

2023



# Community Health Needs Assessment

**ST. LUKE COMMUNITY HEALTHCARE**

SUMMARY REPORT

DECEMBER 2023

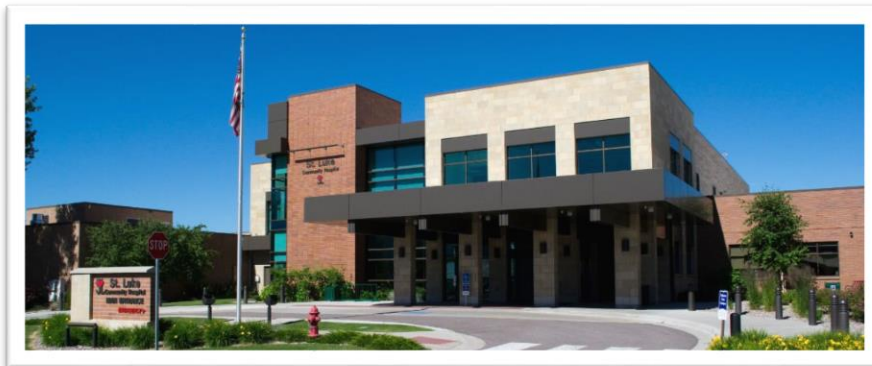
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## Introduction

St. Luke Community Healthcare, headquartered in Ronan, Montana is located on the Flathead Reservation and in the heart of the Mission Valley. The organization's providers offer healthcare services to the residents and visitors of Lake and Sanders Counties. It 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.

This report shows results of the Community Health Needs Assessment survey in both narrative and chart/graph formats.



*St. Luke Community Hospital, located in Ronan, Montana.*

## Survey Methodology

### Survey Instrument

In the summer of 2023, St. Luke Community Healthcare's service area was surveyed about its healthcare system. An extensive social media and email campaign was initiated to

encourage residents to complete the survey. A link for the digital survey was placed on St. Luke Community Healthcare's website, providing access for the entire community. A flyer promoting completion of the survey was also mailed out to local members of the community who utilize Access Montana's service.

The survey was designed to provide 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 with local healthcare

## Survey Results

393 surveys were returned. Percentages indicated on the tables and graphs are based upon the number of responses for each individual question, as some respondents did not answer all questions. The survey included 40 questions about demographics and perceptions about healthcare services in the community.

## Demographics

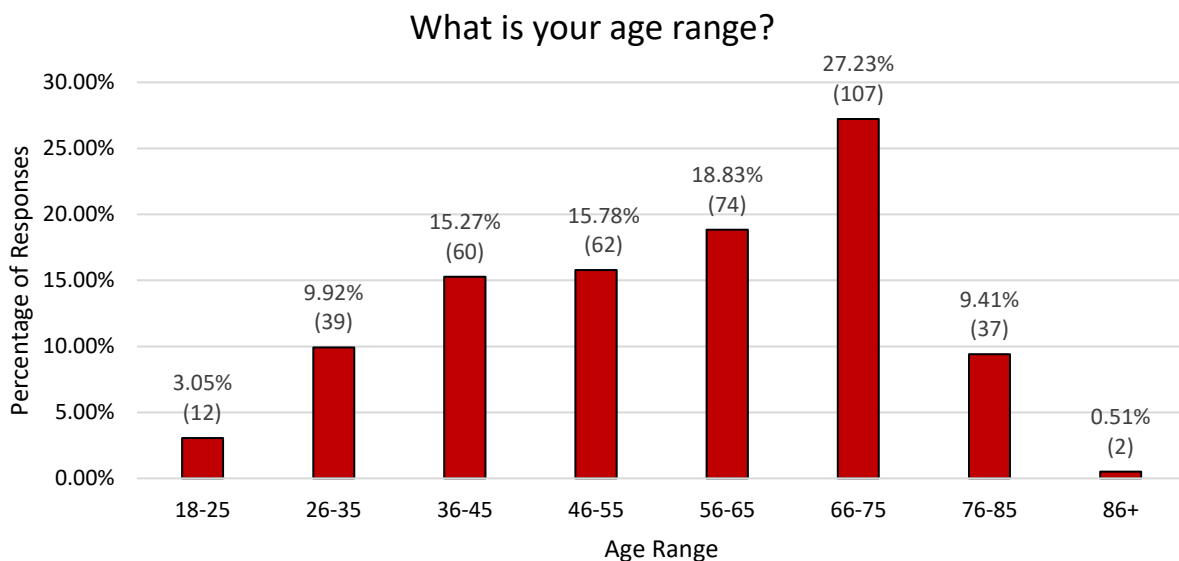
### Place of Residence

The returned surveys are skewed toward the Ronan population, which is reasonable given this is where most of the services are located. 97.20% (382) of the individuals who responded reside within the service area.

Which zip code do you currently reside in?		
Zip Code	Reponses	%
59864 (Ronan)	144	36.64%
59860 (Polson)	130	33.08%
59865 (St. Ignatius)	46	11.70%
59824 (Charlo)	27	6.87%
59821 (Arlee)	12	3.05%
59831 (Dixon)	9	2.29%
59855 (Pablo)	9	2.29%
59801/808 (Missoula)	3	0.76%
59910 (Big Arm)	2	0.51%
59911 (Bigfork)	2	0.51%
59845 (Hot Springs)	1	0.25%
59858 (Phillipsburg)	1	0.25%
59873 (Thompson Falls)	1	0.25%
59901 (Kalispell)	1	0.25%
59915 (Elmo)	1	0.25%
Other (please specify)	4	1.02%

### Age

The majority of respondents were between the ages of 66 and 75. The least amount of responses were from the 18-25 age category and 86+.

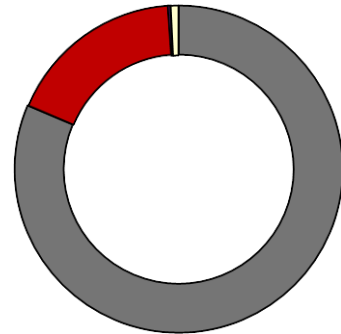


## Gender

At 81.38%, women predominately completed the survey. Men accounted for 17.60%. One respondent answered non-binary and three respondents had incomplete responses.

### What is your gender identity?

Gender	Reponses	%
Woman	319	81.38%
Man	69	17.60%
Non-binary	1	0.26%
Not specified above	3	0.77%

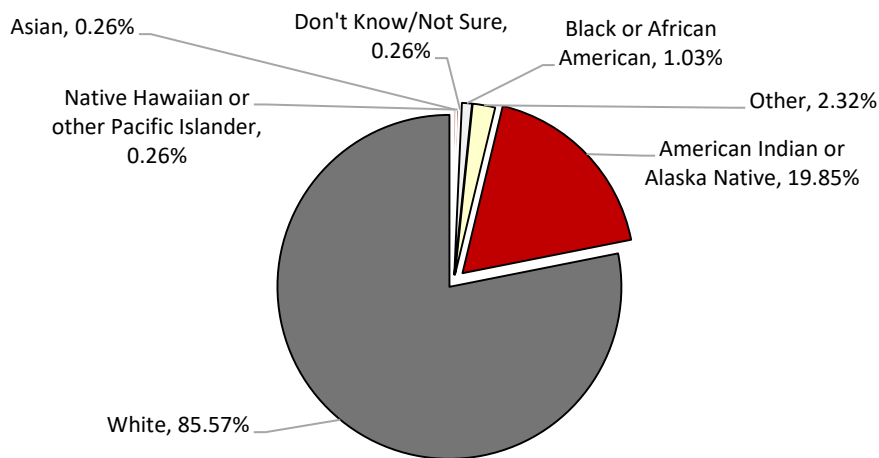


■ Woman ■ Man ■ Non-binary □ Not specified above

## Race

Individuals primarily identified as white at 85.57% and American Indian or Alaska Native at 19.85%. This particular question asked respondents to check all races that applied. This may have caused certain races to have a higher response than average reported statistics for the service area.

### Which race(s) do you most identify with (check all that apply)?

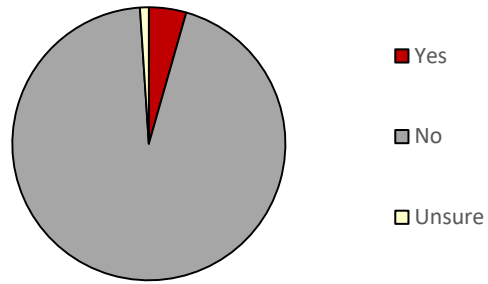


Race	Asian	Native Hawaiian or other Pacific Islander	Don't Know/Not Sure	Black or African American	Other	American Indian or Alaska Native	White
# of Responses	1	1	1	4	9	77	332

### Origin

Out of 384 responses, 17 individuals answered yes to having a hispanic, latino or spanish origin, 363 responded no and 4 respondents were unsure.

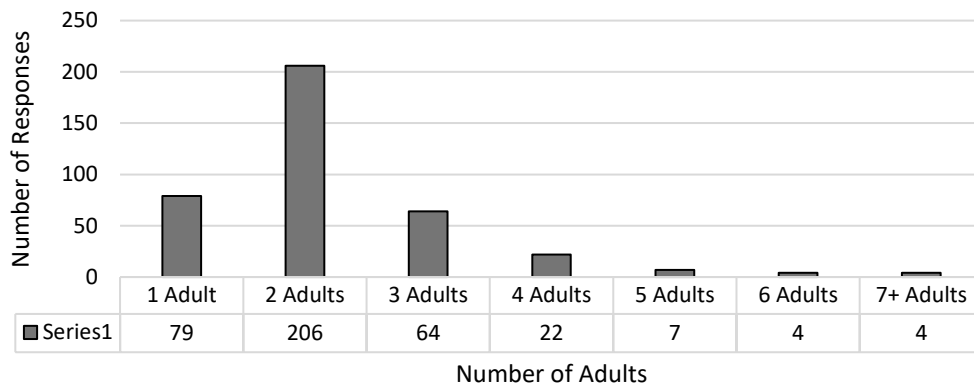
Are you of Hispanic, Latino, or Spanish origin?



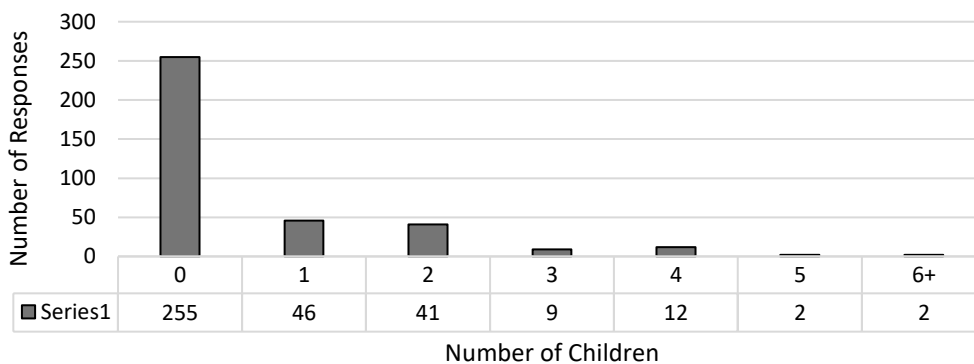
### Household

Of the respondents reporting household information, the majority were from two adult households with no children under the age of eighteen. 386 individuals answered how many adults live in their household and 367 responded with information on how many children under the age of 18 reside in their current household.

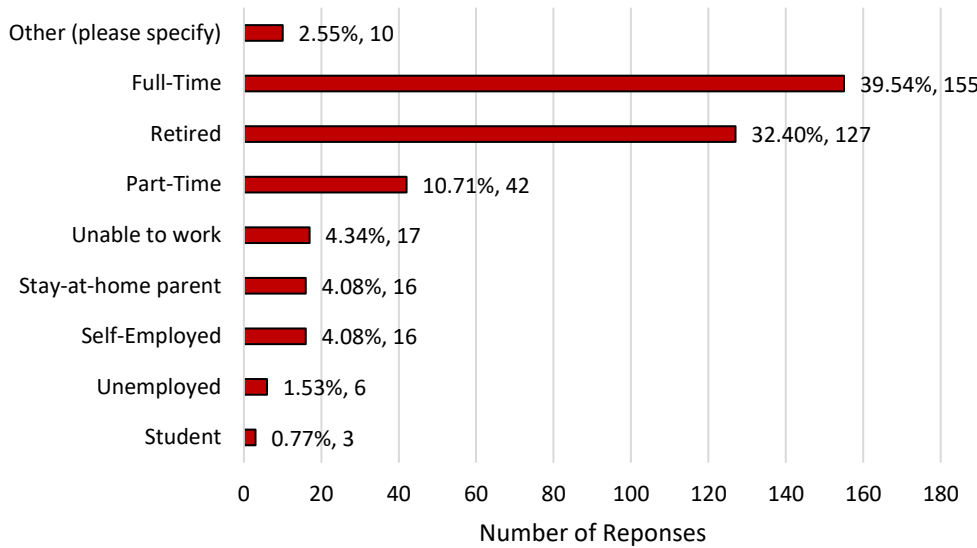
What is the number of adults, including yourself, who live in your household?



