

King's Daughters' Hospital and Health Services Need Assessment

Community Leader Interviews

Conducted September & October 2010

With 32 Community Leaders Including Medical, Clergy,
Educational, Civic, Business and Other Leaders

Background on Community Leaders Interviews

- King's Daughters' Hospital and Health Services solicited names of community leaders in a wide variety of areas including medical, civic, educational, business, religious and other areas in each of the five counties served.
- Letters were sent to more than 60 individuals who were identified as community leaders within the five counties KDHHS serves.
- Follow up telephone calls were made by KDHHS Marketing Director and Carri Dirksen during September and October, 2010 .
- A total of 32 interviews were completed. Individual comments are confidential; all comments are combined for this report. Due to the small sample from each county and due to the idea that KDHHS serves the general area, it is not appropriate to look at results at an individual county level.

Community Leaders' Opinions on Health Issues (Using a 7 point scale with 5, 6 and 7 being a major problem; 3 and 4 being a minor problem; 1 and 2 being not a problem)

	Major	Minor	Not a Problem
Overweight and obesity	90%	10%	0%
Tobacco use	90%	10%	0%
Physical activity	76%	17%	7%
Substance abuse / addictions	72%	21%	7%
Responsible sexual behavior	64%	13%	23%
Chronic disease	60%	20%	20%
Mental Health	51%	26%	23%
Environmental quality	46%	16%	38%
Maternal and child health (teen pregnancy)	42%	23%	35%
Access to health care	42%	19%	39%
Injury and violence (domestic abuse / sexual assault)	37%	40%	23%
Special needs / disabled / impaired	33%	23%	44%
Infectious disease	13%	17%	70%
Immunization	13%	13%	74%
Occupational and safety health	6%	17%	77%

Community Leaders' Opinions on KDHHS' Role in Addressing Issues

	Leadership Role	Supporting Role	No Specific Role
Access to health care	81%	19%	0%
Chronic disease	81%	19%	0%
Tobacco use	67%	33%	0%
Overweight and obesity	62%	38%	0%
Maternal and child health (teen pregnancy)	57%	43%	0%
Infectious disease	52%	48%	0%
Physical activity	43%	57%	0%
Immunization	38%	52%	10%
Mental Health	33%	67%	0%
Substance abuse / addictions	29%	71%	0%
Responsible sexual behavior	24%	76%	0%
Occupational and safety health	19%	67%	14%
Injury and violence (domestic abuse / sexual assault)	10%	86%	4%
Special needs / disabled / impaired	5%	81%	14%
Environmental quality	5%	57%	38%

