Farmers market	2.13%	1
4	Restaurants	4.26%	2
6	Convenience store/Gas station	0.00%	0
5	Other	6.38%	3
	Total	100%	47

Q30_5_TEXT - Other

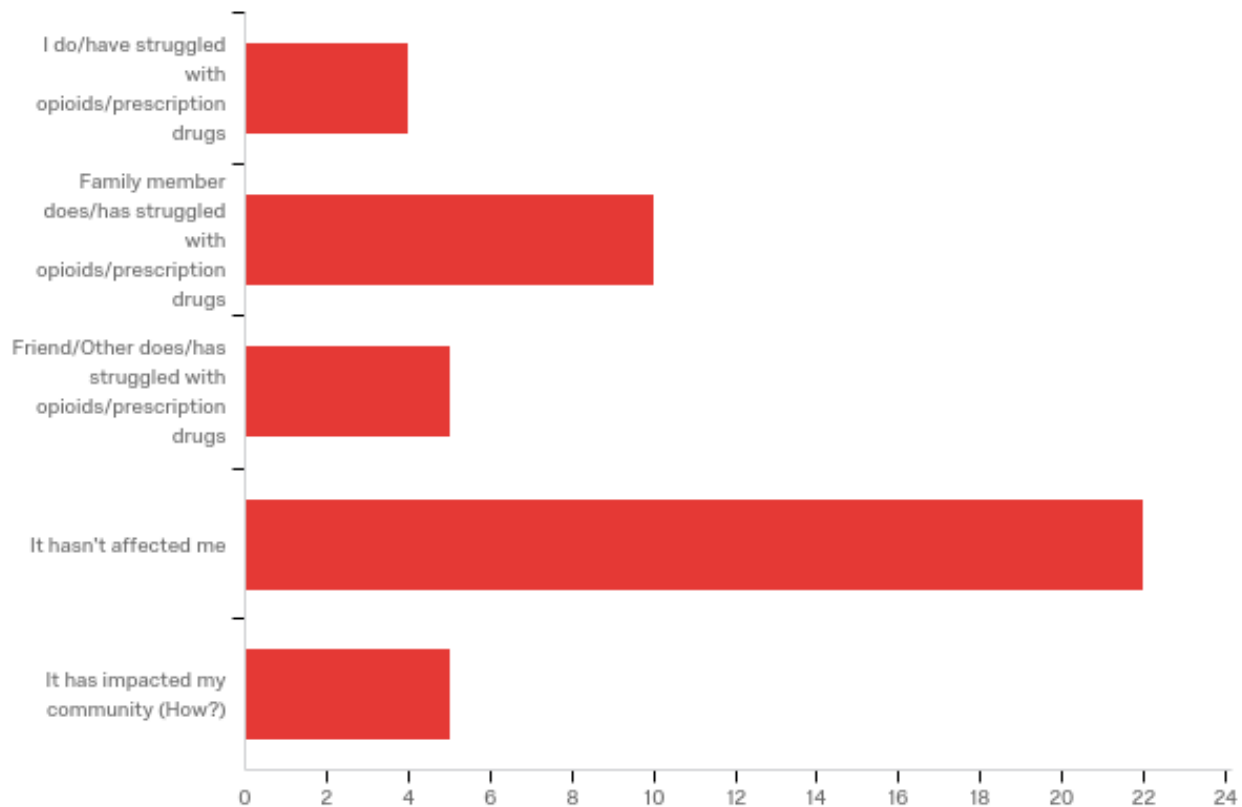
Other - Text

home cooked

home cooking

home

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	3.30	1.18	1.39	46

#	Answer	%	Count
1	I do/have struggled with opioids/prescription drugs	8.70%	4
2	Family member does/has struggled with opioids/prescription drugs	21.74%	10
3	Friend/Other does/has struggled with opioids/prescription drugs	10.87%	5
4	It hasn't affected me	47.83%	22
5	It has impacted my community (How?)	10.87%	5
	Total	100%	46

Q31_5_TEXT - It has impacted my community (How?)

