St. Luke
COMMUNITY
HEALTHCARE

2026

COMMUNITY HEALTH NEEDS ASSESSMENT



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Introduction

PURPOSE

The purpose of a Community Health Needs Assessment is to identify and better understand the ***health needs, barriers, and priorities*** of the community served by a healthcare organization.

For Critical Access Hospitals such as St. Luke Community Healthcare, the CHNA process supports strategic planning, community collaboration, resource allocation, and development of services that address the most significant local health concerns.

The CHNA also helps strengthen partnerships between healthcare organizations, public health agencies, schools, Tribal organizations, community groups, and other stakeholders working to improve the overall health and well-being of the community.

In addition, nonprofit hospitals are required to conduct a Community Health Needs Assessment under Section 501(r)(3) of the Internal Revenue Code. The Internal Revenue Service (IRS) requires hospitals to complete a CHNA at least once every three years and adopt an implementation strategy to address identified community health needs.

METHODOLOGY



450 surveys were completed.

St. Luke Community Healthcare conducted a community survey to gather input from residents regarding local health needs, healthcare access, and opportunities to improve community health. The survey was distributed beginning in early April 2026 and remained open through June 2026.

To reach a broad range of community members, the survey was distributed through multiple communication channels. A direct link was sent by text message to patients enrolled in St. Luke's patient portal. Survey information was also included with Access Montana billing statements, and St. Luke conducted a social media campaign encouraging community members to participate.

Survey responses were collected electronically and analyzed to identify frequently reported health concerns, barriers to care, service needs, and community priorities. Results were reviewed using response counts and common themes. For questions that allowed respondents to select more than one answer, the total number of selections may exceed the total number of survey participants. Open-ended responses were reviewed and grouped into recurring themes when appropriate.

Participation was voluntary, and respondents could choose not to answer individual questions. As a result, the number of responses varies by question. The findings reflect the experiences and perceptions of individuals who chose to participate and may not represent every resident within the service area. Individuals with limited internet access, limited digital literacy, or no connection to St. Luke Community Healthcare may have been underrepresented.

Service Area

LAKE COUNTY, MT

Lake County, Montana is a rural county located in northwestern Montana within the Mission Valley region.



It is known for its scenic landscape, agricultural roots, outdoor recreation opportunities, and strong sense of community.

The county has an estimated population of approximately 33,392 residents and covers more than 1,490 square miles, creating a large geographic service area with many small communities spread throughout the region. Since 2020, the county has experienced steady population growth of approximately 7.2%.

The county includes a mix of families, working adults, retirees, and Tribal communities, all of which contribute to the unique character and needs of the area. The population of Lake County is diverse and includes a significant American Indian and Alaska Native population, representing approximately 22.6% of residents.

As a rural frontier community, Lake County faces challenges commonly seen in geographically dispersed areas, including transportation barriers, workforce shortages, and access to services across long travel distances. At the same time, the community benefits from strong local partnerships, community involvement, and continued economic growth.

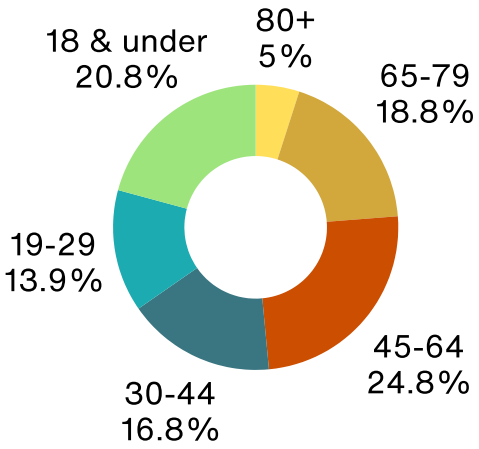
POPULATION
33,392 residents

POPULATION GROWTH
7.2% increase since 2020

POPULATION BY SEX



POPULATION BY AGE

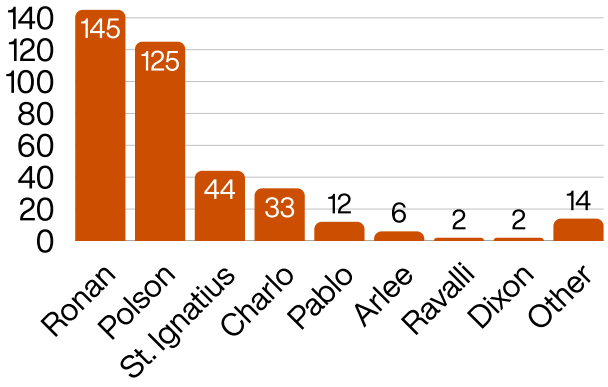


Approximately 25.6% of residents are age 65 and older, reflecting an aging population that continues to grow throughout the region.

Demographic and service area data presented in this report were obtained from the U.S. Census Bureau's 2020 Decennial Census and the most recent American Community Survey (ACS) estimates available at the time of publication.

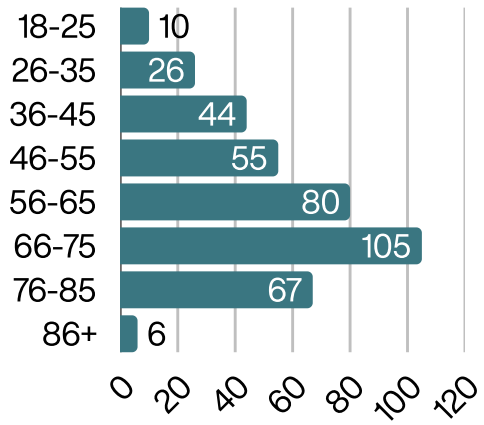
Demographics

GEOGRAPHIC REPRESENTATION OF RESPONDENTS



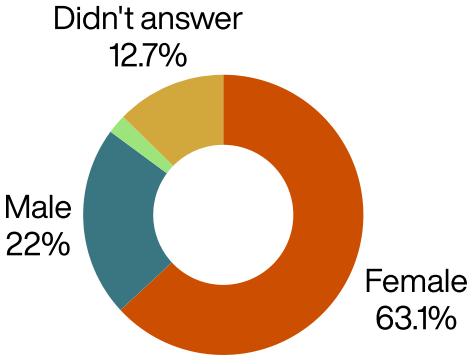
Survey participation **closely reflected** St. Luke Community Healthcare's primary service area, with more than *93% of responses originating from Mission Valley communities*, indicating strong engagement from the populations most directly served by the organization. 65 respondents chose not to answer.

AGES



Survey respondents represented all adult age groups, with the strongest participation from older adults. Nearly *two-thirds* (64.1%) of respondents were *age 56 or older*, while adults ages 66–75 comprised the largest age group (26.7%). Younger adults (ages 18–35) represented approximately 9.2% of respondents. A total of 393 individuals answered the age question, while 57 respondents did not provide their age.

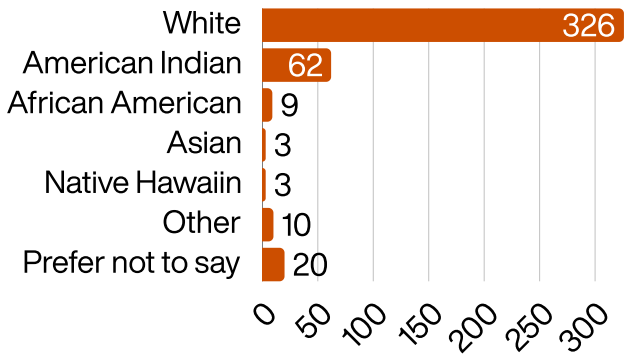
GENDER



A total of 393 respondents answered the gender identity question, with the majority reporting they were **female** (72.3%), followed by male (25.2%), while 2.5% preferred not to disclose their gender identity; 57 respondents did not answer the question.

Demographics Cont.

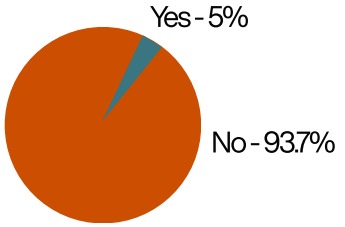
RACE



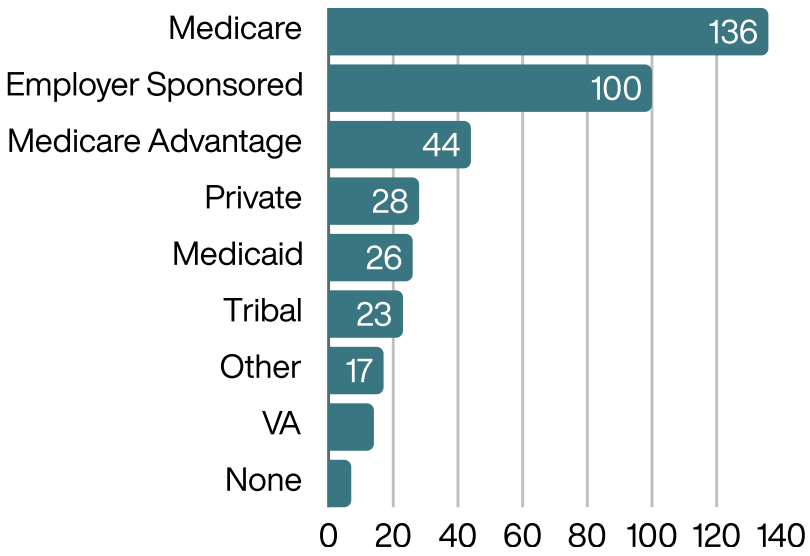
A total of 394 respondents answered the race question and were permitted to select more than one race. White was the most frequently selected race (82.7%), followed by American Indian or Alaska Native (15.7%); smaller percentages selected Black or African American, Asian, Native Hawaiian or Pacific Islander, or another race. Twenty respondents preferred not to answer, and 56 respondents did not respond to the question.

HISPANIC, LATINO, OR SPANISH ORGIN

A total of 381 respondents answered the ethnicity question, with the majority reporting they were not of Hispanic, Latino, or Spanish origin (93.7%), while 5.0% reported they were and 1.3% were unsure; 69 respondents did not answer the question.



PRIMARY HEALTH INSURANCE



A total of 395 respondents answered the primary health insurance question, with **Medicare** (34.4%) and **employer-sponsored insurance** (25.3%) reported most frequently, followed by **Medicare Advantage** (11.1%), private insurance (7.1%), Medicaid (6.6%), Tribal health coverage (5.8%), other insurance (4.3%), Veterans Affairs (3.5%), and no health insurance (1.8%); 55 respondents did not answer the question.

