



Community Health Needs Assessment

St Luke Community Health Care
Community Health Needs Assessment
Summary Report
December 2020



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I. Introduction

St. Luke Community Healthcare is comprised of a 25-bed Critical Access Hospital, four primary care provider clinics with visiting specialists, a 75-bed extended care facility, plus a durable medical equipment service. The organization's providers offer healthcare services to the residents and visitors of Lake and Sanders Counties. St. Luke Community Healthcare, located in Ronan, Montana is located on the Flathead Reservation and in the heart of the Mission Valley. The 2020 Community Health Needs Assessment was completed, in partnership with Providence St. Joseph Medical Center in Polson, MT. By combining our efforts we are able to capture a more complete picture of the community's needs in Lake County and the Flathead Indian Reservation.

In the summer of 2020, St. Luke Community Healthcare's service area was surveyed about its healthcare system. This report shows the results of the survey in both narrative and chart formats. Readers are invited to familiarize themselves with the survey instrument and the subsequent findings.

II. Health Assessment Process

A Steering Committee was convened to assist St. Luke Community Healthcare in conducting the CHNA assessment process. The Steering Committee was comprised of key administrative and physician leadership. The Steering Committee met several times during the CHNA process; first to discuss health concerns in the community and offer their perspective in designing the survey instrument and again to review results of the survey and focus groups and to assist in the prioritization of health needs to address.

Due to COVID-19, St. Luke limited the number of steering committee members and in-person meetings.

III. Survey Methodology Survey Instrument

In June 2020, surveys were mailed out to the residents in St. Luke Community Healthcare's service area. In addition to mailed surveys, an extensive social media and email campaign was initiated to encourage residents to complete the survey. Due to COVID-19, there were no focus groups, however key community stakeholders were interviewed.

The survey was designed to provide each facility with information from local residents regarding:

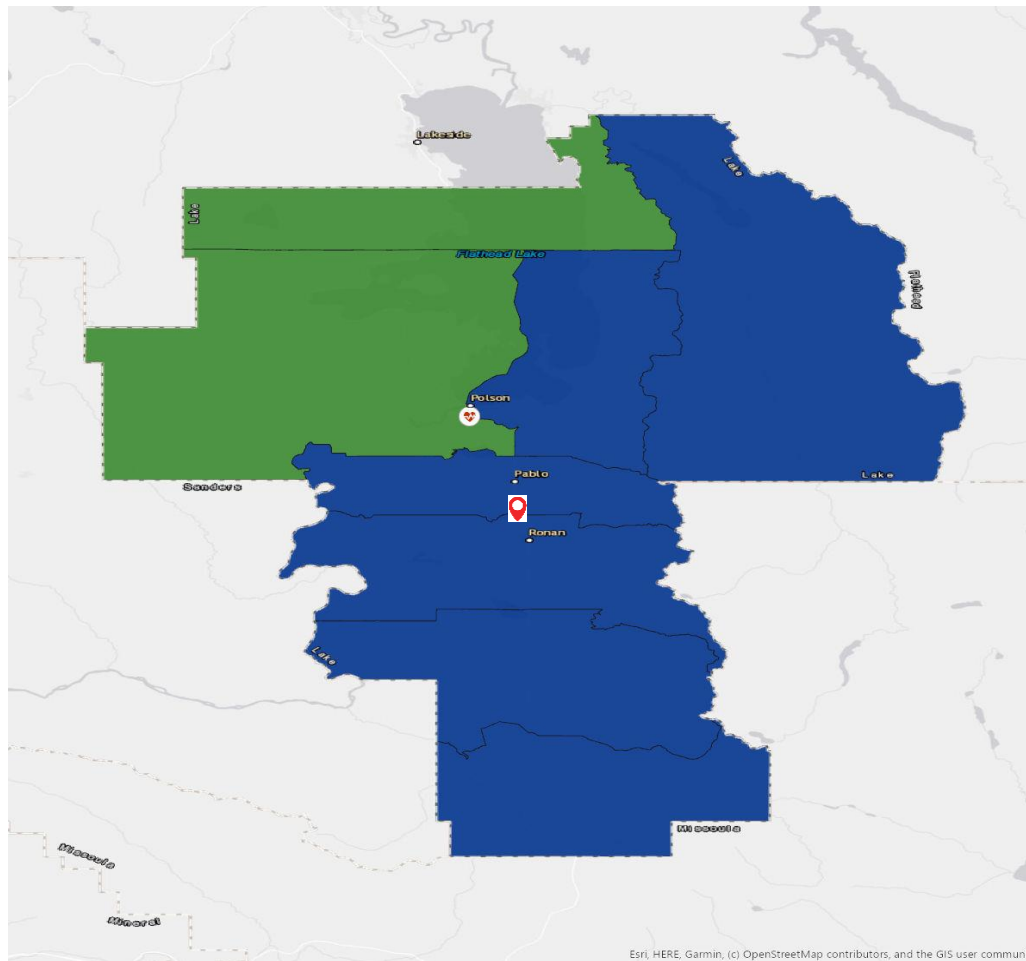
- Demographics of respondents
- Hospitals, primary care providers, and specialists used plus reasons for selection
- Local healthcare provider usage
- Services preferred locally
- Perception and satisfaction of local healthcare

IV. Limitations in Survey Methodology

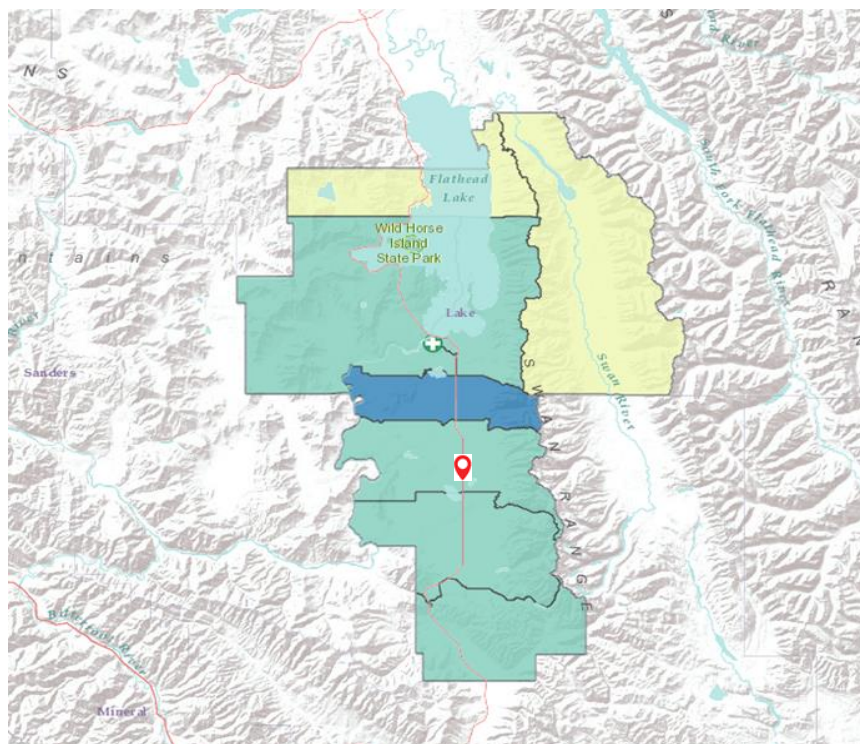
A common approach to survey research is the mailed survey. However, this approach is not without limitations. There is always the concern of non-response as it may affect the representativeness of the sample. Thus, a mixture of different data collection methodologies is recommended. Conducting community focus groups and key informant interviews in addition to the random sample survey allows for a more robust sample and, ultimately, these efforts help to increase the community response rate. Partnering with local community organizations such as public health, community health centers, and senior centers, just to name a few, helps to reach segments of the population that might not otherwise respond to a survey or attend a focus group.

V. Service Area

Below is a map of Lake County, the service area included as part of this CHNA. The blue portions are the “high need” census tracts in the service area, based on lower than average life expectancy, lower high school graduation, and a greater proportion of households at or below 200% Federal Poverty Level.

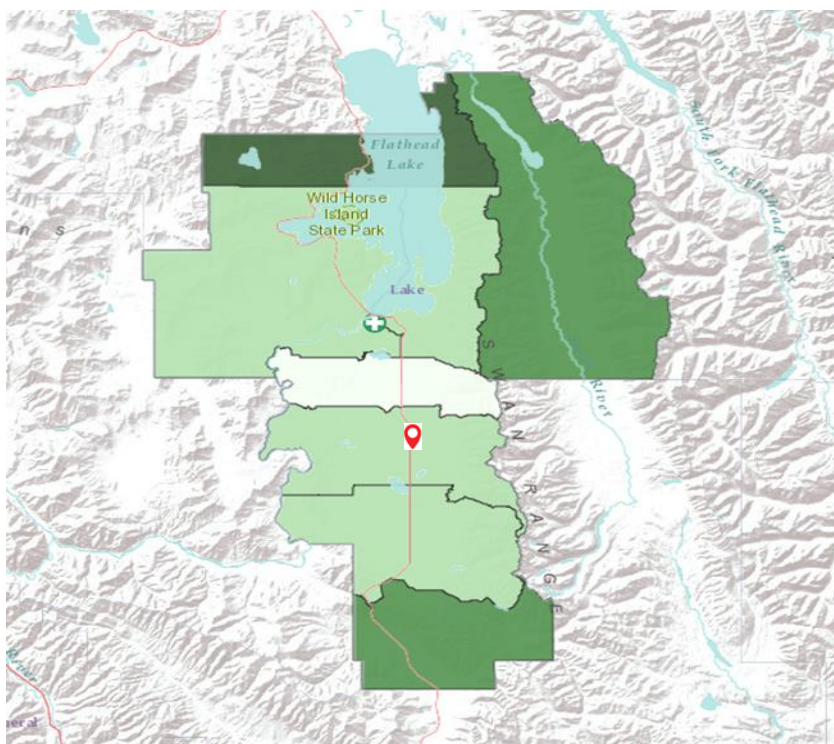


VI. Social Determinants and Housing



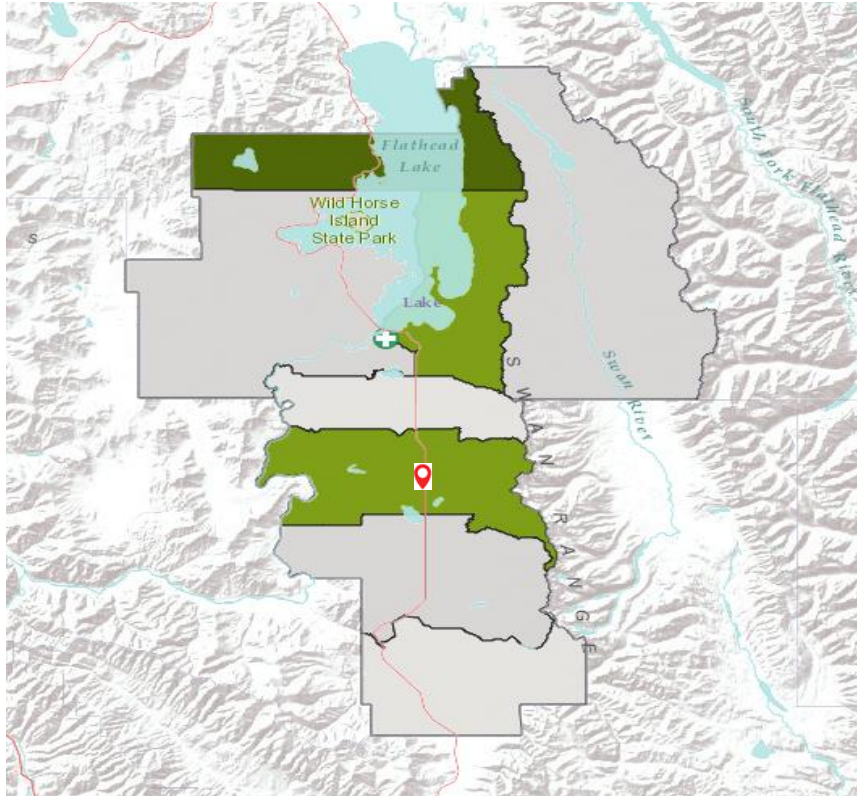
Poverty

The dark blue areas in the below map show census tracts where more than 40% of households are at or below 200% of the Federal Poverty Level (pre-tax annual income of \$51,500 or less for a family of 4).



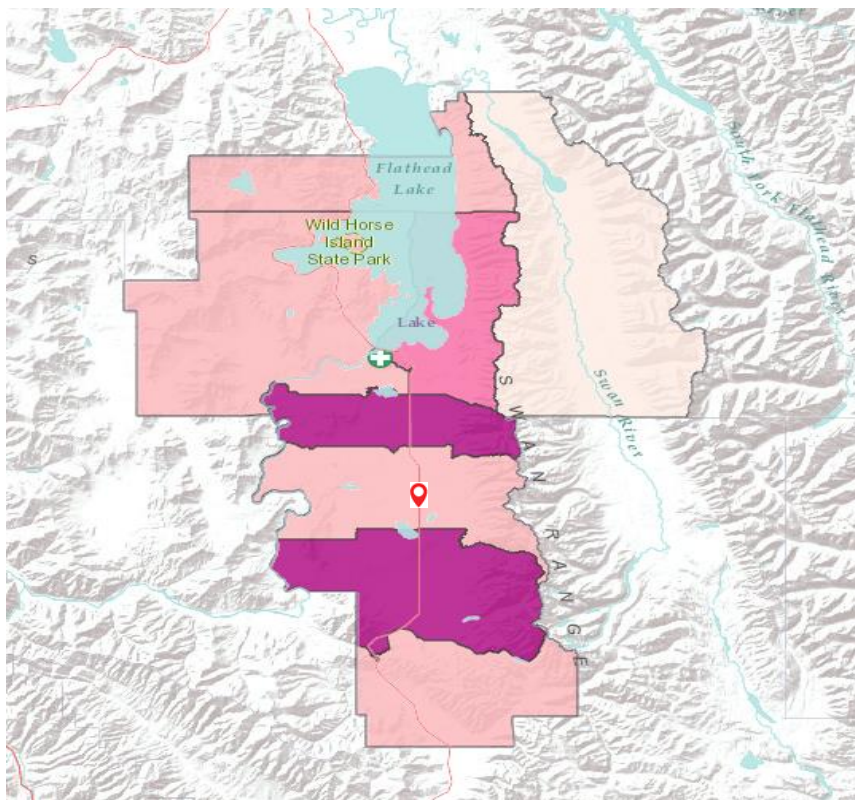
Median Household Income

The census tract with the lowest median household income is in the center of Lake County.