What is the number of children (18 and under) who live in your household?



### What is your current employment status?



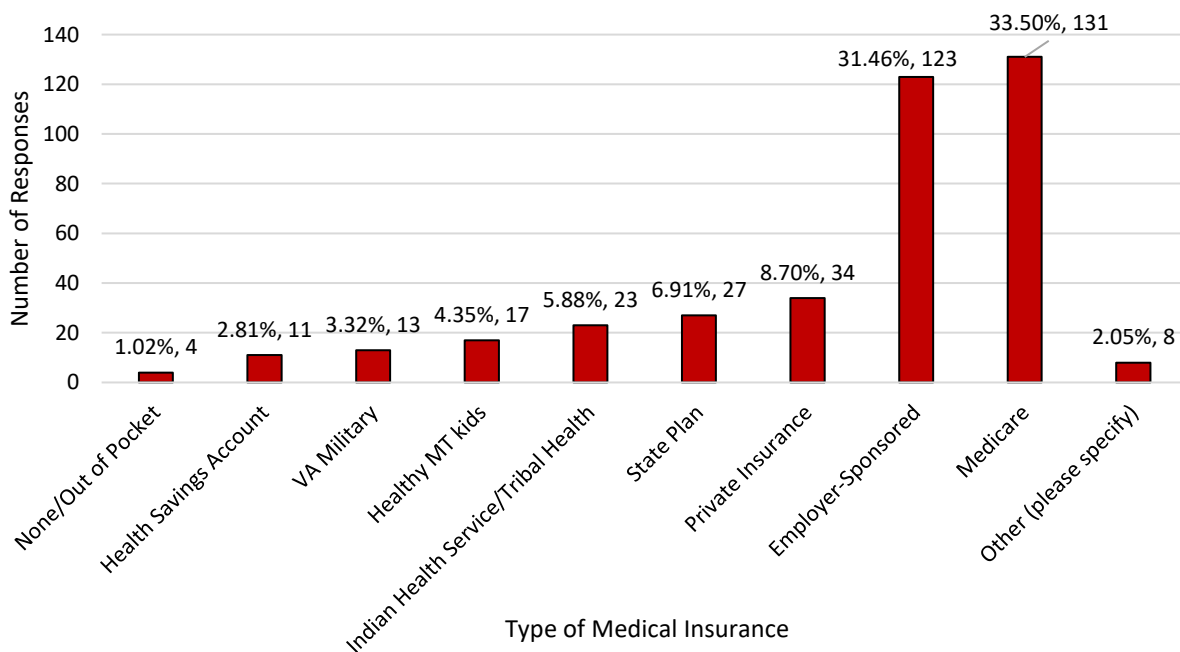
### Employment Status

Current employment status showed the majority of respondents being full-time employees (155 responses) or retired (127 responses).

### Medical Insurance

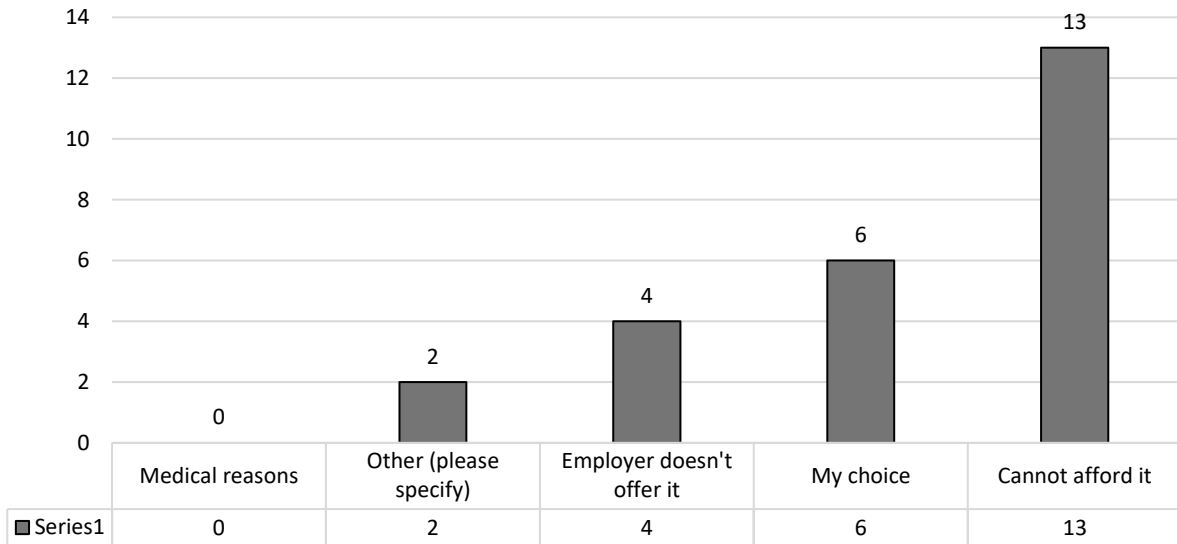
When asked what type of medical insurance covers the majority of household medical expenses, responses reflected the majority being covered under Medicare (33.50%), the next highest being an Employer-Sponsored Plan (31.46%) followed by Private Insurance (8.7%).

### What type of medical insurance covers the majority of your household's medical expenses?



When asked why an individual does not currently have medical insurance, over half responded saying they cannot afford it with the next highest being they made the choice not to have it (my choice).

If you do NOT have medical insurance, why? Check all that apply.



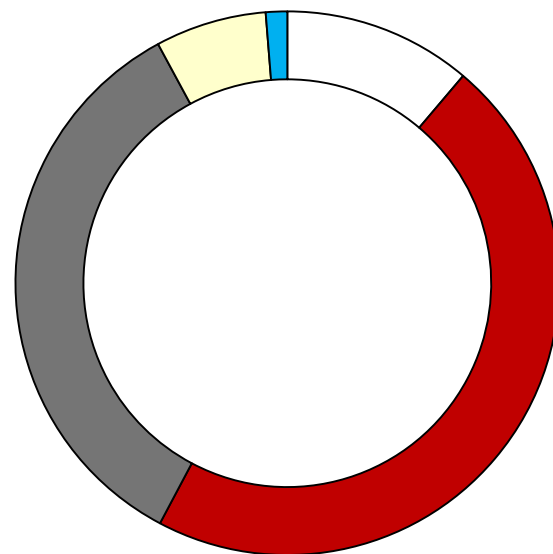
## Individual Health Assessment Questions

### Physical and Mental Health

The survey asked respondents' view of their physical and mental health. While the majority of individuals answered very healthy or healthy (total of 57.76%), a large group responded somewhat healthy at 34.35% and 7.89% responded either unhealthy or very unhealthy.

Answer Choices	Responses	%
Very Healthy	44	11.20%
Healthy	183	46.56%
Somewhat Healthy	135	34.35%
Unhealthy	26	6.62%
Very Unhealthy	5	1.27%

How would you rate your personal health overall (both physical and mental)?



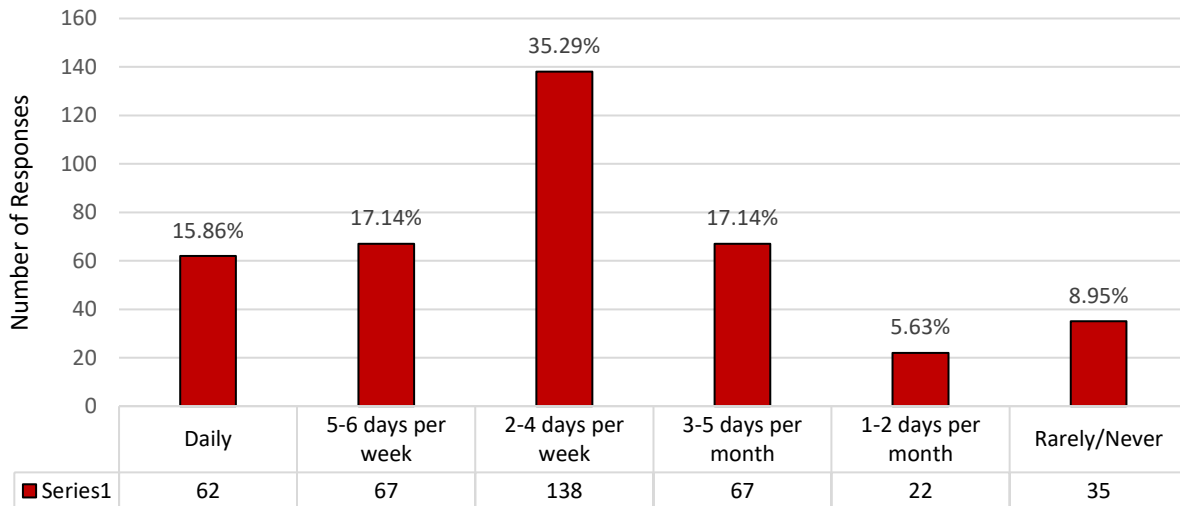
□ Very Healthy    ■ Healthy  
■ Somewhat Healthy    □ Unhealthy  
■ Very Unhealthy



## Physical Activity

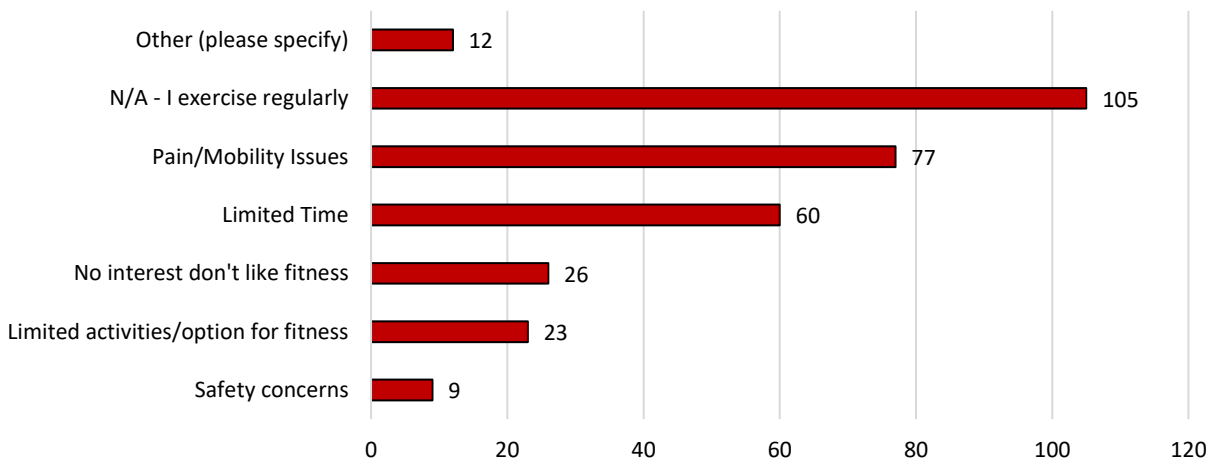
At least 68.29% (267 out of 391) of the respondents said they engage in physical activity for at least 20 minutes a day, 2-4 days per week, with 15.86% (62 individuals) of those individuals saying they engage daily. On the other side though, nearly 9% (35 individuals) stated they rarely or never engage in physical activity.

Over the past month, how often did you engage in physical exercise for at least 20 minutes a day?



When asked why respondents were not currently exercising on a regular basis, the majority of those that responded said it was due to pain/mobility issues (77 responses), limited time (60 responses), having no interest in fitness (26 responses) or responded it was due to limited activities/options for fitness (23 responses). Answers under the “other” category included lack of motivation, fatigue, heat and transportation.

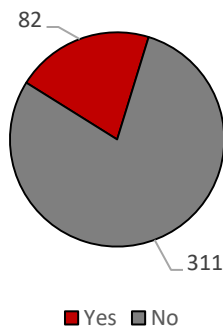
If you are not currently exercising on a regular basis, why?



