

Carnegie Tri-County Municipal Hospital Community Health Needs Assessment Summary and Implementation Strategy



Oklahoma Office of Rural Health

OSU Center for Rural Health

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Introduction

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

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

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

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

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

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

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

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

² Ibid

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

Oklahoma Office of Rural Health Partnership

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

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

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

The community health needs assessment portion was presented and approved by the governing board on October 24, 2022. The implementation strategy was presented and approved by the governing board on November 28, 2022.

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

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

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

- Area of concern: Preventative care
 - Covid-19 vaccination clinics 2020 and 2021: Over 785 community members received their Covid-19 vaccinations from these offerings
 - Flu vaccinations during 2020 and 2021: Over 75 Carnegie Tri-County Municipal Hospital employees and 10 patients through the hospital were vaccinated through these efforts.
 - Sport physical exams were offered during 2020 and 2021. Over 375 physicals were completed at no charge for students at Carnegie and Mountain View schools.

- Area of concern: Community discussions/Community support of local services
 - Due to the Covid-19 pandemic, this item was not fully addressed as public gatherings were discouraged during this time.

Carnegie Tri-County Municipal Hospital Medical Services Area Demographics

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

Legend

- Primary Medical Service Area
- Secondary Medical Service Area

City	County	Hospital	No. of Beds
Anadarko	Caddo	The Physicians' Hospital in Anadarko	25
<i>Carnegie</i>	<i>Caddo</i>	<i>Carnegie Tri-County Municipal Hospital</i>	<i>17</i>
Chickasha	Grady	Grady Memorial Hospital	99
Hobart	Kiowa	Elkview General Hospital	38
Cordell	Washita	Cordell Memorial Hospital	25

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The secondary medical services area is comprised of the zip code areas Hydro, Binger, Apache, and Gotebo. The secondary medical service area experienced a decrease in population of 5.2 percent from 2000 to 2010 followed by a population decrease of 0.4 percent from 2010 to the 2016-2020 American Community Survey.

Table 1. Population of Carnegie Tri-County Municipal Hospital Medical Service Areas

Population by Zip Code	2000 Population	2010 Population	2016-2020 Population	% Change 2000-2010	% Change 2010-16-20
<i>Primary Medical Service Area</i>					
73015 Carnegie	3,157	2,877	2,930	-8.9%	1.8%
73062 Mountain View	1,642	1,396	1,178	-15.0%	-15.6%
73038 Fort Cobb	2,153	2,032	1,930	-5.6%	-5.0%
Total	6,952	6,305	6,038	-9.3%	-4.2%
<i>Secondary Medical Service Area</i>					
73048 Hydro	2,101	2,020	2,820	-3.9%	39.6%
73009 Binger	1,353	1,264	1,125	-6.6%	-11.0%
73006 Apache	3,862	3,718	3,037	-3.7%	-18.3%
73041 Gotebo	454	366	354	-19.4%	-3.3%
Total	7,770	7,368	7,336	-5.2%	-0.4%

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

Table 2 displays the current existing medical services in the primary service area of the Carnegie Tri-County Municipal Hospital medical services area. Most of these services would be expected in a service area of Carnegie's size: two physician offices and clinics, one dental office, one nursing home, two home health providers, and one pharmacy. The hospital provides swing bed, physical therapy, laboratory, radiology (CT, Ultrasound, and XRay), and 24 hour emergency services. A complete list of hospital services and community involvement activities can be found in Appendix A.

**Table 2. Existing Medical Services in the Carnegie Tri-County Municipal Hospital
Medical Services Area**

Count	Service
1	Hospital: Carnegie Tri-County Municipal Hospital
2	Physician offices and clinics
1	Dental office
1	Nursing home
2	Home health provider
1	Pharmacy

In addition to examining the total population trends of the medical service areas, it is important to understand the demographics of those populations. Table 3 displays trends in age groups for the primary and secondary medical service areas as well as Caddo County in comparison to the state of Oklahoma. Overall, the over 65 age group has experienced an increase in population across all geographies from the 2010 Census to the latest, 2016-2020 American Community Survey. This cohort accounted for 15.7 percent of the total population at the state level. In terms of the medical service areas, this age group accounted for 22.3 percent of the primary medical service area, 20.2 percent of the secondary medical service area, and 16.8 percent of the population of Caddo County. The 45-64 age group accounts for the largest share of the population in the primary service area (26.7%) and secondary service area (25.6%). This population accounts for 25 percent of the total population of Caddo County. This is compared to the state share of 24.2 percent of the total population.

Table 3. Percent of Total Population by Age Group for Carnegie Tri-County Municipal Hospital Medical Service Areas, Caddo County and Oklahoma

Age Groups	Primary Medical Service Area	Secondary Medical Service Area	Caddo County	Oklahoma
2010 Census				
0-14	19.8%	20.2%	20.9%	20.7%
15-19	6.3%	6.7%	7.0%	7.1%
20-24	4.7%	5.1%	5.9%	7.2%
25-44	20.5%	23.0%	25.2%	25.8%
45-64	29.1%	28.4%	26.3%	25.7%
65+	<u>19.7%</u>	<u>16.5%</u>	<u>14.7%</u>	<u>13.5%</u>
Totals	100.0%	100.0%	100.0%	100.0%
Total Population	6,305	7,368	29,600	3,751,351
2016-2020 ACS				
0-14	18.3%	16.9%	20.6%	20.2%
15-19	5.9%	6.0%	6.4%	6.7%
20-24	3.4%	6.6%	5.5%	7.0%
25-44	23.5%	24.7%	25.7%	26.3%
45-64	26.7%	25.6%	25.0%	24.2%
65+	<u>22.3%</u>	<u>20.2%</u>	<u>16.8%</u>	<u>15.7%</u>
Totals	100.0%	100.0%	100.0%	100.0%
Total Population	6,038	7,336	29,179	3,949,342

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

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

population. The latest American Community Survey data of 2016-2020 suggest that this population group has experienced an increase to 10.9 percent of the total population. This trend is somewhat evident in Caddo County and both medical service areas. This cohort accounted for 11.2 percent of the population in the primary medical service area, 15.9 percent in the secondary, and 13.4 percent of the population in Caddo County.

A more prominent trend in Caddo County is the share of the population that is Native American. This cohort accounts for 22.1 percent of the primary medical service area, 15.2 percent of the secondary, and 21.5 percent of the Caddo County population. This is compared to the state share of 7.7 percent.

**Table 4. Percent of Total Population by Race and Ethnicity for Carnegie Tri-County
Municipal Hospital Medical Service Areas, Caddo County and Oklahoma**

Race/Ethnic Groups	Primary Medical Service Area	Secondary Medical Service Area	Caddo County	Oklahoma
2010 Census				
White	69.3%	76.3%	63.1%	72.2%
Black	0.8%	0.7%	2.8%	7.4%
Native American ¹	21.9%	16.4%	24.5%	8.6%
Other ²	2.6%	1.9%	3.6%	5.9%
Two or more Races ³	5.3%	4.7%	6.0%	5.9%
Hispanic Origin ⁴	7.5%	6.0%	10.1%	8.9%
Total Population	6,305	7,368	29,600	3,751,351
2016-2020 ACS				
White	68.7%	76.4%	62.7%	71.1%
Black	1.2%	1.1%	2.4%	7.3%
Native American ¹	22.1%	15.2%	21.5%	7.7%
Other ²	1.9%	1.9%	4.0%	5.2%
Two or more Races ³	6.1%	5.3%	9.3%	8.7%
Hispanic Origin ⁴	<u>8.6%</u>	<u>4.3%</u>	<u>13.4%</u>	<u>10.9%</u>
Total Population	6,038	7,336	29,179	3,949,342

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

Summary of Community Input for CHNA

Community input was gathered through a single community meeting. The meeting was held on September 28, 2022. All stakeholders received all of the typical primary and secondary data prior to their respective meetings. The meeting presentations and handouts can be found in Appendices C-E. The Oklahoma Office of Rural Health facilitated the gathering of the

secondary data, the completion of the survey, and the community meeting. Data summaries are provided in the following sections.