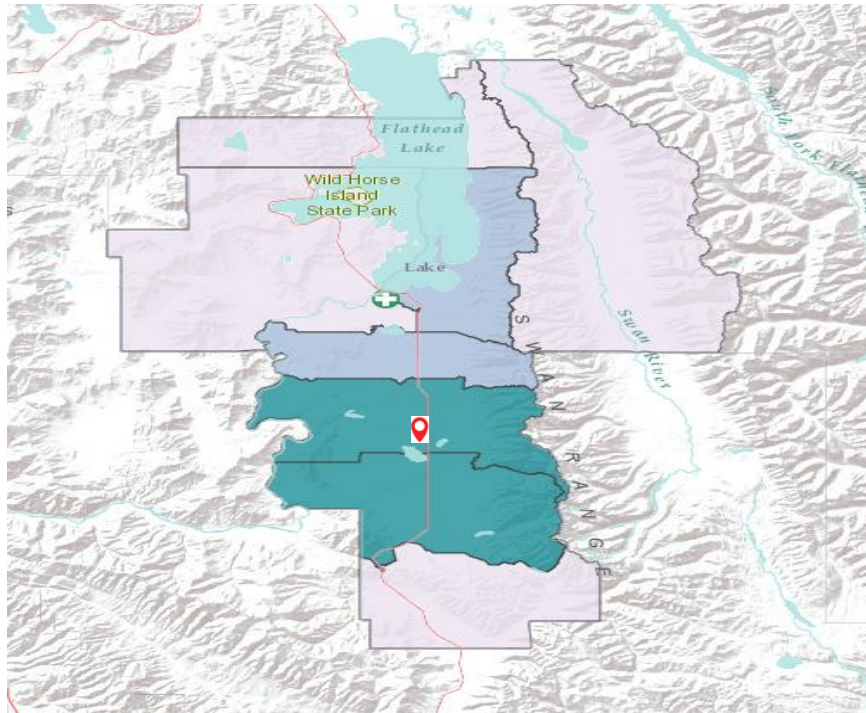
Employment

The map below shows the employed adult population. These data are from 2019, and do not yet represent any impacts due to COVID-19.



SNAP Enrollment

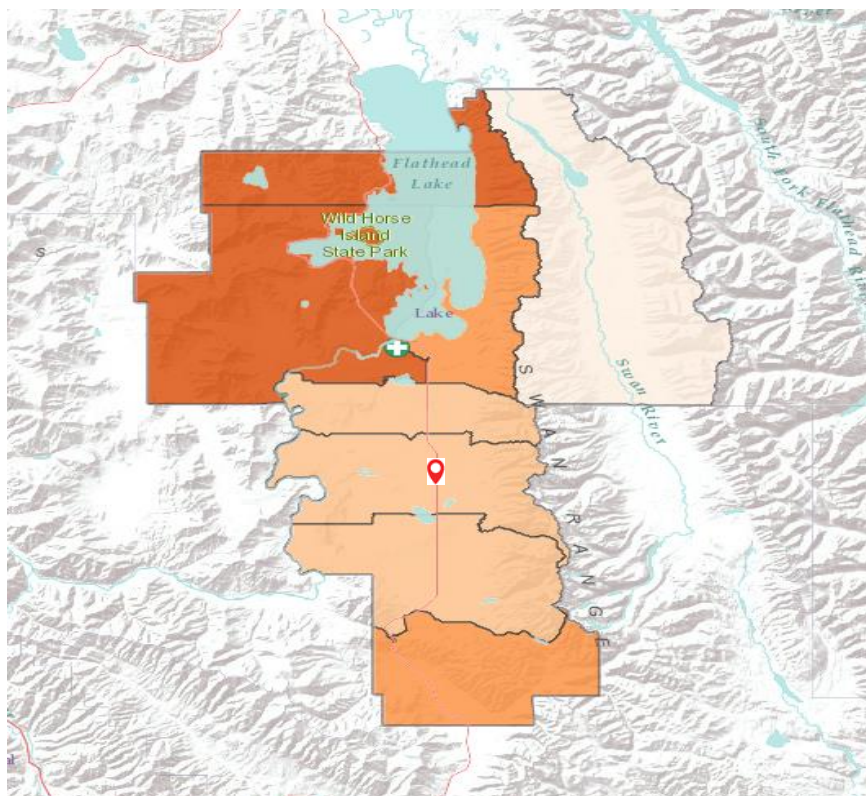
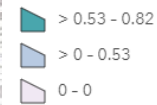
This indicator shows the percentage of households enrolled in the Supplemental Nutrition Assistance Program (SNAP).



English Language Proficiency

Population That Does Not Speak English Very Well

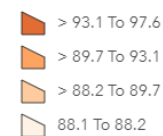
Percent of Population Age 5+ Who Do Not Speak English Very Well

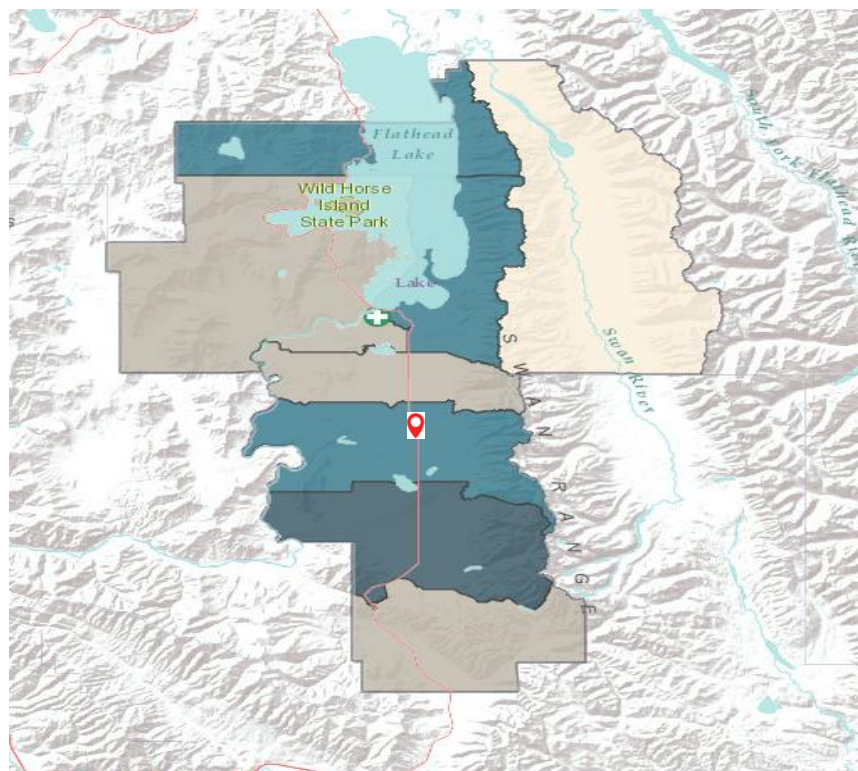


Educational Attainment

High School Education Rate

Percent of Population Age 25+ With High School Diploma





Severe Housing Cost Burden

This indicator shows the percentage of households spending 50% or more of gross monthly income on rent. This data is from 2019, and will not take into account impacts due to COVID-19.

Severe Housing Cost Burden

ACS HHs/Gross Rent 50+% of Income : Percent



VII. Qualitative Themes

Due to COVID response and guidance, the community engagement process was simplified for this CHNA cycle. Five interviews were conducted with representatives from community-based organizations. The following themes were identified; please see attached report for additional detail.

High priority themes:

- Behavioral health challenges and access to care (includes both mental health and substance use disorder)
- Homelessness and lack of safe, affordable housing

Medium priority themes:

- Aging problems
- Food insecurity
- Unemployment and lack of a living wage

COVID Impacts

Stakeholders were also asked to speak to the impacts of COVID-19 in their community, or if it has shifted the needs they are seeing. Stakeholders shared a variety of impacts related to decrease in-home services for older adults, exacerbated mental health concerns, reduced public transportation, difficulty sharing up-to-date information, delays in care and challenges paying COVID-19 testing fees, increased unemployment, and reduced engagement from students due to school closures.

VIII. Qualitative Data: Summary of Findings

St. Luke Community Healthcare

Stakeholder interviews with representatives from 5 community-based organizations were conducted. The following needs were prioritized by all stakeholders and are therefore categorized as **high-priority health-related needs**:

Behavioral health challenges and access to care (includes both mental health and substance use disorder)

Stakeholders described behavioral health as interconnected with several other community needs. They identified a history of **trauma** and **child abuse/neglect** as contributors to both mental health challenges and substance use disorders (SUD). Additionally, having a mental health challenge or SUD compromises **access to health care** and **housing stability**, emphasizing the need for more supportive housing for these individuals.

Stakeholders discussed behavioral health challenges in connection to **poverty** and lack of opportunities, leading to a **lack of hope** and contributing to deaths of despair. Barriers to addressing these behavioral health needs include **stigma**, the **criminalization of substance use** and fear of legal repercussions, and a **lack of healthy coping skills**.

Specific gaps in the community include a lack of **inpatient SUD treatment services** and agencies that address SUD. Accessing SUD treatment is especially challenging for people who are uninsured, have low incomes, or have co-occurring, complex health and behavioral needs. Stakeholders also spoke to a lack of **crisis services** for people needing immediate, but short term support, other than the Emergency Department. Another gap is a lack of **counseling services** for people who have low incomes and school-age children.

"Although there is extreme beauty, there's a pretty significant lack of opportunity. I think that creates a lack of hope because if this is where I feel grounded, if this is where everything that I've ever known is and yet I don't have an opportunity to become whatever it might be or it feels like that opportunity is so far out there and I don't have a place to belong, I think you, you end up with a lot of despair. That lack of hope ultimately becomes a huge stumbling block. Then, as a result, we have a high suicide rate and we have a high at-risk population from bad choices and things like that."- Community Stakeholder

Homelessness/lack of safe, affordable housing

Stakeholders agreed there is a need for more **affordable housing** and **housing for seniors**. They shared that mental health and SUD challenges make it hard to keep people in stable housing. Therefore, there is a need for more **supportive housing** with connected services that are equipped to address behavioral health needs. Barriers to moving people into housing include **low housing stock**, **poor credit**, and **poor housing history**. Stakeholders shared there are a lack of services specifically for people experiencing homelessness within Polson.

"Untreated mental health, isolation, substance use, those are kind of where we see the biggest impacts. So those will compromise healthcare and housing significantly, and we see that over and over again. We have money to pay for housing, but keeping people in housing becomes the challenge."- Community Stakeholder

The following findings represent **medium-priority health-related needs** based on feedback from stakeholders:

Aging Problems

Stakeholders spoke to a need for more **nursing homes**, specifically for people with Alzheimer's and dementia, and **adult daycare services**. They shared a need for more **in-home services** for older adults needing hands on care, specifically for people who have low incomes but do not qualify for Medicaid. This is important for mitigating isolation. Within Lake County there is a lack of **fiduciary services**.

Stakeholders were concerned about older adults whose Social Security benefits put their income slightly above the threshold for **Medicare savings**, meaning they are unable to afford Medicare premiums and therefore forego necessary health services due to cost of care.

Food insecurity

Stakeholders were concerned about community members' access to good quality, nutritious food, particularly because the pandemic has exacerbated the need. They shared food insecurity is closely linked with **income**; families with low incomes or job loss are forced to make tradeoffs in how they spend their money. Especially during the COVID-(1)9 pandemic, people who are immunocompromised may be more anxious about leaving their home to get food or experience **transportation** barriers. Stakeholders were particularly concerned about **children** getting enough meals and healthy food.

Unemployment and lack of living wage jobs

Stakeholders spoke to the connection between living wage jobs and housing stability, food security, quality of life, mental health, and the ability to afford daycare. They also shared that having affordable, high-quality **daycare** is crucial for ensuring people can hold a consistent job. They shared concern for **older adults** who need to continue to work to make ends meet and **individuals who make slightly too much to qualify for public benefits**, but not enough to meet their basic needs. They shared a need for more **job skills training** in the community and more jobs with **good benefits**.

Stakeholders discussed the **effects of the COVID-19 pandemic** on the communities they serve.

Effects of COVID-(1)9

Stakeholders discussed how the COVID-19 pandemic has exacerbated needs. Related to **aging problems**, some in-home services have been paused, meaning that many older adults with low incomes are not getting the care they need and not getting in-person interactions, raising concerns about isolation. **Mental health** in general is a concern. As a positive, more individuals have offered support and check-ins for older adults during the pandemic. **Transportation** has been more challenging with a reduction in the Tribal Transportation in Polson. **Sharing up-to-date information** has been difficult and people have been frustrated trying to figure out which services are available. Related to **access to care**, people have been delaying important care and the pandemic has highlighted many individuals lack a primary care provider. Additionally, the **COVID-(1)9 testing fees** (for the visit and collection) have been a barrier for some. Stakeholders shared a concern for increased **unemployment**, particularly workers who lost their job as a result of quarantining. Related to **education**, stakeholders shared a lack of access to technology and broadband, as well as a lack of engagement from some students will only increase the student achievement gap.

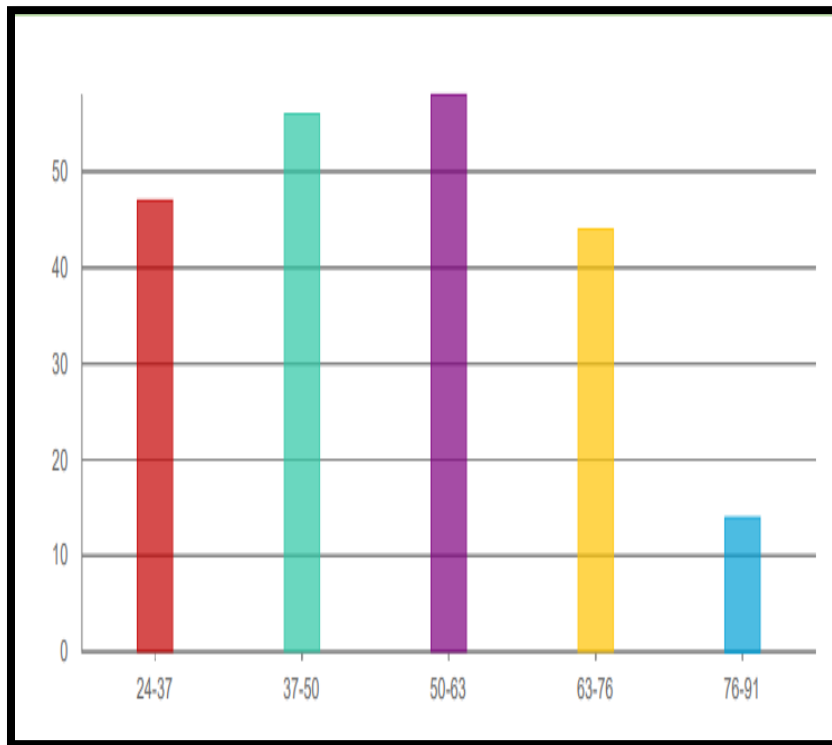
IX. Survey Results

Surveys were distributed via mail, social media, and email contacts. The survey included 21 questions about demographics and perceptions about healthcare services in the community. The survey can be found in Appendix A of this document. A total of two-hundred and twenty surveys were returned.

Responders were asked to include their primary zip code (Table 1).