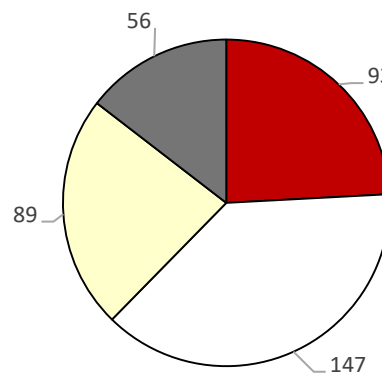
### Prescriptions/Healthcare Expenses

20% of respondents reported cost has prohibited them from getting or taking a medication regularly. When asked if individuals were aware of programs that assist people with paying for healthcare expenses or prescriptions, 145 respondents out of 385 (37.66%) said no they were not aware of these programs or they were not sure. The other 240 respondents answered they were aware of these programs, with 93 (24.16%) currently taking advantage of the programs offered but the other 147 (38.18%) respondents saying they did not qualify for the services.

Has cost ever prohibited you from getting a prescription or taking your medication regularly?

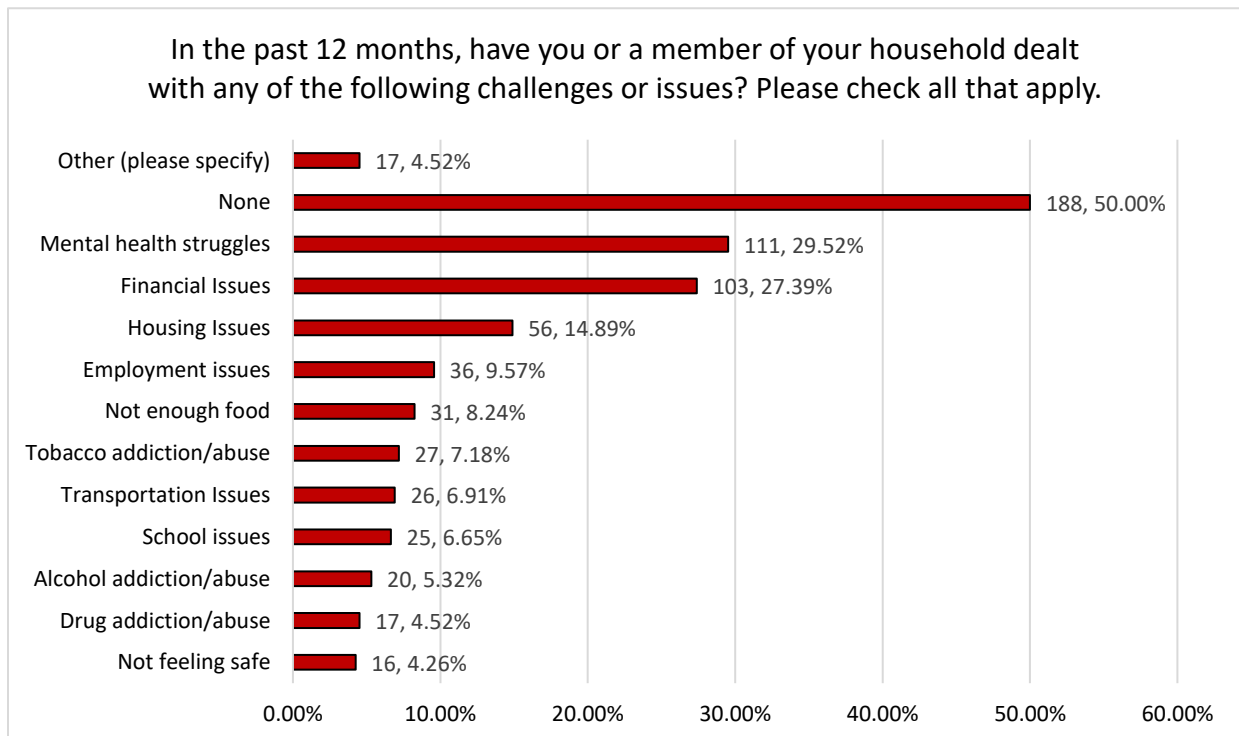


Are you aware of programs that help people pay for healthcare expenses or prescriptions?



### Challenges or Issues

■ Yes, and I use them □ Yes, but I don't qualify □ No ■ Not sure



If you checked any of the challenges listed, were you able to find help/resources for them?

Challenge/ Issue	Yes I found help	No, I didn't find help	I found some help, but not enough	I found help but still deal with the issue	N/A	Total Respondents
Not Enough Food	13 10.00%	7 5.38%	20 15.38%	18 13.85%	79 60.77%	130
Not feeling safe	8 6.56%	1 0.82%	7 5.74%	8 6.56%	100 81.97%	122
Mental health struggles	35 21.47%	15 9.20%	25 15.34%	36 22.09%	57 34.97%	163
Alcohol addiction/abuse	1 79.00%	7 5.56%	5 3.97%	8 6.35%	106 84.13%	126
Tobacco addiction/abuse	6 4.80%	7 5.60%	6 4.80%	8 6.40%	98 78.40%	125
Drug addiction/abuse	6 4.88%	1 0.81%	6 4.88%	4 3.25%	107 86.99%	123
Employment issues	16 12.03%	5 3.76%	8 6.02%	13 9.77%	92 69.17%	133
School issues	8 6.35%	7 5.56%	8 6.35%	5 3.97%	99 78.57%	126
Housing issues	8 5.88%	24 17.65%	14 10.29%	11 8.09%	79 58.09%	136
Financial issues	9 5.73%	32 20.38%	19 12.10%	28 17.83%	69 43.95%	157
Transportation issues	6 4.80%	6 4.8%	9 7.20%	5 4.00%	100 80.00%	125
Other	2 1.77%	1 0.88%	4 3.54%	5 4.42%	101 89.38%	113

Mental health struggles, financial issues and housing issues were the top three issues/challenges households have dealt with in the last 12 months. These categories were also in the top areas individuals have struggled to find help/resources.

**#1**  
**Mental Health  
Struggles**

*29.52% of  
respondents*

**#2**  
**Financial Issues**

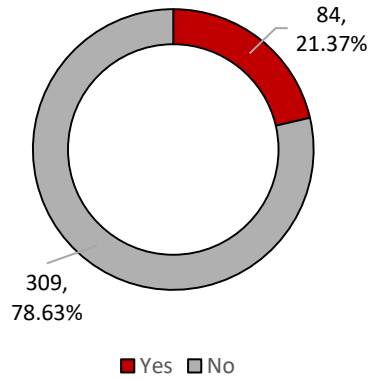
*27.39% of  
respondents*

**#3**  
**Housing Issues**

*14.89% of  
respondents*

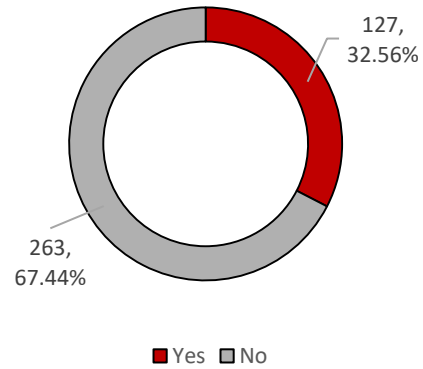
### Depression

When asked if in the past 12 months, there had been periods of at least three consecutive months where they felt depressed most days, 21.37% of the respondents (84 out of 393 responses) answered yes.



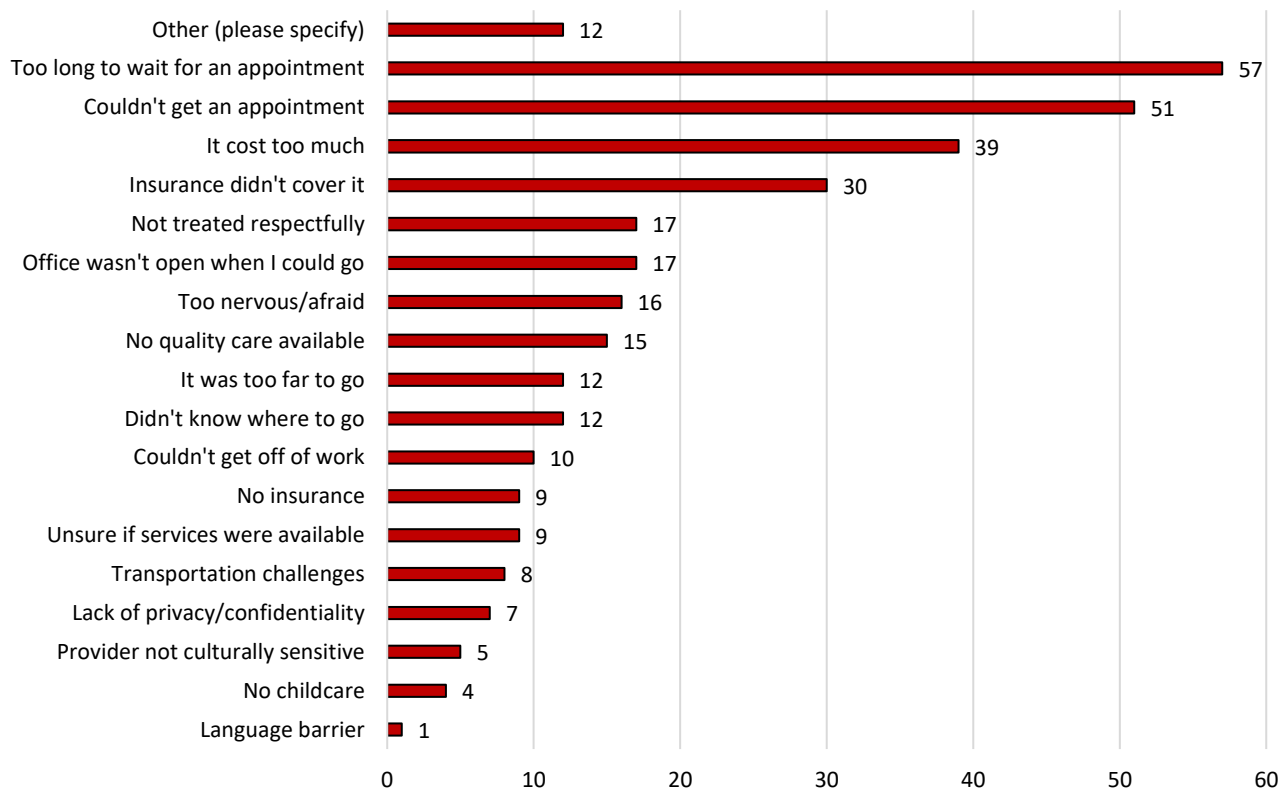
### Delayed Care

32.56% of respondents (127 out of 390) answered yes to not getting help or delayed getting help in the past 12 months for someone in their household who needed medical care or mental health care.



Although there were multiple reasons reported for why respondents did not seek help/care the top three reasons were due to the long wait for an appointment, not being able to get an appointment at all, and costs being too high.

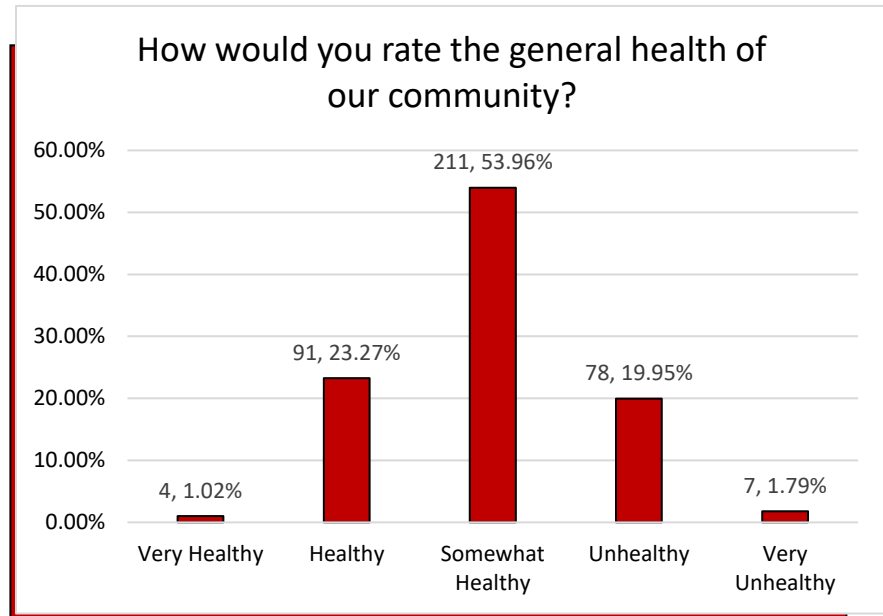
### What were the TOP THREE reasons why care was delayed or not received?