Community members who were included to provide input:

- Carnegie Tri-County Municipal Hospital representatives

Community members were invited to participate in person and through the hospital board meeting. The Carnegie Tri-County Municipal Hospital board includes individuals who have a great understanding of the needs of the community. Also, community members were invited by hospital representatives via phone calls and texts. Therefore, a significant effort was placed on including representatives from the public health sector and those who serve the underserved, low-income or racially diverse populations to gain their perspective of needs in the community.

Economic Conditions of Caddo County and Economic Impact of Health Sector

Economic indicators for Caddo County in comparison to Oklahoma and the United States are outlined in Table 5. Caddo County tends to lag Oklahoma and the United States in many of the economic variables. In terms of per capita income, or the total income divided by the population, Caddo County is less favorable than Oklahoma and the nation. Oklahoma as a state tends to lag the national average. In terms of employment and unemployment, there were many changes during 2020 and 2021. The 2021 annual unemployment rate for Caddo County was 3.7 percent. This rate is lower than the state (3.8%) and the national (5.3%) rates. All of these rates are non-seasonally adjusted. The most recent monthly estimates show Caddo County to be equal to 2021 with a 3.7 percent rate. This is higher than the state (3.4%) and slightly lower than the national (3.8%) rate. The share of individuals captured below the poverty threshold for income and household size is calculated by the U.S. Census Bureau. In 2020, the poverty rate for all ages in Caddo County was 18.3 percent. This is higher than the state and national rates. The share of children, or those under the age of 18, followed a similar trend of being higher than the state and equal to the national rate. All economic indicators can be found in Table 5.

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

Indicator	County	State	U.S.
Total Personal Income (2020)	\$1,137,977,000	\$198,552,111,000	\$19,607,447,000,000
Per Capita Income (2020)	\$39,673	\$49,878	\$59,510
Employment (2021)	11,566	1,783,080	152,581,000
Unemployment (2021)	445	71,154	8,623,000
Unemployment Rate (2021)	3.7%	3.8%	5.3%
Employment (July 2022)*	11,158	1,828,118	159,067,000
Unemployment (July 2022)*	424	64,083	6,255,000
Unemployment Rate (July 2022)*	3.7%	3.4%	3.8%
Percentage of People in Poverty (2020)	18.3%	14.3%	11.9%
Percentage of Under 18 in Poverty (2020)	22.5%	18.6%	15.7%
Transfer Dollars (2020)	\$370,968,000	\$46,240,575,000	\$4,241,091,000,000
Transfer Dollars as Percentage of Total Personal Income (2020)	32.6%	23.3%	21.6%
Medical Benefits as a share of Transfer Payments (2020)	40.3%	29.0%	30.6%

*County and state estimates are considered preliminary

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

Table 6 displays various education variables for Caddo County. The first three lines are education attainment percentages for the population aged 25 years and greater. In Caddo County, 85.5 percent of the population has at least their high school diploma, 44.1 percent has at least some college, and 15.4 percent of the population has at least a bachelor's degree. The far-right handed column provides a ranking within the state based on the highest, or most favorable percentages. The free and reduced lunch rate is the share of children in Caddo County who are enrolled in public school and eligible for free and reduced lunches. Caddo County's rate is 74.8 percent. This is higher than the state average of 53.2 percent. This is the 67th lowest rate in the state.

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

Indicator	County	State	Caddo County Ranking
At Least High School Diploma	85.5%	88.4%	45th Highest
Some College	44.1%	57.1%	60th Highest
At Least Bachelor's Degree	15.4%	25.9%	55th Highest
Free and Reduced Lunch Rate	74.8%	53.2%	67th Lowest

Table 7 includes payer source data for Caddo County residents in comparison to the state. A ranking is also provided with the lowest percentages as the more favorable ranking. In 2020, 20.3 percent of individuals under the age of 65 were categorized as uninsured. This is higher than the state rate of 18.1 percent. In terms of children, or those under the age of 19, this rate was 10.1 percent. This was also higher than the state rate of 9.6 percent. In 2019, 20.4 percent of the population had Medicare as a payer for healthcare. This includes Medicare parts A, B and Advantage. In terms of Medicaid, 33 percent of the population in Caddo County had Medicaid as a payer source. The Medicare and Medicaid data were gathered from different sources, and duplicates have not been removed.

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

Indicator	County	State	Caddo County Ranking
2020 Uninsured rate (under 65)	20.3%	18.1%	47th Lowest
2020 Uninsured rate (under 19)	10.1%	9.6%	33rd Lowest
2019 Medicare share of total population	20.4%	18.7%	25th Lowest
2020 Medicaid share of total population	33.0%	26.0%	59th Lowest

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

Table 8 below summarizes the overall economic impact of the health sector on the Caddo County, Oklahoma economy. Local providers were asked to share their employment levels and of those employees how many were physicians/optometrists/dentists/pharmacists/etc. When available, payroll information was also collected from the establishments. When payroll

information was not available, payroll was estimated using state level averages from the Bureau of Labor Statistics.

The health sector in the Carnegie Tri-County Municipal Hospital medical service area employs 167 FTE individuals. After applying a county-specific employment multiplier to each respective sector, there is a total employment impact of 223 FTE employees. The same methodology is applied to income. The local health sector has a direct income impact of over \$10.3 million. When the appropriate income multiplier is applied, the total income impact is over \$12.8 million. The last two columns examine the impact this has on the retail sector of the local community. Recent data suggest that just 23.6% of personal income in Oklahoma will be spent on taxable goods and services locally. Therefore, if we just examine the impact made on retail from those employed in the health sector, this would account for over \$2.3 million spent locally, generating \$37,882 on a 1% tax. A copy of the meeting materials that were distributed can be found in Appendix C.

Table 8. Carnegie Tri-County Municipal Hospital Medical Service Area Health Sector Impact on Employment and Income, and Retail Sales and Sales Tax

Health Sectors	Employment			Income			Retail	1 Cent
	Direct	Multiplier	Impact	Direct	Multiplier	Impact	Sales	Sales Tax
Hospitals	88	1.48	131	\$5,770,200	1.28	\$7,372,158	\$2,174,786	\$21,748
Physicians, Dentists & Other Medical Professionals, Other Medical & Health Services, Nursing Homes, and Pharmacies	79	1.16	92	\$4,587,383	1.19	\$5,469,195	\$1,613,413	\$16,134
Total	167		223	\$10,357,583		\$12,841,353	\$3,788,199	\$37,882

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

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

Health Data

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

Health factors, considered tomorrow's health, are comprised of health behaviors (rank: 51), clinical care (rank: 57), social and economic factors (rank: 54), and physical environment (rank: 38). Caddo County's overall health factors rank is 57. This suggests, in general, the health status of Caddo County residents is somewhat comparable to that of neighboring counties. Areas of concern include Caddo County's smoking rate, obesity rate, physical inactivity rate, uninsured rate, primary care physicians per population, preventable hospital stays and mammography screening rate of Medicare beneficiaries are all less desirable than the top U.S. performers. All health factors variables are presented in Table 9 along with Caddo County specific data, the top U.S. performers, and the state average. The yellow highlighted categories are the areas identified by the County Health Rankings and Roadmaps as areas to explore (generally where Caddo County ranks poorly compared to the national benchmark). The green highlighted areas are identified by County Health Rankings and Roadmaps as areas of strength for Caddo County.