Most Important Factors for a *Healthy Community*

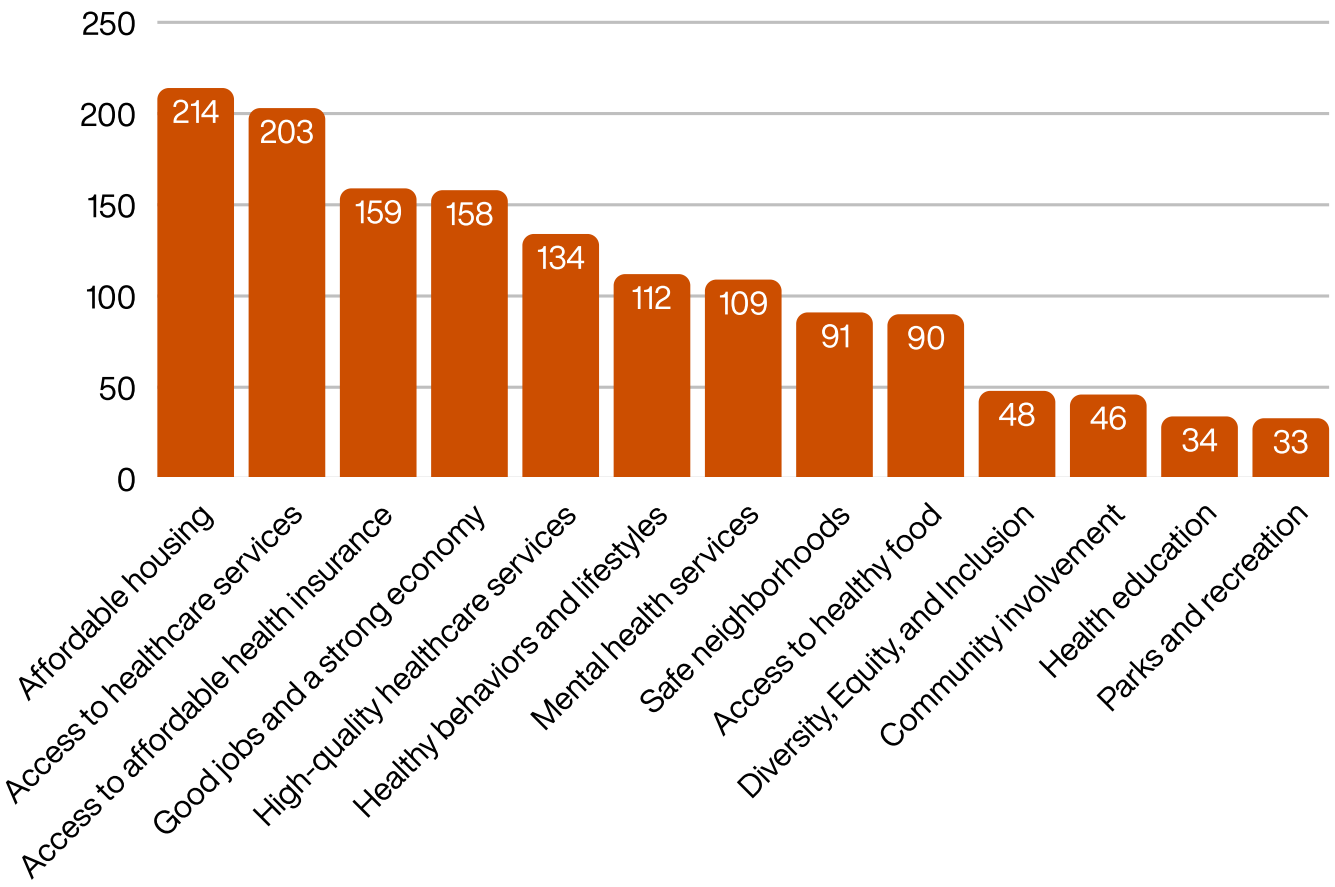
When asked to identify the three factors most important for a healthy community, respondents most frequently selected **affordable housing** (214 responses), **access to healthcare services** (203), **access to affordable health insurance** (159), **good jobs and a strong economy** (158), and **high-quality healthcare services** (134). Mental health services (109), healthy behaviors and lifestyles (112), and access to healthy food (90) were also commonly identified as important community priorities.



1 Affordable Housing

2 Access to Healthcare

3 Affordable Health Insurance



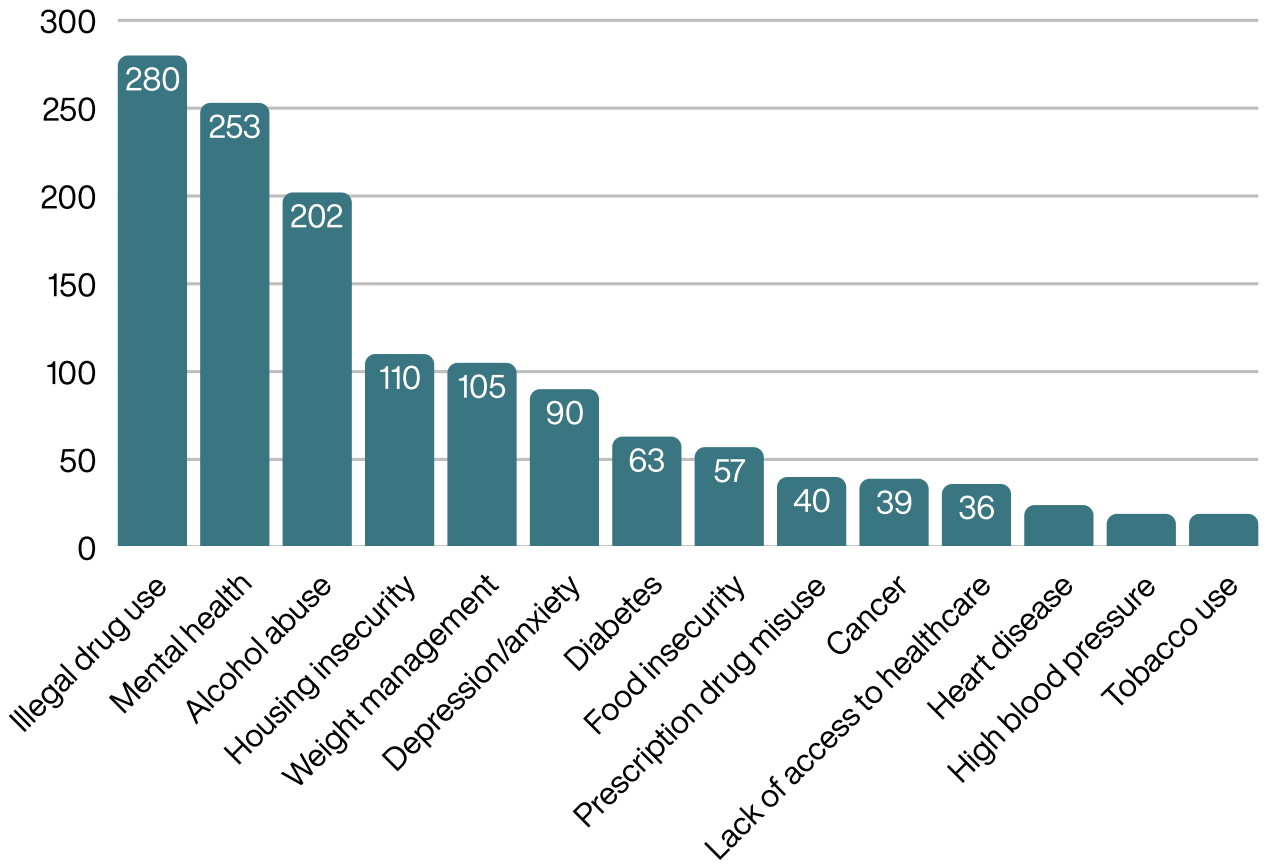
Most Serious *Health Issues* in the Community

When asked to identify the three most serious health issues facing the community, respondents most frequently selected illegal drug use (280 responses), mental health (253), and alcohol abuse (202). Housing insecurity (110), weight management (105), and depression/anxiety (90) were also identified as significant concerns, while chronic diseases such as diabetes, cancer, heart disease, and high blood pressure were selected less frequently. These findings indicate that respondents perceive behavioral health, substance use, and social determinants of health as the community's most pressing health challenges.