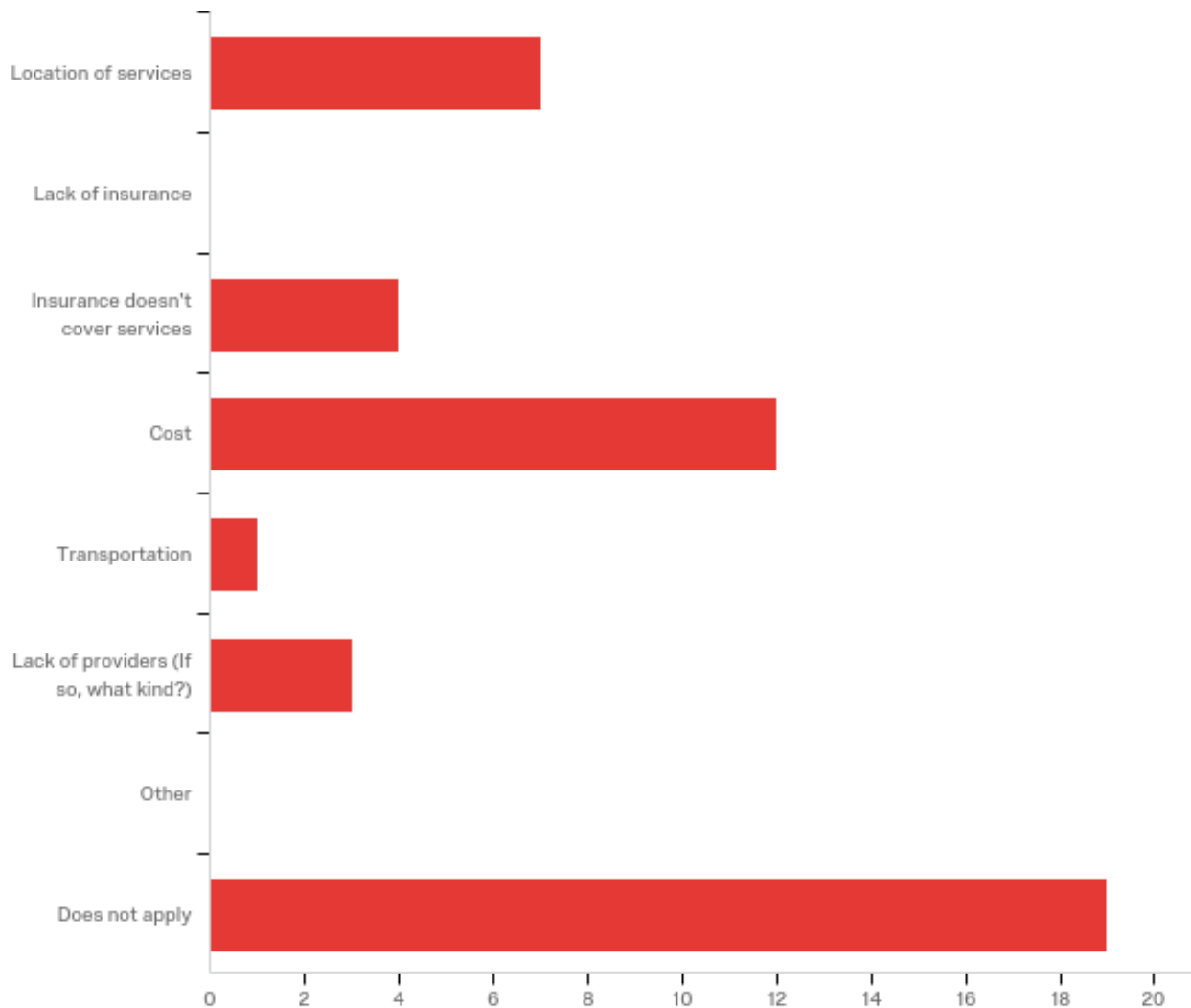
It has impacted my community (How?) - Text

most of community using drugs

Death by over dose, increased crime rates, increased suicide

meth abuse is a huge problem here

Q32 - What barriers prevent you from using health services?