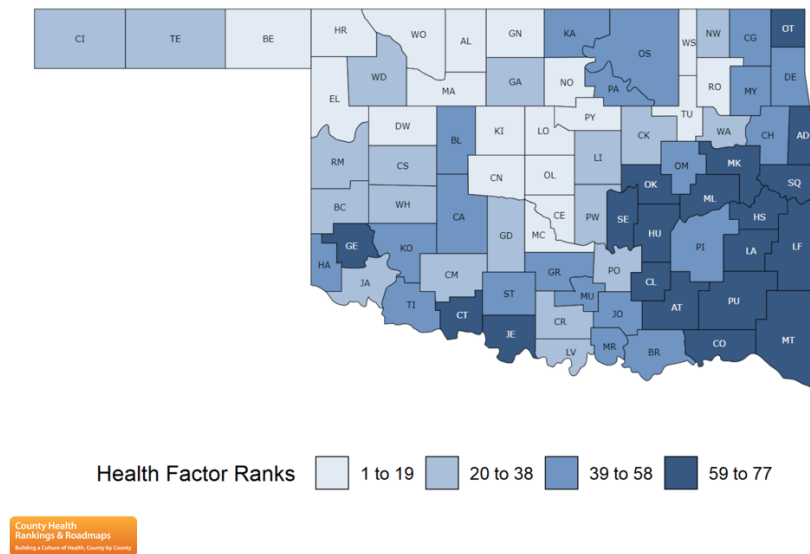
Table 9. Health Factors (Overall Rank 57)

Category (Rank)	Caddo County	Error Margin	Top U.S. Performers	Oklahoma
Health Behaviors (51)				
Adult Smoking	23%	21-26%	15%	19%
Adult Obesity	40%	39-41%	30%	37%
Food Environment Index	6.7		8.8	5.8
Physical Inactivity	40%	38-42%	23%	33%
Access to Exercise Opportunities	37%		86%	65%
Excessive Drinking	13%	13-14%	15%	14%
Alcohol-Impaired Driving Deaths	21%	14-29%	10%	27%
Sexually Transmitted Infections	421		162	594
Teen Births	37	32-42	11	31
Clinical Care (57)				
Uninsured	20%	18-22%	6%	17%
Primary Care Physicians	4,790:1		1,010:1	1,630:1
Dentists	4,780:1		1,210:1	1,600:1
Mental Health Providers	2,050:1		250:1	240:1
Preventable Hospital Stays	5,169		2,233	4,346
Mammography Screening	31%		52%	40%
Flu Vaccinations	49%		55%	47%
Social & Economic Factors (54)				
High School Graduation	85%	84-87%	94%	89%
Some College	42%	38-45%	74%	60%
Unemployment	6%		4%	6%
Children in Poverty	23%	15-30%	9%	19%
Income Inequality	4.0	3.6-4.4	3.7	4.6
Children in Single-Parent Household	31%	26-36%	14%	26%
Social Associations	13.9		18.1	11.3
Violent Crime Rate	259		63	428
Injury Deaths	126	108-144	61	95
Physical Environment (38)				
Air-Pollution- Particulate Matter	8.9		5.9	9.5
Drinking Water Violations	Yes			
Severe Housing Problems	11%	10-13%	9%	14%
Driving Alone to Work	82%	78-85%	72%	82%
Long Commute- Driving Alone	33%	30-36%	16%	27%

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

The following figure depicts each county's rank by shade. Caddo County's rank is comparable to Blaine and Kiowa Counties. Caddo County's rank is less favorable than Canadian, Grady, Comanche, Washita and Custer Counties.

2022 Health Factors – Oklahoma



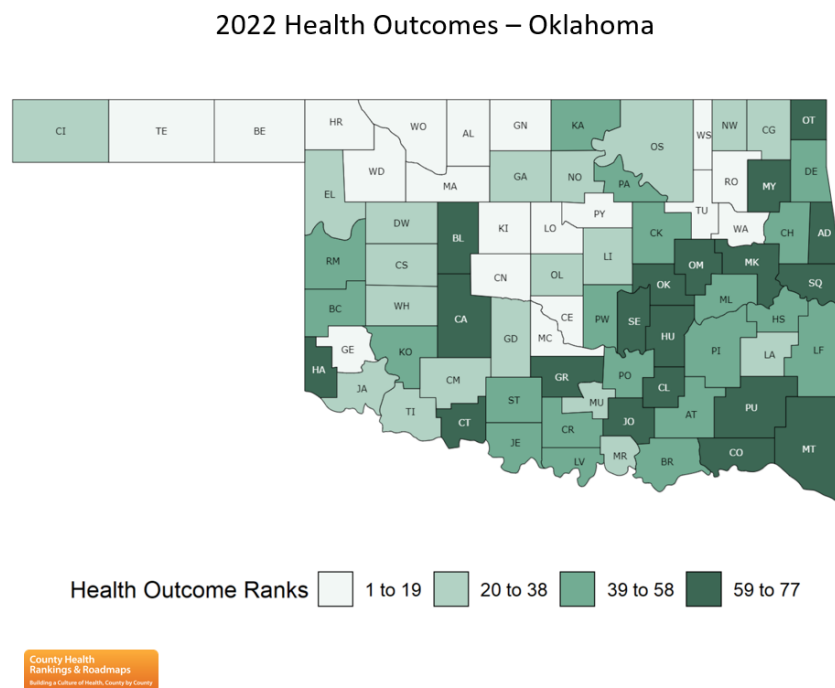
In terms of health outcomes, considered, today's health, Caddo County's ranking is 69th in the state. Health outcomes are comprised of two areas: length of life and quality of life. The variables for each of these sections are presented in Table 10.

Table 10. Health Outcomes (Overall Rank 69)

Category (Rank)	Caddo County	Error Margin	Top U.S. Performers	Oklahoma
Length of Life (69)				
Premature Death	13,200	11,700-14,700	5,600	9,400
Quality of Life (60)				
Poor or Fair Health	26%	24-28%	15%	21%
Poor Physical Health Days	5.0	4.7-5.2	3.4	4.6
Poor Mental Health Days	5.1	4.9-5.3	4	5
Low Birth Weight	8%	7-9%	6%	8%

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

The following figure shows county health outcomes rankings by shades. Caddo County's rank is comparable to Blaine County and is less favorable than Custer, Washita, Canadian, Kiowa, Comanche and Grady Counties.



Community Survey Methodology and Results

A survey was designed to gauge hospital usage, satisfaction, and community health needs. The Survey Monkey link was shared on the Carnegie Chamber of Commerce's Facebook site and the Carnegie Tri-County Municipal Hospital's website. A copy of the survey form and results can be found in Appendix E. Community members were asked to return their completed surveys to Carnegie Tri-County Municipal Hospital.

The survey ran from June 1, 2022 to August 31, 2022. A total of 120 surveys from the Carnegie Tri-County Municipal Hospital medical service area were completed. Of the surveys returned, all were completed via Survey Monkey.

Table 11 below shows the survey respondent representation by zip code. The largest share of respondents was from the Carnegie (73015) zip code with 97 responses or 80.8 percent of the total. Mountain View (73062) followed with 8 responses, and Fort Cobb (73038) and Anadarko (73005) both had 2 responses each.

Table 11. Zip Code of Residence

Response Category	No.	%
73015- Carnegie	97	80.8%
73062- Mountain View	8	6.7%
73038- Fort Cobb	2	1.7%
73005- Anadarko	2	1.7%
73053- Lookeba	1	0.8%
73041- Gotebo	1	0.8%
73033- Eakly	1	0.8%
73029- Cyril	1	0.8%
73021- Colony	1	0.8%
73096- Weatherford	1	0.8%
73132- Oklahoma City	1	0.8%
73501- Lawton	1	0.8%
73526- Blair	1	0.8%
74015- Catoosa	1	0.8%
73009- Binger	1	0.8%
Total	120	100.0%

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

Primary Care Physician Visits

- 67.5% of respondents had used a primary care physician in the Carnegie area in the past 24 months
- 96.3% of those responded being satisfied
- Only 22 respondents or 18.3% of the survey respondents believe there are enough primary care physicians practicing in Carnegie
- 71.7% responded they were able to get an appointment with their primary care physician when they needed one
- 30% of respondents indicated that they have used the services of an urgent care in the past 12 months
- 77.5% responded that they would utilize urgent care or after hours services offered in Caddo County

Specialist Visits

Summary highlights include:

- 70% of all respondents report some specialist visit in past 24 months

- Most common specialty visited are displayed in Table 12
- No visits occurred in Carnegie

Table 12. Type of Specialist Visits

Type of Specialist	No.	Percent
<i>Top 5 Responses</i>		
Cardiologist. <i>(0 visits in Carnegie)</i>	28	25.0%
Orthopedist/Ortho Surg. <i>(0 visits in Carnegie)</i>	14	12.5%
OB/GYN <i>(0 visits in Carnegie)</i>	9	8.0%
Urologist <i>(0 visits in Carnegie)</i>	8	7.1%
Gastroenterologist <i>(0 visits in Carnegie)</i>	7	6.3%
All others <i>(0 visits in Carnegie)</i>	<u>46</u>	<u>41.1</u>
Total	<u>112</u>	<u>100.0%</u>

Some respondents answered more than once.