1 Illegal Drug Use

2 Mental Health

3 Alcohol Abuse



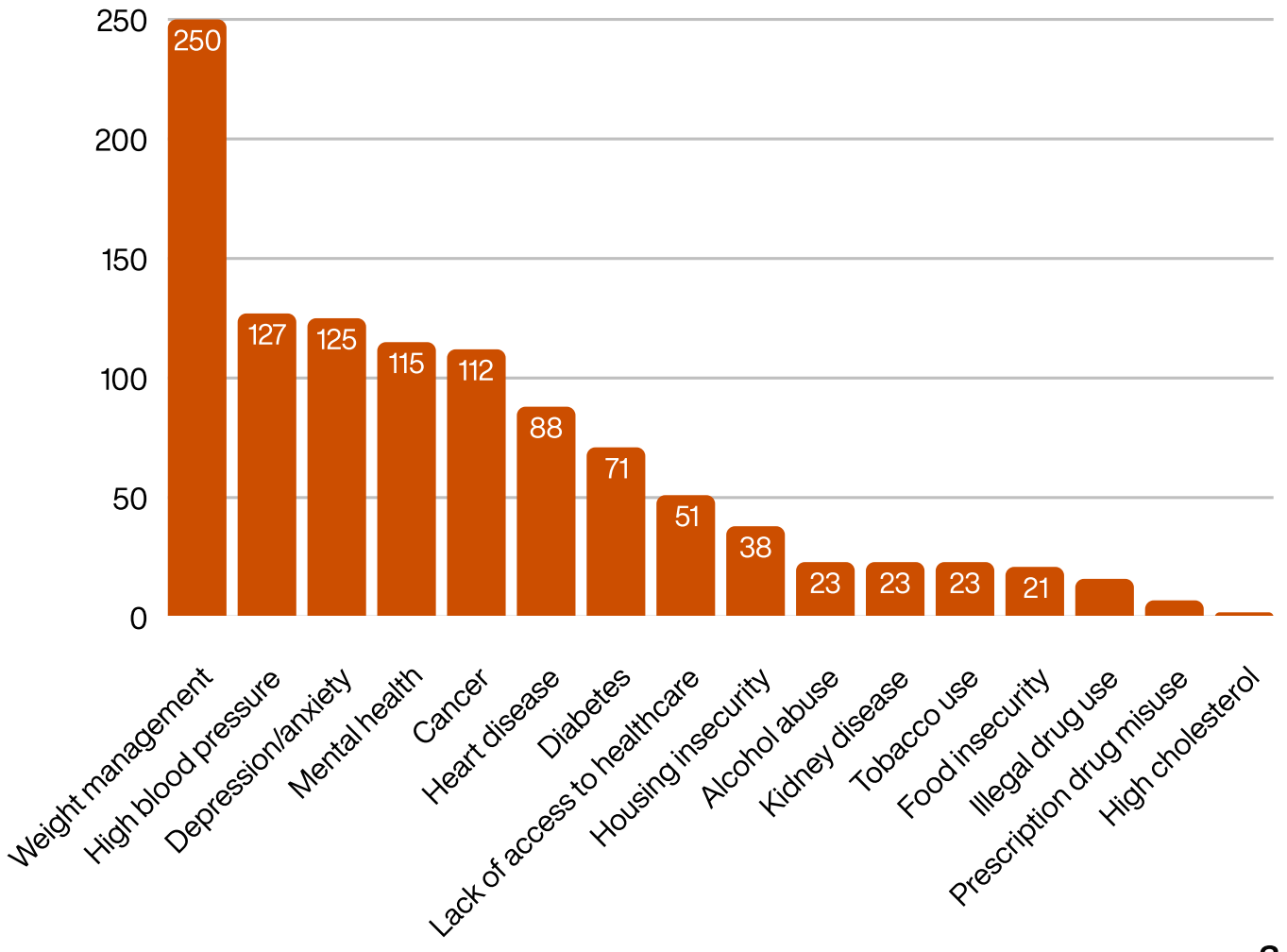
Top Personal *Health Concerns*

When asked to identify their top three personal health concerns, respondents most frequently selected **weight management** (250 responses), followed by **behavioral health concerns**—including **depression/anxiety** (125) and **mental health** (115)—as well as **high blood pressure** (127) and **cancer** (112). Heart disease (88) and diabetes (71) were also commonly reported. Overall, respondents identified chronic disease, behavioral health, and maintaining a healthy weight as their primary personal health priorities.

1 Weight Management

2 High Blood Pressure

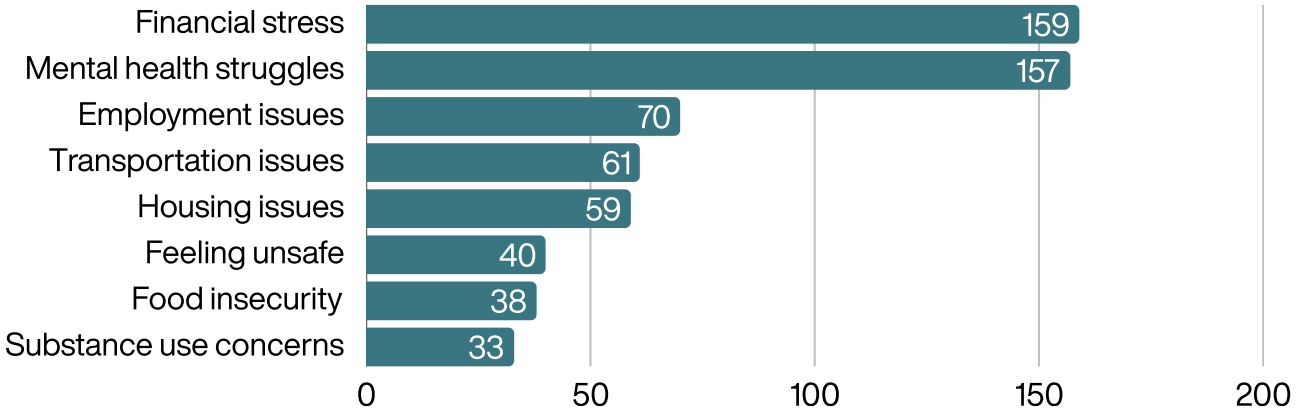
3 Depression & Anxiety



Health Challenges

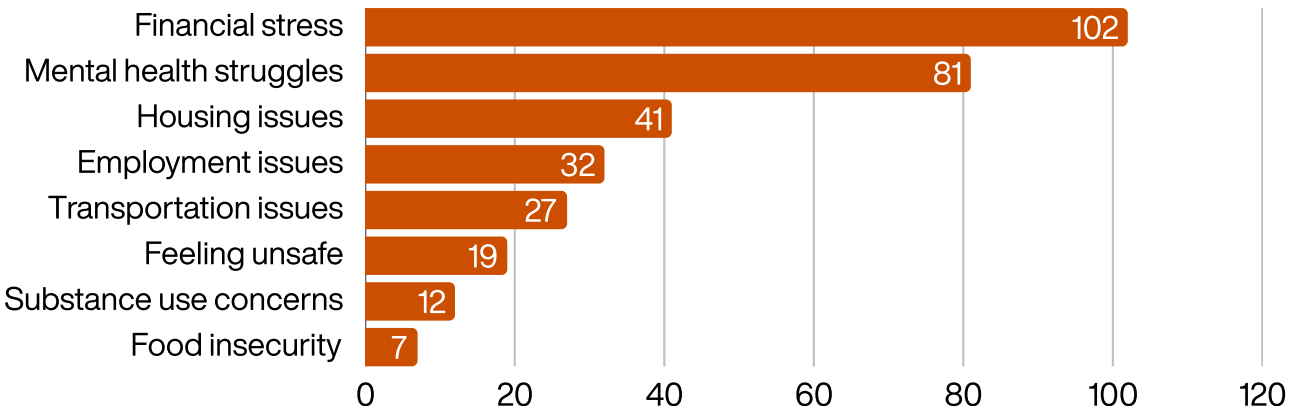
IN THE PAST 12 MONTHS, HAVE YOU OR A MEMBER OF YOUR HOUSEHOLD EXPERIENCED ONE OF THE FOLLOWING CHALLENGES? (*SELECT ALL THAT APPLY*)

When asked about challenges experienced during the past 12 months, respondents most often identified **financial stress** (159 responses) and **mental health struggles** (157). **Employment, transportation, and housing issues** were also common concerns. At the same time, 162 respondents reported they had not experienced any of the listed challenges. Overall, the results suggest that while many households are doing well, financial and mental health challenges continue to affect a significant portion of the community.



OF THOSE CHALLENGES EXPERIENCED, WHICH ONE WAS THE *MOST DIFFICULT* TO FIND HELP?

Respondents who experienced challenges during the past year were asked which issue was the most difficult to find help for. **Financial stress** was identified most often (102 responses), followed by **mental health struggles** (81). **Housing issues** (41), **employment issues** (32), and **transportation issues** (27) were also reported as barriers to finding assistance

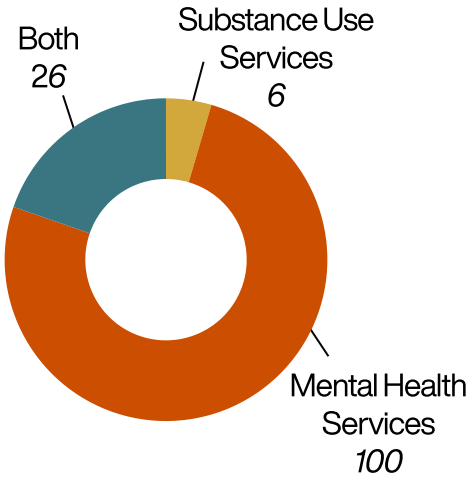


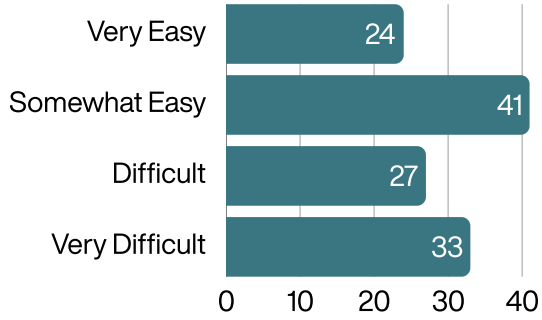
Mental Health/Substance Use

IN THE PAST 12 MONTHS, HAVE YOU OR A HOUSEHOLD MEMBER NEEDED HELP WITH ANY OF THE FOLLOWING?

MENTAL HEALTH SERVICES - SUBSTANCE USE SERVICES - BOTH

When asked whether they or a member of their household had needed behavioral health services during the past 12 months, 100 respondents reported needing **mental health services,** 6 reported needing **substance use services**, and 26 reported **needing both**. Overall, the results indicate that the need for mental health services was substantially greater than the need for substance use services, highlighting behavioral health as an ongoing priority within the community.

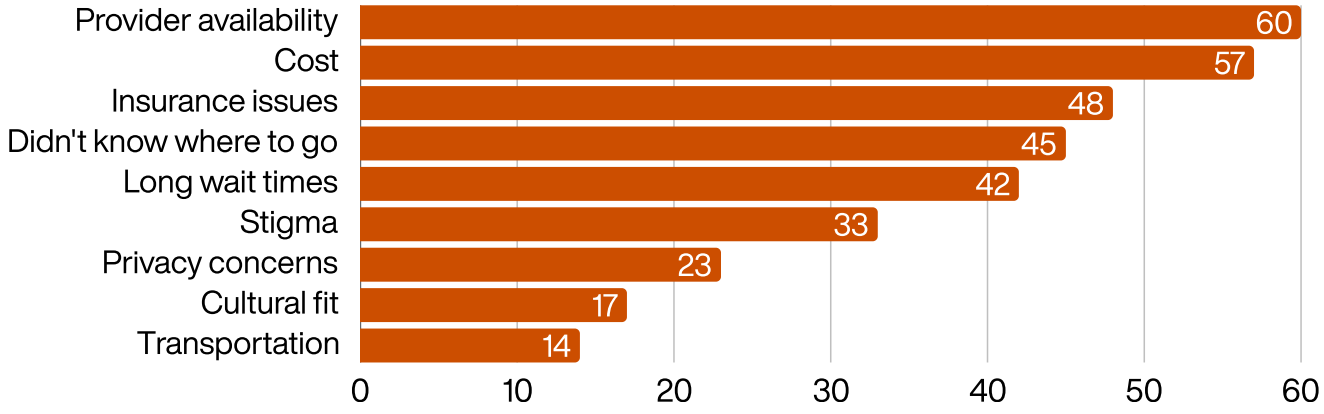




IF APPLICABLE, HOW EASY WAS IT TO GET A MENTAL HEALTH APPOINTMENT?