## Data Summary

### General Health

Out of 391 responses, almost a quarter of the individuals rated the community as healthy, with four of those respondents answering very healthy. The majority (211 responses) rated the community as somewhat healthy. A small portion of seven respondents rated the community as very unhealthy.



### Healthy Community

When asked the top three items that are **most** important for a healthy community, the majority agreed on affordable housing, access to affordable health insurance and access to healthcare and related services.

All responses may be found in *Graph 1*.

*Affordable  
Housing*

*Affordable Health  
Insurance*

*Access to  
Healthcare*

### Health Concerns

Respondents were then asked to select the three most serious health concerns in their community. Out of 392 responses, the top two concerns were illegal drug use (254) and alcohol abuse/disorders (248). Close to tying for the top third concern were mental health issues (118) and weight management (117).

All responses may be found in *Graph 2*.

Illegal Drug  
Use

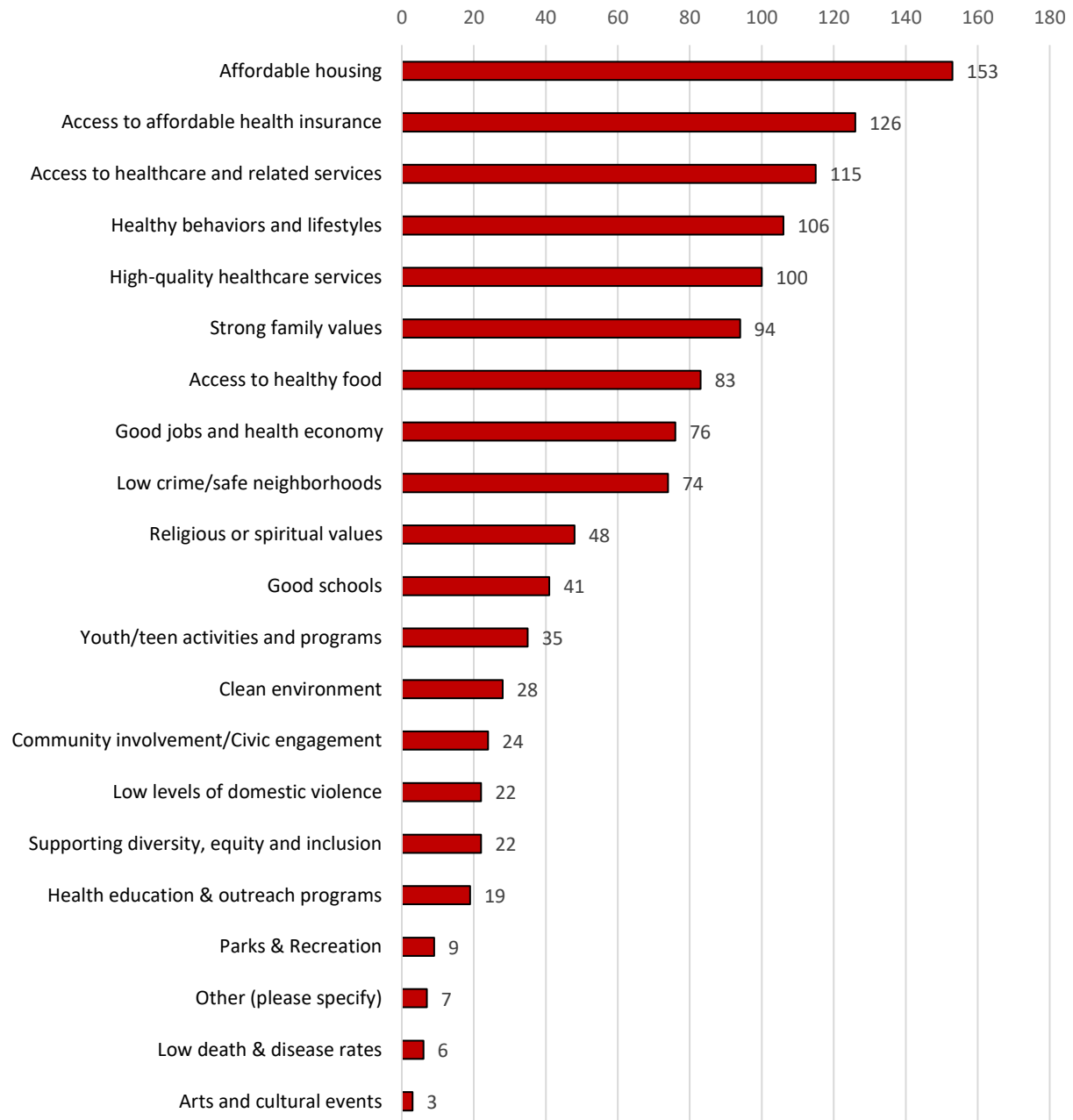
Alcohol Abuse/  
Disorders

Mental Health  
Issues

Weight  
Management

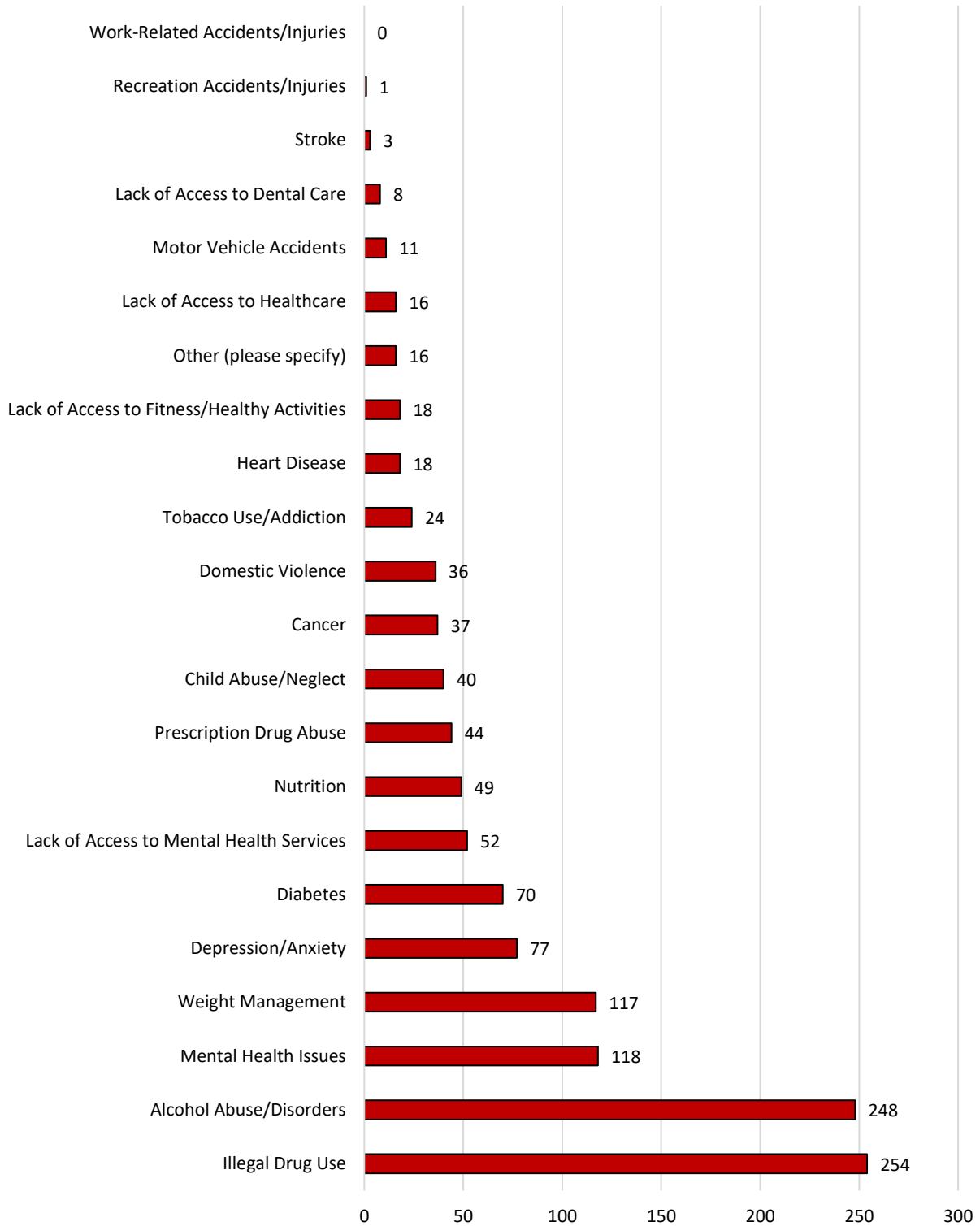
**Graph 1:**

Select the TOP THREE items below that you believe are most important for a healthy community.



**Graph 2:**

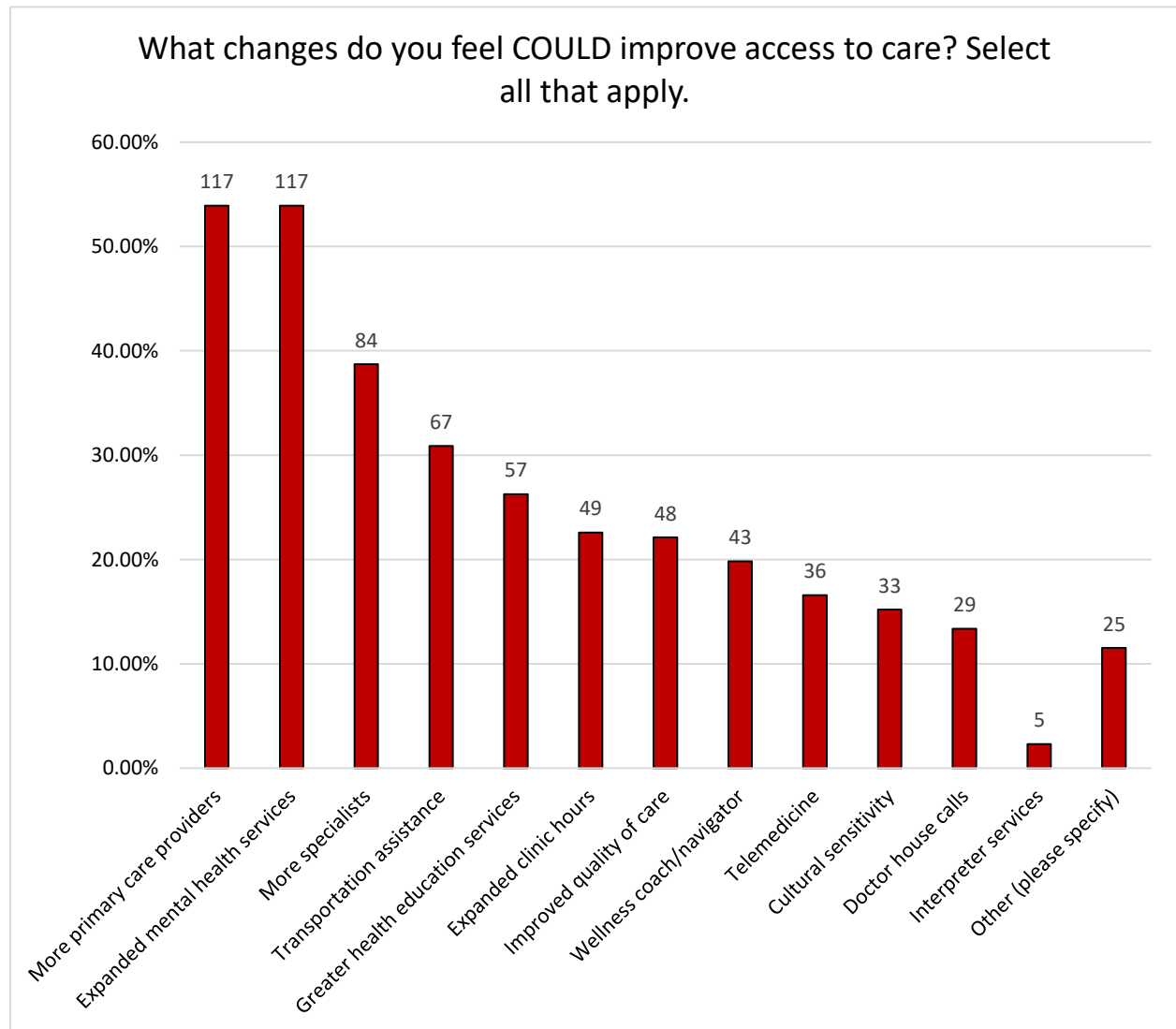
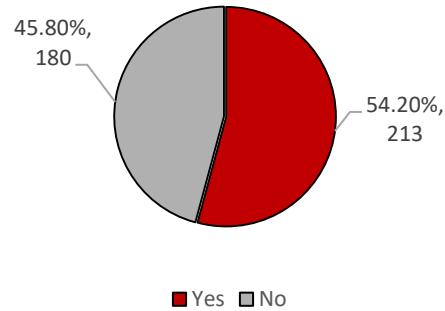
Which of the following do you think are the THREE most serious health concerns in our community?



