



COMMUNITY SURVEY SUMMARY

Community Health Needs Assessment | June 2023

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OVERVIEW

In early 2023, Buchanan County Health Center (BCHC) conducted a Community Health Needs Assessment (CHNA) for the residents of Buchanan and Fayette Counties.

The CHNA was conducted with assistance from Eide Bailly LLP, an accounting and consulting firm specializing in financial, operational, and strategic consulting with healthcare organizations.

A CHNA is a tool used to help communities assess their strengths as well as their weaknesses when it comes to the health of the community. It is also the foundation for improving and promoting the health of the community. The process helps to identify factors that affect a population's health and determines the availability of resources within the community to adequately address these factors and any additional health needs.



OVERVIEW

The CHNA process fulfills the requirements set forth by Internal Revenue Code 501(r)(3), a statute established within the Patient Protection and Affordable Care Act, which requires not-for-profit hospitals to conduct a CHNA every three years. This report includes qualitative and quantitative information from local, state, and federal sources. In addition, input was received from persons that represented a broad range of interests in the community, persons with public health knowledge and expertise, and persons representing medically underserved and vulnerable populations.

Input received from the public on our 2021 CHNA would have been considered in the process, but no feedback was received. BCHC will create an implementation plan to clarify how it and other community resources will address the needs identified during the BCHC process.

OVERVIEW

BCHC is a full-service, primary care community hospital with more than 3,000 patient visits each month.

Our Mission: Buchanan County Health Center will provide the best local care while leading the advancement of healthier communities.

Buchanan County's first hospital was founded in 1917 in the one-time mansion of Civil War Captain D.S. Lee. In 1968, People's Memorial Hospital opened its doors in its current location on the east-side of Independence. In the 1970s the hospital opened physical therapy, pharmacy, respiratory therapy and ambulance service departments. Outpatient services became the focus of the 1980s, when People's Memorial Hospital expanded emergency, specialty clinic, ambulance, registration, business office and medical records services. By 1992, the hospital had completed a new long-term care center attached to the current standing building. Radiology services were expanded and the number of physicians from Waterloo and Cedar Rapids offering services in the specialty clinic continued to grow. In 1996, the 24-unit Oak View Independent Senior Living Community was added.

Buchanan County Health Center began the 21st century by opening a Dialysis Center, expanding the specialty clinic and becoming a Critical Access Hospital in 2002. In 2004, the Therapy & Wellness Center opened, and soon after, BCHC added a digital MRI and MRI suite to its list of in-house Radiology Services. In 2008 there began a \$8 million addition and renovation to the Emergency and Surgery Departments. In March of 2016, BCHC embarked on a 74,000 sq. ft. expansion and remodel.

BCHC celebrated 100 years of healthcare in 2017.

In 2019, BCHC opened its family medicine location in Oelwein. BCHC Family Medicine in Jesup opened in January of 2020.

BCHC's commitment to providing the highest quality of health and wellness services to the communities of Buchanan County, Oelwein, and surrounding areas has never been stronger amidst growing healthcare needs.

OVERVIEW – BCHC SERVICES

Clinical Specialties:

- Allergy
- Audiology
- Breast Care
- Cardiology
- Ear, Nose & Throat
- Facial and Plastics
- Gastroenterology (GI)
- Hematology
- Mental Health
- Nephrology
- Neurology
- OB/Gyn
- Oncology
- Orthopedic
- Palliative Care & Memory Clinic
- Physical Medicine
- Podiatry
- Pulmonology
- Rheumatology
- Surgery Clinic
- Urology
- Women's Health

Medical Services:

- Cardiac Rehabilitation
- CPR/AED, First Aid & BPP Training
- Emergency Care
- Family Medicine & Primary Care
- Infusion Services
- Inpatient Services
- Interventional Pain Services
- Laboratory
- Long Term Care
- Mental Health
- Nutritional Education
- Occupational Therapy
- Physical Therapy
- Radiology
- Respiratory Services
- Sleep Studies
- Speech Therapy
- Surgery
- Urgent Care
- Wound Care
- Oelwein Pharmacy

Surgical Services:

- Ear, Nose, & Throat / Facial & Plastics
- General Surgery
- GI Screening Services
- Ophthalmology
- Orthopedic Surgery
- Pain Management
- Podiatry
- Urology
- Women's Health