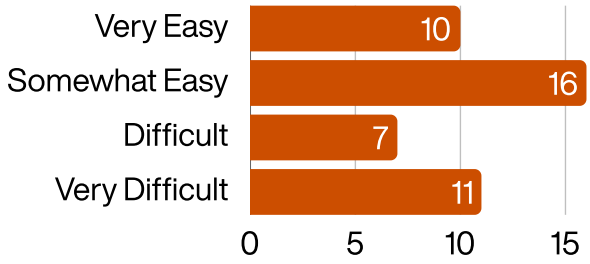
Among respondents who answered this question, obtaining a mental health appointment was a challenge for many. While 24 (19.2%) respondents reported it was very easy and 41 (32.8%) said it was somewhat easy to obtain an appointment, 60 (48%) respondents reported that it was difficult or very difficult.

IF APPLICABLE, WHAT BARRIERS MADE MENTAL HEALTH ACCESS DIFFICULT?



Key Finding: Provider availability and affordability remain the greatest barriers to accessing mental health services.

Mental Health/Substance Use

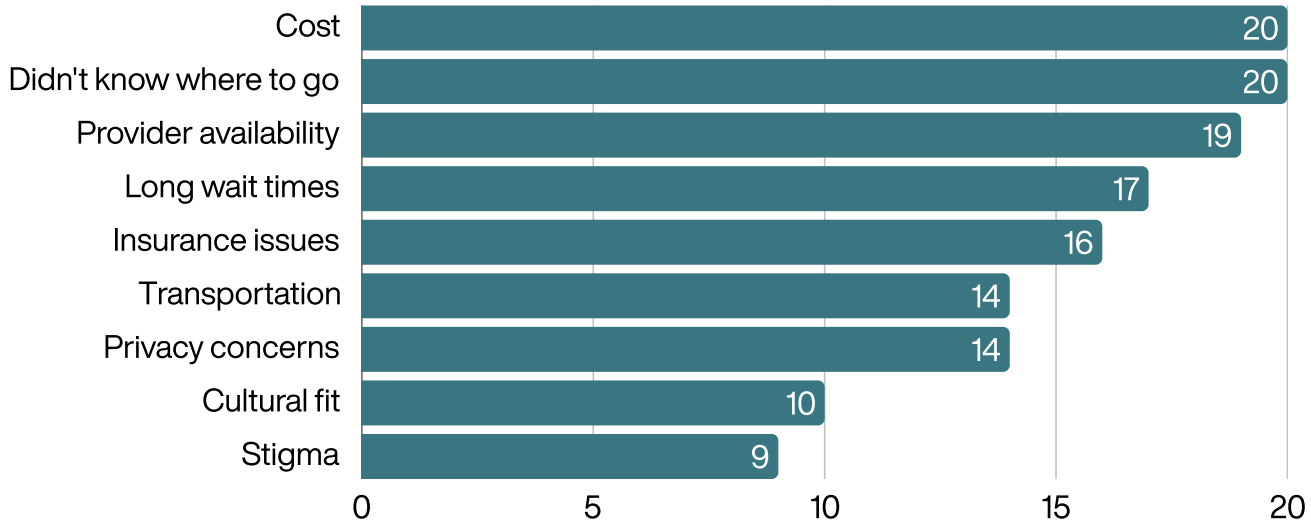


IF APPLICABLE, HOW EASY WAS IT TO GET A SUBSTANCE USE TREATMENT APPOINTMENT?

Among those who sought substance use treatment, 26 respondents reported it was very easy or somewhat easy to obtain an appointment, while 18 reported it was difficult or very difficult.

IF APPLICABLE, WHAT BARRIERS MADE SUBSTANCE USE TREATMENT DIFFICULT TO ACCESS?

Among those who reported barriers to accessing substance use treatment, the most common challenges were **cost** (20 responses), **not knowing where to seek care** (20), **provider availability** (19), **long wait times** (17), and **insurance issues** (16).



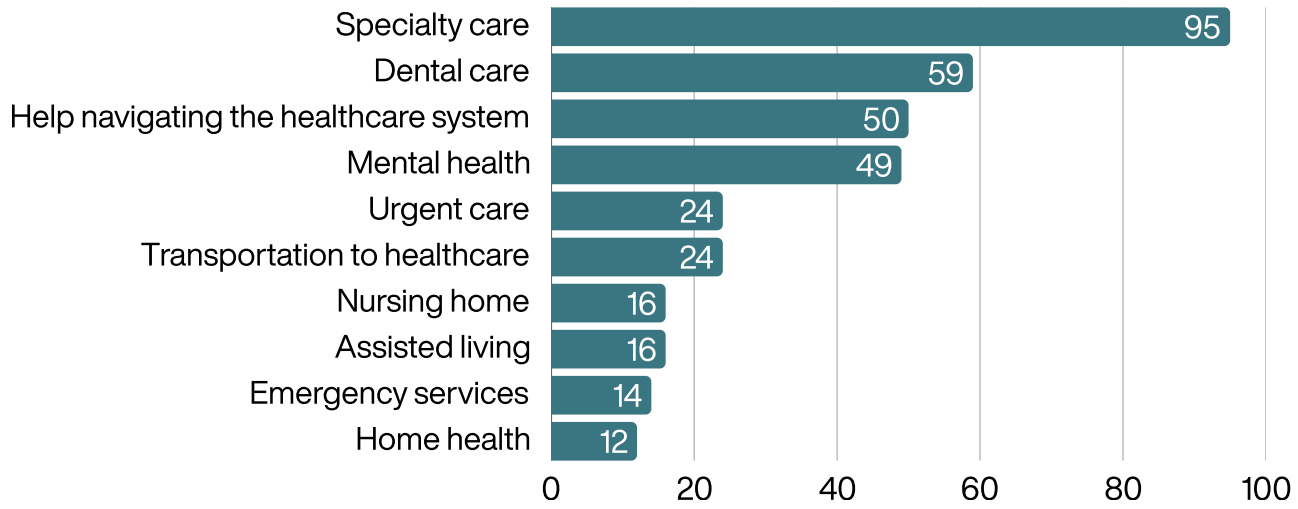
KEY TAKEAWAYS

Mental Health: Behavioral health needs are high, and provider availability and cost remain the greatest barriers to care.

Substance Use: Although fewer respondents needed substance use treatment, those who did reported similar barriers—especially cost, provider availability, and difficulty finding services.

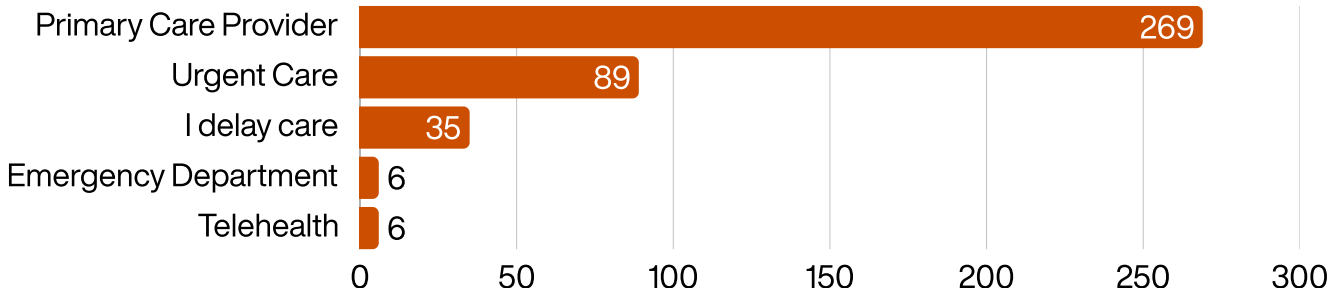
Access to Healthcare

WHICH SERVICES HAVE YOU AND/OR YOUR FAMILY HAD DIFFICULTY ACCESSING? (*SELECT ALL THAT APPLY*)



Respondents most frequently identified primary care (98 responses) and specialty care (95). Dental care (59), help navigating the healthcare system (50), and mental health services (49) were also commonly identified as areas needing improvement.

WHEN YOU NEED CARE FOR A NON-EMERGENCY ILLNESS, WHERE DO YOU USUALLY GO FIRST?

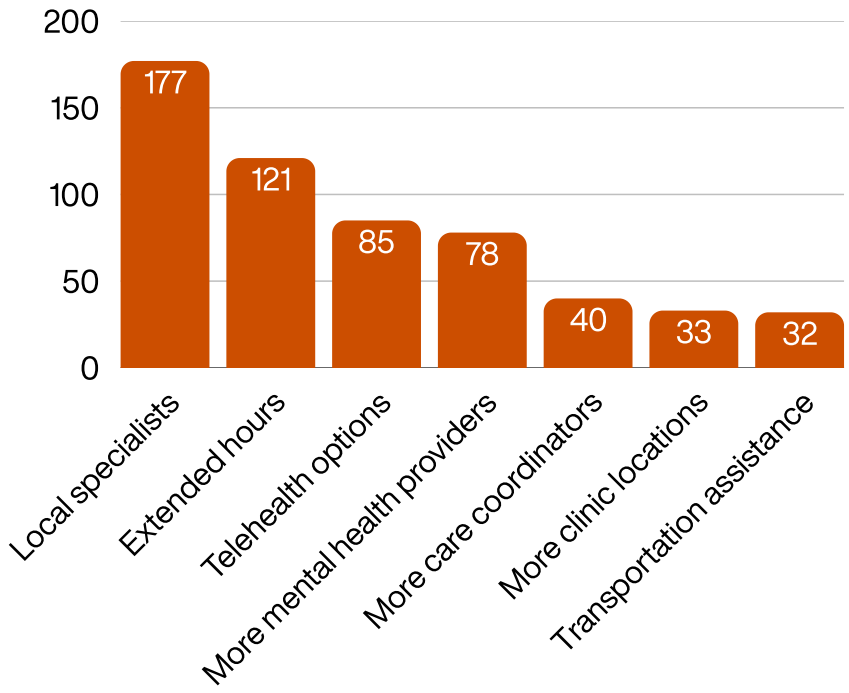


When asked where they typically receive healthcare, most respondents reported having a **primary care provider** (269 responses). Smaller numbers indicated they usually seek care at an **urgent care clinic** (89) or **delay care when needed** (35).

Overall, the findings suggest that while most respondents have an established source of primary care, a portion of the community continues to delay seeking healthcare when needed.