Zip Code	Count
59860	121
59864	58
59865	15
59824	11
59855	5
59810	3
59821	2
59911	2
59803	1
59821	1
59875	1

Age

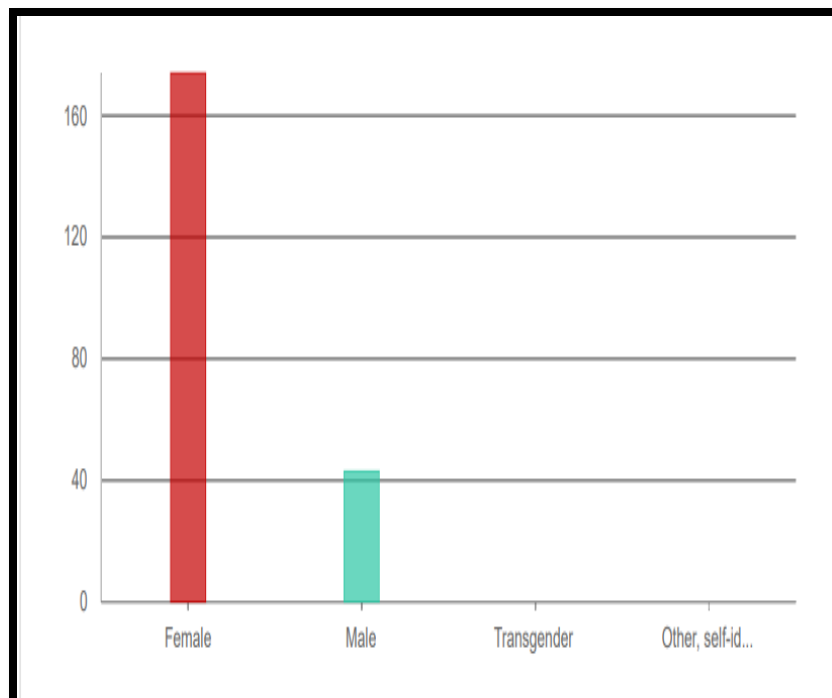


Respondents were asked their age at the time of the survey.

Two-hundred and nineteen responded, 1 skipped this item.

Min Age:	24
Max Age:	90
Median Age:	52.28

Gender Identity

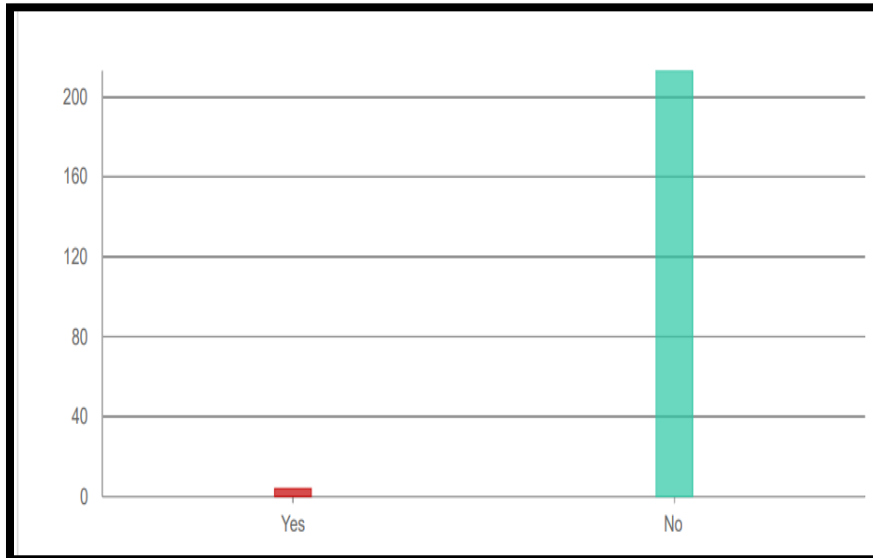


Respondents were asked their gender identity.

Two-hundred and seventeen responded, 3 skipped this item.

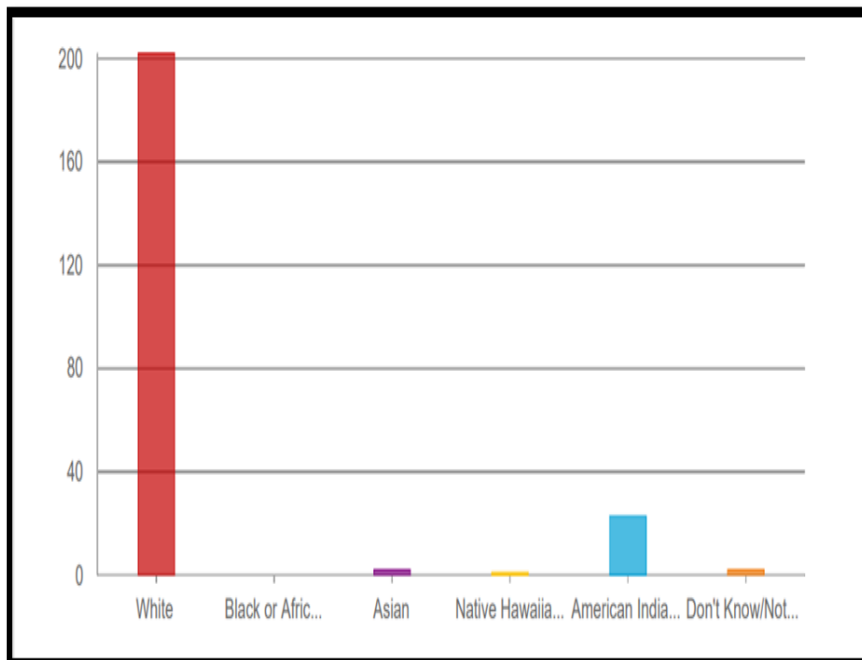
Female:	174 (79.09%)
Male:	43 (19.55%)
Transgender:	0
Other:	0

Are you of Hispanic, Latino or Spanish origin?



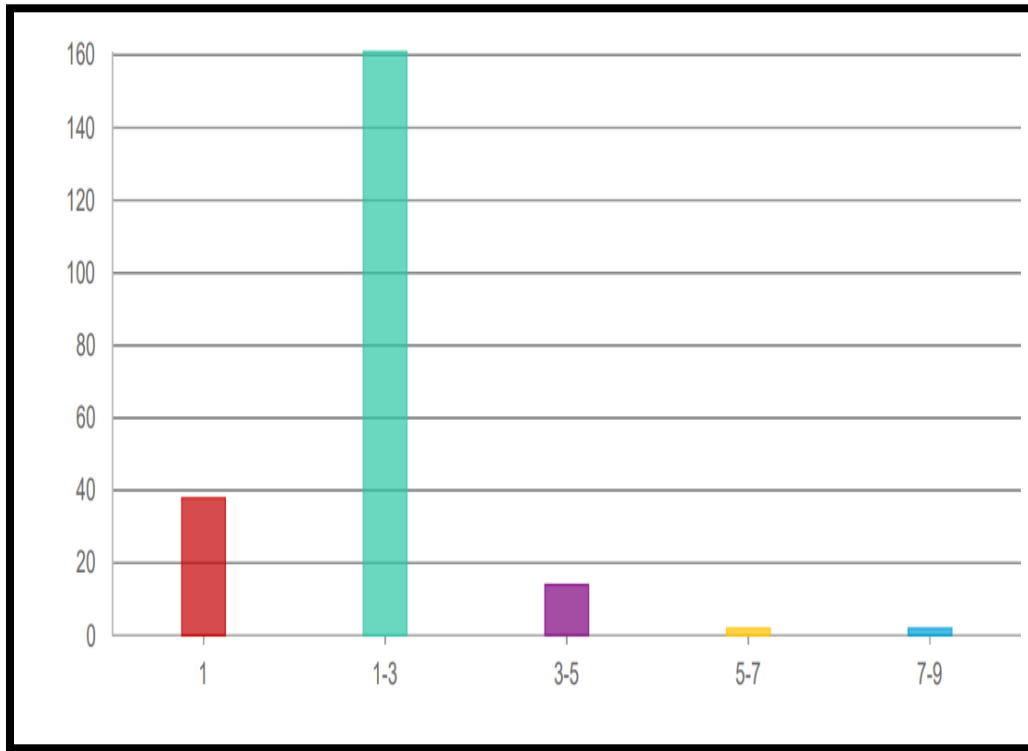
Yes	4 (1.82%)
No	213 (96.82%)
Answered	217
Skipped	3

Which one or more of the following describes your race?



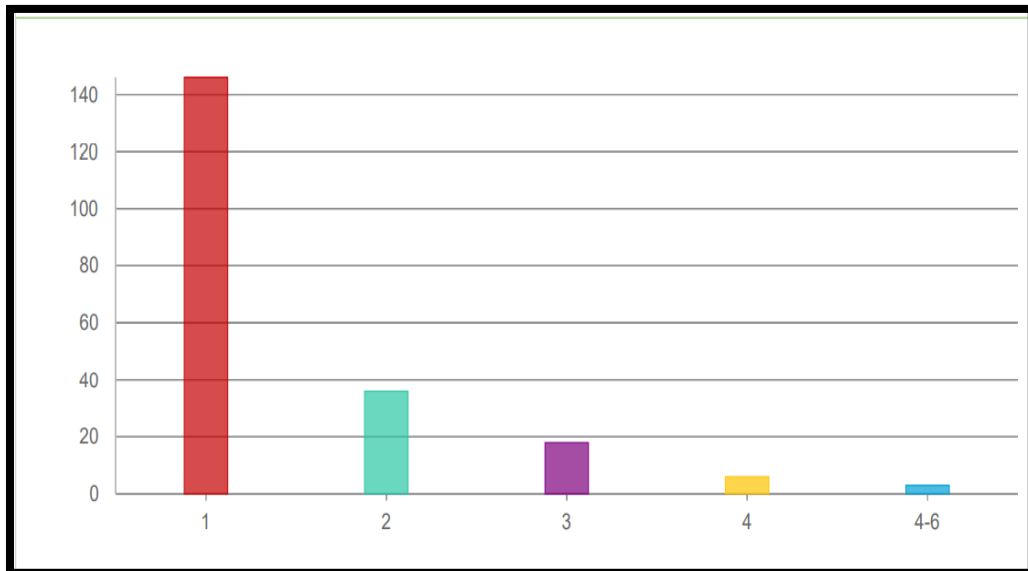
White	202
Black or African American	0
Asian	2
Native HI or Pacific Islander	2
American Indian or Alaskan Native	23
DK/Not Sure	1
Answered: 218	Skipped: 3

Number of adults including you who live in your household.



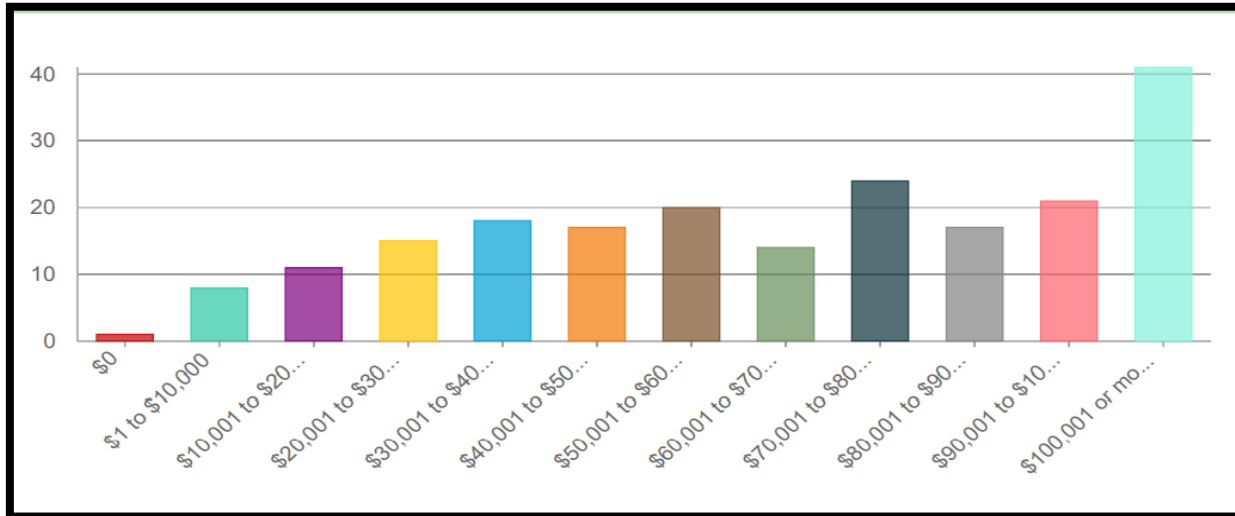
Min.	0
Max	9
Median	2.16
Answered:	217
Skipped:	3

Number of children.



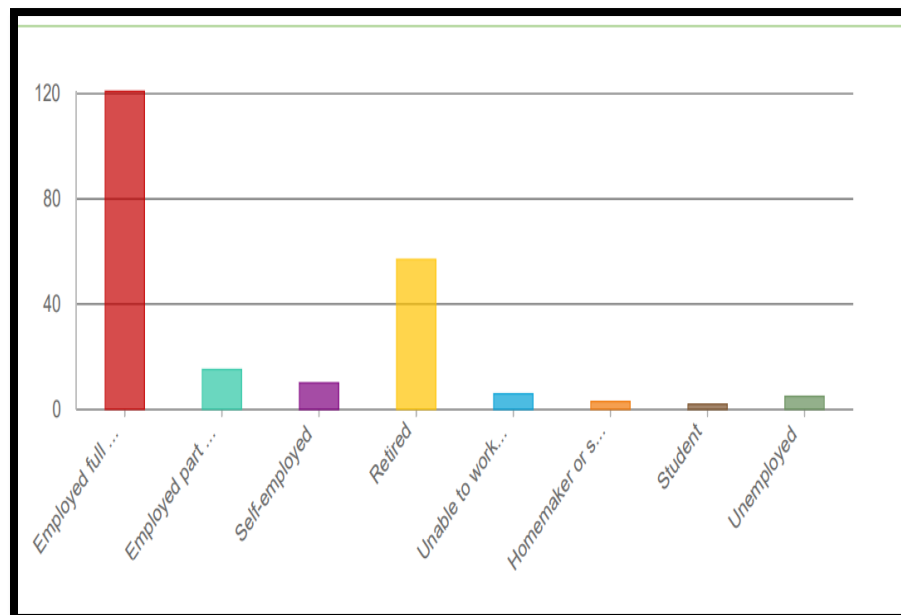
Min	0
Max	6
Median	.9
Answered:	209
Skipped:	11

What is your gross household income (before taxes and deductions are taken out) for last year (2019)?