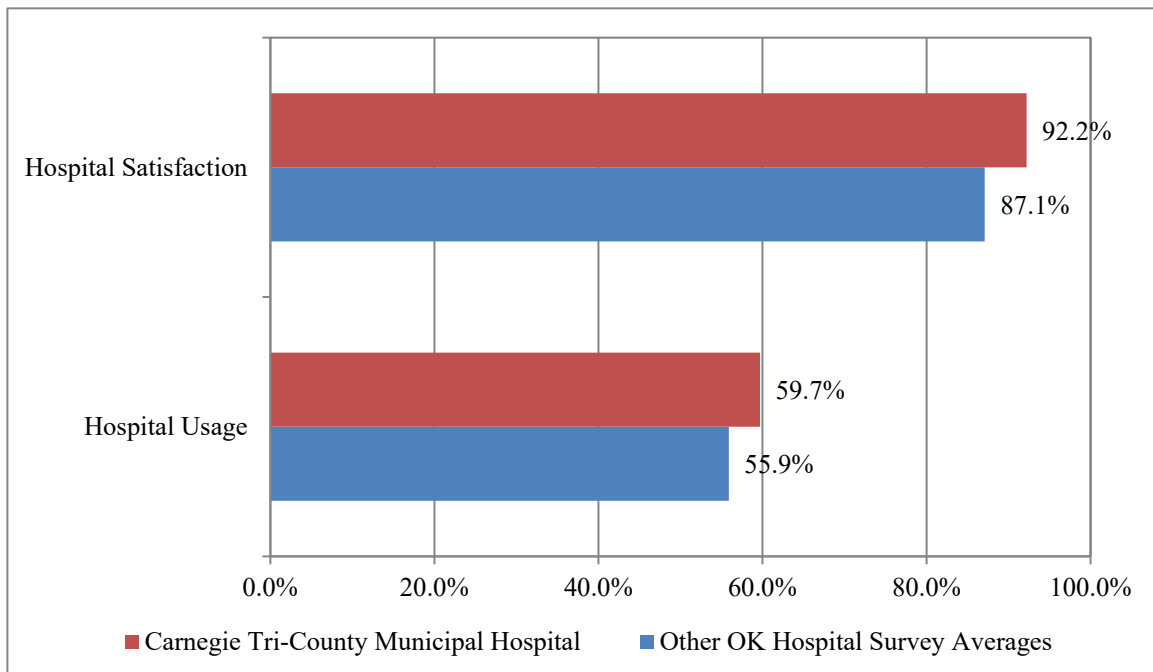
Hospital Usage and Satisfaction

Survey highlights include:

- 59.7% of survey respondents that have used hospital services in the past 24 months used services at Carnegie Tri-County Municipal Hospital
 - o Comanche County Memorial Hospital, Lawton (10.9%) and OU Medical Center, Oklahoma City (4.7%) followed
 - o The most common response for using a hospital other than Carnegie Tri-County Municipal Hospital was availability of specialty care (including

- surgery and labor and delivery) (48.3%) and physician referral/transferred (17.2%)
 - The usage rate of 59.7% was higher than the state average of 55.9% for usage of other rural Oklahoma hospitals surveyed
- 92.2% of survey respondents were satisfied with the services received at Carnegie Tri-County Municipal Hospital
 - This is higher than the state average for other hospitals (87.1%)
- Most common services used at Carnegie Tri-County Municipal Hospital:
 - Laboratory (24.1%)
 - Emergency room (22.7%)
 - Diagnostic Imaging (X-ray, CT, MRI, Ultrasound) (21.8%)

Figure 2. Summary of Hospital Usage and Satisfaction Rates



Local Healthcare Concerns and Additional Services

Survey respondents were asked what concerns them most about health in their community. The most common response was substance abuse (15.0%) followed by mental health (13.7%), diabetes (11.7%), and heart disease (9.6%). Table 13 displays all responses and the frequencies.

Table 13. Top Health Concerns in the Carnegie Area

	No.	%
Substance abuse	59	15.0%
Mental health	54	13.7%
Diabetes	46	11.7%
Heart disease	38	9.6%
Accessing primary care	34	8.6%
Obesity	32	8.1%
Suicide	28	7.1%
Accessing specialty services	28	7.1%
Cancers	25	6.3%
Motor vehicle crashes	13	3.3%
Dental	12	3.0%
Teen pregnancy	8	2.0%
Emergency services	1	0.3%
Insurance coverage/In network services	1	0.3%
No response	15	3.8%
Total	394	100.0%

Survey respondents also had the opportunity to identify what additional health and wellness services they would like to see offered in their community. The most common response was specialists with a collective response of 21.9 percent. Don't know/no additional services followed with 813.1 percent, and mental health/counseling services/suicide awareness followed with 9.5 percent of the total. Table 14 displays the full listing of responses.

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

Response Category	No.	%
Specialists: Cardiologist (11); Orthopedist (5); Specialist in general (4); Otolaryngologist (3); Dermatologist (2); OB/GYN (2); Rheumatologist (1); Pediatrician (1); Podiatrist (1)	30	21.9%
Don't know/No additional services	18	13.1%
Mental health/Counseling services/Suicide awareness	13	9.5%
Urgent care/After hours care	10	7.3%
More primary care/More physicians	8	5.8%
Women's health/Mammography/Pregnancy/Birthing services/Newborn care	6	4.4%
Dialysis	5	3.6%
Substance abuse/Rehabilitation services	4	2.9%
Fitness/Wellness center/Senior fitness	4	2.9%
Optometry services/Affordable vision care	4	2.9%
Dental/Affordable dental	2	1.5%
Diabetes clinic/Kidney clinic	2	1.5%
Everything/Something available when needed	2	1.5%
Elder services	1	0.7%
Dietary	1	0.7%
Heart scans	1	0.7%
Physical therapy	1	0.7%
Soonercare services	1	0.7%
Testing sites for multiple issues/Lab services	1	0.7%
Weight loss	1	0.7%
Services requiring anesthesia	1	0.7%
No response	21	15.3%
Total	137	100.0%

Community Health Needs- Identification of Priorities

To gather community input, a single community meeting was held. Local community members had the option to attend an in-person meeting hosted at Carnegie Tri-County Municipal Hospital. This meeting was held on September 28, 2022. The OK Office of Rural Health presented and facilitated the meeting. A complete listing of individuals who participated is included in Appendix B.

A representative from the local health department was unable to attend the in person meeting. Therefore, the Oklahoma Office of Rural Health reached out to the Caddo County

Health Department to gather their input utilizing the three questions listed below. The responses are incorporated with the community meeting discussion.

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

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

The concerns listed were:

- Clinic hours and availability
 - New provider could be staying later in the day on certain days
- Specialist access- Cardiology
 - Will be offered in the clinic later this year
- Dialysis
 - The hospital is working to bring in dialysis for inpatient and swing
- Lack of preventative health care- mammograms, sleep studies
- Some patients seen at the local health department have a medical home while others do not.
- There is a need for local providers to be more familiar with syphilis. The county health department is seeing a rise in syphilis cases over the previous month, and some of the patients are not presenting with classic symptoms.
- There is a need for nutrition classes for the greater community on how to eat healthy and prepare healthier foods.

Carnegie and Caddo County do have many strengths. Some of the sources of pride noted by community members include:

- Hospital's Covid vaccine efforts- Caddo County #1 vaccinated counties.
- Great staff/employees
- Greater hospital utilization from community
- New equipment- vents, liquid oxygen

- How the hospital handled Covid- 3 vents going, EMS was on standby
- Carnegie is a tight community and pulls together when there is a need or tragedy.

Health Priorities and Implementation Strategy

Hospital administration examined all input from the community meeting and the interview with public health to identify the following overarching priorities and implementation steps:

- Access to primary care
 - These activities include adding new providers to the rural health clinic and extending hours at the rural health clinic
- Access to specialty care
 - This priority was identified through the survey and can help alleviate travel burdens faced by community members.
 - Specific specialists to be made available in Carnegie include cardiology and pain management
- Wellness
 - Carnegie Tri-County Municipal Hospital plans to continue to focus on wellness in the schools by increasing the number of sports physicals completed for the Carnegie, Fort Cobb and Mountain View schools.
 - The hospital also plans to complete lice and head checks within the schools.
 - Carnegie Tri-County Municipal Hospital also plans to continue to offer and grow the vaccination clinics offered to the community.