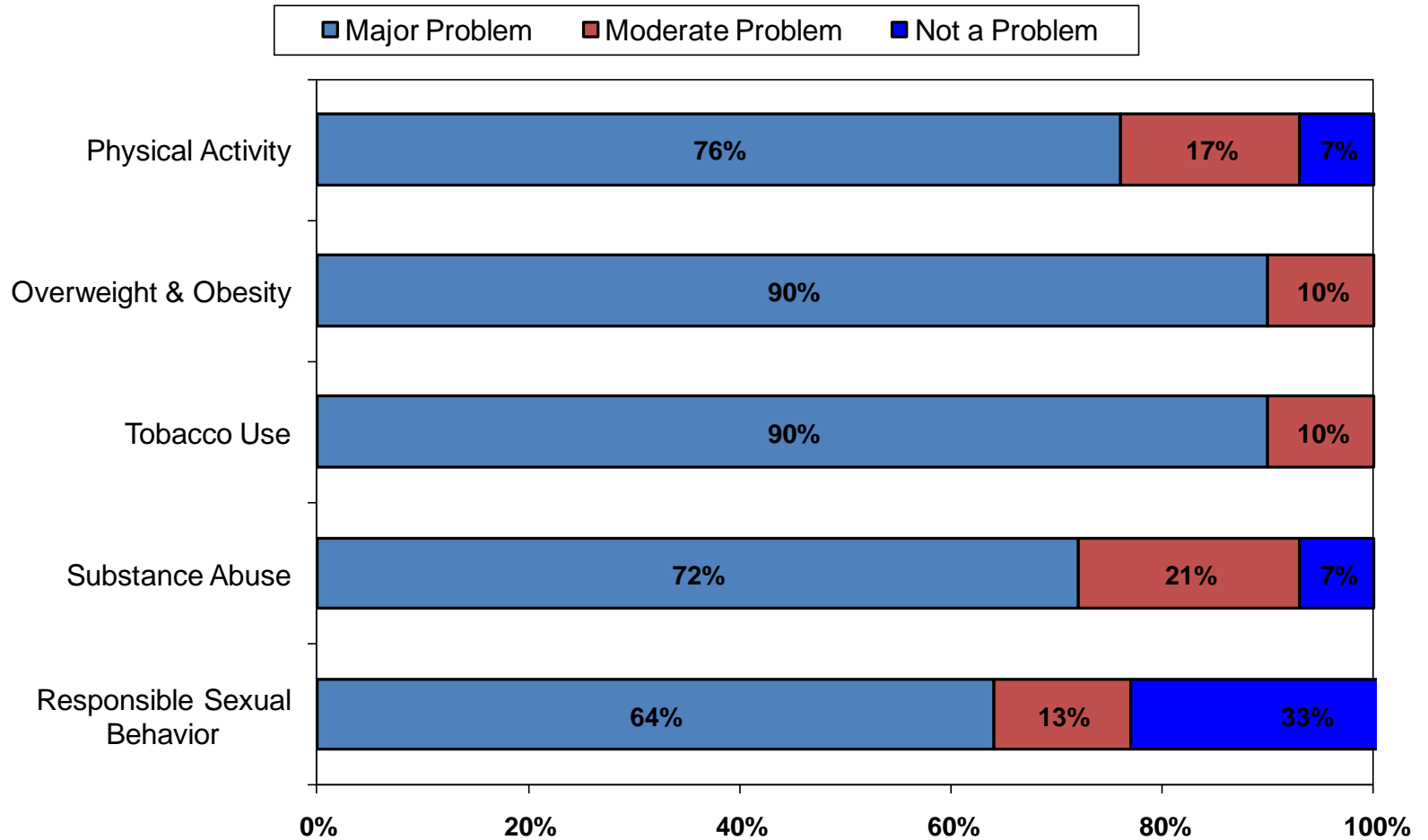
Community Leader Suggestions for KDHHS for Services or Meeting Needs

- Types of programs / services needed
 - Expand wellness program to Switzerland County in potential partnership with the YMCA.
 - Provide wellness materials (aimed at youth and adults) for distribution by all KDHHS satellite offices outside of Jefferson County. Especially needed when providing free sports physicals.
 - Programs to address tobacco, obesity, access to care.
 - Nutrition and cooking classes aimed at school-aged children through adult which include portion size, how many calories are in the food we eat, etc.
 - Partnering with schools on physical activity/overweight & obesity programs aimed at all school age children which are offered as part of the school day. “The kids that really need it, aren’t the ones who sign up for KDHHS classes.”
 - CASA and other drug education programs aimed at school age children starting in elementary school and on up.
 - Education for medical personnel on drug interaction and the effects from the abuse of prescription meds.
 - Continue funding the Creating Positive Relationships (CPR) class. Need to expand to include sexual education at the high school level.
 - Program geared toward parents in addressing bullying in schools.
 - Patient advocates to help patients and their families navigate through the health care system. “Social workers are stretched too thin.”
 - Periodic free clinics for those who need to see a physician, but can’t afford one. “People end up putting off care until it is too late.”
 - Family planning assistance for Switzerland County
 - A quarterly prescription drug disposal program where such drugs can be disposed with no questions asked.
- “Better communication is needed between KDHHS and the judicial system in regards to the substance abuse issue in Southern Indiana. It has to be a team effort.” Documentation from the ER on overdose cases with statistics as to overdoses due to street drugs and overdoses due to prescription drugs is information sought by the legal system. One KDH physician interviewed said it would be valuable to know if a medication they prescribed was involved in a drug arrest.
- “KDH OB staff needs to start seeing pregnant mothers before they are 12 weeks along to ensure they are getting the proper prenatal care. They are not only putting babies at risk - they are losing business because the mothers are going elsewhere.”
- “I was very excited when I learned a walking track was going to be part of the new KDH campus. I’ve since learned that it has been cut from the plans to cut costs. Such a track is needed to help this community combat obesity. KDH needs to lead the way by being an example.”