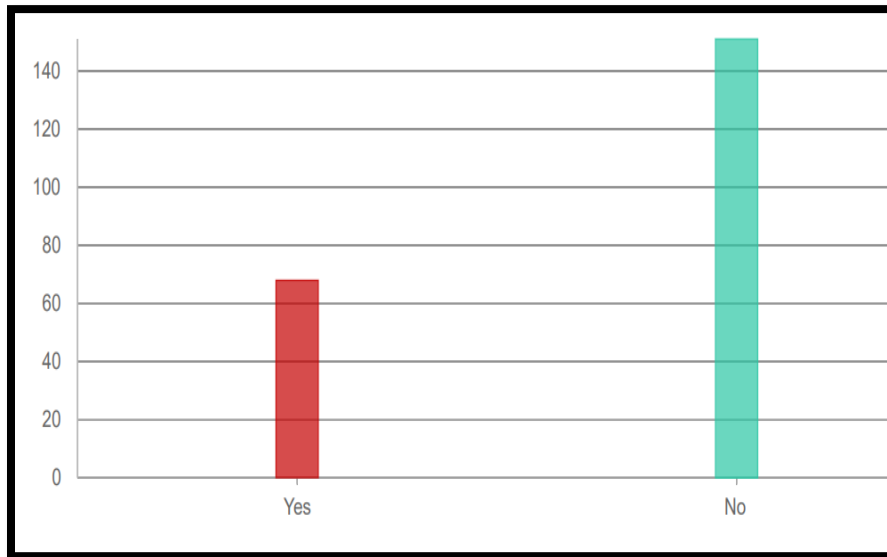
\$0	1 (.45%)	\$50,001 - \$60,000	20 (9.09%)
\$1 to \$10,000	8 (3.64%)	\$60,001 - \$70,000	14 (6.36%)
\$10,001 - \$20,000	11 (5%)	\$70,001 - \$80,000	24 (10.91%)
\$20,001 - \$30,000	15 (6.82%)	\$80,001 - \$90,000	17 (7.73%)
\$30,001 - \$40,000	18 (8.18%)	\$90,001 - \$100,000	21 (9.55%)
\$40,001 - \$50,000	17 (7.73%)	\$100,001 or more	41 (18.65%)
Answered: 207 Skipped: 13			

What is your current employment status?



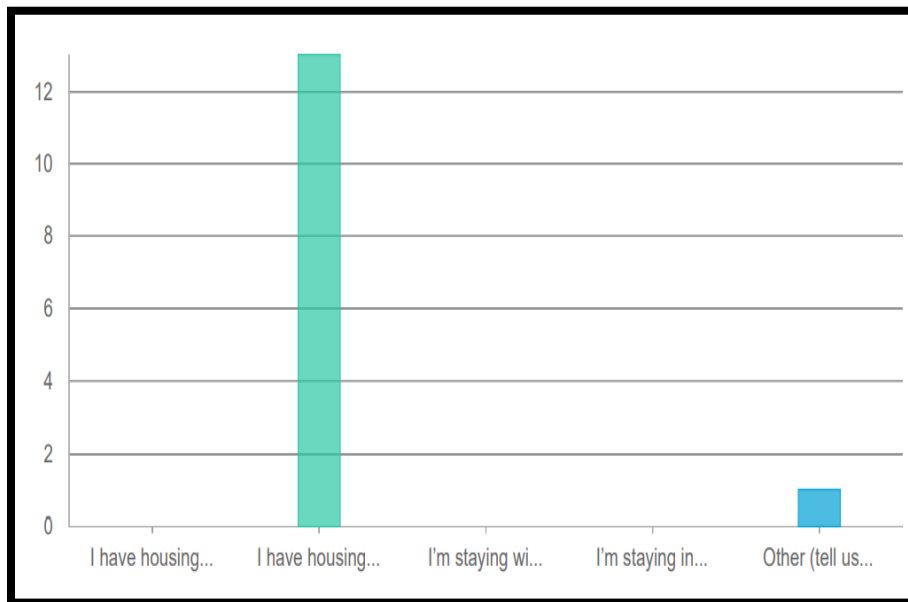
Emp Full Time	121 (55%)
Emp Part Time	15 (6.82%)
Self-Employed	10 (4.55%)
Retired	57 (25.91%)
Unable to work (illness/injury/disability)	6 (2.73%)
Homemaker/Stay-at-home parent	3 (1.36%)
Student	2 (.91%)
Unemployed	5 (2.27%)
Answered: 219 Skipped: 1	

Have you or someone in your household lost a job or hours due to the COVID-19 (coronavirus) outbreak?



Yes	68 (30.91%)
No	151 (68.4%)
Answered: 219 Skipped: 1	

Which of the following best describes your housing situation today?

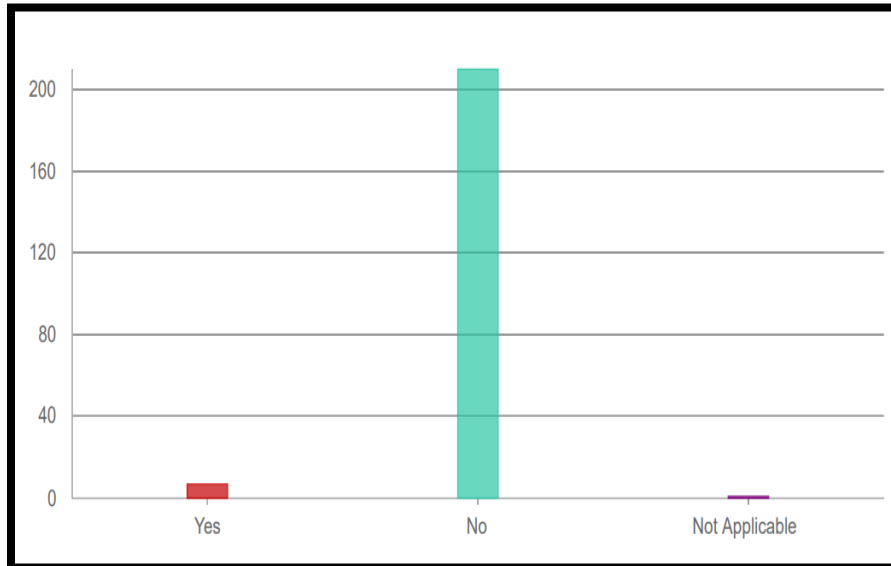


I have housing of my own and I'm NOT afraid of losing it	0
I have housing of my own, but I AM afraid of losing it	13 (5.91%)
I'm staying w/ friends or family	0
I'm staying in a shelter, in a care, or on the street	0
Other	1 (.45%)
Answered: 203 Skipped: 2	

Household Finances.

In the past 12 months, have you or someone in your household had to go without any of the following when it was really needed because you were having trouble making ends meet?

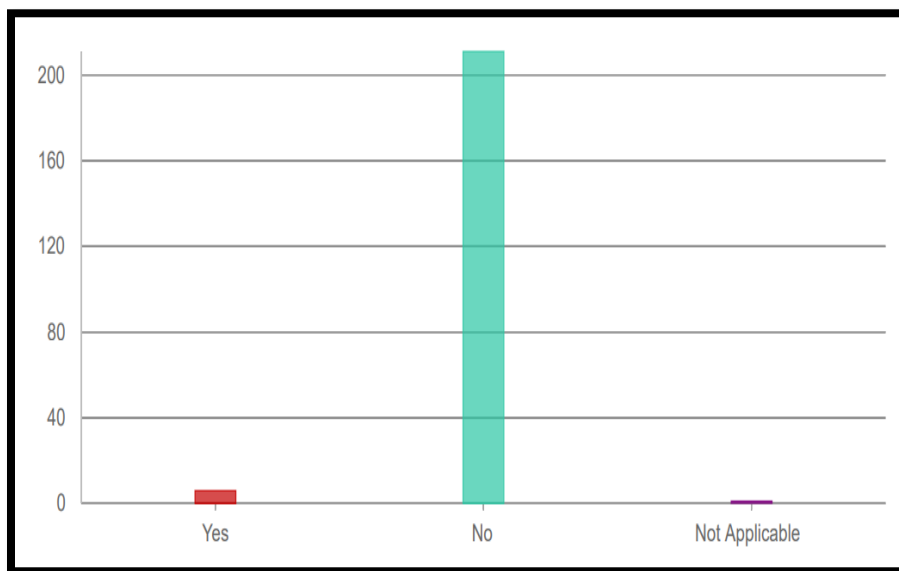
Food.



Yes	7(3.18%)
No	210 (95.45%)
N/A	1 (.45%)
Answered: 218 Skipped: 2	

In the past 12 months, have you or someone in your household had to go without any of the following when it was really needed because you were having trouble making ends meet?

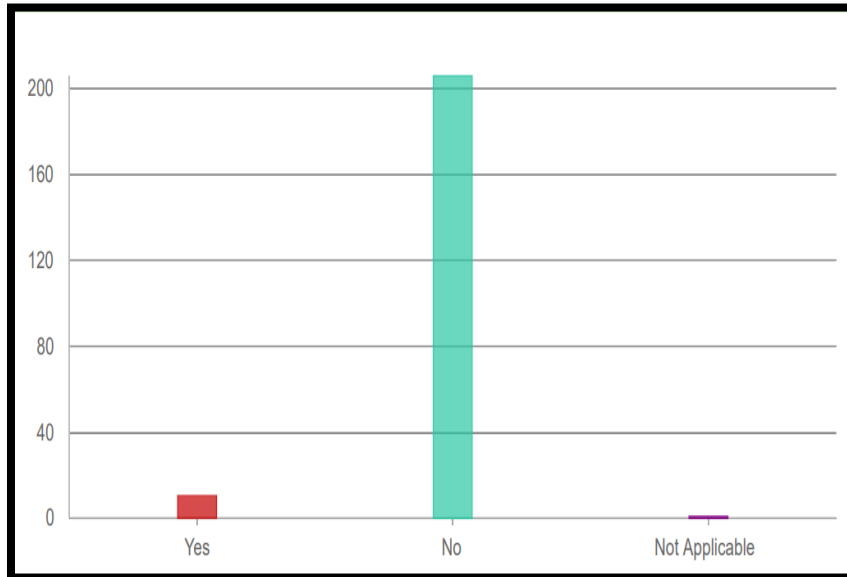
Utilities.



Yes	6 (2.73%)
No	211 (95.91%)
N/A	1 (.45%)
Answered: 218 Skipped: 2	

In the past 12 months, have you or someone in your household had to go without any of the following when it was really needed because you were having trouble making ends meet?

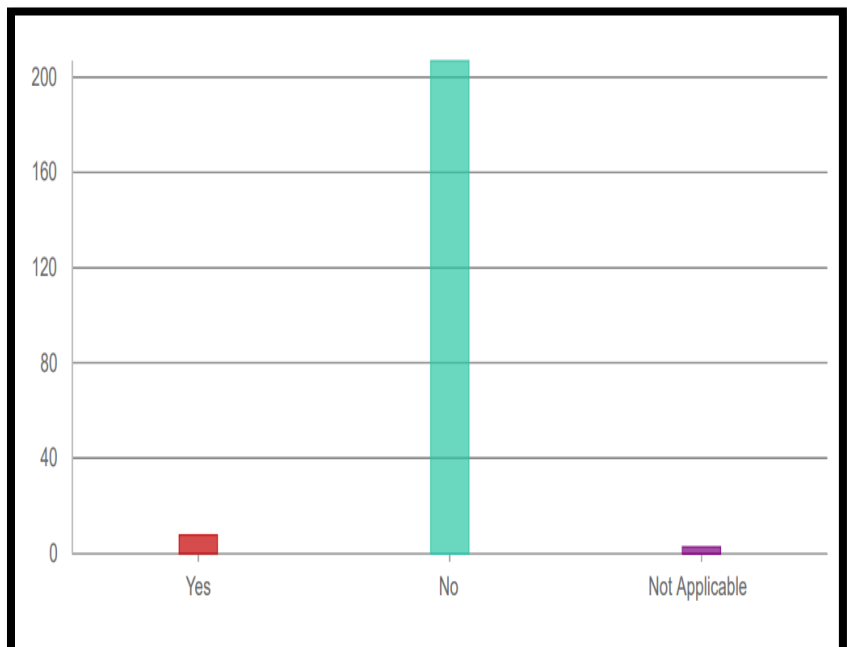
Transportation



Yes	11(5%)
No	206 (93.64%)
N/A	1 (.45%)
Answered: 218 Skipped: 2	

In the past 12 months, have you or someone in your household had to go without any of the following when it was really needed because you were having trouble making ends meet?

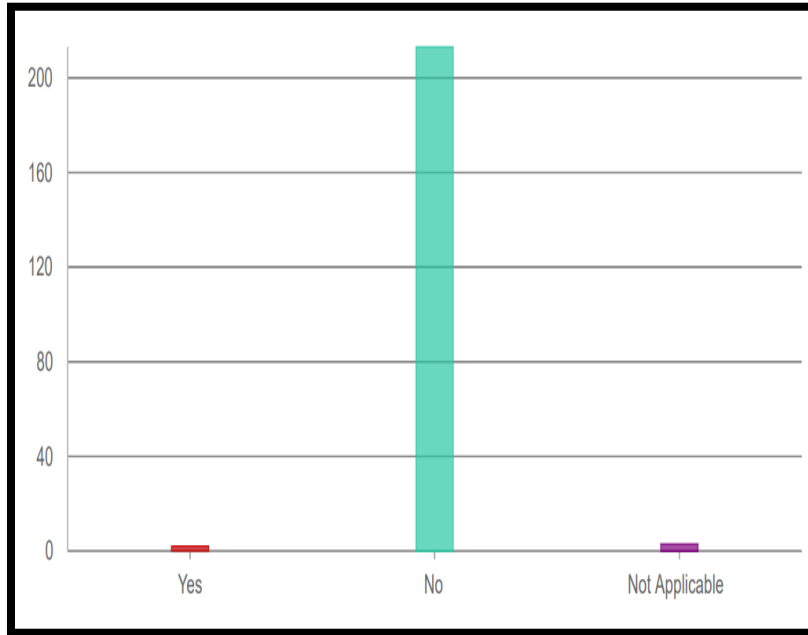
Clothing



Yes	8 (3.64%)
No	207 (94.09%)
N/A	3 (1.36%)
Answered: 218 Skipped: 2	

In the past 12 months, have you or someone in your household had to go without any of the following when it was really needed because you were having trouble making ends meet?

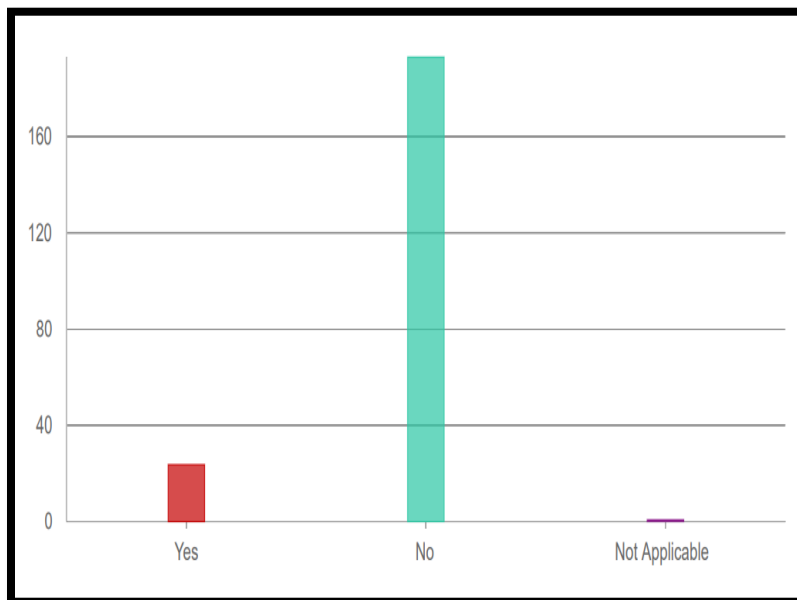
Stable Housing or Shelter



Yes	2 (.91%)
No	213 (96.82%)
N/A	3 (1.36%)
Answered: 218 Skipped: 2	

In the past 12 months, have you or someone in your household had to go without any of the following when it was really needed because you were having trouble making ends meet?