### Access to Care

Over half the respondents (213 out of 393) feel access to care is an issue in their community. Changes respondents thought could help improve access include more primary care providers, expanded mental health services, more specialists, and transportation assistance. Answers also included more education, expanded clinic hours, improved quality of care, and providing wellness coaches/navigators. The majority of responses in the “other” category referenced affordability.

Do you feel access to care is an issue in our community?





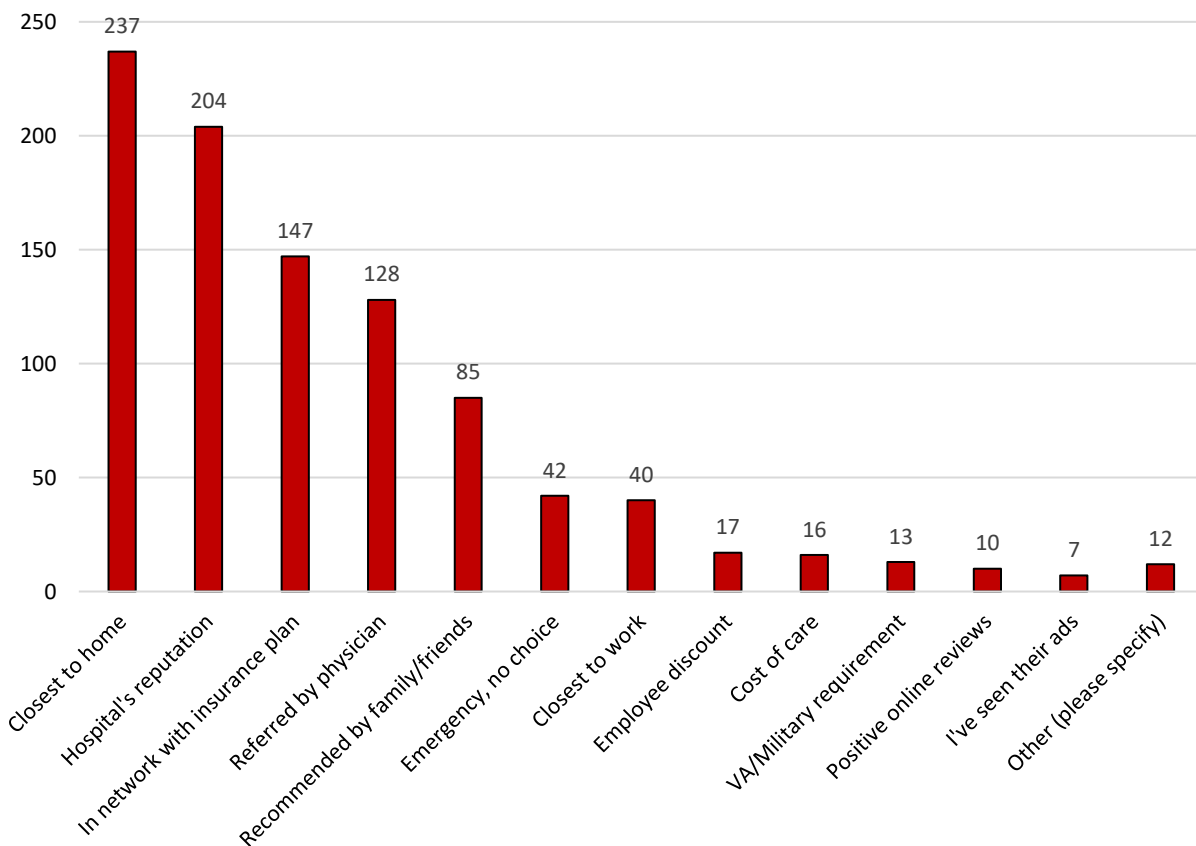
**WHICH HOSPITAL DOES YOUR HOUSEHOLD USE THE MOST FOR HOSPITAL CARE?  
PLEASE SELECT ONLY ONE.**

HOSPITAL	# of Responses	Percentage
ST. LUKE COMMUNITY HEALTHCARE	283	72.19%
PROVIDENCE ST. JOSEPH'S HOSPITAL	35	8.93%
PROVIDENCE ST. PATRICK HOSPITAL	32	8.16%
LOGAN HEALTH	18	4.59%
COMMUNITY MEDICAL CENTER	12	3.06%
VA HOSPITAL	1	0.26%
OTHER (PLEASE SPECIFY)	11	2.81%

### Hospital Care

Out of 392 respondents, 283 (72.19%) use St. Luke Community Healthcare the most for their hospital care. When asked why households chose that hospital, the majority (237 out of 394) said because it was closest to their home, had a positive reputation, and was in network with their insurance plan.

**What are the TOP THREE most important reasons for typically selecting that hospital?**



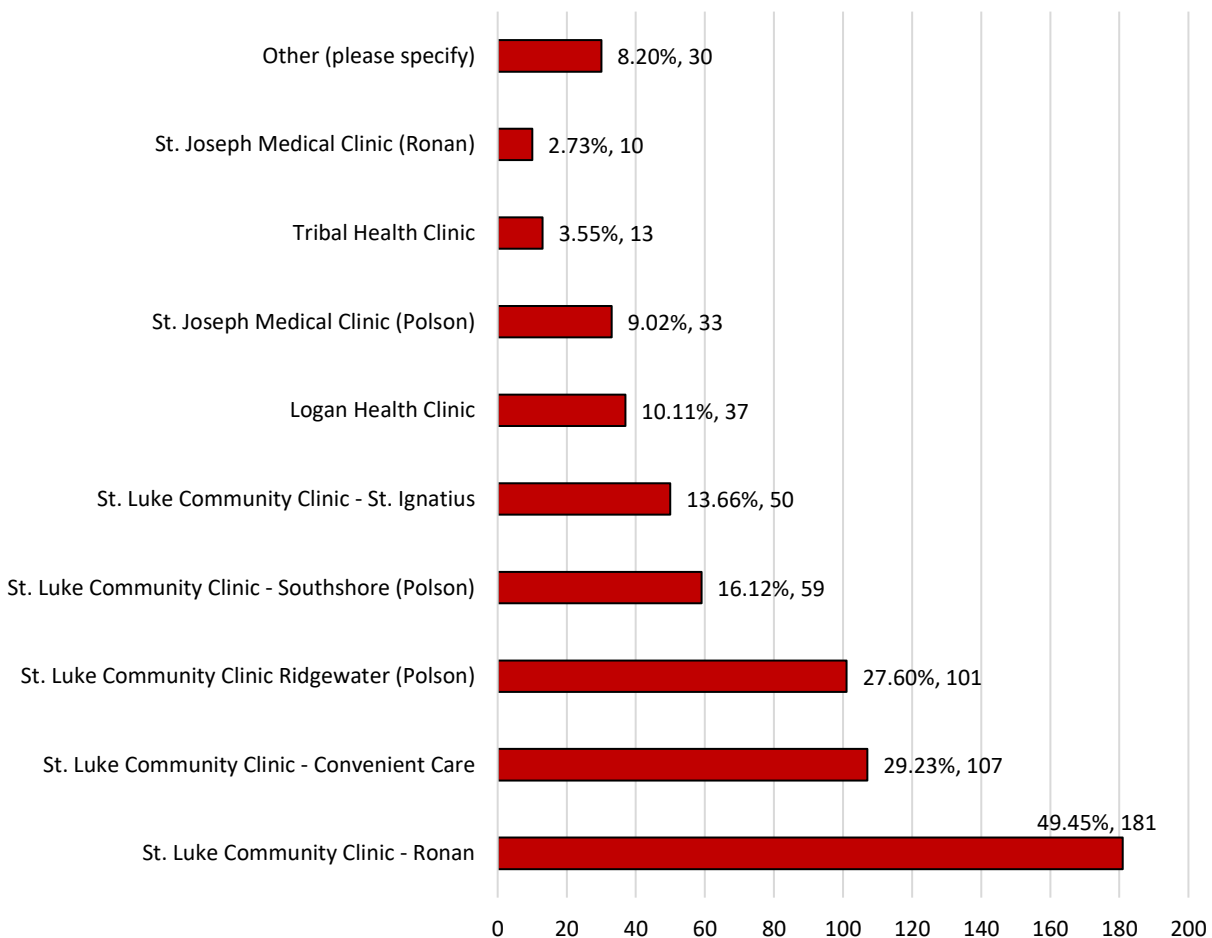
In the past 12 months, have you or a member of your household seen a primary care provider, such as a family physician, physician assistant, or nurse practitioner for health care or mental health services?		
Answer	# of Responses	Percentage
Yes	363	92.84%
No	28	7.16%

### Primary Care Provider

Out of 391 responses, 92.84% said a member from their household has seen a primary care provider in the past 12 months. Almost 50% of the respondents said their care provider was located at the Ronan St Luke Community Clinic. The other top responses included all of St. Luke Community Healthcare's Community Clinics.

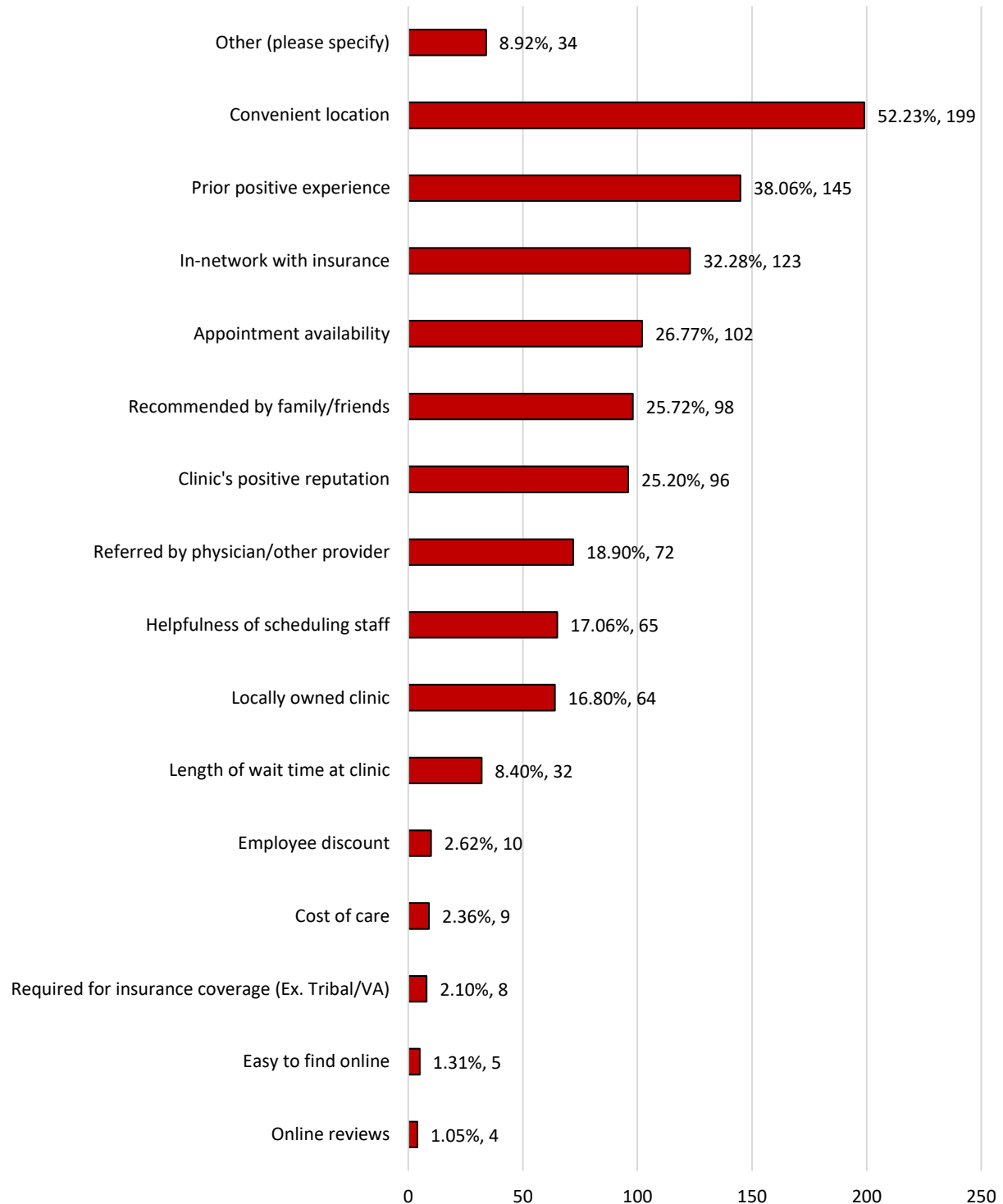
When asked why the individuals chose their primary care provider, the top response was convenient location (52.23%). Prior positive experience, in-network with insurance and appointment availability were next. A full list is included in *Graph 3*.