Access to Healthcare

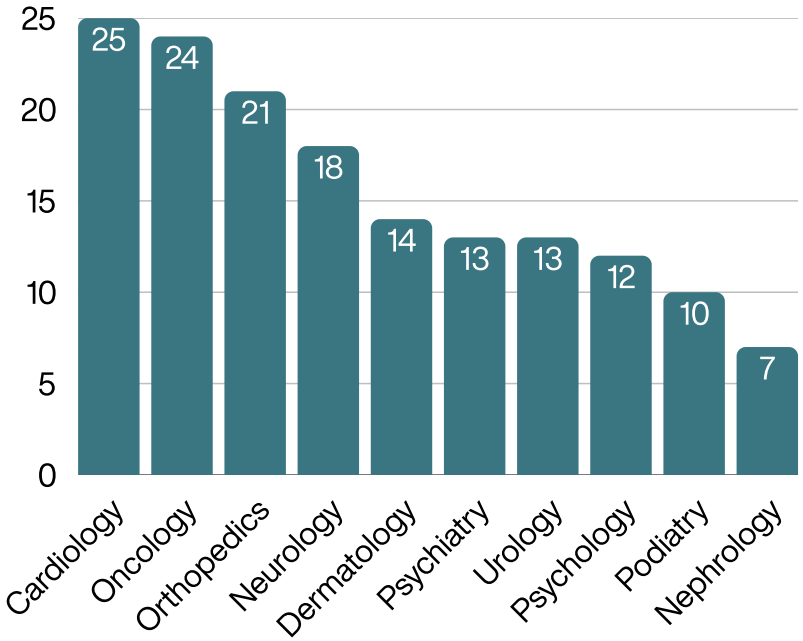
WHAT WOULD *MOST* IMPROVE ACCESS TO CARE? (*SELECT UP TO 3*)



Respondents most frequently selected **more primary care providers** (206 responses) and **access to local specialists** (177). **Extended clinic hours** (121), additional **telehealth options** (85), and more **mental health providers** (78) were also commonly identified.

The findings highlight a strong desire to expand the local healthcare workforce and improve access to timely, convenient care.

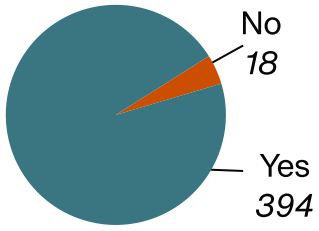
WHICH HEALTHCARE SPECIALISTS WOULD YOU LIKE TO HAVE MORE ACCESS TO IN OUR COMMUNITY?



Respondents most frequently identified **general surgery** (57 responses). **Cardiology** (25), **oncology** (24), **orthopedics** (21), and **neurology** (18) were also commonly selected.

Overall, the findings suggest that expanding access to both surgical and specialty medical services remains an important healthcare priority for the community.

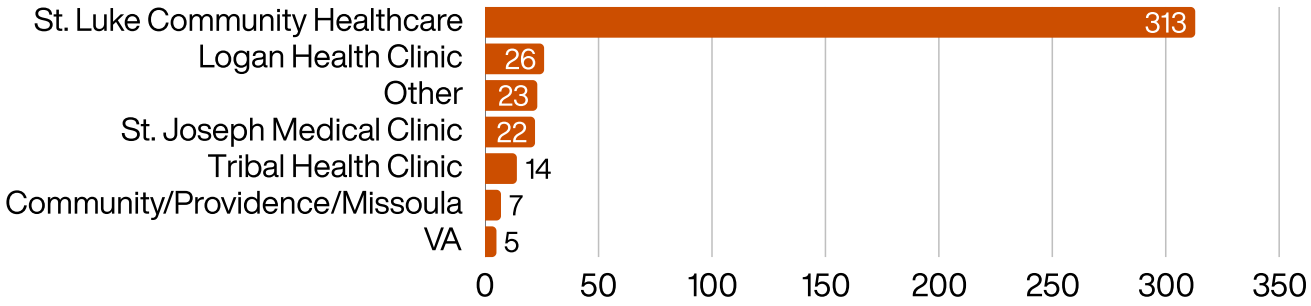
Primary Care Provider (PCP)



IN THE PAST 12 MONTHS, HAVE YOU OR A MEMBER OF YOUR HOUSEHOLD SEEN A PRIMARY CARE PROVIDER?

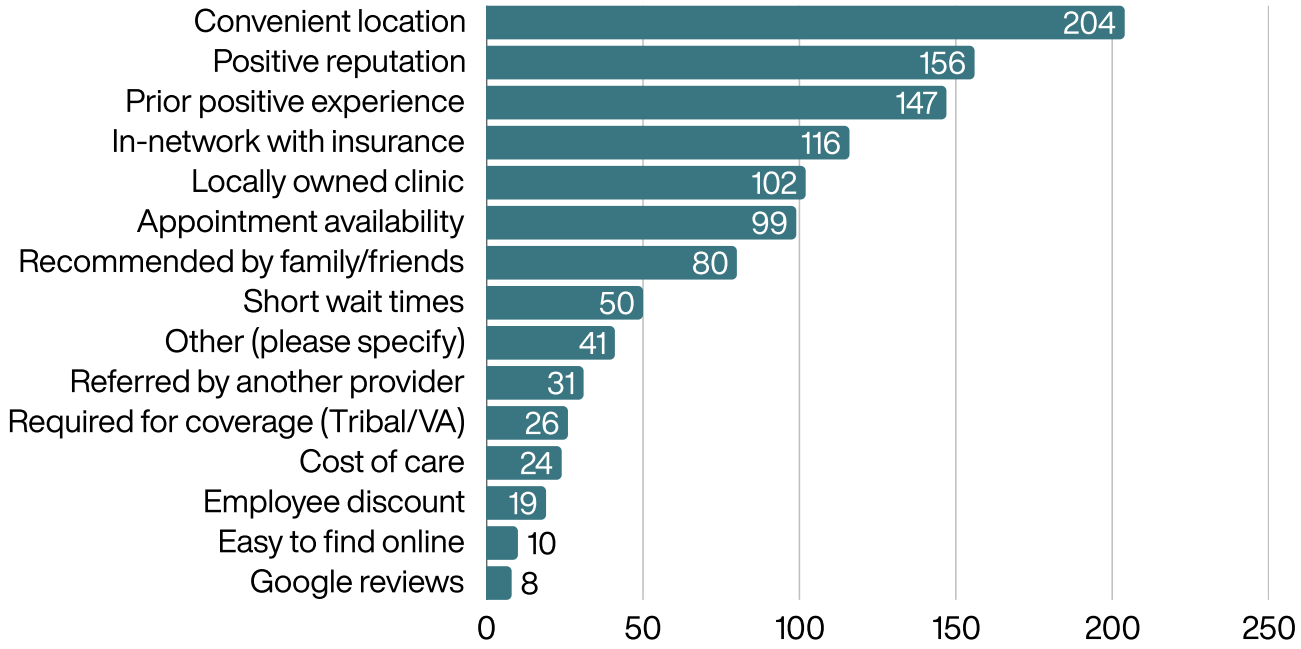
Nearly all respondents reported they had (394 responses), while only 18 indicated they had not. These findings suggest that most community members have access to primary care services and are utilizing them for their healthcare needs.

WHERE IS YOUR PRIMARY CARE PROVIDER LOCATED?



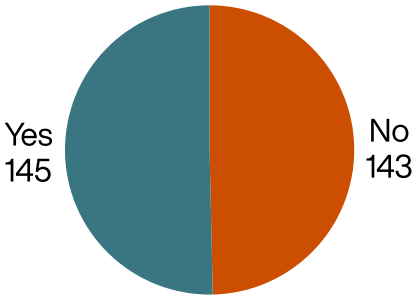
The majority of respondents (313) have a primary care provider located at **St. Luke Community Healthcare.**

WHY DID YOU CHOOSE THAT PRIMARY CARE PROVIDER? (*SELECT ALL THAT APPLY*)



When asked what factors influence their choice of healthcare provider, respondents most frequently selected a **convenient location** (204 responses), a **positive reputation** (156), and **prior positive experiences** (147). Overall, the findings suggest that convenience, trust, and previous experiences are the primary factors driving healthcare provider selection within the community.

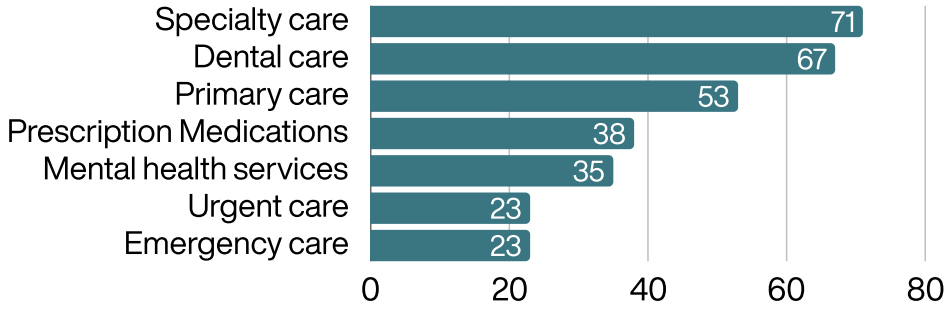
Cost/Insurance



IN THE PAST 12 MONTHS, HAS COST EVER PREVENTED YOU FROM RECEIVING HEALTHCARE SERVICES?