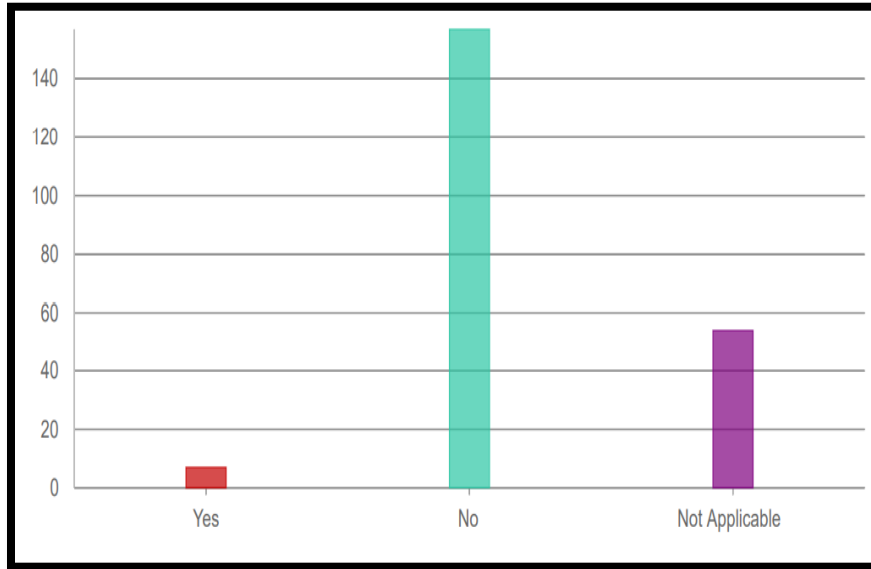
Medical Care



Yes	24 (10.91%)
No	193 (87.73%)
N/A	1 (.45%)
Answered: 218 Skipped: 2	

In the past 12 months, have you or someone in your household had to go without any of the following when it was really needed because you were having trouble making ends meet?

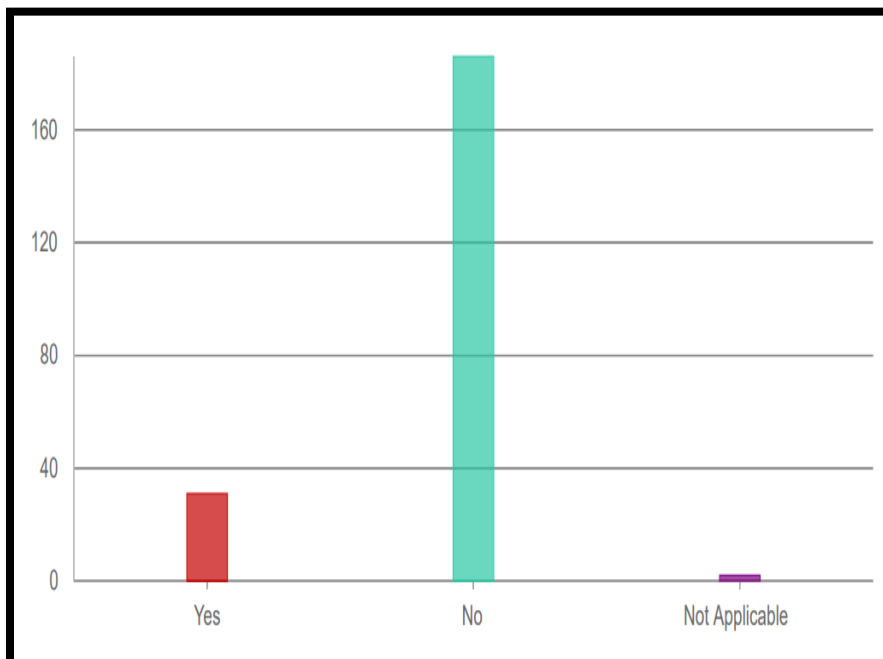
Child care



Yes	7 (3.18%)
No	158 (71.36%)
N/A	54 (24.55%)
Answered: 218 Skipped: 2	

In the past 12 months, have you or someone in your household had to go without any of the following when it was really needed because you were having trouble making ends meet?

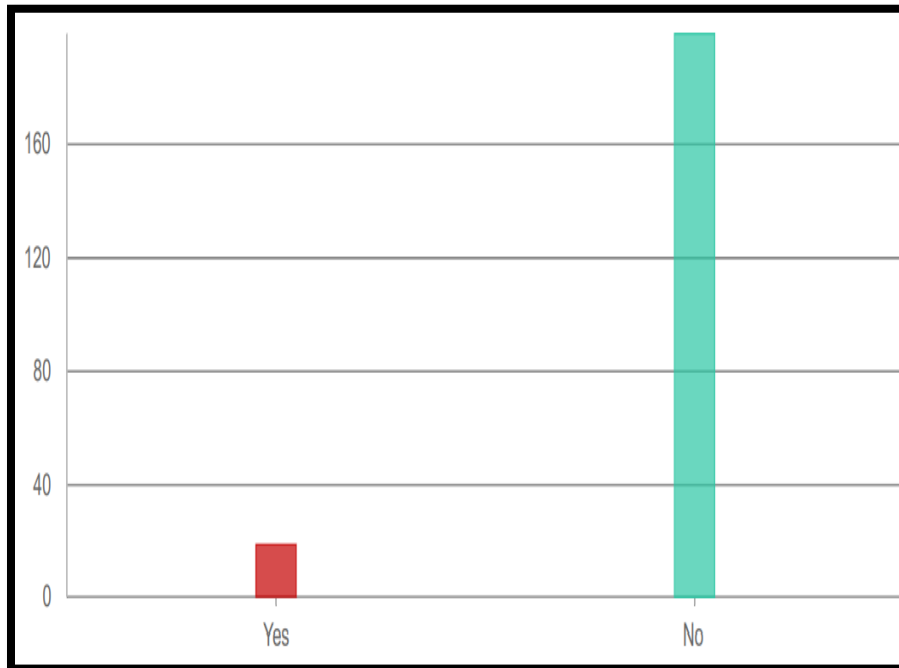
Dental Care



Yes	31 (14.09%)
No	186 (84.55%)
N/A	2 (.91%)
Answered: 219 Skipped: 1	

Access to Health Services

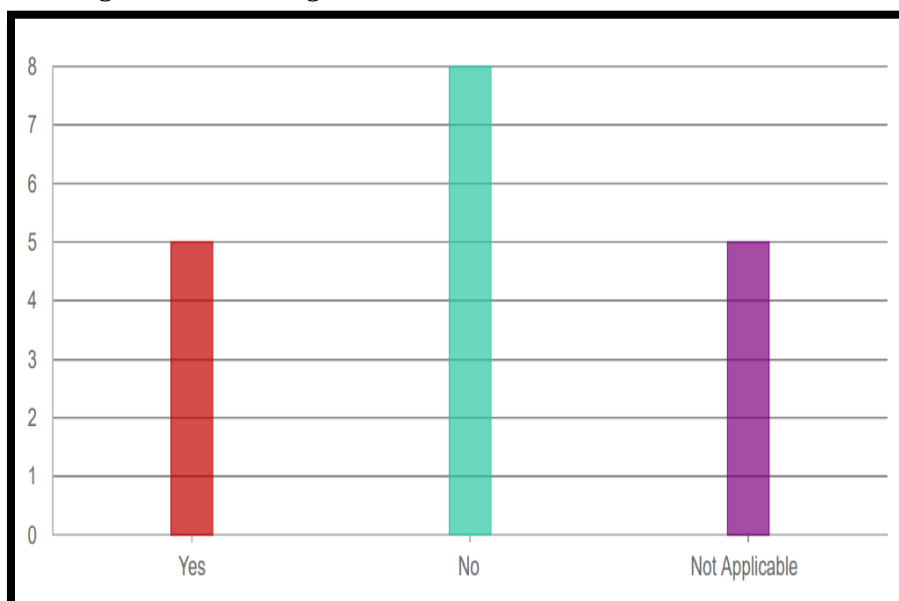
In the past 12 months, have you or a member of your household had concerns about alcohol, tobacco, or substance use?



Yes	19 (8.64%)
No	199 (90.45%)
Answered: 218 Skipped: 2	

In the past 12 months, have you or a member of your household been able to access the care needed to address your concerns about alcohol, tobacco, or substance use?

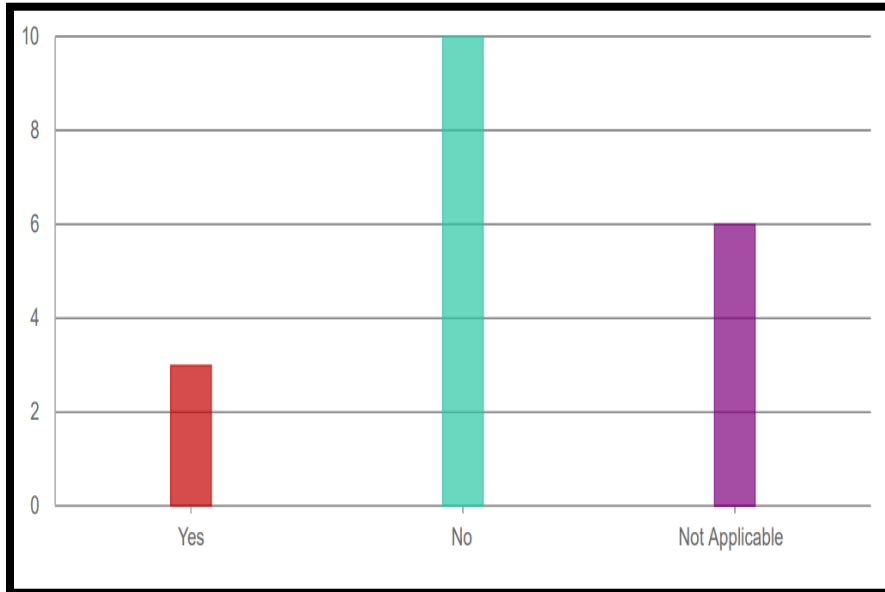
Smoking Cessation Program



Yes	5 (2.27%)
No	8(3.64%)
N/A	5 (2.27%)
Answered: 18 Skipped: 202	

In the past 12 months, have you or a member of your household been able to access the care needed to address your concerns about alcohol, tobacco, or substance use?

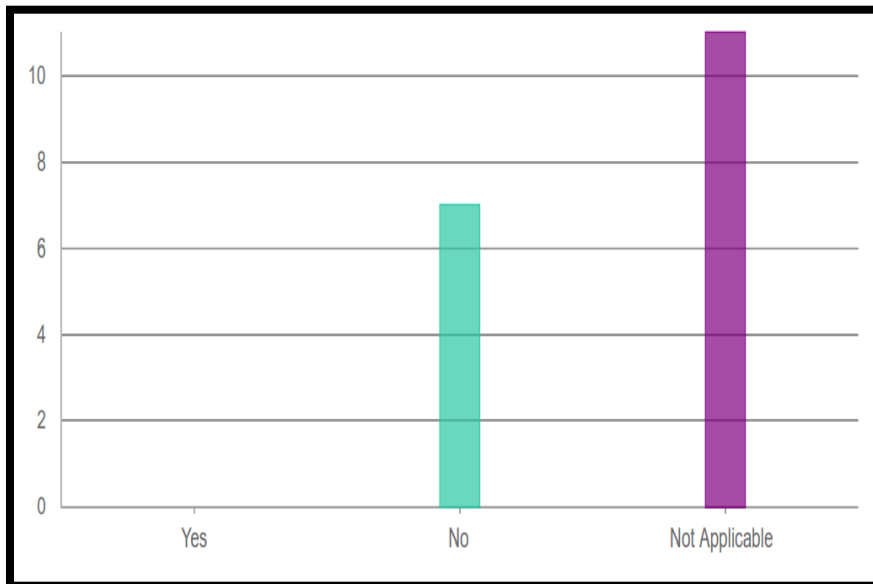
Alcohol Treatment Program



Yes	3 (1.36%)
No	10 (4.55%)
N/A	6 (2.73%)
Answered: 19 Skipped: 201	

In the past 12 months, have you or a member of your household been able to access the care needed to address your concerns about alcohol, tobacco, or substance use?

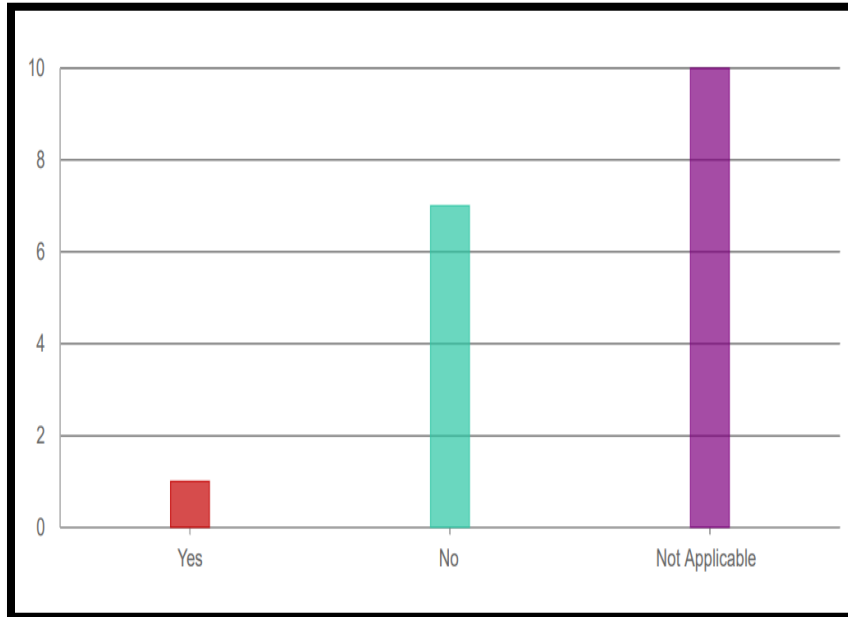
Medication Assisted Treatment Program (i.e. Suboxone)



Yes	0
No	7 (3.18%)
N/A	11 (5%)
Answered: 18 Skipped: 202	

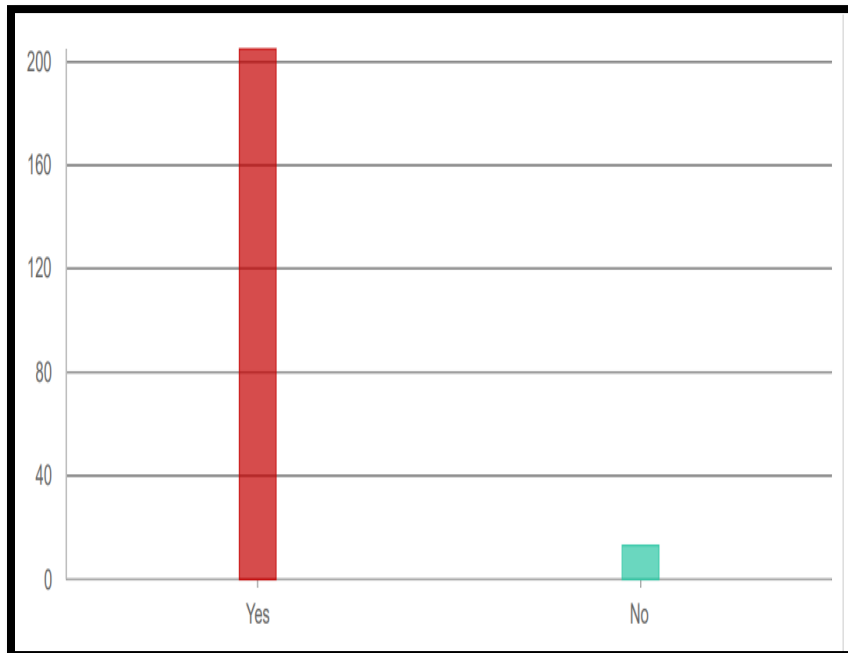
In the past 12 months, have you or a member of your household been able to access the care needed to address your concerns about alcohol, tobacco, or substance use?