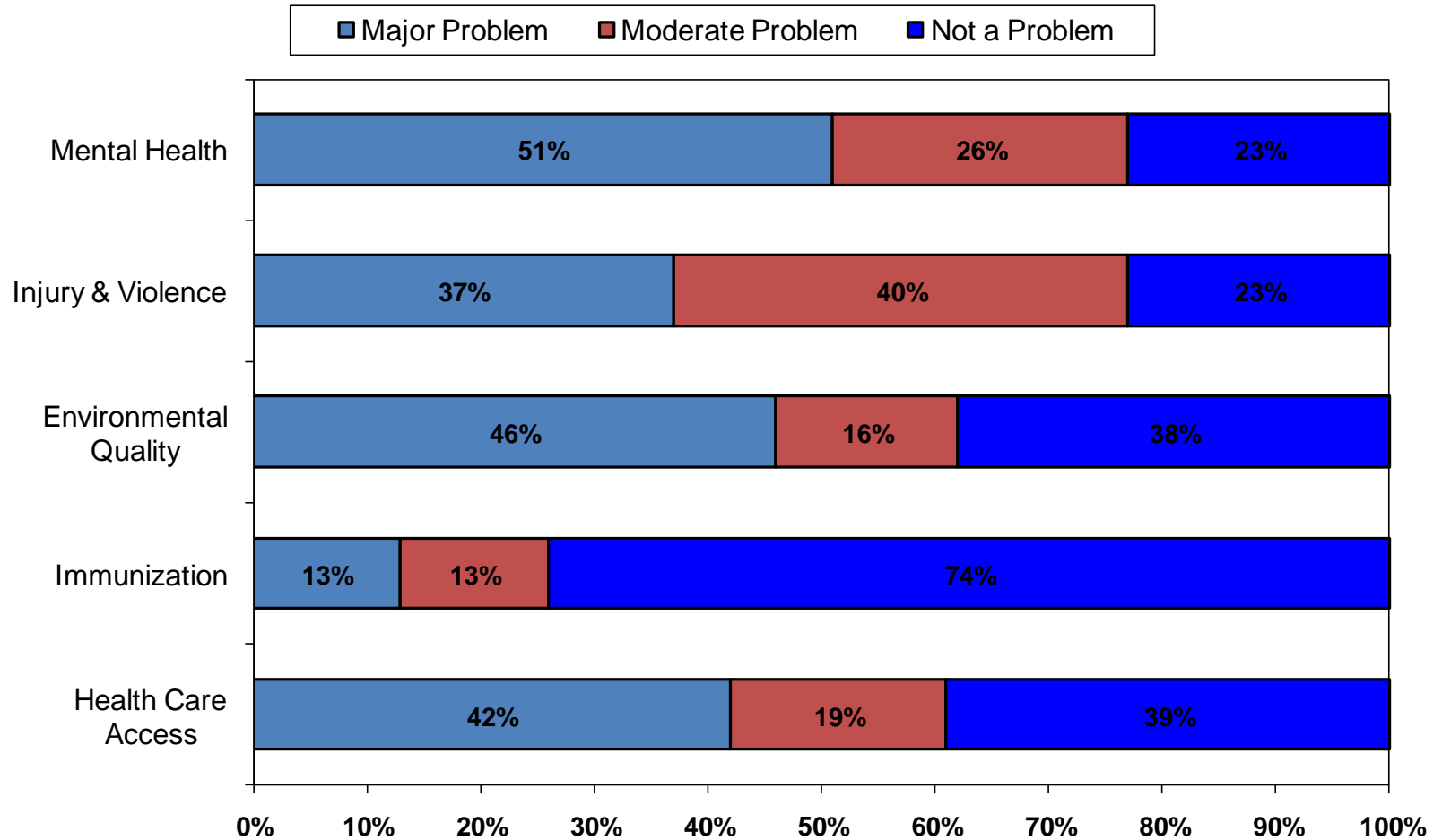
Community Leader Suggestions for KDHHS for Services or Meeting Needs