Community Health Needs Assessment- Implementation Strategy

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

Community Health Needs Assessment Marketing Plan

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

Appendix A- Hospital Services/Community Benefits

Service Provided by Carnegie Tri-County Municipal Hospital

OUTPATIENT

- X-Ray
- CT Scan
- Ultrasound
- DEXA Bone Density
- Laboratory
- Blood Administration
- Emergency Services
- Physical Therapy
- EKG
- Outpatient Nursing
- Sexual Assault Nurse Examiners

INPATIENT

- X-Ray
- CT Scan
- Ultrasound
- Laboratory
- Blood Administration
- Physical Therapy
- EKG
- Nutrition Services
- Cardiac Monitoring
- Drugs & Pharmaceuticals
- Swing Bed (Skilled Nursing and Skilled Therapy Beds)
- Isolation Beds
- Respiratory Therapy

PROFESSIONAL SERVICES

- Primary Care Clinics
- Emergency Room Providers

OTHER SERVICES

- Community CPR classes
- Community education
- School education and wellness
- Sports physicals and checks
- Immunization clinics

Appendix B Community Input Participants

Carnegie Community Health Needs Assessment Community Input Meeting

28-Sep-22

Name	Organization
Shannon Ware	Carnegie Tri County Municipal Hospital
Tom Henton	Carnegie Tri County Municipal Hospital
Delia Alderete	Carnegie Tri County Municipal Hospital
Elfreda Haunpo	Carnegie Tri County Municipal Hospital
Marla Abernathy	Carnegie Tri County Municipal Hospital
Kenya Chavez	Carnegie Tri County Municipal Hospital
Tim Hopen	Carnegie Tri County Municipal Hospital
April Summerlin	Carnegie Tri County Municipal Hospital
Shay Payne	Carnegie Tri County Municipal Hospital
Daniel Weckell	Carnegie Tri County Municipal Hospital
Kalya Reym	Carnegie Tri County Municipal Hospital

Appendix C- Economic Impact

Carnegie Tri-County Municipal Hospital Economic Impact



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

Carnegie Tri-County Municipal Hospital, including the Rural Health Clinic, **directly** employs 88 individuals with an annual payroll of over **\$5.7 million** including benefits

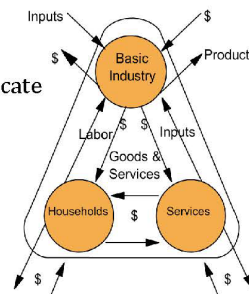
- These employees and income create an additional 43 jobs and over \$1.6 million in income as they interact with other sectors of the local economy
- **Total impacts= 131 jobs and over \$7.3 million**
- Other segments of the healthcare sector (Pharmacies, home health, etc.) provide another 79 jobs and an additional **\$4.5 million** in wages
- Their interactions and transactions within the local economy including the hospital's impact create:
 - **Total health sector impacts= 233 jobs and \$12.8 million**
 - Over **\$3.7 million** in retail sales generated from the presence of the health sector

Healthcare and Your Local Economy:

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

Consider what could be lost without the hospital:

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



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

For additional information, please contact:

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

Oklahoma Office of Rural Health

Phone: 405.945.8609



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Appendix D- Caddo County Health Indicators and Outcomes

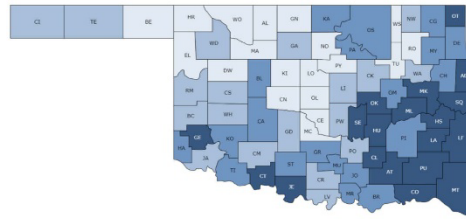
Health Indicators and Outcomes for Caddo County As part of the Community Health Needs Assessment

Table 1. Health Factors (Overall Rank 57)

Category (Rank)	Caddo County	Error Margin	Top U.S. Performers	Oklahoma
Health Behaviors (51)				
Adult Smoking	23%	21-26%	15%	19%
Adult Obesity	40%	39-41%	30%	37%
Food Environment Index	6.7		8.8	5.8
Physical Inactivity	40%	38-42%	23%	33%
Access to Exercise Opportunities	37%		86%	65%
Excessive Drinking	13%	13-14%	15%	14%
Alcohol-Impaired Driving Deaths	21%	14-29%	10%	27%
Sexually Transmitted Infections	421		162	594
Teen Births	37	32-42	11	31
Clinical Care (57)				
Uninsured	20%	18-22%	6%	17%
Primary Care Physicians	4,790:1		1,010:1	1,630:1
Dentists	4,780:1		1,210:1	1,600:1
Mental Health Providers	2050:1		250:1	240:1
Preventable Hospital Stays	5,169		2,233	4,346
Mammography Screening	31%		52%	40%
Flu Vaccinations	49%		55%	47%
Social & Economic Factors (54)				
High School Graduation	85%	84-87%	94%	89%
Some College	42%	38-45%	74%	60%
Unemployment	6%		4%	6%
Children in Poverty	23%	15-30%	9%	19%
Income Inequality	4.0	3.6-4.4	3.7	4.6
Children in Single-Parent Household	31%	26-36%	14%	26%
Social Associations	13.9		18.1	11.3
Violent Crime Rate	259		63	428
Injury Deaths	126	108-144	61	95
Physical Environment (38)				
Air-Pollution- Particulate Matter	8.9		5.9	9.5
Drinking Water Violations	Yes			
Severe Housing Problems	11%	10-13%	9%	14%
Driving Alone to Work	82%	78-85%	72%	82%
Long Commute- Driving Alone	33%	30-36%	16%	27%

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

2022 Health Factors – Oklahoma



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

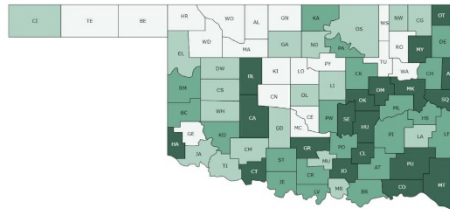
County Health Rankings & Roadmaps

Table 2. Health Outcomes (Overall Rank 69)

Category (Rank)	Caddo County	Error Margin	Top U.S. Performers	Oklahoma
Length of Life (69)				
Premature Death	13,200	11,700-14,700	5,600	9,400
Quality of Life (60)				
Poor or Fair Health	26%	24-28%	15%	21%
Poor Physical Health Days	5.0	4.7-5.2	3.4	4.6
Poor Mental Health Days	5.1	4.9-5.3	4	5
Low Birth Weight	8%	7-9%	6%	8%

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

2022 Health Outcomes – Oklahoma



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

County Health Rankings & Roadmaps

For additional information, please contact:

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Oklahoma Office of Rural Health



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Appendix E- Survey Form and Survey Results

Carnegie Tri-County Municipal Hospital Local Health Services Survey

Please return completed survey by August 31, 2022

The zip code of my residence is: _____

What is your current age: _____

1. Has your household used the services of a hospital in the past 24 months?
- ☐ Yes (*Go to Q2*) ☐ No (*Skip to Q7*) ☐ Don't know (*Skip to Q7*)
2. At which hospital(s) were services received? (*please check/list all that apply*)
- ☐ Carnegie Tri-County Municipal Hospital (*Skip to Q4*) ☐ Other (*Please specify Hospital and City, then go to Q3*)

If you responded in Q2 that your household received care at a hospital other than Carnegie Tri-County Municipal Hospital,

3. why did you or your family member choose that hospital? *(Please answer then skip to Q6)*
- | | |
|---|---|
| ☐ Physician referral | ☐ Quality of care/Lack of confidence |
| ☐ Closer, more convenient location | ☐ Availability of specialty care |
| ☐ Insurance reasons | ☐ Other <i>(Please list below)</i> |

If you responded in Q2 that your household received care at Tri-County Municipal Hospital, what hospital service(s) were used?