Substance Use Counseling and Treatment (not including alcohol)



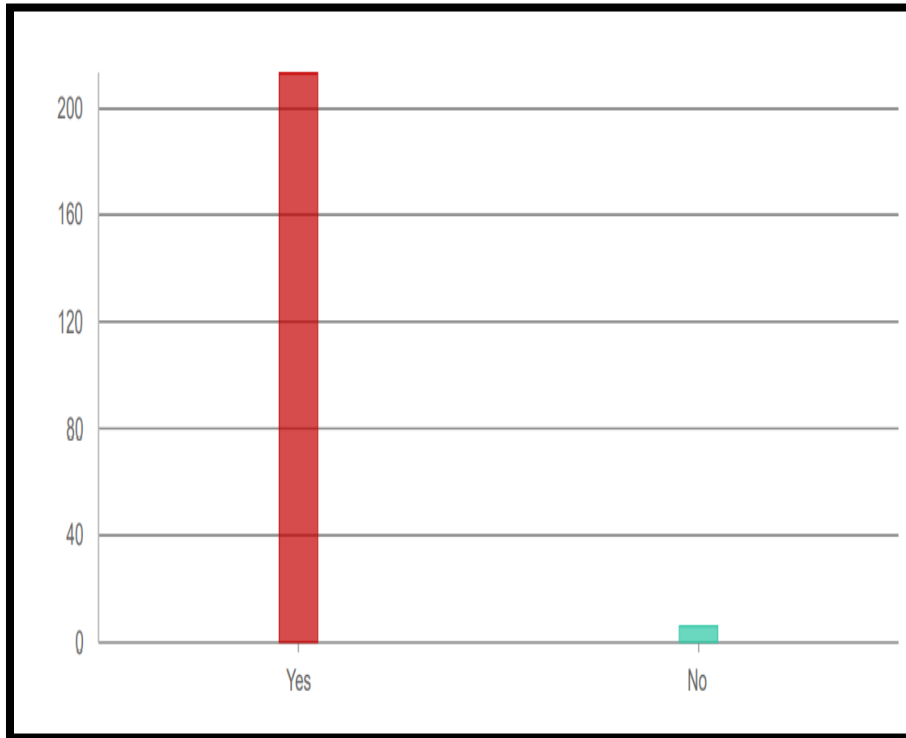
Yes	1 (.45%)
No	7 (3.18%)
N/A	10 (4.55%)
Answered: 18 Skipped: 202	

A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?



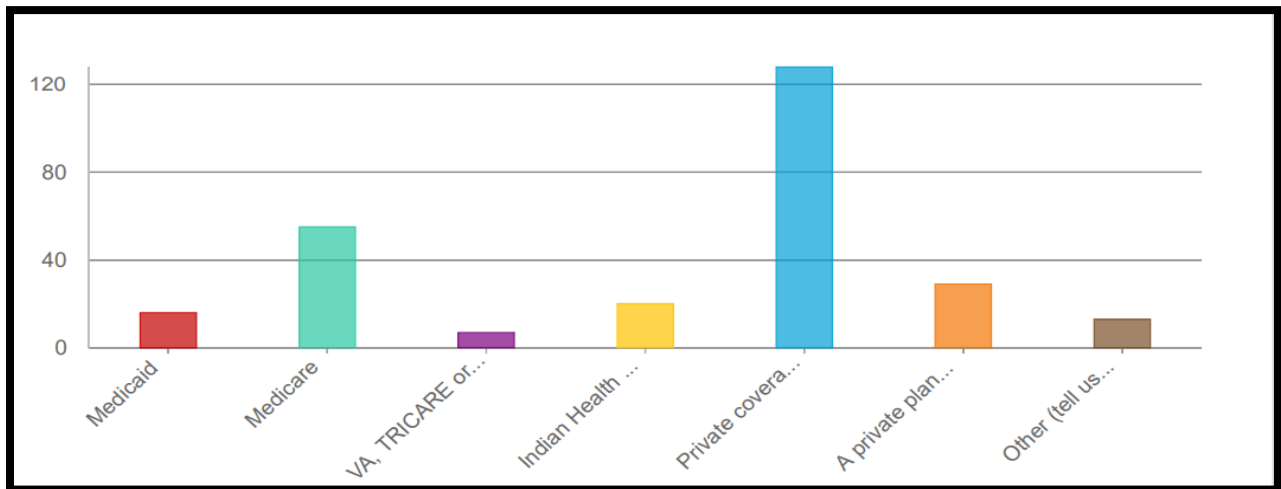
Yes	205 (90.18%)
No	13 (5.91%)
Answered: 218 Skipped: 2	

Do you currently have any type of health coverage or insurance?



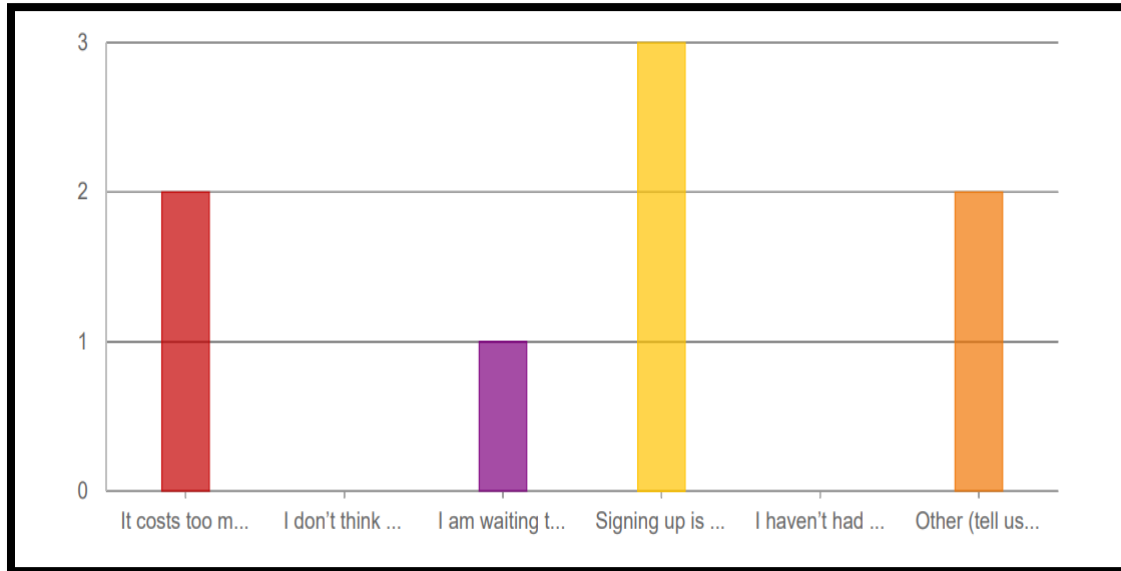
Yes	213 (96.82%)
No	6 (2.73%)
Answered: 218 Skipped: 1	

What kind of health coverage or insurance do you have?



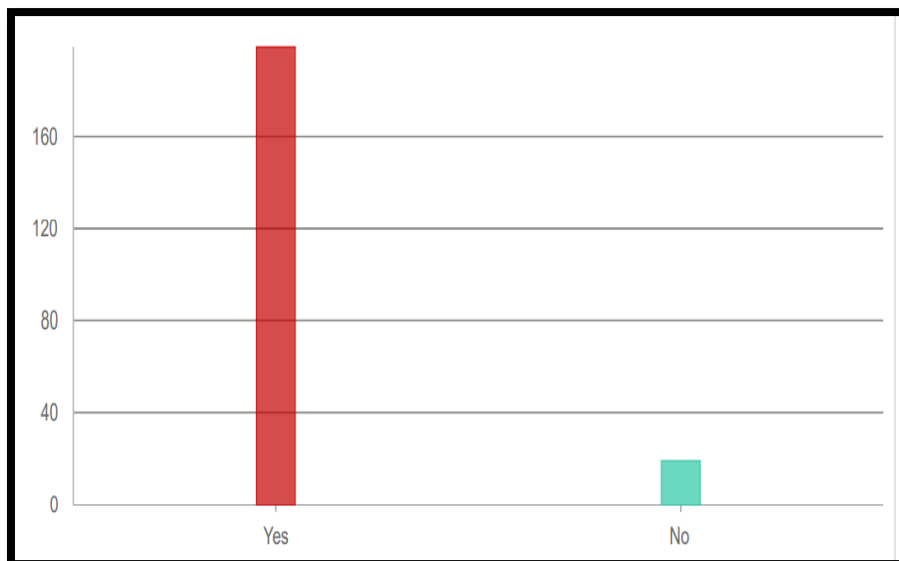
Medicaid	16(7.27%)	Private Coverage (Employer/Spouse Employer)	128 (58.18%)
Medicare	55 (25%)	A private plan I pay for	9 (13.18%)
VA, TRICARE, or military healthcare	7 (3.18%)	Other	13(5.91%)
Indian Health Service (HIS)	20 (9.09%)	Answered: 212 Skipped: 8	

If you do not currently have any kind of health coverage or insurance, what are the main reasons why?



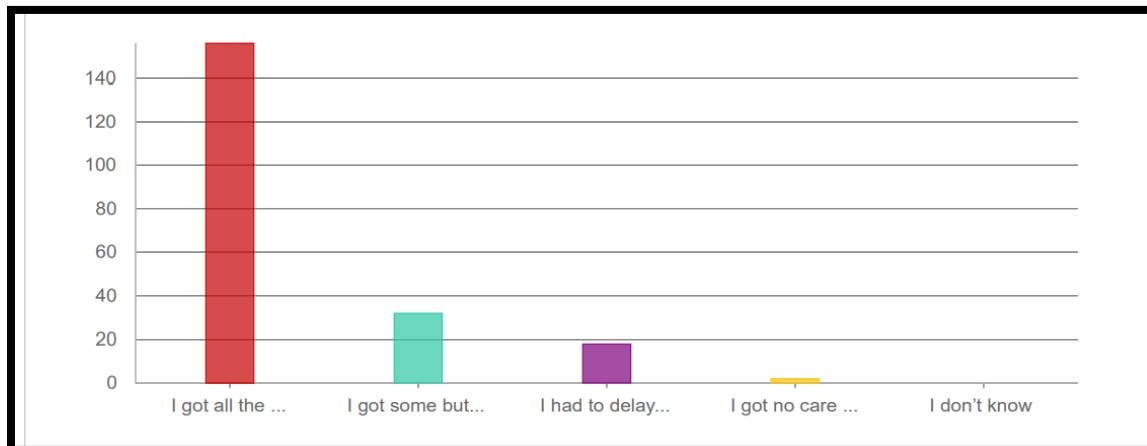
It costs too much	2(.91%)
I don't think I need insurance	0
I am waiting to get coverage through a job	1(.45%)
Signing up too confusing	3(1.36%)
I haven't had time to deal with it	0
Other (tell us)	2 (.91%)
Answered: 6 Skipped: 214	

Have you or a member of your household needed health care in the last 12 months?



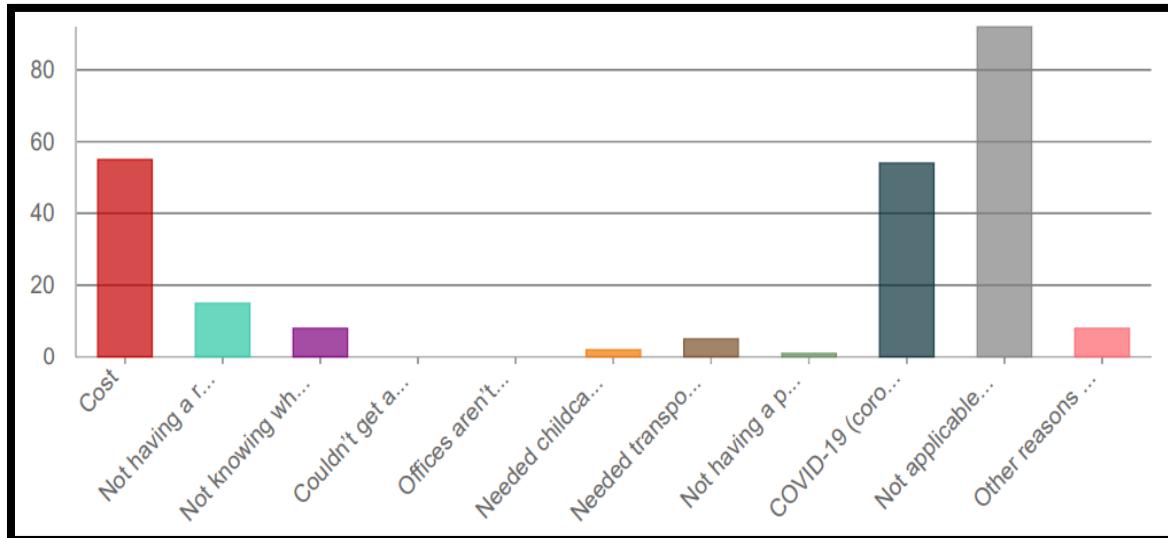
Yes	199 (90.45%)
No	19 (8.64%)
Answered: 218 Skipped: 2	

When you or a member of your household needed health care in the last 12 months, did you get all the care you needed? Mark all that apply.