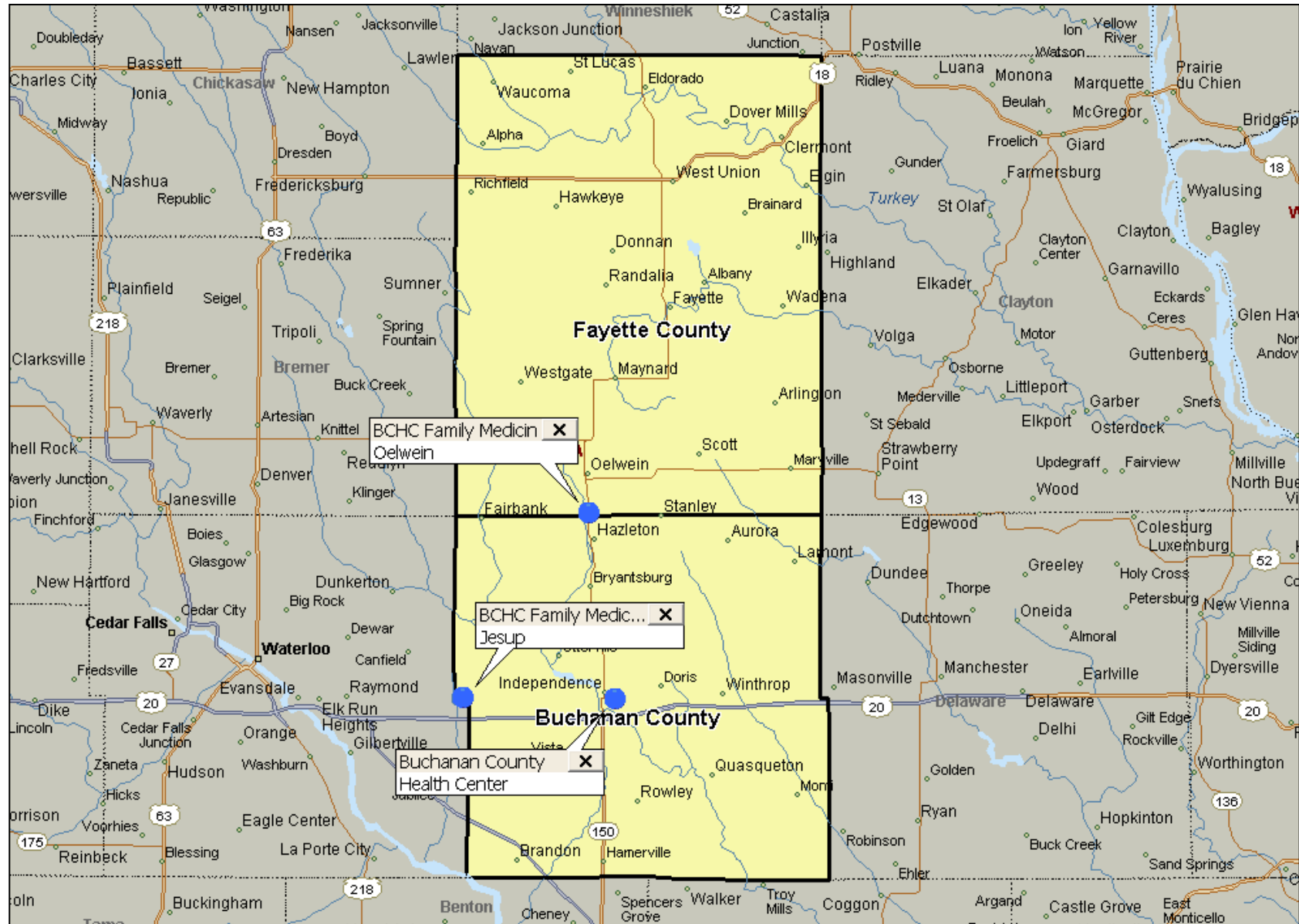
Buchanan County
Health Center

COMMUNITY SERVED

For this needs assessment, “community” is defined as the residents Buchanan and Fayette Counties, noted in yellow on the map. All residents of this region are considered members of the community, including low-income, medically underserved, and all races and ethnicities, regardless of ability to pay and/or whether they are eligible for financial assistance.