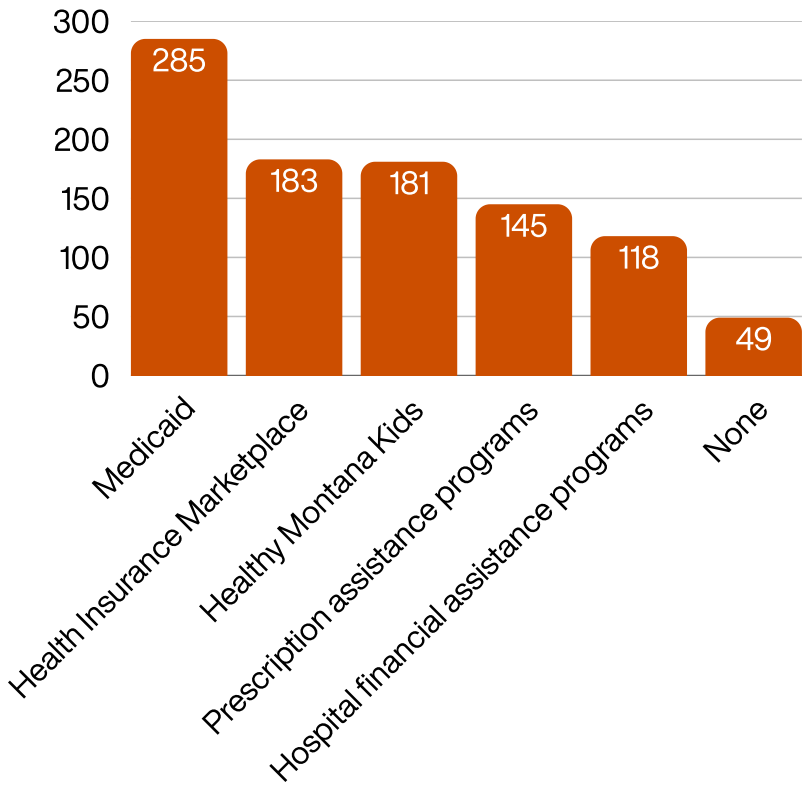
Responses were nearly evenly divided. A total of 145 respondents reported that cost had prevented them from obtaining care, while 143 indicated that it had not. These findings suggest that the affordability of healthcare remains a significant barrier for many community members.

IF YES, WHICH SERVICES? (*SELECT ALL THAT APPLY*)



Findings indicate that healthcare costs create barriers across a wide range of services, particularly those requiring **specialized care**.

WHICH PROGRAMS THAT HELP PAY FOR HEALTHCARE ARE YOU AWARE OF? (*SELECT ALL THAT APPLY*)



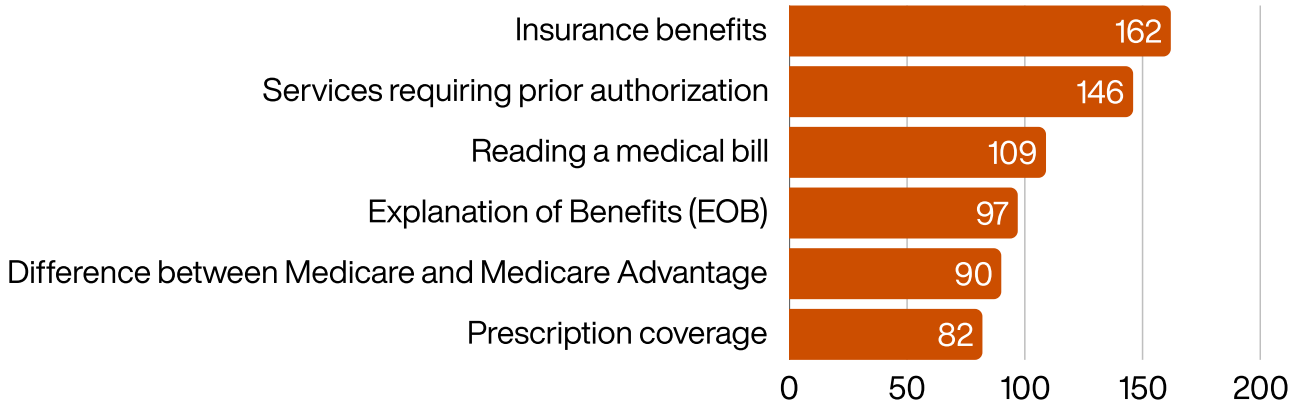
Respondents were most familiar with **Medicaid** (285 responses), followed by the **Health Insurance Marketplace** (183) and **Healthy Montana Kids** (181).

Forty-nine respondents indicated they were not aware of any of the listed programs.

Overall, the findings suggest that while awareness of major public insurance programs is high, opportunities remain to increase community awareness of other financial assistance resources that may improve access to healthcare.

Cost/Insurance

WHICH PARTS OF HEALTHCARE BILLING OR INSURANCE ARE HARDEST TO UNDERSTAND? (*SELECT ALL THAT APPLY*)

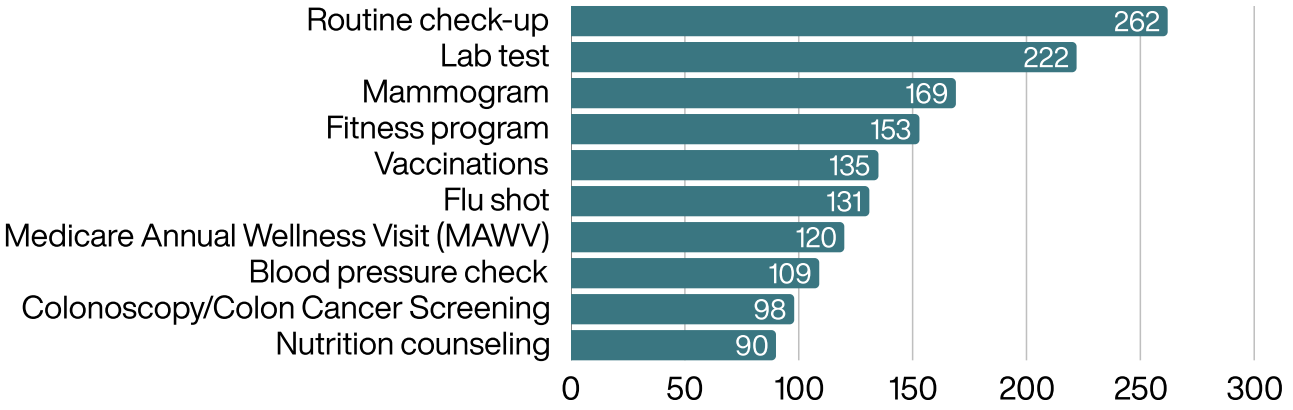


When asked which health insurance topics they would like to better understand, respondents most frequently selected **insurance benefits** (162 responses) and services requiring **prior authorization** (146). Many also expressed interest in learning how to read a **medical bill** (109), understand an **Explanation of Benefits (EOB)** (97), distinguish between Medicare and Medicare Advantage (90), and better understand prescription drug coverage (82).

Overall, the findings suggest that many community members would benefit from additional education to help them navigate health insurance and healthcare billing.

Prevention/Wellness Programs

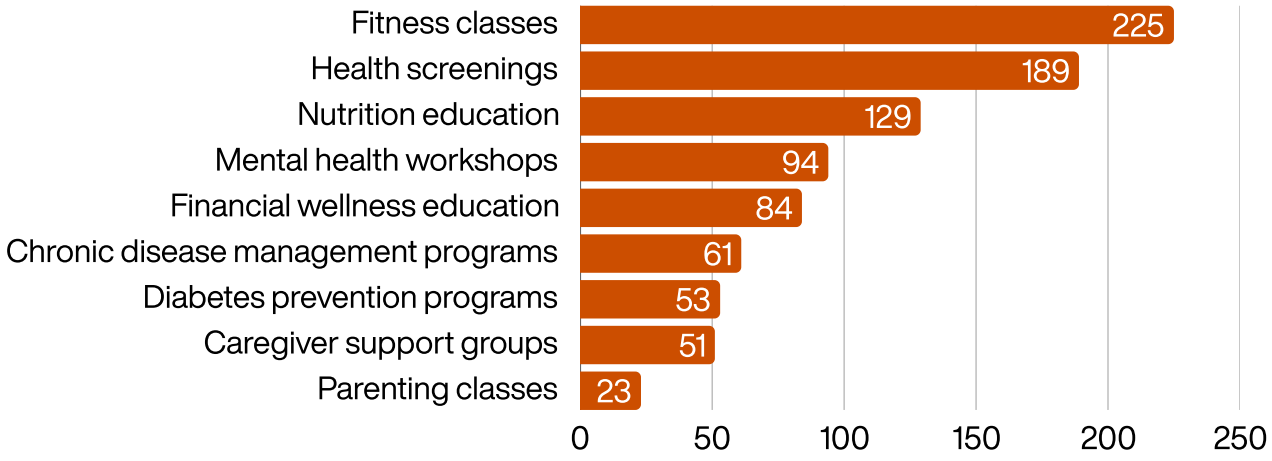
WHICH PREVENTIVE SERVICES WOULD YOU OR YOUR HOUSEHOLD BE INTERESTED IN ACCESSING IN THE NEXT 12 MONTHS? (*SELECT ALL THAT APPLY*)



Respondents most frequently selected **routine check-ups** (262 responses) and **laboratory testing** (222). Community members place a strong value on preventive healthcare and wellness services that support early detection, disease prevention, and healthy lifestyles.

Prevention/Wellness Programs

WHICH COMMUNITY HEALTH PROGRAMS WOULD YOU PARTICIPATE IN IF OFFERED LOCALLY? (*SELECT ALL THAT APPLY*)



Respondents most frequently selected **fitness classes** (225 responses) and **health screenings** (189). **Nutrition education** (129), **mental health workshops** (94), and **financial wellness education** (84) were also commonly identified.

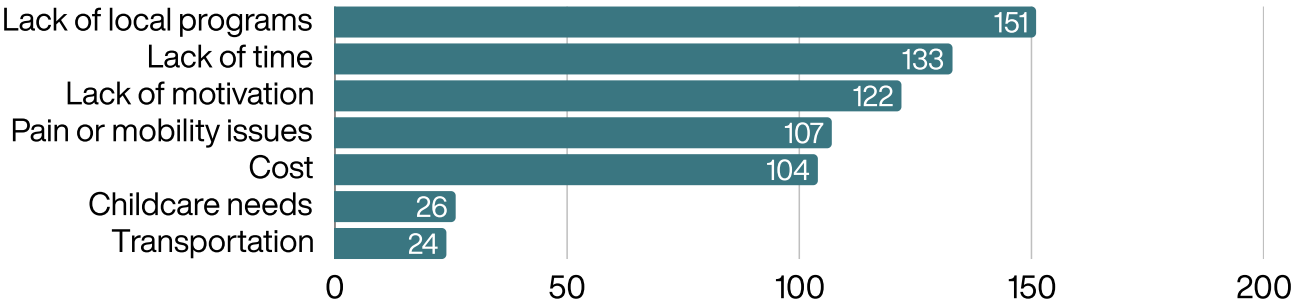
Overall, the findings suggest strong community interest in programs that promote healthy lifestyles, preventive care, and wellness education.