- “KDH should consider putting a physician in the East Enterprise/Patriot area. Those patients are going to Dearborn County for their healthcare now.”
- Ensure KDHHS programs are marketed, so those outside of Jefferson County know they are able to attend. Advertise in other media beside that in Jefferson County.
- “The Versailles office facility “yells” old and tacky and this attitude is transferred to patients as the facility and those practicing within are not up-to-date. Margaret Mary advertises so much and their outpatient facility is new and beautiful. This tends to give them a higher standing in our community. We need a “face lift” on our office facility. We need chairs with arms for those too frail or fat to get up. We need blood to be drawn in a “clean” separate space. We need an elevator or different way to get people to their physical therapy in the basement other than an electric chair.”
- Types of physicians / health care professionals needed
 - Psychiatrist on KDH staff and other mental health professionals. Placement options for those who need long-term mental health care.
- General KDHHS service issues
 - “Should not assume people understand their system. Helps to know someone on the inside.”
 - Billing issues were cited by 60% of those interviewed as a major service issue.
 - Services, especially radiology, are priced too high. “A cat scan costs \$400 at the LaGrange hospital, but \$1200 at KDH.”
 - “Lab costs and how they are coded is a huge issue. They get the test done at a medical office, but since it is sent to the hospital lab - their insurance views it as an outpatient procedure and applies it to their deductible. That means a patient is hit with a \$700 bill they were not expecting. Gives them a bad taste toward KDH.”

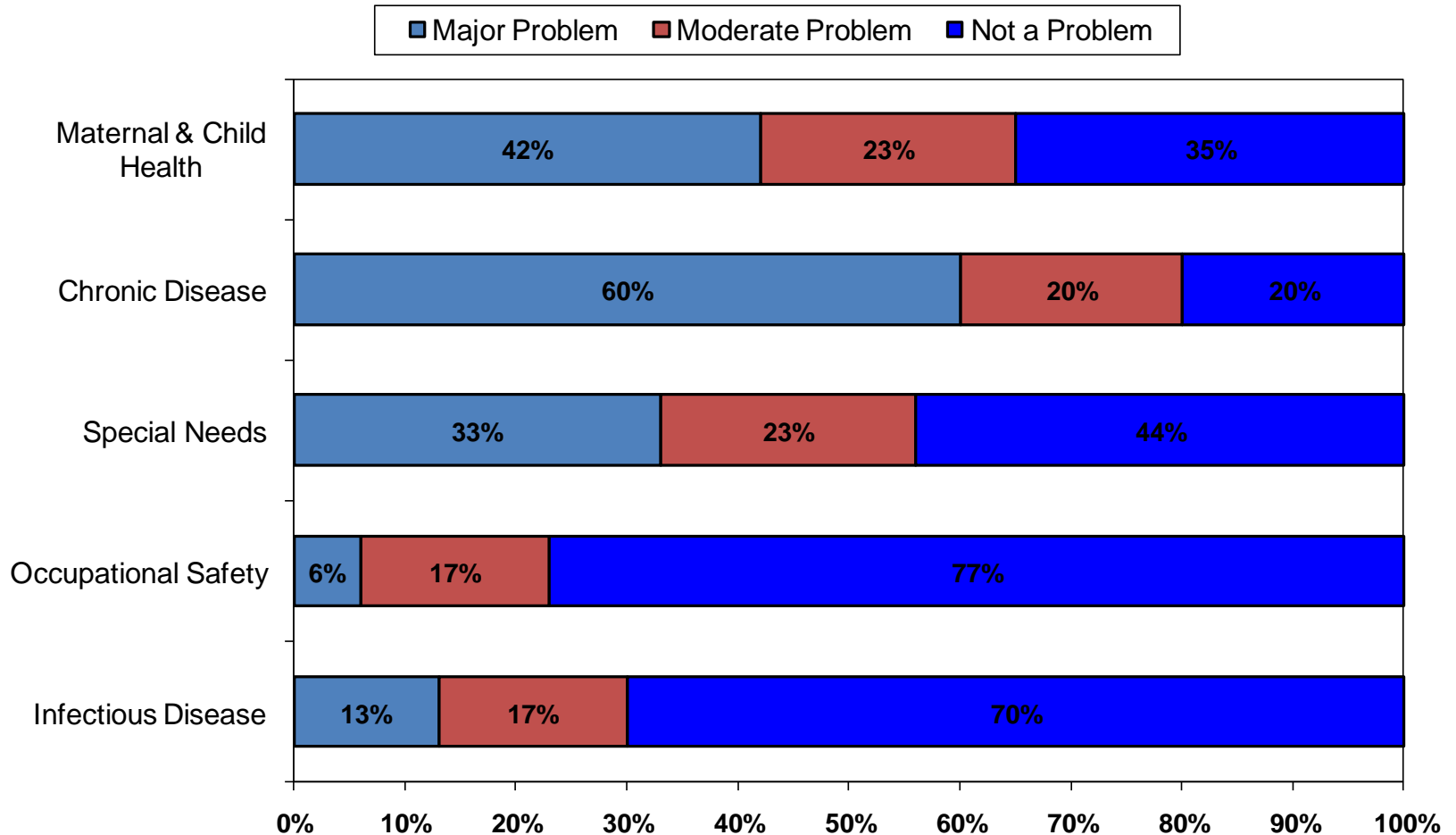
To what extent are the following topics a problem in your community?