Buchanan County is home to the Health Center and BHC Family Medicine in Jesup. Fayette County is home to BHC Family Medicine in Oelwein.

This two-county region was identified as the “community” due to the presence and locations of BHC’s hospital and clinics as well as this being the region where most of BHC’s patients reside.



COMMUNITY SERVED - POPULATION

Community	Est. 2018	Proj. 2023	Proj. 2028	Past 5yr change 2018 - 2023	Proj. 5yr change 2023 - 2028
Buchanan County	20,725	20,578	20,622	-0.7%	0.2%
Fayette County	19,733	19,016	18,499	-3.6%	-2.7%
Total Community	40,458	39,594	39,121	-2.1%	-1.2%
State of Iowa	3,145,676	3,207,748	3,257,121	2.0%	1.5%
Community Age Group	Est. 2018	Proj. 2023	Proj. 2028	Past 5yr change 2018 - 2023	Proj. 5yr change 2023 - 2028
Female 15 - 44	6,814	6,680	6,658	-2.0%	-0.3%
Male & Female:					
65 - 74	4,388	4,853	5,512	10.6%	13.6%
75 - 84	2,453	2,466	2,479	0.5%	0.5%
85+	1,164	1,149	1,195	-1.3%	4.0%
Total 65+	8,005	8,468	9,186	5.8%	8.5%
State of Iowa 65+	545,829	603,869	671,712	10.6%	11.2%

Source: Environics Analytics

Both Buchanan and Fayette counties had declining population from 2018 to 2023. Buchanan County is projected to grow slightly (0.2%) from 2023 to 2028. Fayette County’s population is projected to decline 2.7% from 2023 to 2028. The population for the State of Iowa is projected to grow 1.5% in the next five years. In the two-county region, the female age 15-44 group declined 2.0% in the last five years and is projected to decline 0.3% from 2023 to 2028. Population changes for this cohort impact need for obstetrical and pediatric care. Older adult age cohorts in the PSA are projected to grow, and the aggregate 65+ group is projected to grow 8.5% from 2023 to 2028. In comparison, the State of Iowa 65+ population is projected to grow 11.2%.

COMMUNITY SERVED - INCOME

<u>Total Households</u>	<u>Buchanan County</u>	<u>Fayette County</u>	<u>State of Iowa</u>	<u>United States</u>
Estimated 2023	8,227	7,975	1,297,099	128,298,155
Projected 2028	8,271	7,760	1,319,055	131,437,810
<u>Median Household Income</u>				
Estimated 2023	\$ 77,606	\$ 57,424	\$ 72,225	\$ 73,336
Projected 2028	\$ 85,866	\$ 62,759	\$ 78,349	\$ 82,759

<u>Projected Median Household Income Growth 2023 - 2028</u>	
Buchanan County	10.6%
Fayette County	9.3%
State of Iowa	8.5%
United States	12.8%

Source: Environics Analytics

For the estimated 8,227 households in Buchanan County, the median household income is \$77,606. This is \$5,381 higher than that of the State of Iowa. For the estimated 7,975 households in Fayette County, the median household income is \$57,424. This is \$14,801 lower than that of the State of Iowa. Projected median household income growth from 2023 to 2028 is 10.6% and 9.3% for Buchanan and Fayette Counties, respectively.

Income can impact housing, food, childcare, stress, alcohol and tobacco use. Income also impacts utilization of preventive care services. This can increase the risk of health problems developing or worsening over time.

COMMUNITY SERVED - ECONOMY

Unemployment	2018	2019	2020	2021	2022
Buchanan County	2.6%	2.6%	4.5%	3.7%	2.9%
Fayette County	3.0%	3.4%	5.3%	4.7%	3.4%
State of Iowa	2.6%	2.7%	5.2%	3.8%	2.7%
United States	3.9%	3.7%	8.1%	5.3%	3.6%