I got all the care I needed	156(70.91%)
I got some care but not all the care I needed	32(14.55%)
I had to delay getting care	18 (8.18)
I got not care at all	2 (.91%)
DK	0
Answered: 199 Skipped: 21	

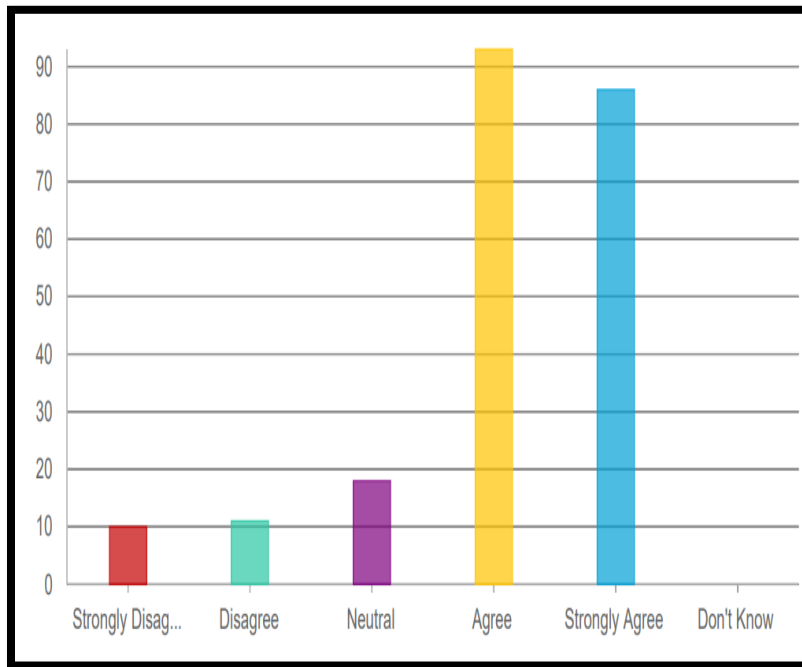
The most recent time you or a member of your household delayed or went without needed health care, what were the main reasons? Mark all that apply.



Cost	55 (25%)
Not having a regular healthcare provider	15 (6.82%)
Not knowing where to go	8 (3.64%)
Couldn't get appointments quickly enough	0
Office aren't open when I can go	0
Needed childcare	2 (.91%)
Needed transportation	5 (2.27%)
Not having a provider that understands my culture or speaks my language	1 (.45%)
COVID-19: appointment cancellation, concern of infection, or other related concern	54 (24.55%)
N/A	92 (41.82%)
Other	8 (3.64%)
Answered: 218 Skipped: 2	

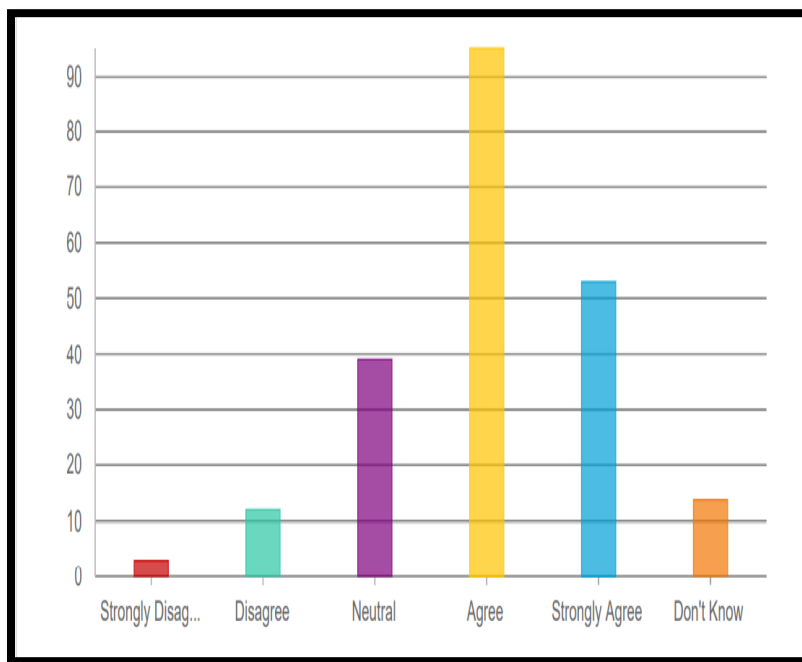
Quality of Life Issues

I can get the health care I need



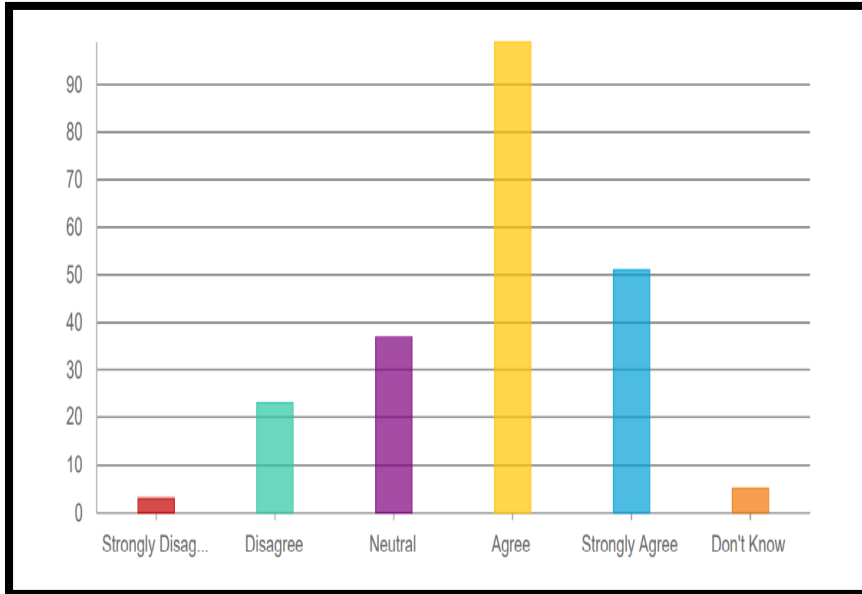
Strongly Disagree	10 (4.55%)
Disagree	11 (5%)
Neutral	18 (8.18%)
Agree	93 (42.27%)
Strongly Agree	86 (39.09%)
DK	0
Answered: 218 Skipped: 2	

My community is a good place to raise children.



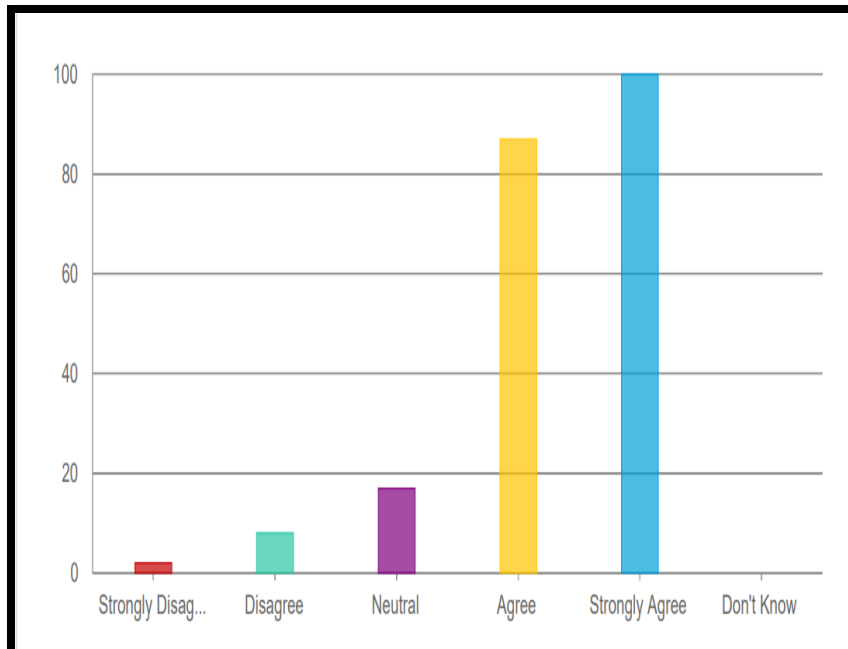
Strongly Disagree	3 (1.36%)
Disagree	12 (5.45%)
Neutral	39 (17.73%)
Agree	95 (43.18%)
Strongly Agree	53 (24.09%)
DK	14 (6.36%)
Answered: 216 Skipped: 4	

My community is a good place to grow old.



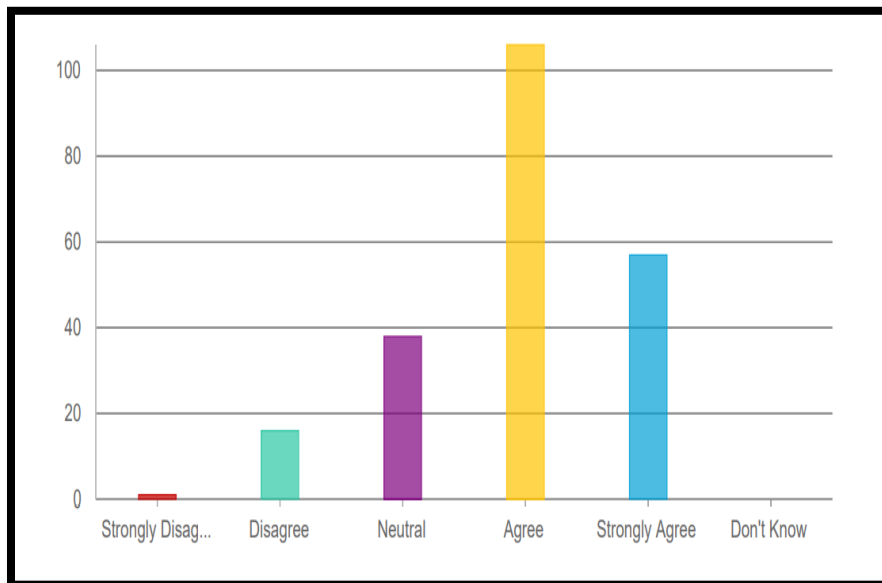
Strongly Disagree	3 (1.36%)
Disagree	23 (10.45%)
Neutral	37 (16.82)
Agree	99 (45%)
Strongly Agree	51 (21.18%)
DK	5 (2.27%)
Answered: 218 Skipped: 2	

I feel safe in my home



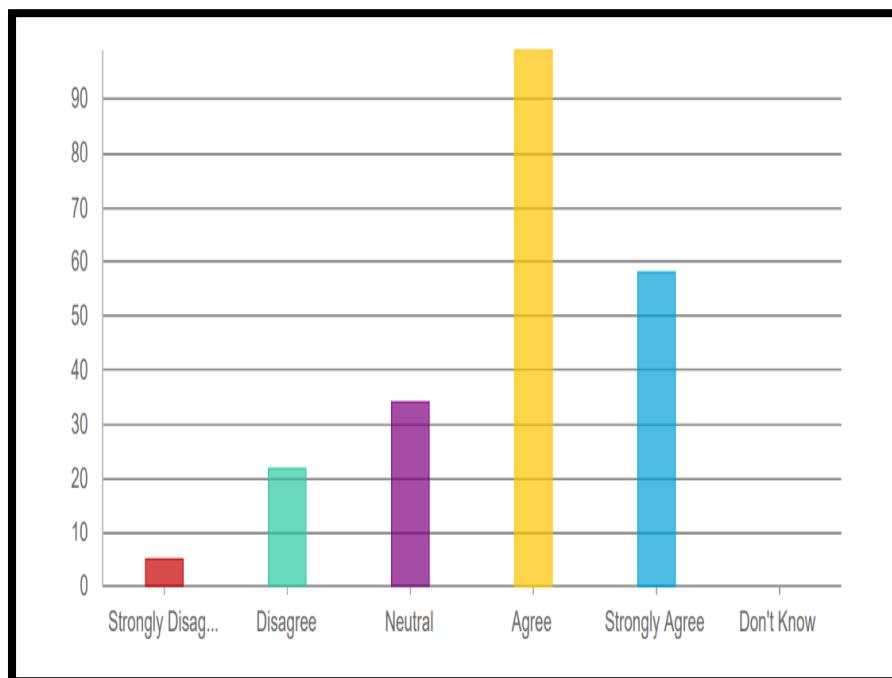
Strongly Disagree	2 (.91%)
Disagree	8 (3.64%)
Neutral	17 (7.73%)
Agree	87 (39.95%)
Strongly Agree	100 (45.45%)
DK	0
Answered: 214 Skipped: 6	

I feel safe in my community



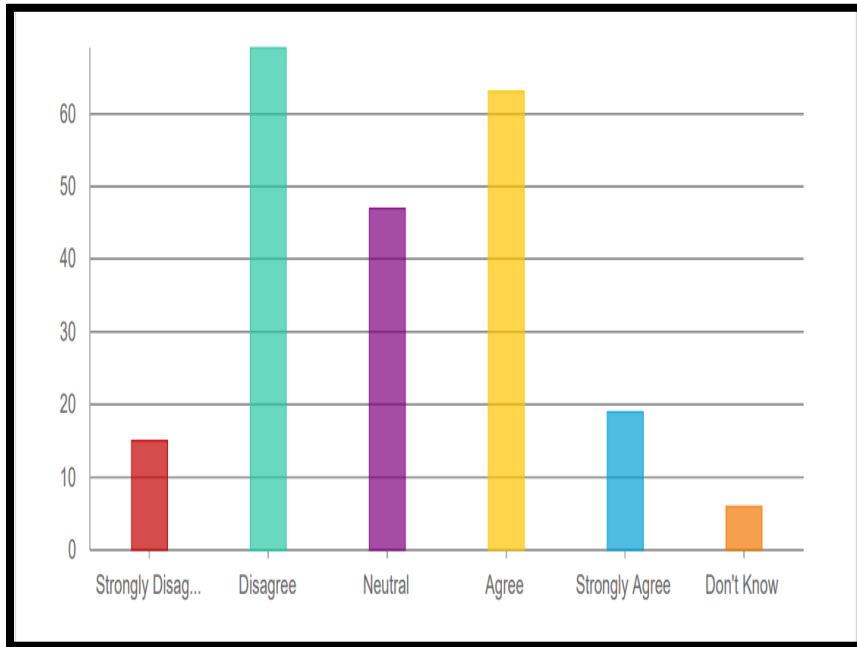
Strongly Disagree	1 (.45%)
Disagree	16 (7.27%)
Neutral	38 (17.27%)
Agree	106 (48.18%)
Strongly Agree	57 (25.91%)
DK	0
Answered: 218 Skipped: 2	

I feel prepared for an emergency.