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

5. How satisfied was your household with the services you received at Carnegie Tri-County Municipal Hospital?
- ☐ Satisfied ☐ Dissatisfied ☐ Don't know
6. Has your household been to a specialist in the past 24 months?
- ☐ Yes ☐ No *(Skip to Q10)* ☐ Don't know *(Skip to Q10)*

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

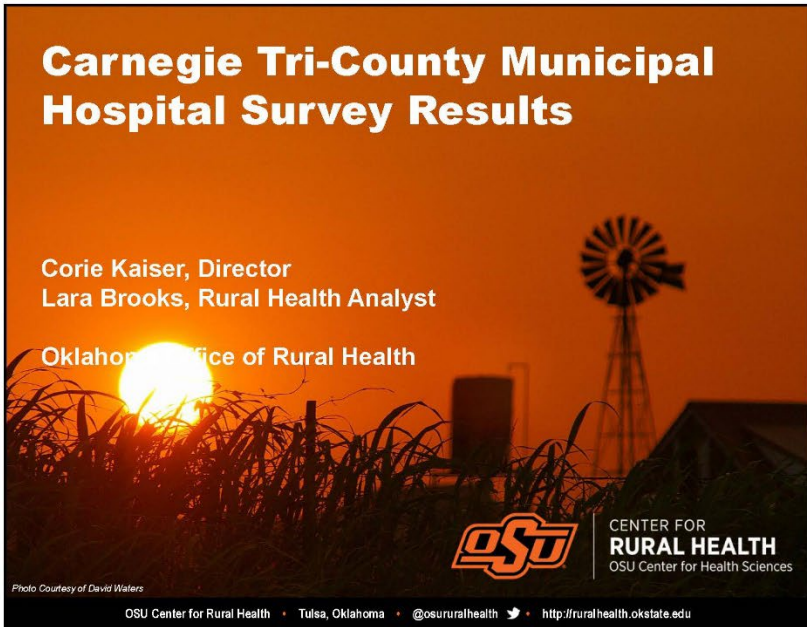
- | Type of Specialist | City |
|--------------------|------|
| | |
| | |
| | |

8. Did the specialist request further testing, laboratory work and/or x-rays?
- ☐ Yes ☐ No ☐ Don't know
9. If yes, in which city were the tests or laboratory work performed?

Continue on reverse side...

10. What kind of medical provider do you use for routine care *(Please select all that apply)* ?
- | | |
|---|--|
| ☐ Primary Care physician | ☐ Mid-Level Clinic (Nurse Practitioner or PA) |
| ☐ Tribal Health Center | ☐ Emergency Room/Hospital |
| ☐ Income Based Health Center | ☐ Specialist |
| ☐ Urgent care/Walk in clinic | ☐ Other <i>(Please list below)</i> |
| ☐ Health Department | |
-
11. Has your household been to a primary care (family) doctor in the Carnegie area?
- | | | |
|---|--|--|
| ☐ Yes <i>(Go to Q12)</i> | ☐ No <i>(Skip to Q13)</i> | ☐ Don't know <i>(Skip to Q13)</i> |
|---|--|--|
12. How satisfied was your household with the quality of care received in the Carnegie area?
- | | | |
|------------------------------------|---------------------------------------|-------------------------------------|
| ☐ Satisfied | ☐ Dissatisfied | ☐ Don't know |
|------------------------------------|---------------------------------------|-------------------------------------|
13. Do you think there are enough primary care (family) doctors practicing in the Carnegie area?
- | | | |
|------------------------------|-----------------------------|-------------------------------------|
| ☐ Yes | ☐ No | ☐ Don't know |
|------------------------------|-----------------------------|-------------------------------------|
14. Are you able to get an appointment, within 48 hours, with your primary care (family) doctor when you need one?
- | | | |
|------------------------------|-----------------------------|-------------------------------------|
| ☐ Yes | ☐ No | ☐ Don't know |
|------------------------------|-----------------------------|-------------------------------------|
15. Have you used the services of a walk-in, urgent care or after hours clinic in the past 24 months?
- | | | |
|------------------------------|-----------------------------|-------------------------------------|
| ☐ Yes | ☐ No | ☐ Don't know |
|------------------------------|-----------------------------|-------------------------------------|
16. Would you utilize a walk in and/or after hours clinic if offered in Carnegie?
- | | | |
|------------------------------|-----------------------------|-------------------------------------|
| ☐ Yes | ☐ No | ☐ Don't know |
|------------------------------|-----------------------------|-------------------------------------|
17. What concerns you most about health in the Carnegie area *(Please select all that apply)* ?
- | | |
|---|---|
| ☐ Heart disease | ☐ Substance abuse |
| ☐ Cancers | ☐ Obesity |
| ☐ Diabetes | ☐ Accessing primary care |
| ☐ Dental | ☐ Accessing specialty services |
| ☐ Teen Pregnancy | ☐ Motor vehicle crashes |
| ☐ Suicide | ☐ Other |
| ☐ Mental health | |
-
18. What additional health and wellness services would you like to see offered in the Carnegie area?
-
19. Has your household used telemedicine services, a visit either by telephone or video with your provider, in the past year?
- | | | |
|------------------------------|--|--|
| ☐ Yes | ☐ No <i>(Skip to Q21)</i> | ☐ Don't know <i>(Skip to Q21)</i> |
|------------------------------|--|--|
20. How satisfied was your household with the quality of care received via telemedicine?
- | | | |
|------------------------------------|---------------------------------------|-------------------------------------|
| ☐ Satisfied | ☐ Dissatisfied | ☐ Don't know |
|------------------------------------|---------------------------------------|-------------------------------------|
21. How would you prefer to be notified of community events?
(Please select all that apply)
- | | | |
|------------------------------------|----------------------------------|---------------------------------------|
| ☐ Newspaper | ☐ Email | ☐ Social Media |
| ☐ Radio | ☐ Website | |

*Please mail completed survey
to:
Carnegie Tri-County
Municipal Hospital
102 Broadway Ave.
Carnegie, OK 73105*