1 Fitness Classes

2 Health Screenings

3 Nutrition Education

WHAT PREVENTS YOU FROM ENGAGING IN WELLNESS ACTIVITIES? (*SELECT ALL THAT APPLY*)

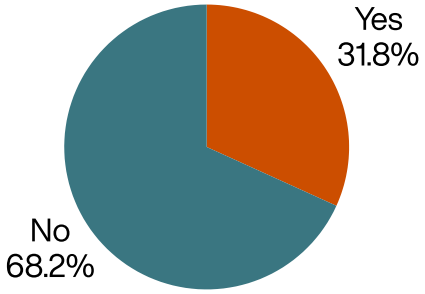


Respondents most frequently identified a lack of local programs (151 responses), lack of time (133), and lack of motivation (122). Pain or mobility issues (107) and cost (104) were also common barriers. Overall, the findings suggest that expanding local program availability and offering convenient, affordable wellness opportunities may help increase participation in community health initiatives.

Telehealth Access

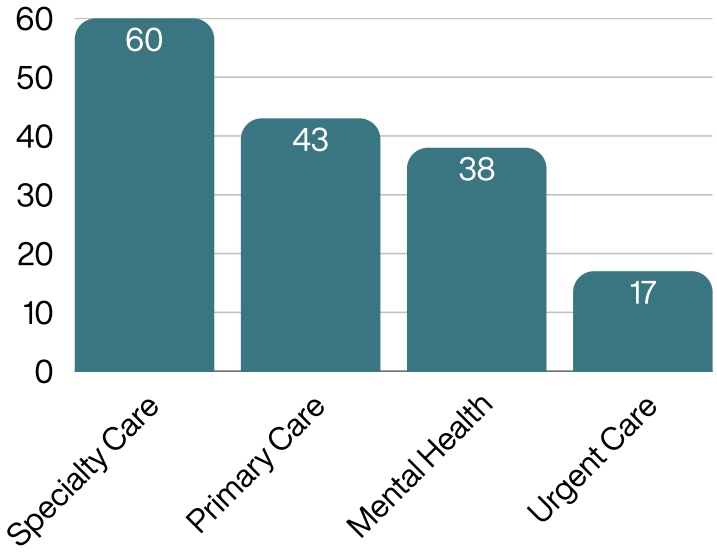
HAVE YOU USED TELEHEALTH IN THE LAST 3 YEARS?

31.8% (129) of the respondents reported to have used telehealth in the last 3 years.

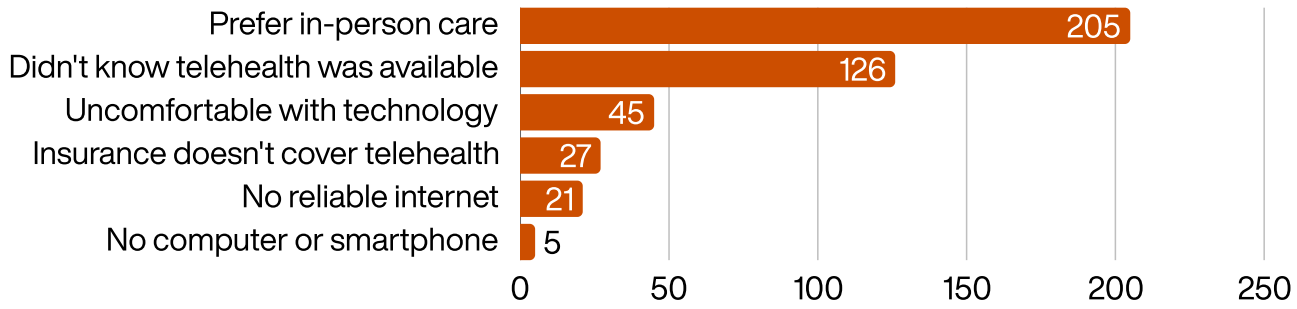


IF YES, FOR WHICH SERVICES? (*SELECT ALL THAT APPLY*)

Among respondents who had used telehealth services, **specialty care** was the most common reason (60 responses), followed by **primary care** (43) and **mental health services** (38). Urgent care was reported less frequently (17). Overall, the findings suggest that telehealth is most commonly used to improve access to specialty and primary care services, while also serving as an important option for behavioral health care.



WHAT PREVENTS YOU FROM USING TELEHEALTH? (*SELECT ALL THAT APPLY*)



When asked what prevents them from using telehealth services, respondents most frequently reported preferring **in-person care** (205 responses) or **not knowing that telehealth services were available** (126).

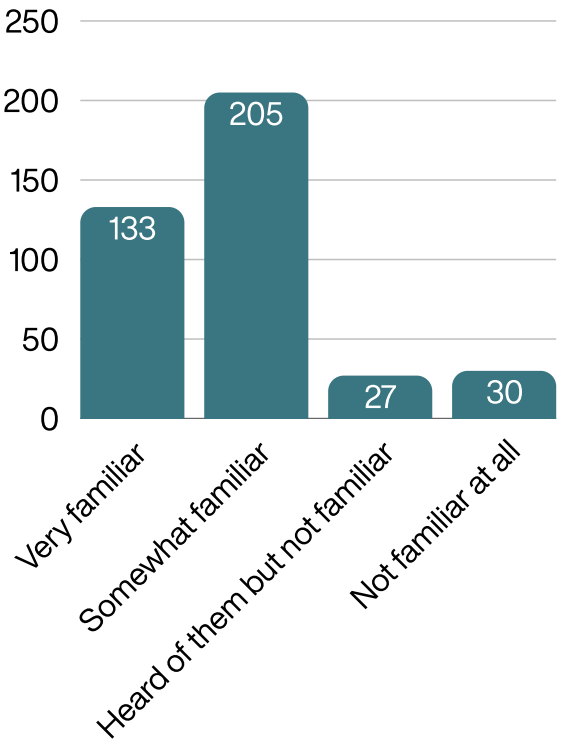
Overall, the findings suggest that increasing awareness of telehealth services and educating community members about how to access them may improve telehealth utilization, while recognizing that many individuals continue to prefer face-to-face care.

St. Luke Community Healthcare Services

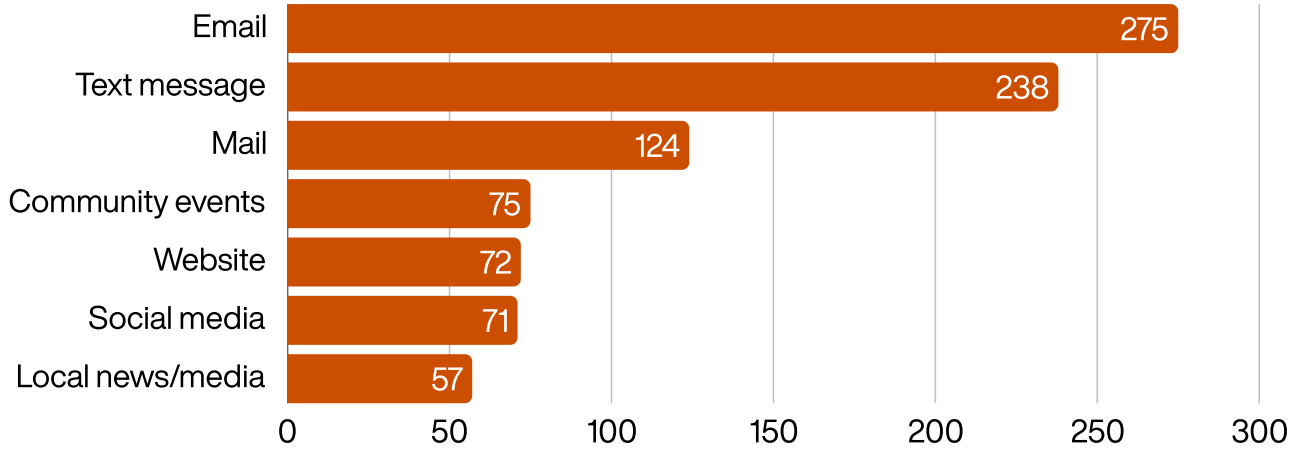
HOW FAMILIAR ARE YOU WITH SERVICES OFFERED BY ST. LUKE COMMUNITY HEALTHCARE?

When asked how familiar they were with the services offered by St. Luke Community Healthcare, most respondents reported being **somewhat familiar** (205 responses) or **very familiar** (133). Smaller numbers indicated they had heard of St. Luke but were **not familiar** with its services (27), while 30 respondents reported not being familiar at all.

Overall, the findings suggest that St. Luke Community Healthcare has strong recognition within the community, with opportunities to further increase awareness of the full range of services available



WHAT ARE THE BEST WAYS FOR ST. LUKE TO COMMUNICATE WITH YOU? (SELECT ALL THAT APPLY)



Respondents most frequently selected **email** (275 responses) and **text messaging** (238). **Traditional mail** (124) was also a common preference, while **community events** (75), the **hospital website** (72), **social media** (71), and local news or **media outlets** (57) were selected less often.

Overall, the findings suggest that digital communication methods, particularly email and text messaging, are the preferred ways for community members to receive healthcare information and updates.

What is one thing St. Luke Community Healthcare should *prioritize* to improve community health?

1. ACCESS TO MORE PRIMARY CARE PROVIDERS
2. ACCESS TO MORE MENTAL HEALTH PROVIDERS
3. DECREASE FINANCIAL BARRIERS TO SEEKING CARE
4. EXPAND SPECIALITY SERVICES (SPECIFICALLY CARDIOLOGY, ONCOLOGY & ORTHO)
5. IMPROVE COMMUNICATION OF TEST RESULTS AND FOLLOW-UP CARE

Additional Community Priorities

Beyond the five leading priorities, respondents identified *several additional opportunities* for St. Luke Community Healthcare to support community health. The following themes summarize recurring ideas shared through the open-ended responses.

PREVENTIVE CARE, WELLNESS AND HEALTH EDUCATION

Respondents expressed interest in services that help prevent illness and encourage healthier lifestyles.

- Affordable health screenings,
- Routine laboratory testing
- Vaccination education
- Nutrition and healthy cooking programs
- Fitness and weight-management classes
- Chronic disease prevention education.

TIMELY AND CONVENIENT ACCESS TO CARE

Many respondents emphasized the importance of receiving care when it is needed.

- Shorter appointment wait times
- Expanded Convenient Care hours
- Evening and weekend availability
- Walk-in services
- Same-day appointments
- Fewer appointment cancellations

COMMUNITY OUTREACH AND AWARENESS

Respondents requested clearer and more frequent communication about available healthcare services, programs and community events. Suggested strategies included:

- Newsletters,
- Community calendars
- Advertising,
- Health booths at local events
- Direct outreach
- Text messages
- Greater promotion of existing St. Luke services

PATIENT-CENTERED AND COMPASSIONATE CARE

Several comments focused on the overall patient experience. Respondents encouraged:

- Providers and staff to listen carefully
- Spend adequate time with patients
- Communicate respectfully
- Demonstrate compassion and empathy
- Consider the whole person
- Involve patients more fully in healthcare decisions

HEALTHCARE WORKFORCE DEVELOPMENT AND RETENTION

Respondents highlighted the importance of recruiting and retaining qualified physicians, nurses, technicians, therapists and other healthcare professionals.