Source: Bureau of Labor Statistics - all rates are not seasonally adjusted

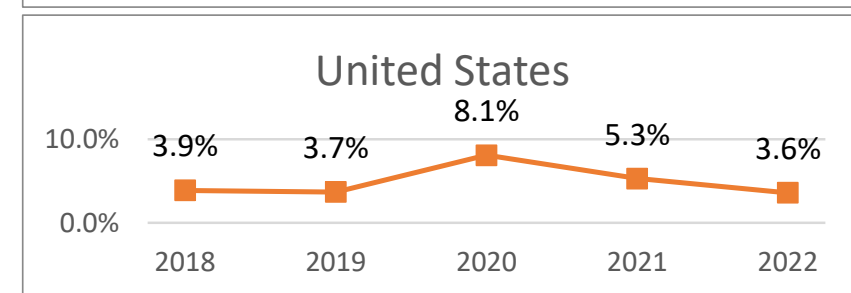
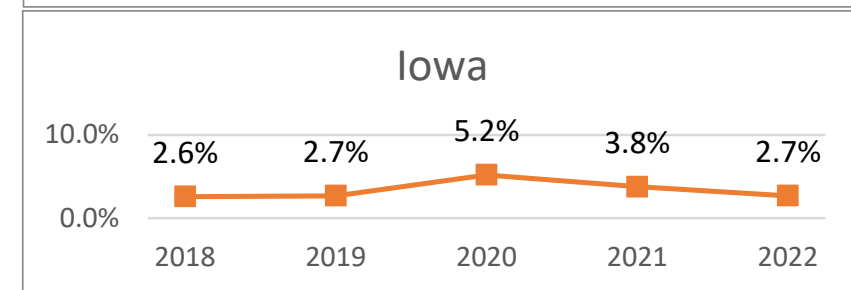
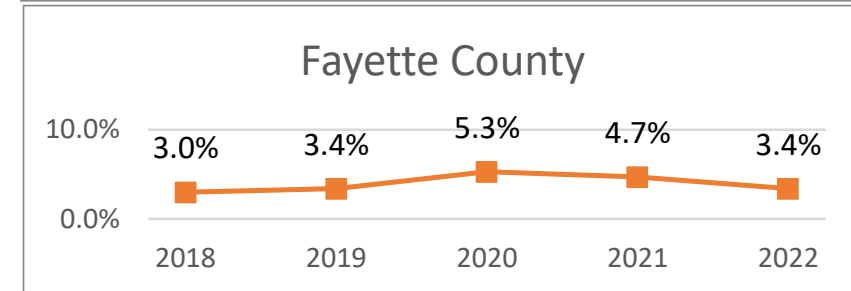
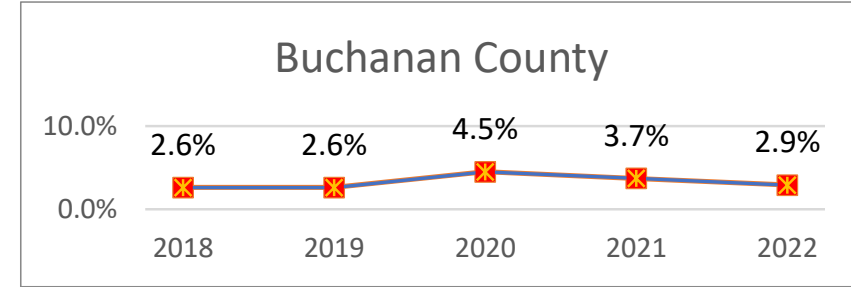
Unemployment for the two counties, the State of Iowa, and the United States peaked in 2020. Year 2021 showed recovery, and this continued in 2022. The 2022 rate for the United States fell below year 2018. Fayette County generally had higher unemployment compared to the State of Iowa. Buchanan County's rate was lower than Iowa's until 2022.

Buchanan County's poverty rate is lower than the State of Iowa's and the United States. Fayette County's is slightly higher.

	Percent of Persons in Poverty
Buchanan County	9.8%
Fayette County	11.8%
State of Iowa	11.1%
United States	11.6%

Source: United States Census Bureau

Unemployment trends:



HEALTH DATA

To examine health areas of strength and health areas to explore, *County Health Rankings* is utilized. The County Health Rankings & Roadmaps program is a collaboration between the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute. Counties are ranked among their state peers based on health outcomes and health factors. Subcategories are as follows:

Health Outcomes

- Length of life
- Quality of life

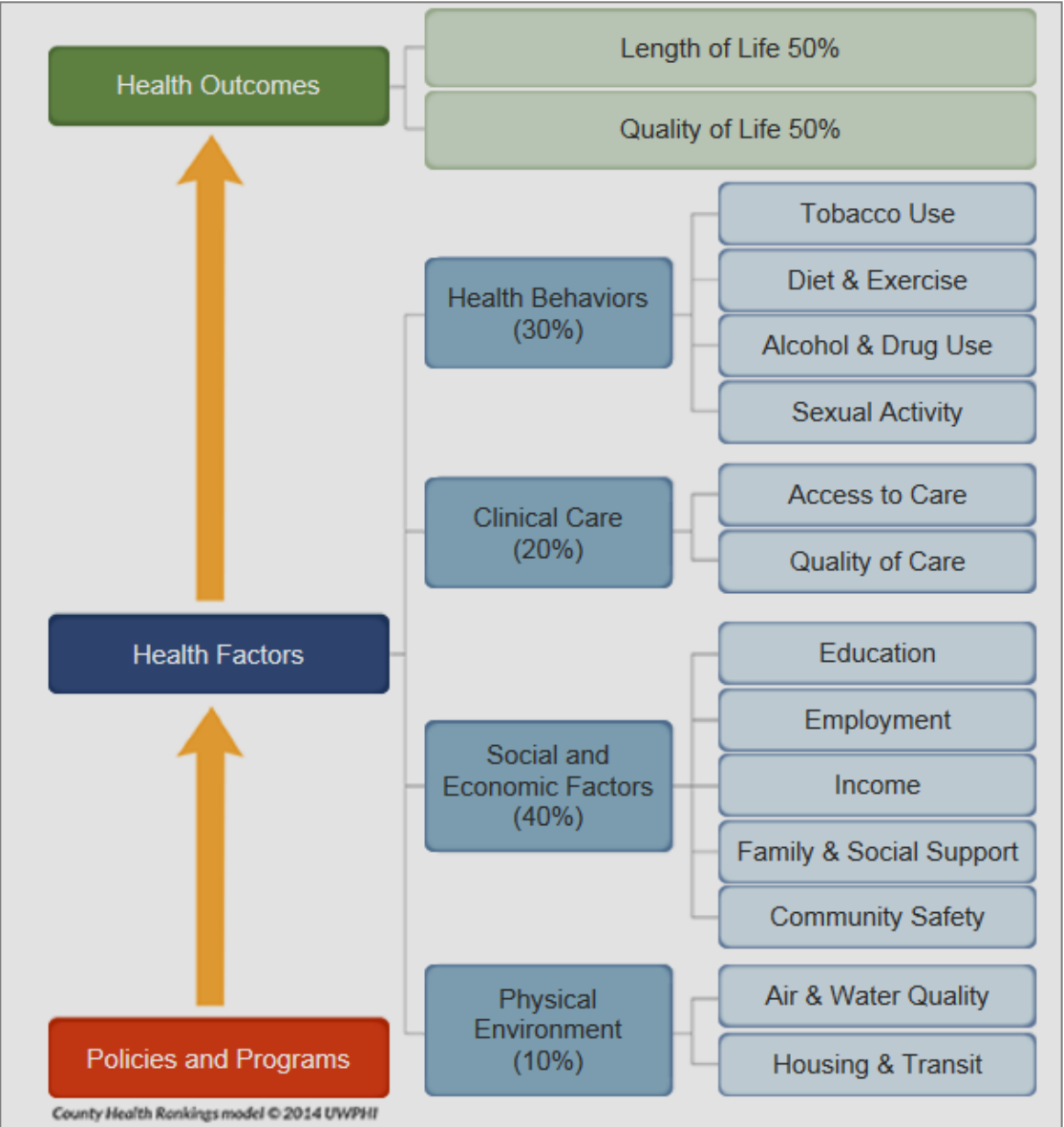
Health Factors

- Health behaviors
- Clinical care
- Social and economic factors
- Physical environment

The report provides information by county on “Areas of Strength” and “Areas to Explore” (pages 15 & 16), as determined by the County Health Rankings.