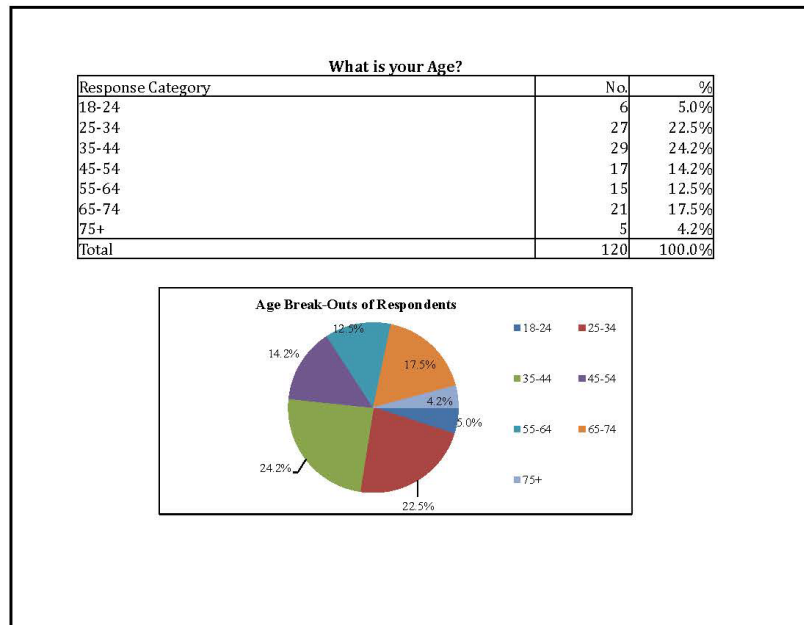


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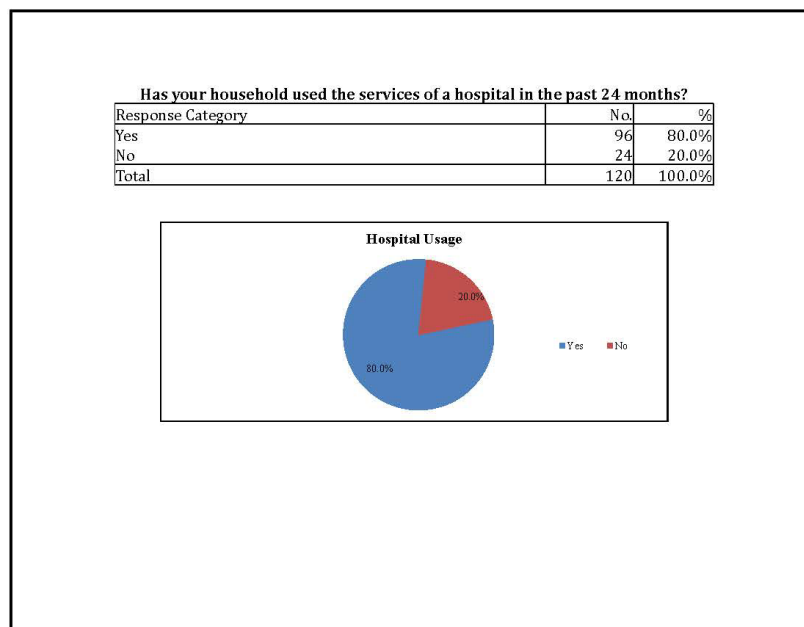
Zip Code of Residence		
Response Category	No.	%
73015- Carnegie	97	80.8%
73062- Mountain View	8	6.7%
73038- Fort Cobb	2	1.7%
73005- Anadarko	2	1.7%
73053- Lookaba	1	0.8%
73041- Gotebo	1	0.8%
73033- Eakly	1	0.8%
73029- Cyril	1	0.8%
73021- Colony	1	0.8%
73096- Weatherford	1	0.8%
73132- Oklahoma City	1	0.8%
73501- Lawton	1	0.8%
73526- Blair	1	0.8%
74015- Catoosa	1	0.8%
73009- Binger	1	0.8%
Total	120	100.0%

*73 Responses in 2019

2



3

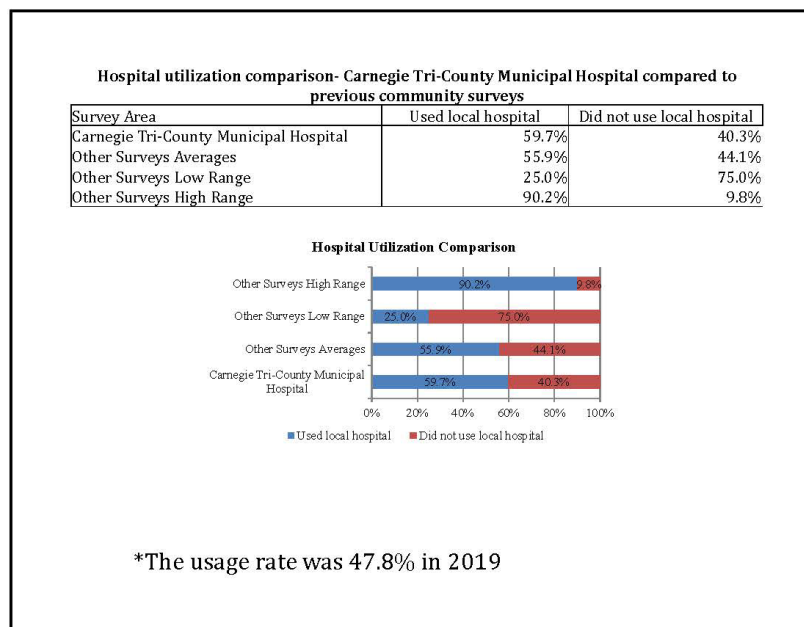


4

Where did you receive hospital services?		
Response Category	No.	%
Carnegie Tri-County Municipal Hospital, Carnegie	77	59.7%
Comanche County Memorial Hospital, Lawton	14	10.9%
OU Medical Center, Oklahoma City	6	4.7%
Weatherford Regional Hospital, Weatherford	4	3.1%
INTEGRIS Baptist Medical Center, Oklahoma City	4	3.1%
Grady Memorial Hospital, Chickasha	4	3.1%
INTEGRIS Canadian Valley, Yukon	2	1.6%
Lawton Indian Hospital, Lawton	2	1.6%
Elkview General Hospital, Hobart	2	1.6%
Carnegie Indian Health Center, Carnegie	2	1.6%
Oklahoma Heart Hospital, Oklahoma City	2	1.6%
Lakeside Women's Hospital	2	1.6%
Duncan Regional Hospital, Duncan	1	0.8%
Community Hospital, Oklahoma City	1	0.8%
Mercy Hospital Oklahoma City	1	0.8%
SSM Health St. Anthony Hospital, Oklahoma City	1	0.8%
Community Hospital, South Campus, Oklahoma City	1	0.8%
Jones Plastic Surgery, Oklahoma City	1	0.8%
43Vision, Oklahoma City	1	0.8%
Xpress Wellness, No location	1	0.8%
Total*	129	100.0%

*Some respondents answered more than once. Average hospitals visited per respondent = 1.34

5



6

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

Response Category	No.	%
Availability of specialty care (Including surgery, labor and delivery)	28	48.3%
Physician referral/Transferred	10	17.2%
Quality of care/Lack of confidence	7	12.1%
Closer, more convenient location	6	10.3%
Where my doctor works/Access to health records	3	5.2%
Insurance reasons	1	1.7%
Quicker care	1	1.7%
Follow up appointment	1	1.7%
Weekend clinic	1	1.7%
Total*	58	100.0%

*Some respondents selected more than one category.

What hospital services were used at Carnegie Tri-County Municipal Hospital?

Response Category	No.	%
Laboratory	53	24.1%
Emergency room (ER)	50	22.7%
Diagnostic imaging (Xray, CT, MRI, Ultrasound)	48	21.8%
Physician services	36	16.4%
Physical, speech, or occupational therapy	12	5.5%
Hospital inpatient	9	4.1%
Outpatient services	8	3.6%
Skilled nursing (Swing Bed)	3	1.4%
Ambulance	1	0.5%
Total*	220	100.0%

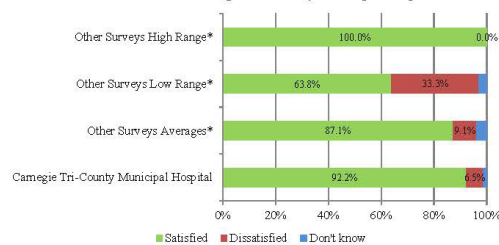
*Some respondents selected more than one category. Average number of services used per respondent = 2.86

7

How satisfied were you or someone in your household with the services you received at Carnegie Tri-County Municipal Hospital?

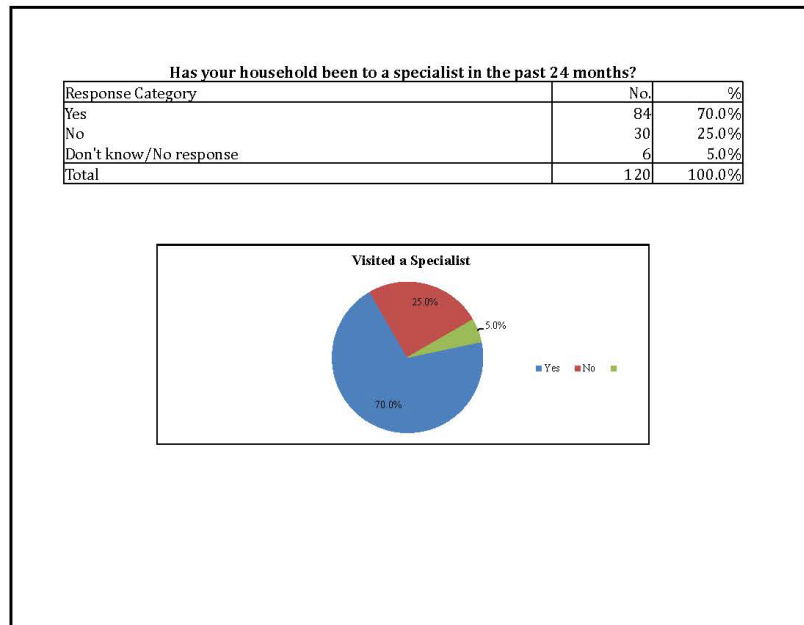
Survey Area	Satisfied	Dissatisfied	Don't know
Carnegie Tri-County Municipal Hospital	92.2%	6.5%	1.3%
Other Surveys Averages*	87.1%	9.1%	3.8%
Other Surveys Low Range*	63.8%	33.3%	2.9%
Other Surveys High Range*	100.0%	0.0%	0.0%