SUBSTANCE USE PREVENTION, TREATMENT AND RECOVERY

Community members identified a continued need for substance use prevention and treatment services. Suggestions included:

- Addiction treatment programs
- Recovery support
- Harm-reduction strategies
- Halfway houses
- Peer support
- Collaboration with community organizations
- Programs that address substance use among youth

Key Findings

Behavioral Health is the Greatest Health Concern

Mental health and substance use were consistently identified as the community's highest health priorities.

- Nearly half of respondents who sought mental health services reported difficulty obtaining an appointment.
- The largest barriers to behavioral health care include:
  - Provider shortages
  - Cost of care
  - Insurance limitations
  - Long wait times

Access to Healthcare

Most residents have a primary care provider and use primary care as their first source of care.

- The greatest healthcare access needs include:
  - More primary care and mental health providers
  - Expanded specialty care
    - Cardiology, Oncology, General Surgery, and Orthopedics
  - Extended clinic hours

Cost Remains a Significant Barrier

Healthcare affordability continues to prevent many residents from receiving needed care.

- Specialty care, dental care, and primary care were the services most commonly delayed due to cost.
- Community members also expressed a need for greater understanding of insurance benefits, prior authorization, and medical billing.

Prevention & Wellness

Residents demonstrated strong interest in:

- Preventive screenings
- Routine wellness visits
- Nutrition education
- Chronic disease prevention
- Fitness programs

The greatest barriers to participating in wellness programs were:

- Lack of local programs
- Lack of time
- Cost
- Pain or mobility limitations

Telehealth

Approximately one-third of respondents have used telehealth. Telehealth is most commonly used for specialty care and primary care.

The greatest barriers are:

- Preference for in-person care
- Lack of awareness that telehealth is available

2026 Community Health Needs Assessment Survey

Thank you for taking a few minutes to complete the St. Luke Community Health Needs Assessment (CHNA) survey. St. Luke conducts this survey every three years to better understand the health needs, concerns, and priorities of the communities we serve. Your feedback helps guide planning, services, and community partnerships to improve health and well-being throughout the Mission Valley. This survey takes approximately 10 minutes to complete and participation is voluntary. All responses are kept confidential and reported in summary form only. You do not need to be a patient of St. Luke to participate. We appreciate your voice and thank you for helping shape the future of community health.

Section 1: Community Health Overview

1. Which THREE factors do you believe are most important for a healthy community? (Select up to 3)

- Affordable housing
- Access to affordable health insurance
- Access to healthcare services
- Healthy behaviors and lifestyles
- High-quality healthcare services
- Access to healthy food
- Mental health services
- Good jobs and a strong economy
- Safe neighborhoods
- Community involvement
- Parks and recreation
- Health education
- Diversity, Equity, and Inclusion
- Other (please specify)

2. Which THREE health issues are most serious in our community? (Select up to 3)

- Mental health
- Depression/anxiety
- Alcohol abuse
- Illegal drug use
- Prescription drug misuse
- Weight management
- Diabetes
- High blood pressure
- Kidney disease
- Heart disease
- Cancer
- Tobacco use
- Lack of access to healthcare
- Housing insecurity
- Food insecurity
- Other (please specify)

Section 2: Personal Health Overview

3. What are your top THREE personal health concerns? (Select up to 3)

- Mental health
- Depression/anxiety
- Alcohol abuse
- Illegal drug use
- Prescription drug misuse
- Weight management
- Diabetes
- High blood pressure
- Kidney disease
- Heart disease
- Cancer
- Tobacco use
- Lack of access to healthcare
- Housing insecurity
- Food insecurity
- Other (please specify)

4a. In the past 12 months, have you or your household experienced one of the following challenges? (Select all that apply)

- Mental health struggles
- Financial stress
- Housing issues
- Food insecurity
- Transportation issues
- Employment issues
- Substance use concerns
- Feeling unsafe
- None
- Other (please specify)

4b. Of those challenges experienced, which one was the most difficult to find help?

- Mental health struggles
- Financial stress
- Housing issues
- Food insecurity
- Transportation issues
- Employment issues
- Substance use concerns
- Feeling unsafe
- None
- Other (please specify)

Section 3: Mental Health & Substance Use

5. In the past 12 months, have you or a household member needed help with any of the following?

- Mental health services
- Substance use services
- Both
- Neither(skip to 10)

6. If applicable, how easy was it to get a mental health appointment?

- Very easy
- Somewhat easy
- Difficult
- Very difficult
- Did not try
- N/A

7. If applicable, what barriers made mental health access difficult? (Select all that apply)

- Long wait times
- Cost
- Insurance issues
- Transportation
- Didn't know where to go
- Privacy concerns
- Provider availability
- Cultural fit
- Stigma
- Other (please specify)
- N/A

8. If applicable, how easy was it to get a substance use treatment appointment?

- Very easy
- Somewhat easy
- Difficult
- Very difficult
- Did not try
- N/A

9. If applicable, what barriers made substance use treatment difficult to access?

- Long wait times
- Cost
- Insurance issues
- Transportation
- Didn't know where to go
- Privacy concerns
- Provider availability
- Cultural fit
- Stigma
- Other (please specify)
- N/A

Section 4: Access to Care

10. Which services have you and/or your family had difficulty accessing? (Select all that apply)

- Primary care
- Mental health
- Specialty care
- Emergency Services
- Urgent care
- Dental care
- Transportation to Healthcare
- Help navigating the Healthcare System
- Nursing Home
- Home Health
- Assisted Living
- Other (please specify)
- None

11. When you need care for a non-emergency illness, where do you usually go first?

- Primary Care Provider
- Urgent Care
- Emergency Department
- Telehealth
- I delay care
- Other

12. What would most improve access to care? (Select up to 3)

- More primary care providers
- Extended hours
- Local specialists
- More Mental Health Providers
- Telehealth options
- Transportation assistance
- More care coordinators
- More clinic locations

13. Which healthcare specialists would you like to have more access to in our community?

- General Surgery
- Orthopedics
- Cardiology
- Dermatology
- Oncology
- Psychology
- Psychiatry
- Nephrology
- Urology
- Neurology
- Podiatry
- Other

14. In the past 12 months, have you or a household member seen a primary care provider?

- Yes
- No

15. Where is your primary care provider located?

- St. Luke Community Clinic
- St. Joseph Medical Clinic
- Logan Health Clinic
- Tribal Health Clinic
- Other (please specif

16. Why did you choose that primary care provider? (Select all that apply)

- Locally owned clinic
- Convenient location
- Appointment availability
- Positive reputation
- Cost of care
- Referred by another provider
- Recommended by family/friends
- Employee discount
- In-network with insurance
- Short wait times
- Prior positive experience
- Easy to find online
- Google reviews
- Required for coverage (Tribal/VA)
- Other (please specif

Section 5: Cost & Insurance

17. In the past 12 months, has cost ever prevented you from receiving healthcare services?

- Yes
- No

17a. If yes, which services? (Select all that apply)

- Primary care
- Specialty care
- Urgent Care
- Dental
- Emergency care
- Mental Health
- Prescription medications
- Other (Please specify)

18. Which programs that help pay for healthcare are you aware of? (Select all that apply)

- Medicaid
- Healthy Montana Kids
- Health Insurance Marketplace
- Prescription assistance programs
- Hospital financial assistance programs
- None
- Other

19. Which parts of healthcare billing or insurance are hardest to understand? (Select all that apply)

- Difference between Medicare and Medicare Advantage
- Services requiring prior authorization
- Explanation of Benefits (EOB)
- Reading a medical bill
- Insurance benefits
- Prescription Coverage
- Other (Please specify)
- None

Section 6: Prevention & Wellness

20. Which preventive services would you or your household be interested in accessing in the next 12 months? (Select all that apply)

- Routine check-up
- Lab test
- Vaccinations
- Blood pressure check
- Mammogram
- Colonoscopy/Colon Cancer Screening
- Flu shot
- Medicare Annual Wellness Visit
- Nutrition counseling
- Fitness Program
- Other (please specify)
- None

21. Which community health programs would you participate in if offered locally? (Select all that apply)

- Fitness classes
- Nutrition education
- Diabetes prevention programs
- Chronic disease management programs
- Mental health workshops
- Caregiver support groups
- Parenting classes
- Financial wellness education
- Health screenings
- Other

22. What prevents you from engaging in wellness activities? (Select all that apply)

- Pain or mobility issues
- Lack of time
- Cost
- Lack of local programs
- Transportation
- Lack of Motivation
- Childcare Needs
- N/A
- Other (please specify)

Section 7: Telehealth

23. Have you used telehealth in the last 3 years?

- Yes
- No

23a. If yes, for which services? (Select all that apply)

- Primary care
- Specialty care
- Urgent care
- Mental Health
- Other

24. What prevents you from using telehealth? (Select all that apply)

- Prefer in-person care
- No reliable internet
- No computer or smartphone
- Uncomfortable with technology
- Insurance does not cover telehealth
- Did not know telehealth was available
- Other

Section 8: St. Luke Services

25. How familiar are you with services offered by St. Luke Community Healthcare?

- Very familiar
- Somewhat familiar
- Heard of them but not familiar
- Not familiar at all

26. What are the best ways for St. Luke to communicate with you? (Select all that apply)

- Email
- Mail
- Social media
- Website
- Text message
- Local News/Medica
- Community events
- Other (Please specify)

27. What is one thing St. Luke should prioritize to improve community health?
(Open response)

Section 9: Demographics

28. What is your ZIP code?

29. What is your age range?

- 18–25
- 26–35
- 36–45
- 46–55
- 56–65
- 66–75
- 76–85
- 86+

30. What is your gender identity?

- Female
- Male
- Non-binary
- Prefer not to say
- Other

31. What is your race? (Select all that apply)

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Pacific Islander
- White
- Other
- Prefer not to say

32. Are you of Hispanic, Latino, or Spanish origin?

- Yes
- No
- Not sure

33. What is your primary health insurance?

- Medicare
- Medicare Advantage
- Medicaid
- Employer-sponsored
- Private
- VA
- Tribal
- Other (Please specify)
- None