COUNTY HEALTH RANKINGS



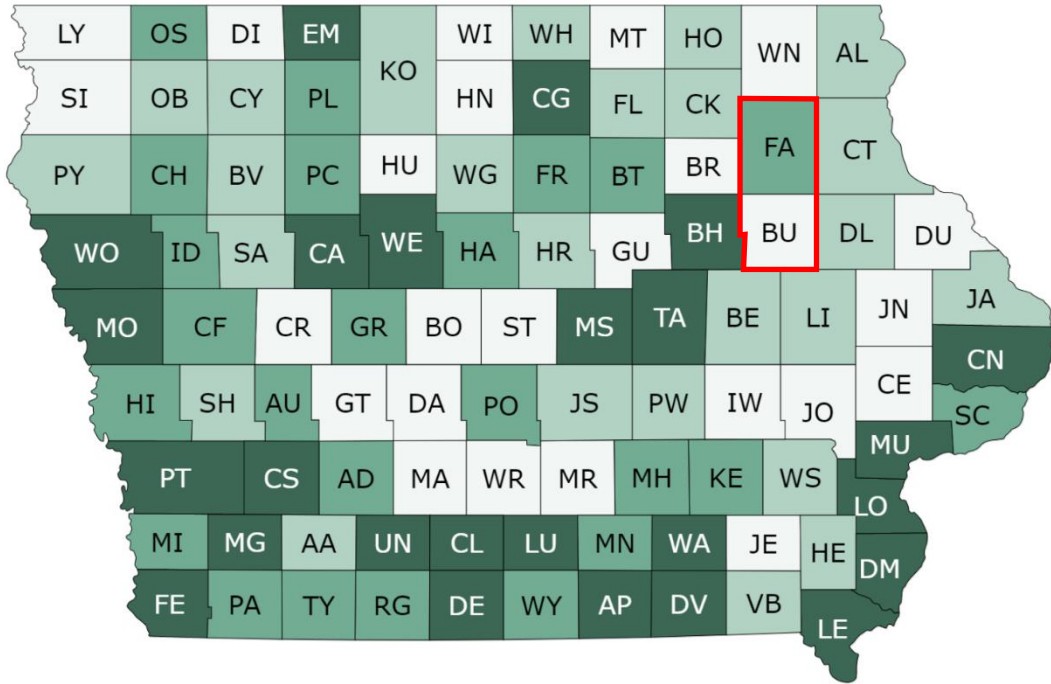
County Health
Rankings & Roadmaps
A Healthier Nation, County by County

The County Health Rankings are based on a model of community health that emphasizes the many factors that influence how long and how well we live. The Rankings use more than 30 measures that help communities understand how healthy their residents are today (**health outcomes**) and what will impact their health in the future (**health factors**).

COUNTY HEALTH RANKINGS – OUTCOMES AND FACTORS

These *heat maps* show 2023 statewide county health rankings for health outcomes and health factors. The lower ranking the better.