### Where was care provider located? Select all that apply.



**Graph 3:**

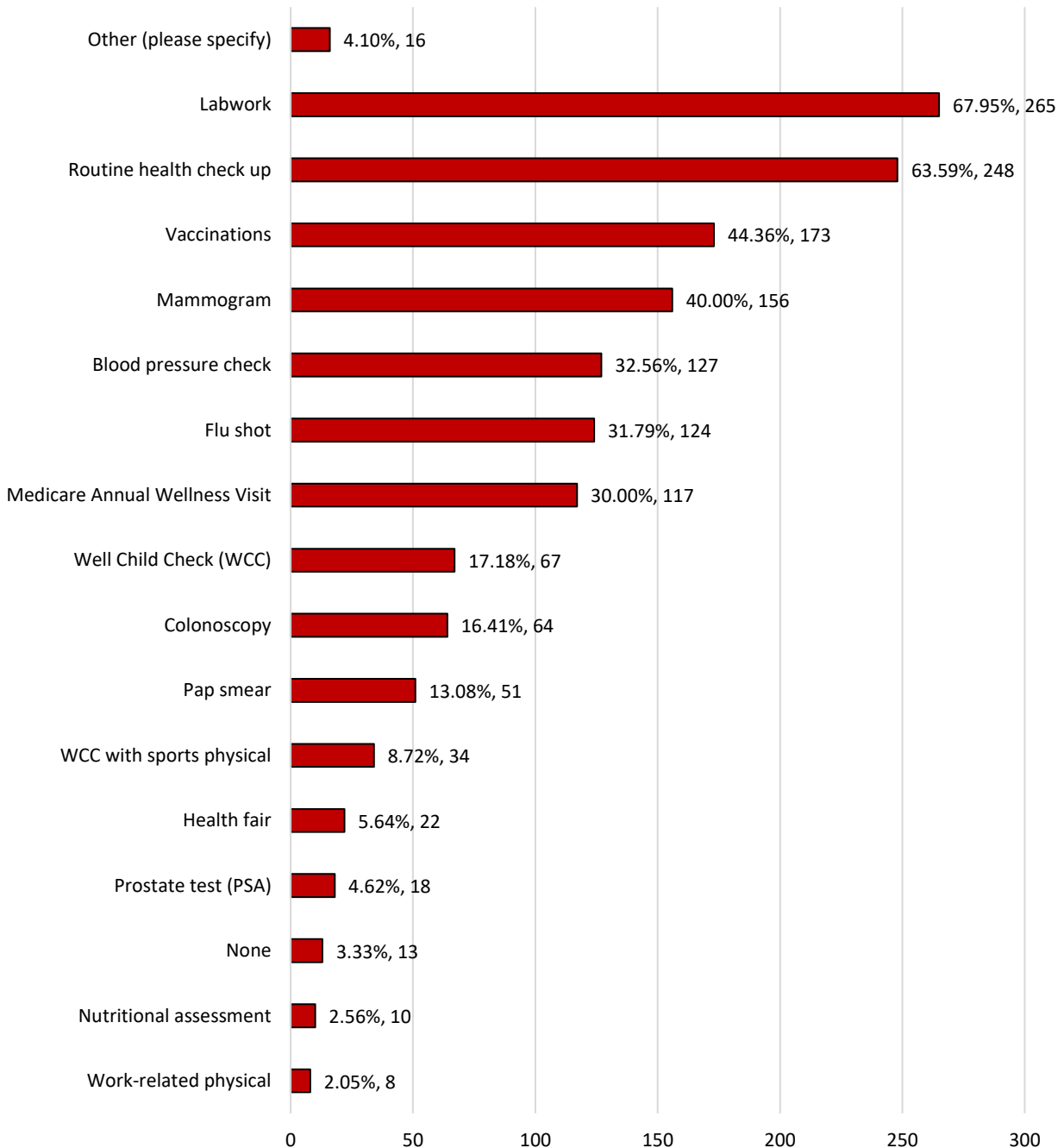
Why did you select that primary care provider to meet the care needs for yourself or a member of your household? Please select all that apply.



## Preventative Services

Over half of the respondents or someone in their household have had lab work or a routine health check-up in the past 12 months. Others have taken advantage of vaccinations, mammograms, blood pressure checks, flu shots, Medicare Annual Wellness Visits and Well Child Checks. The preventative services used the least included prostate tests, nutritional assessments, and work-related physicals.

Which of the following preventative services have you or a member of your household used in the past 12 months? Please select all that apply.



**In the past 12 months, have you or a member of your household seen a specialist provider (other than your primary care/family doctor) for health care or mental health services?**

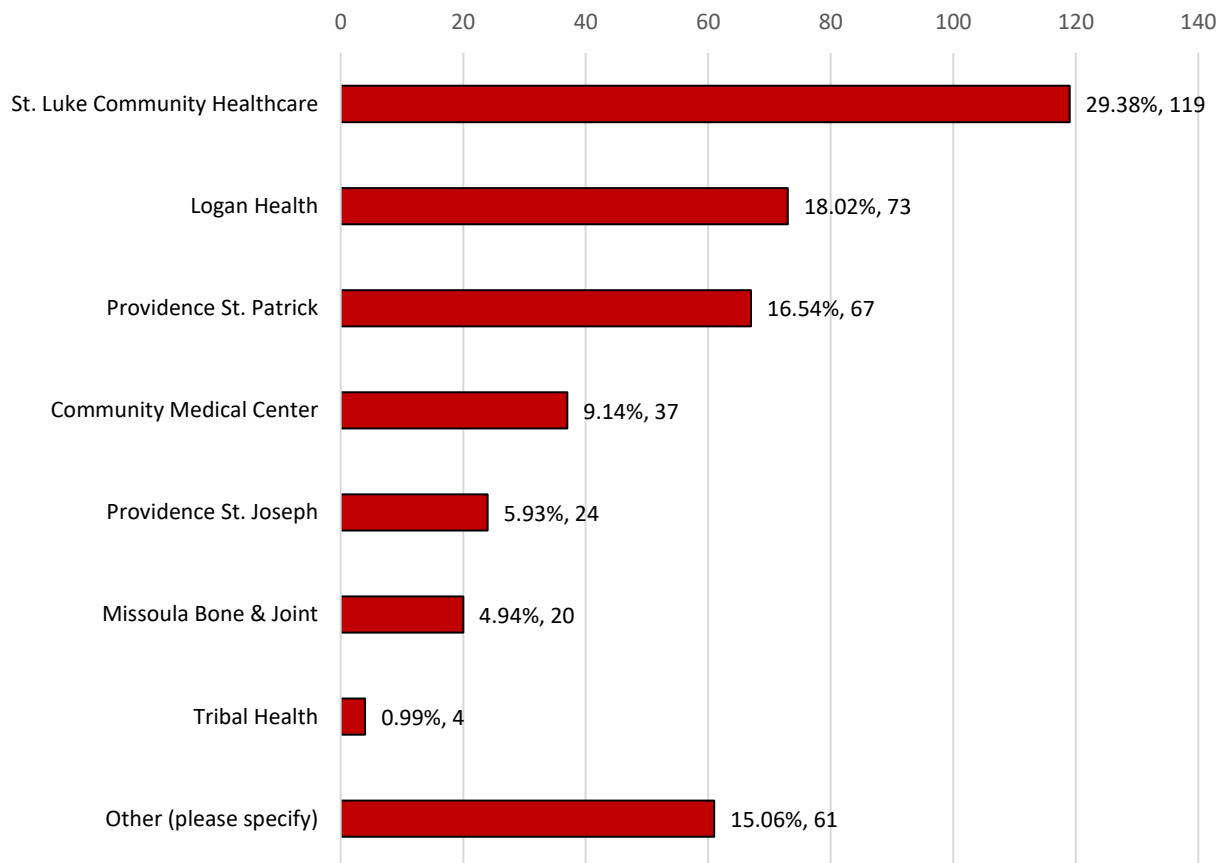
Answer	# of Responses	Percentage
Yes	282	71.76%
No	111	28.24%

## Healthcare Specialist

Over 70% of the respondent's households have seen a specialist provider in the last 12 months. The majority of these services were at St. Luke Community Healthcare, Logan Health, and Providence St. Patrick. Other locations included Community Medical Center, Providence St. Joseph, Missoula Bone & Joint, and Tribal Health.

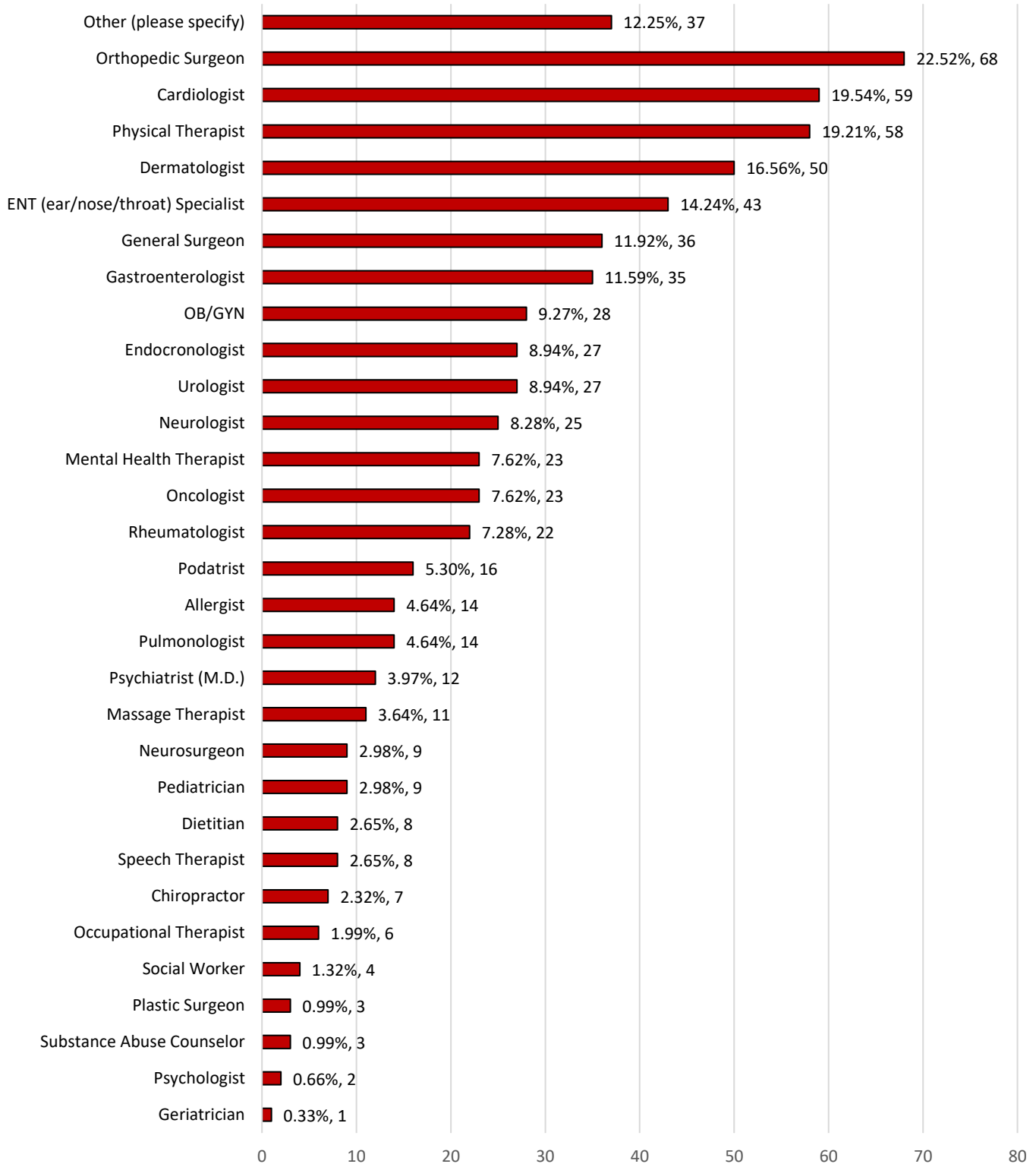
The top 5 types of healthcare specialists seen were Orthopedic Surgeon, Cardiologist, Physical Therapist, Dermatologist and ENT (ear/nose/throat) Specialist. The full list is provided in *Graph 4*.