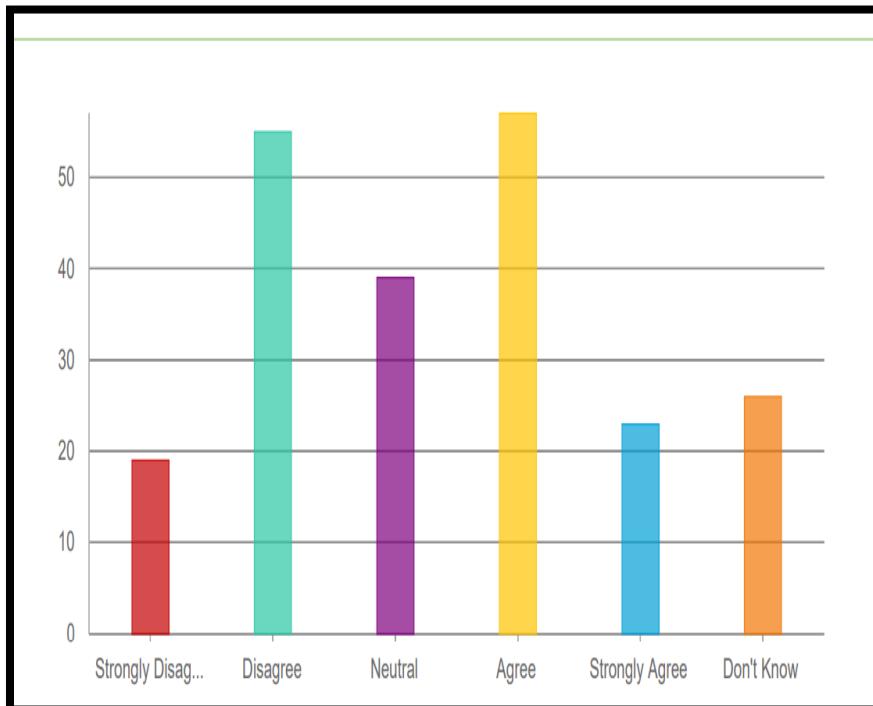
Strongly Disagree	5 (2.27%)
Disagree	22 (10%)
Neutral	34 (15.45%)
Agree	99 (45%)
Strongly Agree	58 (26.36%)
DK	0
Answered: 218 Skipped: 2	

People of all races, ethnicities, backgrounds and beliefs in my community are treated fairly.



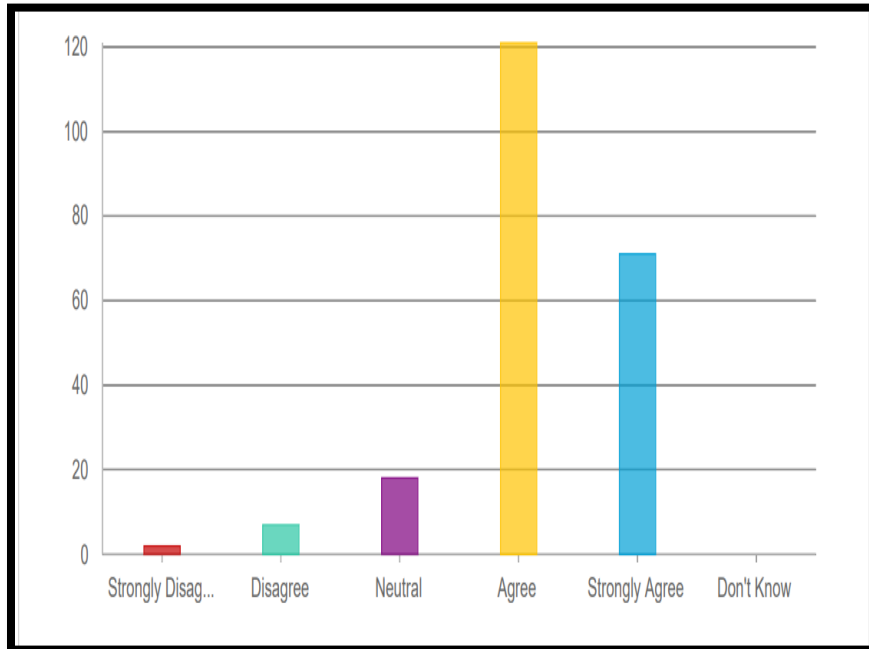
Strongly Disagree	15 (6.82%)
Disagree	69 (31.36%)
Neutral	47 (21.34%)
Agree	63 (28.64%)
Strongly Agree	19 (8.64%)
DK	6 (2.73%)
Answered: 219 Skipped: 1	

People in my community can access mental health services and substance use treatment.



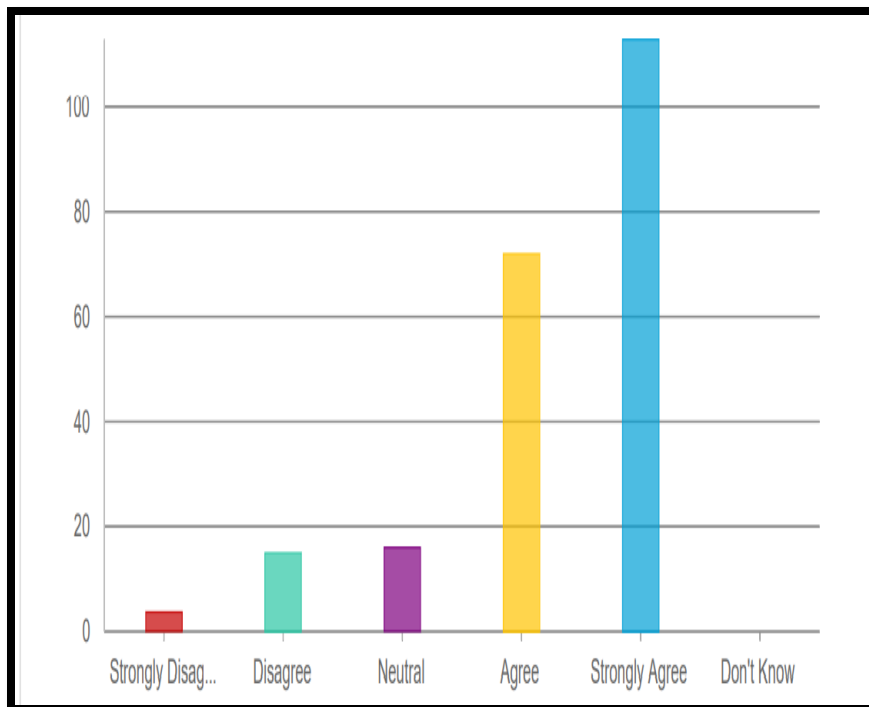
Strongly Disagree	19 (8.64%)
Disagree	55 (25%)
Neutral	39 (17.73%)
Agree	57 (25.91%)
Strongly Agree	23 (10.45%)
DK	26 (11.82%)
Answered: 219 Skipped: 1	

Healthy food is available in my community.



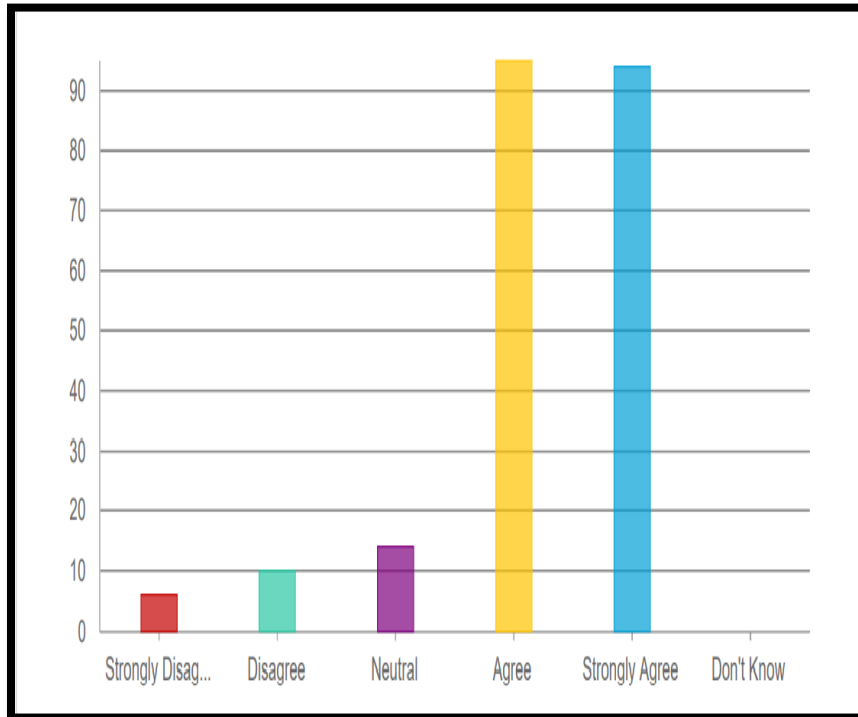
Strongly Disagree	2 (.91%)
Disagree	7 (3.18%)
Neutral	18 (8.18%)
Agree	121 (55%)
Strongly Agree	71 (32.27%)
DK	0
Answered: 219 Skipped: 1	

There are places to be physically active near my home.



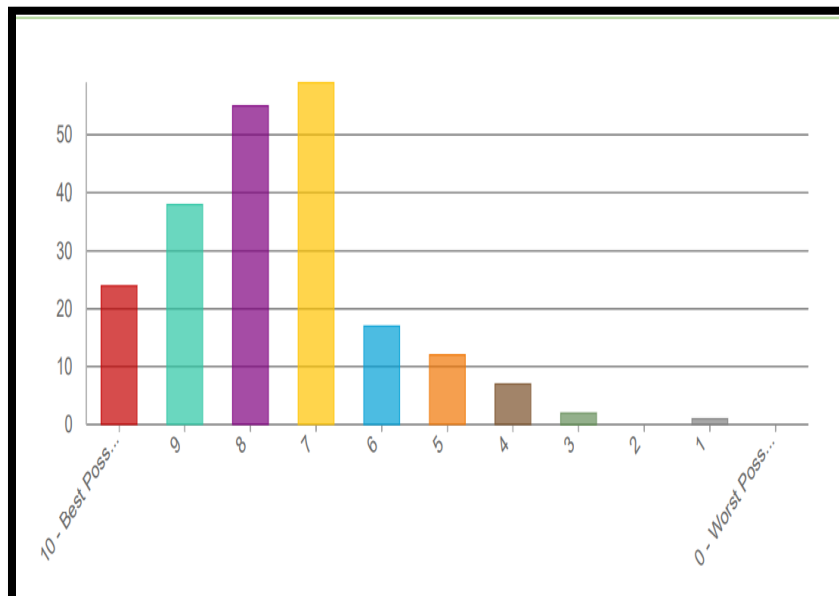
Strongly Disagree	4 (1.82%)
Disagree	15 (5.82%)
Neutral	16 (7.27%)
Agree	72 (32.73%)
Strongly Agree	113 (51.36%)
DK	0
Answered: 220 Skipped: 0	

I have enough financial resources to meet my basic needs.



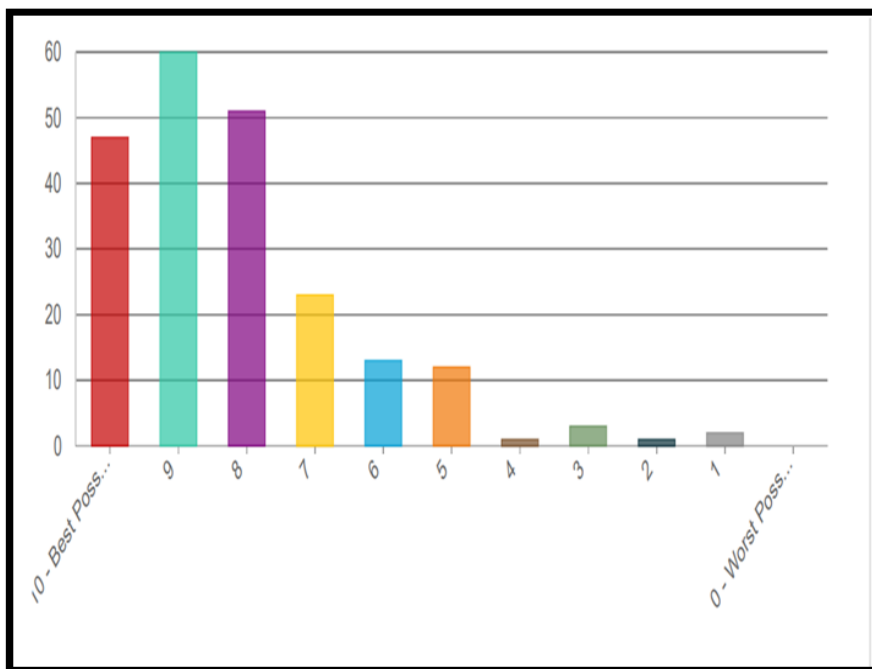
Strongly Disagree	6 (2.73%)
Disagree	10 (4.55%)
Neutral	14 (6.63%)
Agree	95 (43.18%)
Strongly Agree	94 (42.37%)
DK	0
Answered: 219 Skipped: 0	

Please imagine a ladder with steps numbered from zero at the bottom to ten at the top. Suppose we say that the top of the ladder represents the best possible life for you and the bottom of the ladder represents the worst possible life for you. If the top step is 10 and the bottom step is 0, on which step of the ladder would you say you personally feel you stand at this time?



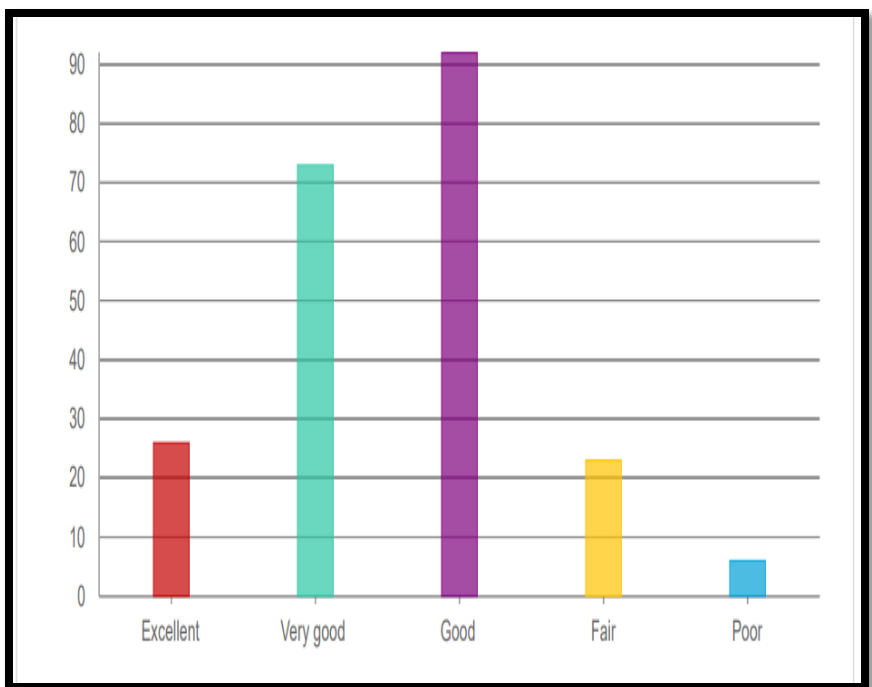
10 -Best Possible	24 (10.91%)
9	38 (17.27%)
8	55 (25%)
7	59 (26.82%)
6	17 (7.72%)
5	12 (5.45%)
4	7 (3.18%)
3	2 (.91%)
2	0
1	1 (.45%)
0 -Worst Possible	0

On which step do you think you will stand about five years from now?



10 -Best Possible	47 (21.36%)
9	60 (27.27%)
8	51 (23.18%)
7	23 (10.45%)
6	13 (5.91%)
5	12 (5.45%)
4	1 (.45%)
3	3 (1.36%)
2	1 (.45%)
1	2 (.91%)
0 -Worst Possible	0

How would you rate your overall physical and mental health?



Excellent	26 (11.82%)
Very Good	73 (33.18)
Good	92 (41.82%)
Fair	23 (10.45%)
Poor	6 (2.73%)
Answered: 220 Skipped: 0	



Community Health Needs Assessment