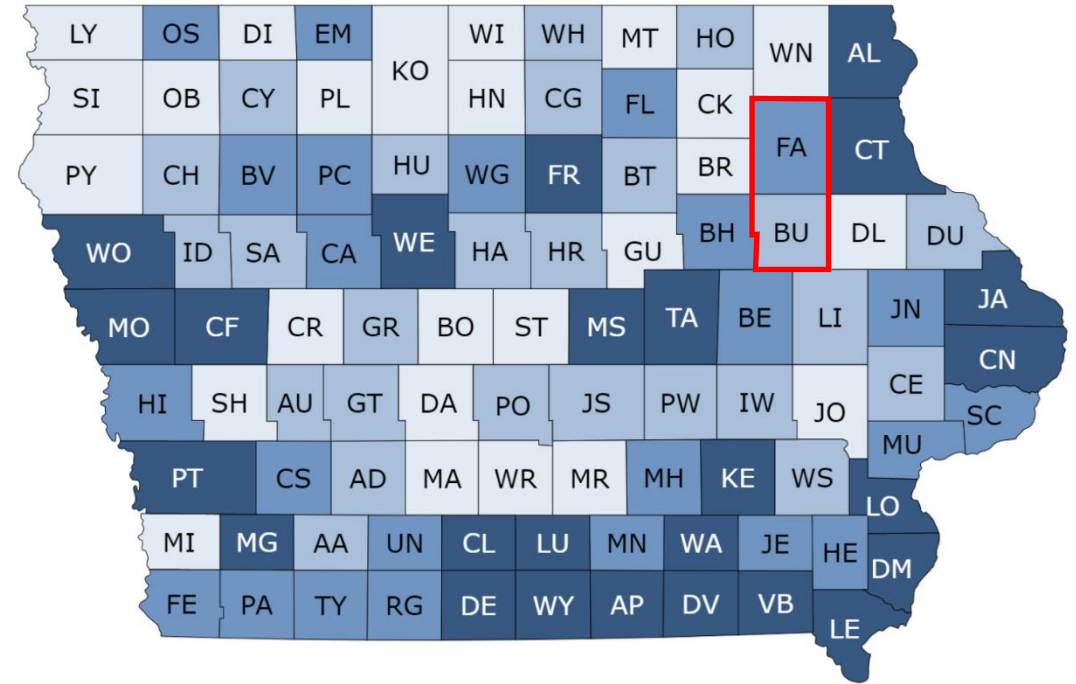
2023 Health Outcomes - Iowa



Health Outcome Ranks: 1 to 25, 26 to 50, 51 to 74, 75 to 99

Health Outcomes ranking:
 Buchanan County: 7 of 99 counties
 Fayette County: 67 of 99 counties

2023 Health Factors - Iowa



Health Factor Ranks: 1 to 25, 26 to 50, 51 to 74, 75 to 99

Health Factors ranking:
 Buchanan County: 43 of 99 counties
 Fayette County: 73 of 99 counties

COUNTY HEALTH RANKINGS – BUCHANAN COUNTY

Buchanan County	
Areas of Strength	Areas to Explore
Teen Births	Adult Smoking
Uninsured	Adult Obesity
Preventable Hospital Stays	Excessive Drinking
High School Completion	Mammography Screening
Some College	Flu Vaccinations
Children in Poverty	Social Associations
Income Inequality	
Children in Single-Parent Households	
Injury Deaths	

Explanation for areas of strength and areas to explore:

County Health Rankings (CHR) uses a variety of techniques to identify the health factors for your county that seem to have the greatest potential opportunity for improvement, or assets your community may want to build on while also accounting for the relative influence of each measure on health outcomes. CHR identifies measures where there are meaningful differences between your county’s values and either your state average, the national average, or the state average in the best state.

COUNTY

Buchanan, IA 2023 | v

Rank #7 of 99 ranked counties in [Iowa](#)

Health Outcomes

Health outcomes represent how healthy a county is right now, in terms of length of life but quality of life as well.

Buchanan (BU) is ranked among the healthiest counties in Iowa (Highest 75%-100%).



Health Factors

Health Factors represent those things we can modify to improve the length and quality of life for residents.

Buchanan (BU) is ranked in the higher middle range of counties in Iowa (Higher 50%-75%).



COUNTY HEALTH RANKINGS – FAYETTE COUNTY

Fayette County	
Areas of Strength	Areas to Explore
Uninsured	Adult Smoking
Preventable Hospital Stays	Adult Obesity
Mammography Screening	Excessive Drinking
High School Completion	Primary Care Physicians
Social Associations	Some College
	Injury Deaths

Explanation for areas of strength and areas to explore:

County Health Rankings (CHR) uses a variety of techniques to identify the health factors for your county that seem to have the greatest potential opportunity for improvement, or assets your community may want to build on while also accounting for the relative influence of each measure on health outcomes. CHR identifies measures where there are meaningful differences between your county’s values and either your state average, the national average, or the state average in the best state.

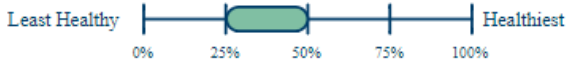
COUNTY
Fayette, IA 2023 | v

Rank #67 of 99 ranked counties in [Iowa](#)

Health Outcomes

Health outcomes represent how healthy a county is right now, in terms of length of life but quality of life as well.