**Where was the healthcare specialist(s) seen? Please select all that apply**



**Graph 4:**

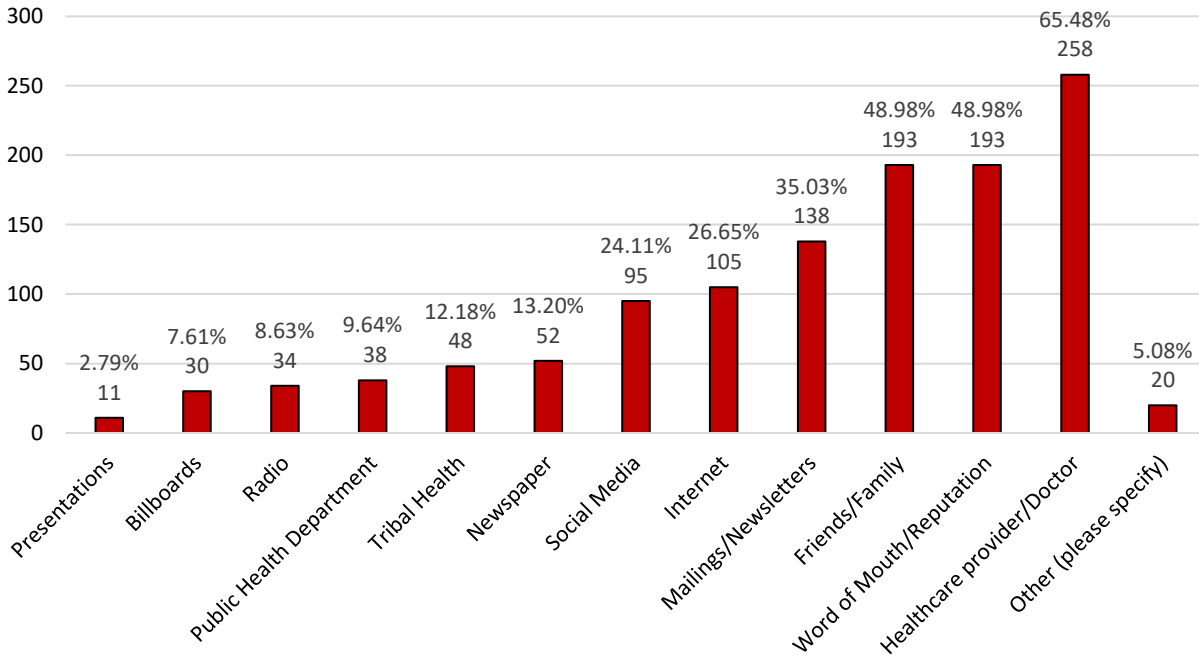
What type of healthcare specialist was seen? Please select all that apply.



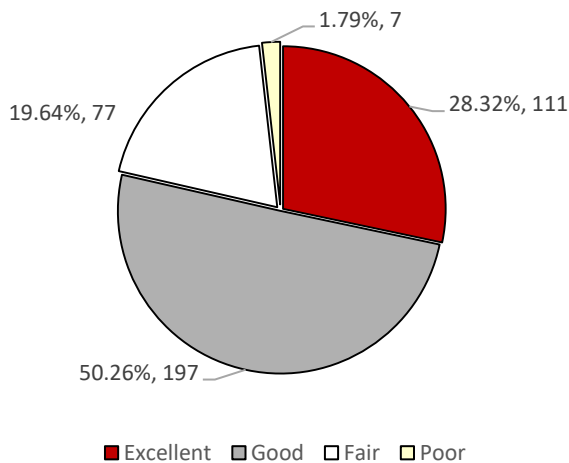
### Health Services

The majority of respondents learn about health services from their healthcare provider, by word of mouth, from friends/family, and through mailings or newsletters. The least amount of responses were received for presentations, billboards and the radio.

How do you learn about health services available in your area?  
Check all that apply.



How would you rate YOUR KNOWLEDGE of the health services that are available at St. Luke Community Healthcare?



### St. Luke Community Healthcare Services

Over 75% of the respondents said their knowledge of health services available through St. Luke Community Healthcare is good or excellent. Below in *Chart 1* are services offered by St. Luke Community Healthcare and a rating on the overall quality of each service.

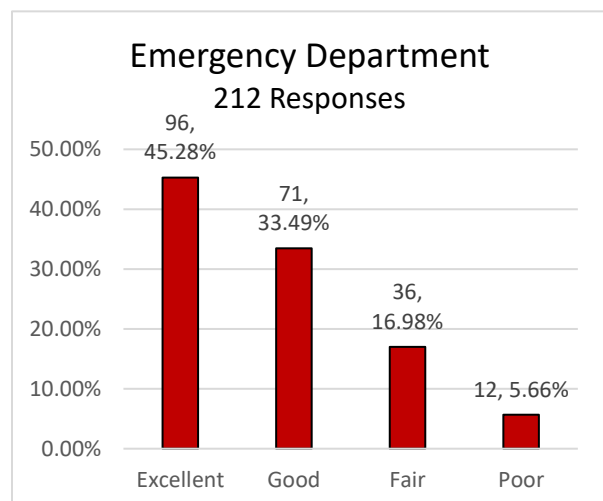
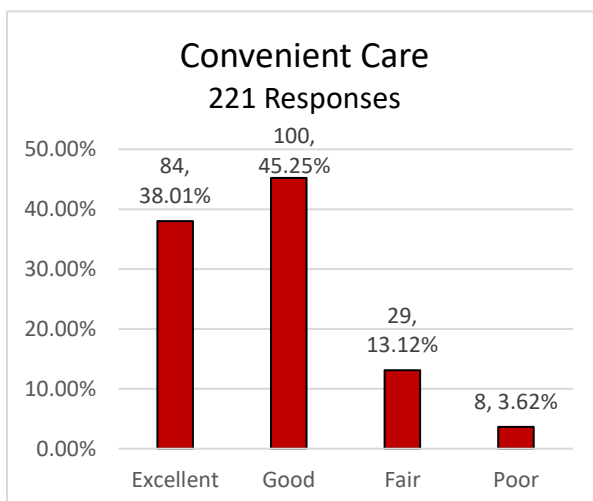
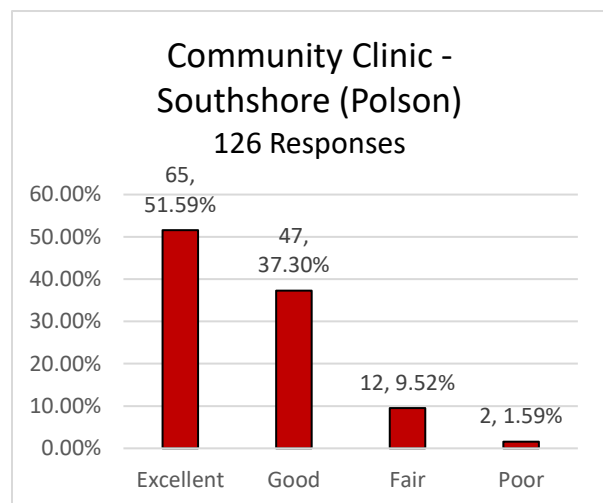
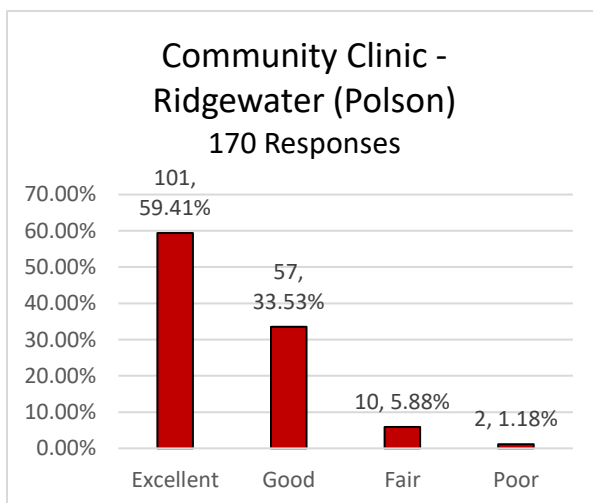
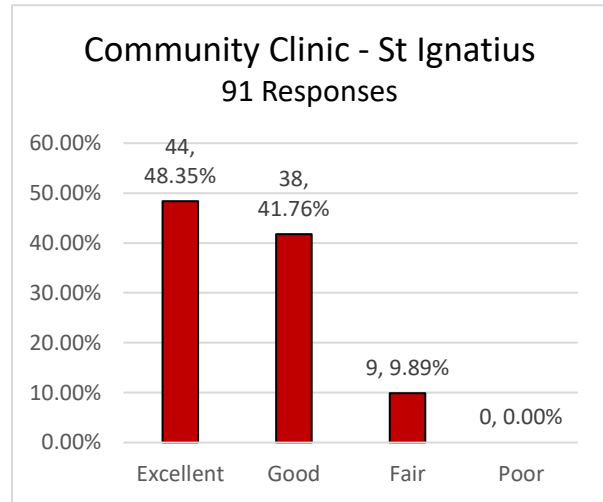
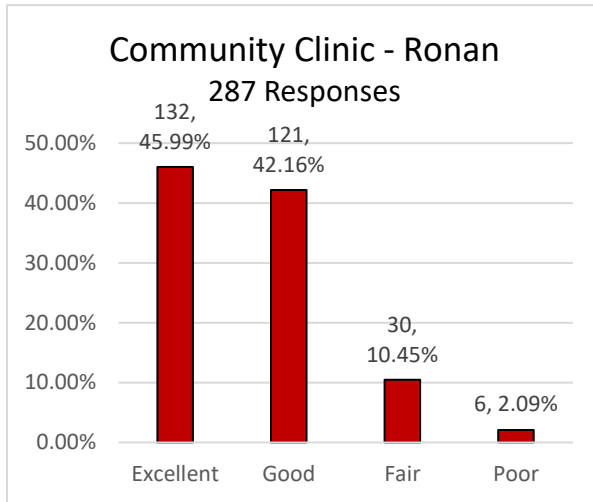
**Chart 1:**