Satisfaction with Carnegie Tri-County Municipal Hospital



*Hospital satisfaction rate= 93.7% in 2019

8



9

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

Type of Specialist	City	No.	%
Cardiologist	No location (16); Oklahoma City (7); Lawton (3); Chickasha (1); Weatherford (1)	28	25.0%
Orthopedist/Ortho Surg.	No location (8); Oklahoma City (5); Lawton (1)	14	12.5%
OB/GYN	Lawton (4); Oklahoma City (3); Chickasha (1); Yukon (1)	9	8.0%
Urologist	No location (5); Lawton (1); Oklahoma City (1); Yukon (1)	8	7.1%
Gastroenterologist	No location (3); Lawton (2); Oklahoma City (2)	7	6.3%
Pulmonologist	No location (4); Oklahoma City (2); Norman (1)	7	6.3%
Dermatologist	Oklahoma City (4); Lawton (1); No location (1)	6	5.4%
Otolaryngologist	Oklahoma City (2); No location (2); Lawton (1)	5	4.5%
Rheumatologist	Lawton (1); Oklahoma City (1); Yukon (1); No location (1)	4	3.6%
Nephrologist	No location (3); Oklahoma City (1)	4	3.6%
Neurologist	Oklahoma City (2); No location (1)	3	2.7%
Surgeon	Hobart (1); Lawton (1); Oklahoma City (1)	3	2.7%
Endocrinologist	Norman (1); No location (1)	2	1.8%
Oncologist	Lawton (1); Oklahoma City (1)	2	1.8%
Ophthalmologist	Oklahoma City (1); No location (1)	2	1.8%
Pain Management	Lawton (1); No location (1)	2	1.8%
Audiologist	Oklahoma City (1)	1	0.9%
Sleep Medicine	No location (1)	1	0.9%
Oral Surgeon	Oklahoma City (1)	1	0.9%
Pediatric Cardiologist	No location (1)	1	0.9%
Pediatric Otolaryngologist	No location (1)	1	0.9%
Podiatrist	No location (1)	1	0.9%
Total*		112	100.0%

*Some respondents answered more than once. 84 respondents had seen a specialist. Those 84 respondents reported visiting an average of 1.33 specialists.

*Top 3 Specialists in 2019: Cardiologist (16); Orthopedist/Ortho Surg. (12); Dermatologist (6)

10

Did the specialist request further testing, laboratory work and/or x-rays?		
Response Category	No.	%
Yes	62	73.8%
No	22	26.2%
Total	84	100.0%

If yes, in which city were the tests or laboratory work performed?		
Response Category	No.	%
Oklahoma City	30	42.3%
Lawton	16	22.5%
Carnegie	13	18.3%
Weatherford	5	7.0%
Norman	3	4.2%
Chickasha	1	1.4%
Elk City	1	1.4%
Hinton	1	1.4%
Yukon	1	1.4%
Total*	71	100.0%

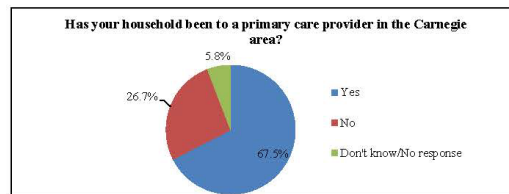
*Some respondents answered more than once. Average responses equal 1.15

11

What type of medical provider do you use for routine care?		
Response Category	No.	%
Primary care physician	85	54.5%
Mid-level clinic (Nurse practitioner or PA)	34	21.8%
Tribal health center	15	9.6%
Urgent care/Walk in clinic	10	6.4%
Emergency room/Hospital	2	1.3%
Health department	1	0.6%
VA	1	0.6%
No provider/Care	1	0.6%
No response	7	4.5%
Total	156	100.0%

12

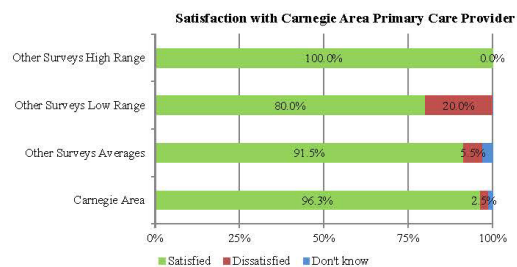
Has your household been to a primary care doctor in the Carnegie area?		
Response Category	No.	%
Yes	81	67.5%
No	32	26.7%
Don't know/No response	7	5.8%
Total	120	100.0%



13

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

Response Category	Satisfied	Dissatisfied	Don't know
Carnegie Area	96.3%	2.5%	1.2%
Other Surveys Averages	91.5%	5.5%	3.0%
Other Surveys Low Range	80.0%	20.0%	0.6%
Other Surveys High Range	100.0%	0.0%	0.0%



*Primary Care satisfaction rate= 87% in 2019

14

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

Response Category	No.	%
Yes	22	18.3%
No	74	61.7%
Don't know/No response	24	20.0%
Total	120	100.0%

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

Response Category	No.	%
Yes	86	71.7%
No	21	17.5%
Don't know/No response	13	10.8%
Total	120	100.0%

15

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

Response Category	No.	%
Yes	36	30.0%
No	74	61.7%
Don't know/No response	10	8.3%
Total	120	100.0%

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

Response Category	No.	%
Yes	93	77.5%
No	10	8.3%
Don't know/No response	17	14.2%
Total	120	100.0%

16

What concerns you most about health in the Carnegie area?		
	No.	%
Substance abuse	59	15.0%
Mental health	54	13.7%
Diabetes	46	11.7%
Heart disease	38	9.6%
Accessing primary care	34	8.6%
Obesity	32	8.1%
Suicide	28	7.1%
Accessing specialty services	28	7.1%
Cancers	25	6.3%
Motor vehicle crashes	13	3.3%
Dental	12	3.0%
Teen pregnancy	8	2.0%
Emergency services	1	0.3%
Insurance coverage/In network services	1	0.3%
No response	15	3.8%
Total	394	100.0%

17

What additional health and wellness services would you like to see offered in the Carnegie area?		
Response Category	No.	%
Specialists: Cardiologist (11); Orthopedist (5); Specialist in general (4); Otolaryngologist (3); Dermatologist (2); OB/GYN (2); Rheumatologist (1); Pediatrician (1); Podiatrist (1)	30	21.9%
Don't know/No additional services	18	13.1%
Mental health/Counseling services/Suicide awareness	13	9.5%
Urgent care/After hours care	10	7.3%
More primary care/More physicians	8	5.8%
Women's health/Mammography/Pregnancy/Birthing services/Newborn care	6	4.4%
Dialysis	5	3.6%
Substance abuse/Rehabilitation services	4	2.9%
Fitness/Wellness center/Senior fitness	4	2.9%
Optometry services/Affordable vision care	4	2.9%
Dental/Affordable dental	2	1.5%
Diabetes clinic/Kidney clinic	2	1.5%
Everything/Something available when needed	2	1.5%
Elder services	1	0.7%
Dietary	1	0.7%
Heart scans	1	0.7%
Physical therapy	1	0.7%
Soonercare services	1	0.7%
Testing sites for multiple issues/Lab services	1	0.7%
Weight loss	1	0.7%
Services requiring anesthesia	1	0.7%
No response	21	15.3%
Total	137	100.0%

18

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

Response Category	No.	%
Yes	35	29.2%
No	70	58.3%
Don't know/No response	15	12.5%
Total	120	100.0%

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

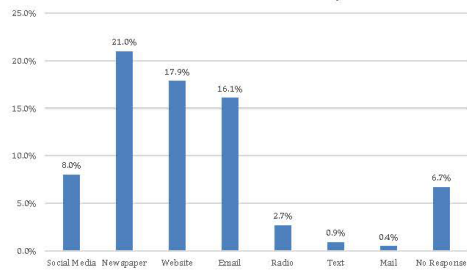
Response Category	No.	%
Satisfied	28	80.0%
Dissatisfied	3	8.6%
Don't know/No response	4	11.4%
Total	35	100.0%

19

How would you prefer to be notified of community events?

Outlet	No.	%
Social Media	77	8.0%
Newspaper	47	21.0%
Website	40	17.9%
Email	36	16.1%
Radio	6	2.7%
Text	2	0.9%
Mail	1	0.4%
No Response	15	6.7%
Total	224	73.6%

Preference of Notification of Community Events



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