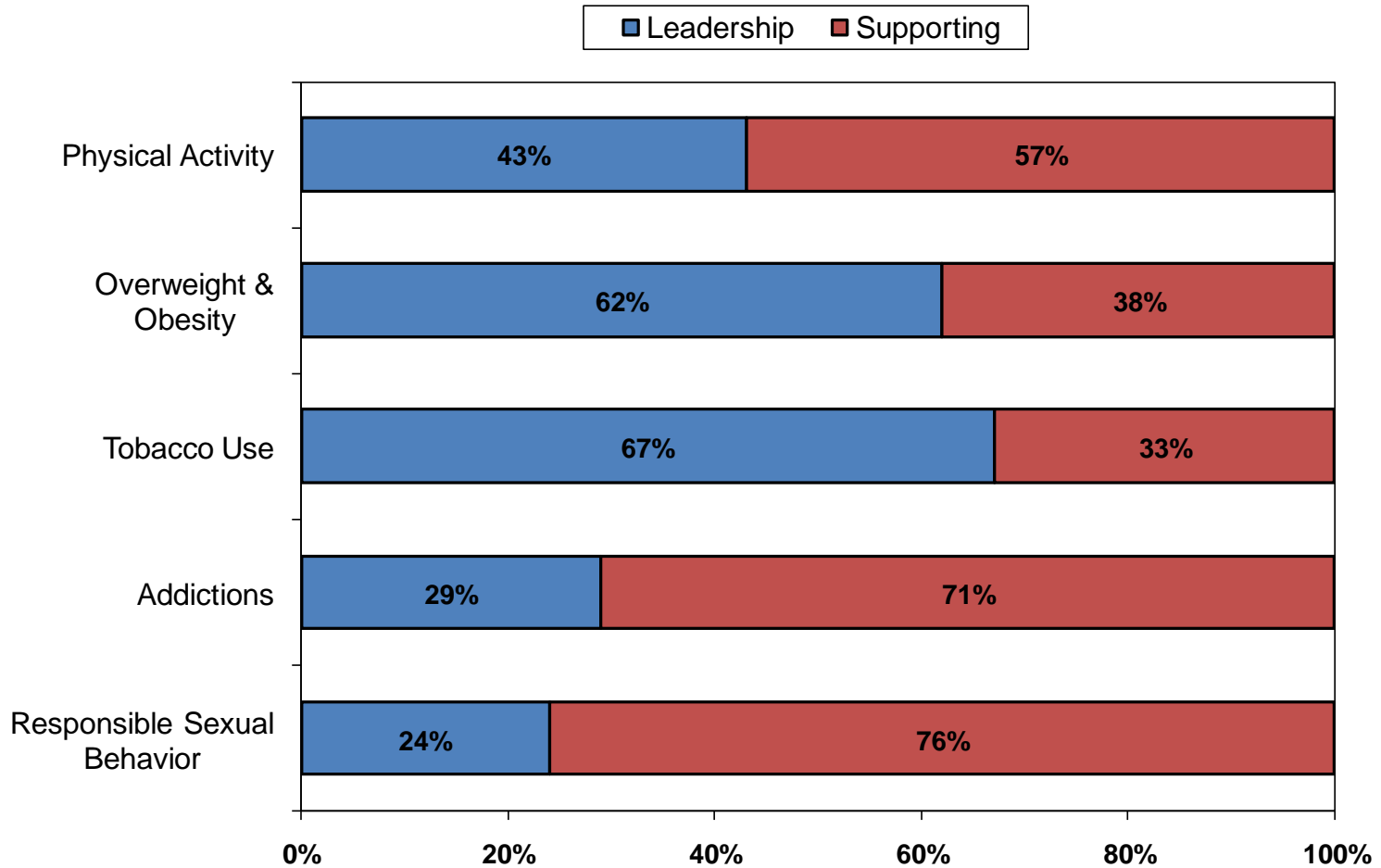
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