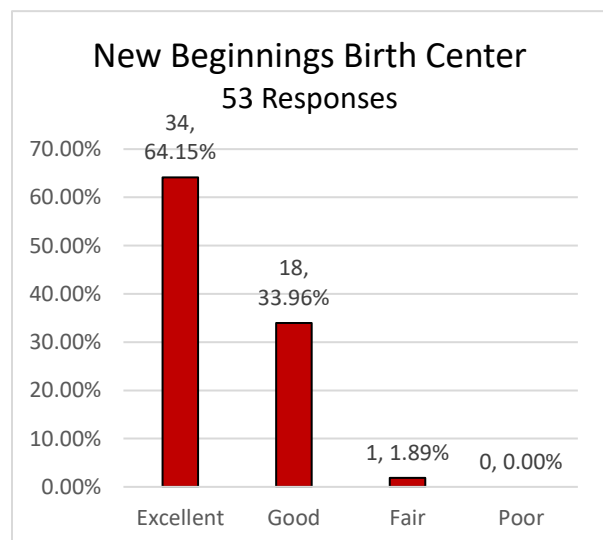
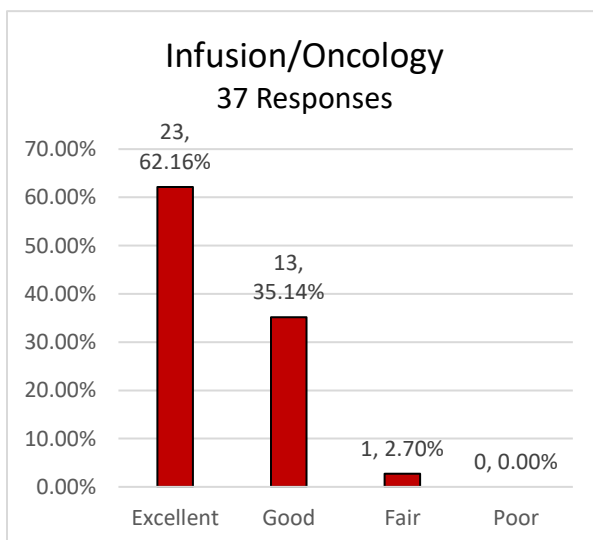
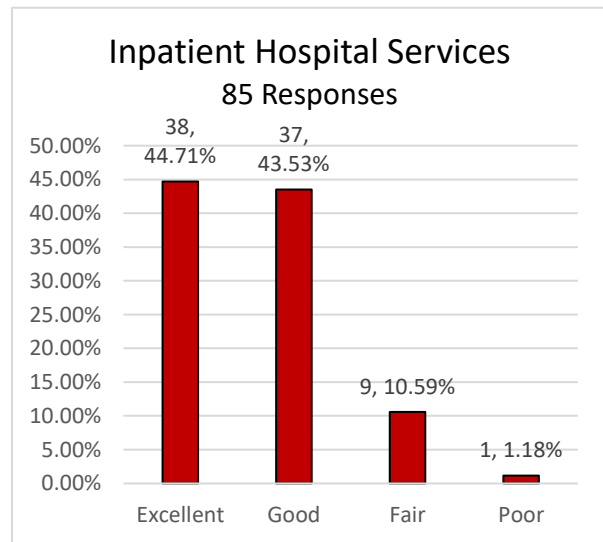
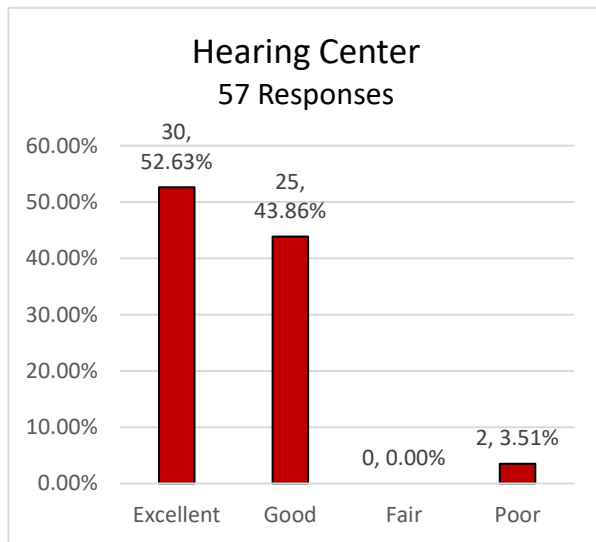
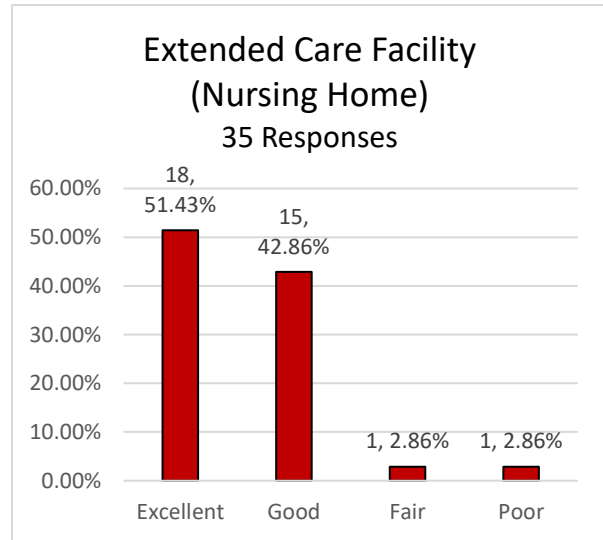
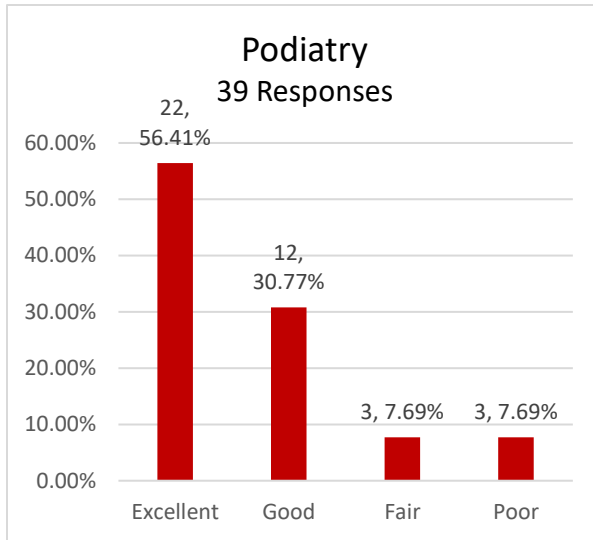
The following are some of the services offered by St. Luke Community Healthcare. Please rate the overall quality for each service. Mark N/A if you do not recall or have not used the service before.

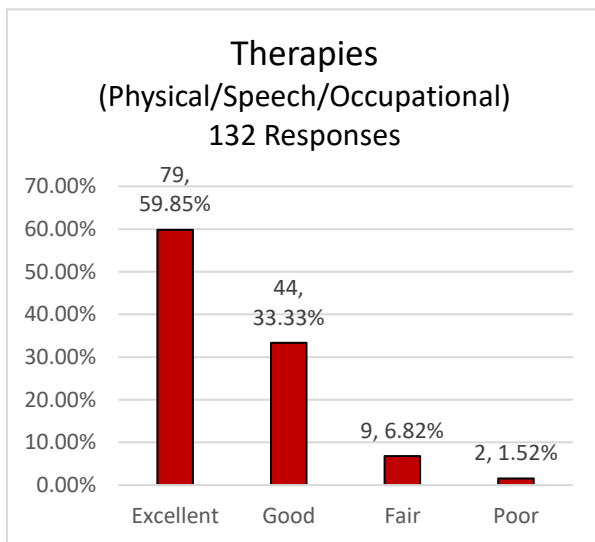
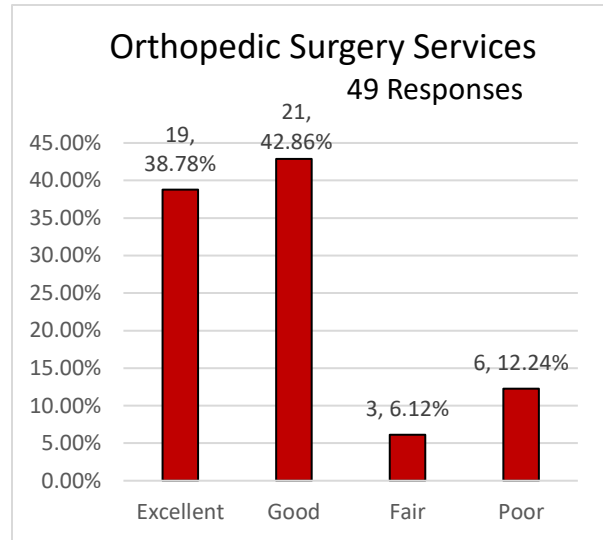
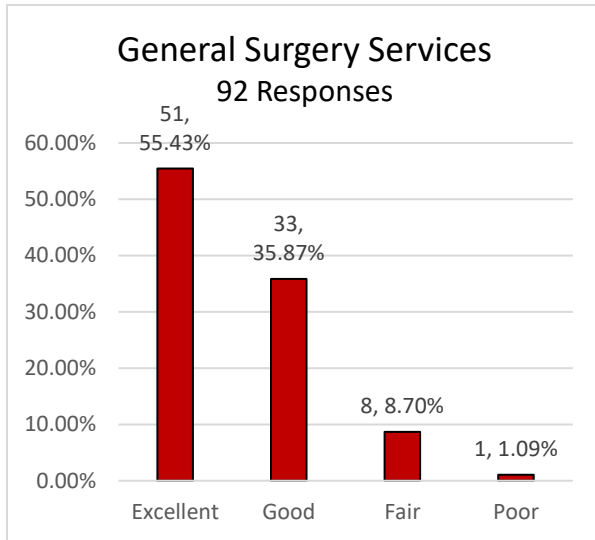
Service	Excellent	Good	Fair	Poor	N/A	Total Respondents
Community Clinic – Ronan	132 35.29%	121 32.35%	30 8.02%	6 1.60%	87 23.26%	374
Community Clinic – St. Ignatius	44 13.75%	38 11.88%	9 2.81%	0	229 71.56%	320
Community Clinic – Ridgewater (Polson)	101 30.15%	57 17.01%	10 2.99%	2 60.00%	165 49.25%	335
Community Clinic – Southshore (Polson)	65 20.06%	47 14.51%	12 3.70%	2 0.62%	198 61.11%	324
Convenient Care	84 24.56%	100 29.24%	29 8.48%	8 2.34%	121 35.38%	342
Emergency Department	96 28.40%	71 21.01%	36 10.65%	12 3.55%	126 37.28%	338
Podiatry	22 7.14%	12 3.90%	3 0.97%	3 0.97%	269 87.34%	308
Extended Care Facility (Nursing Home)	18 5.79%	15 4.82%	1 0.32%	1 0.32%	276 88.75%	311
Hearing Center	30 9.49%	25 7.91%	0	2 0.63%	259 81.96%	316
Inpatient Hospital Services	38 12.10%	37 11.78%	9 2.87%	1 0.32%	229 72.93%	314
Infusion/Oncology	23 7.44%	13 4.21%	1 0.32%	0	272 88.03%	309
New Beginnings Birth Center	34 10.97%	18 5.81%	1 0.32%	0	257 82.90%	310
General Surgery Services	51 15.99%	33 10.34%	8 2.51%	1 0.31%	227 71.16%	319
Orthopedic Surgery Services	19 6.13%	21 6.77%	3 0.97%	6 1.94%	261 84.19%	310
Therapies (Physical/Speech/Occupational)	79 24.16%	44 13.46%	9 2.75%	2 0.61%	195 59.63%	327



The following graphs reflect the percentage of responses for each service, excluding the N/A category. These graphs reflect the rating given for quality of care for their service.







## What is St. Luke Community Healthcare doing **well** to better the health of our community?

- Access through the online health portal
- Being accessible with multiple locations
- Bringing in specialists
- Caring and compassionate providers
- Community Engagement/Outreach/Events
- Community owned
- Convenient care being open on the weekends
- Efficient and well-organized
- Encouraging healthy activities
- Excellent staff all around
- Grief support by local chaplains
- Infusion/Oncology Center
- Patient-centered care/Personalized service
- Prenatal care
- Promoting and educating on healthcare services provided
- Promoting job openings
- Providing fast results
- Purchasing/updating equipment
- Variety of services for a rural area
- Welcoming and safe environment

## In what areas could St. Luke Community Healthcare **improve** upon to better the health of our community?

- Additional Care Coordinators
- Additional primary care staff to assist with appointment availability
- Community Fitness Center with fitness classes
- Education nights – Assistance with applying for Medicaid/Medicare, how to prepare healthy meals, health coaching, etc.
- Emergency Department – More consistent care with compassionate doctors
- Faster billing
- Following up after care and referrals
- Greater emphasis on preventative care
- Healthier choices on menu for patients and employees
- Improved customer service on the phone (happier, more attentive)
- Increased mental health services
- Increased substance abuse services
- Larger space for physical therapy
- Longer hours for Convenient Care/Clinics
- More local specialists
- More locations for clinics and convenient care (Pablo/Charlo)
- More screening clinics/events like Women for Wellness, but include men
- Offer grief classes
- Provide more nutritional information

The majority of responses received focused on appointment availability and increasing the amount of providers on staff and more clinic locations to match the needs of the community. Consistent with the top community issues, respondents requested more mental health, substance abuse and nutritional services. Others said a larger emphasis on preventative care and having a community fitness center or more screening clinics/events would also assist in helping better the health of our community.

## Summary

Overall, this assessment helps identify multiple challenges the community faces and includes opportunities for St. Luke Community Healthcare to listen and respond to the needs expressed by the community, ensuring true community ownership.

The most important items for a healthy community were communicated to be:

- Affordable housing
- Affordable health insurance
- Access to healthcare
- Healthy behaviors and lifestyles
- High-quality healthcare services

Most serious health concerns in this community:

- Illegal drug use
- Alcohol abuse/disorders
- Mental health issues
- Weight management
- Depression/Anxiety

In the past 12 months, respondents or someone in their household have dealt with the following:

- Mental health struggles
- Financial issues
- Not having enough food
- Housing issues
- Employment issues

Respondents reflected satisfaction in multiple areas at St. Luke Community Healthcare, including caring and compassionate providers, patient-centered care, excellent staff, providing a variety of services and the welcoming and safe environment. Areas for growth and opportunities were also included and will be reviewed to ensure continued delivery of personal, compassionate and quality healthcare for the communities of the Mission Valley.