#	Answer	%	Count
1	Location of services	15.22%	7
2	Lack of insurance	0.00%	0
3	Insurance doesn't cover services	8.70%	4
4	Cost	26.09%	12
5	Transportation	2.17%	1
6	Lack of providers (If so, what kind?)	6.52%	3
7	Other	0.00%	0
8	Does not apply	41.30%	19
	Total	100%	46

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

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

cardiologist

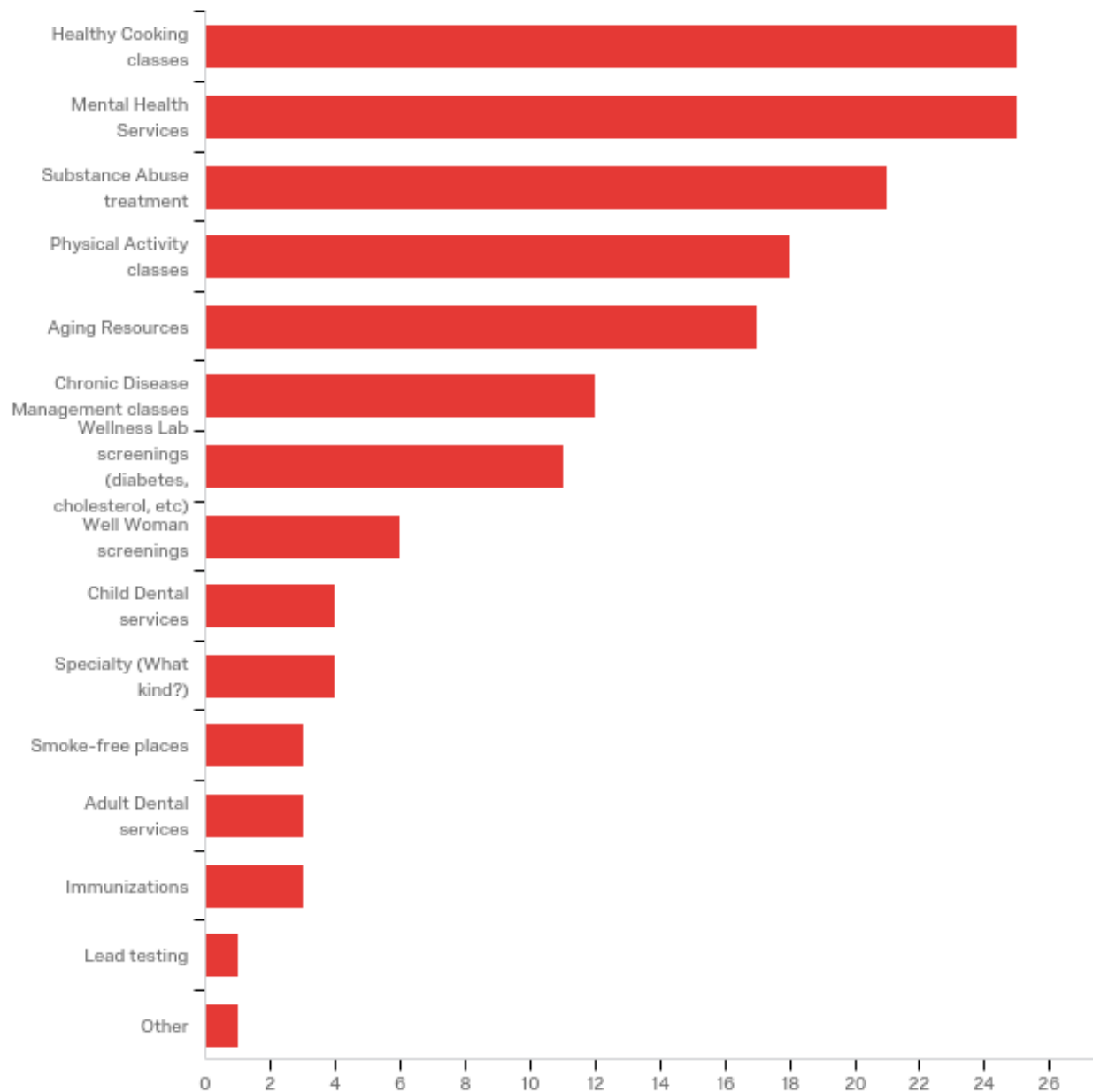
cardiology in franklin county

family practice

Q32_7_TEXT - Other

Other - Text

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	11.69%	18
2	Healthy Cooking classes	16.23%	25
3	Smoke-free places	1.95%	3
4	Well Woman screenings	3.90%	6
5	Wellness Lab screenings (diabetes, cholesterol, etc)	7.14%	11
6	Chronic Disease Management classes	7.79%	12

7	Substance Abuse treatment	13.64%	21
8	Mental Health Services	16.23%	25
9	Lead testing	0.65%	1
10	Adult Dental services	1.95%	3
11	Child Dental services	2.60%	4
12	Immunizations	1.95%	3
13	Aging Resources	11.04%	17
14	Specialty (What kind?)	2.60%	4
15	Other	0.65%	1
	Total	100%	154

Q33_14_TEXT - Specialty (What kind?)

Specialty (What kind?) - Text

cardiac

Urologists

Cardiologist, OB, Orthopedics

OB/GYN, pediatrics and more psych/ mental health

Q33_15_TEXT - Other

Other - Text

Focus Group Notes
OZARK COMMUNITY
10/22/2019

General

1. What is the biggest health issue that affects you, your family, and neighbors in Franklin County?
 - a. Transportation
 - b. Finances
 - c. More physicians to the community – have to drive to Fort Smith
 - d. Diabetes
 - e. Drugs – meth, heroine
 - f. Prescribing practices
 - g. No hospice in the area
 - i. no one to education on the services
 - ii. No respite care
 - h. Mental illness
2. What are your safety concerns in your neighborhood?
 - a. No one to check on the elderly
 - b. Rural community
 - c. Unclean elderly covered in sores/feces
 - d. Several “druggies” in the neighborhood
3. What stops you or people you know from receiving healthcare in Franklin County?
 - a. Cost of insurance
 - i. Medicare going up
 - b. Getting an appointment
 - c. Charity care
 - d. More physicians/specialty services
 - e. Nonambulatory transportation
 - f. Limited income – not able to pay for gas
 - g. Lacking a support system
 - h. More community education about programs
4. As a community member, do you feel there are enough resources around mental health?
 - a. Not enough
 - b. Questions about how to get a hold of the resources available
 - c. Do not know where to go to get help

Healthy Living

5. What stops you from exercising?
6. Thinking about the food you eat, where do you get most of your food?
 - a. Only 1 grocery store in town
 - i. No competition
 - ii. Expensive
 - iii. Lacks produce

- b. Seasonal farmers markets

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. Single mom can't pay rent/utilities
 - b. DHS not helpful in town
 - c. Elderly living on fixed incomes
 - d. Not a lot of employment opportunities in community
 - e. No after school programs
 - f. Childcare expensive in area
 - g. No boys/girls club in community
 - h. Nothing for young teens to do
- 8. Are health care materials/information you receive easy for you and your family to understand?
 - a. Social media
 - b. Radio station
 - c. Health fair at Arkansas Tech

NOTES:

[illegible]

NOTES:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Mercy

14528 S. Outer Road
Chesterfield, MO 63107
314.579.6100



Your life is our life's work.