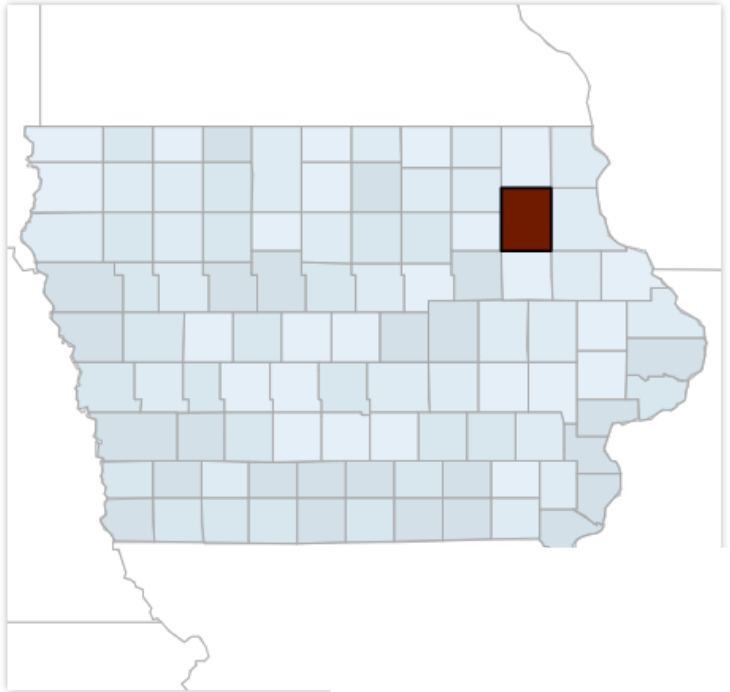
Fayette (FA) is ranked in the lower middle range of counties in Iowa (Lower 25%-50%).



Health Factors

Health Factors represent those things we can modify to improve the length and quality of life for residents.

Fayette (FA) is ranked in the lower middle range of counties in Iowa (Lower 25%-50%).



Source: County Health Rankings, University of Wisconsin Population Health Institute

COMMUNITY FOCUS GROUP

A focus group was held with community stakeholders to facilitate discussion and get input around the health needs and resources in the community. This was held on April 12, 2023. Organizations represented are as follows:

- City of Independence
- Buchanan County Emergency Management
- Buchanan County Health Center
- Buchanan County Public Health
- Buchanan County Board of Supervisors
- Independence Area Food Pantry
- RSVP / Volunteer Center of Cedar Valley

Representatives from the following organizations were invited but could not attend:

- Local Schools
- Independence Area Chamber of Commerce
- Buchanan County Sheriffs
- Buchanan County Community Services
- Northeast Iowa Area Agency on Aging
- Buchanan Country Trails Association

COMMUNITY FOCUS GROUP

When discussing the **biggest concerns living and/or working in this community**, the following issues were mentioned:

- Transportation
- Aging community
- Inflation / economic conditions
- Workforce / staffing challenges
- Lack of obstetrical care nearby
- Limited childcare options
- Lack of homeless shelter
- Mental health resources e.g., acute bed shortage
- Stigma around mental health care
- Limited alcohol/drug detox facilities
- Limited dental care options, especially providers that accept Medicaid

The following were topics discussed when asked about the **medically underserved in the community**:

- Some community members may not seek care right away and more severe health issues can result
- There is sometimes reluctance to receive preventive care e.g., vaccines
- Lower income community members have greater transportation challenges
- Community members that don't speak English or have other communication challenges may face difficulty advocating for themselves and/or navigating health care

The following are the responses when participants were asked what the **most serious health issues** in the community are:

- Mental health & substance abuse
- Obesity
- Motor vehicle and ATV accidents/injuries
- Diabetes
- Heart and vascular health
- Cost of care and medications
- Lack of dental care
- Dementia / Alzheimer's / aging population
- Limited multi-family / affordable housing
- Support for seniors navigating medication and insurance

COMMUNITY SURVEY

In order to obtain input from the broader community, a survey was administered starting in April 2023. The survey was promoted in the following ways:

- Survey invitation emailed to Area Leaders
- Link to survey on BCHC website
- Ongoing reminders through social media and email
- Survey invitations emailed to BCHC stakeholders
- Survey invitations emailed to area civic groups

There were 51 responses. Summary information follows:

- Most responses came from Buchanan County zip codes. Some came from Fayette County zip codes, and one came from 50645 (Ionia, Bassett, Chickasaw)
- 37% reported being a guardian, parent, or caretaker for another individual
- Most respondents were in the age 55-64 category
- When asked *What prevents you, if anything, from receiving healthcare services?* The most frequent responses were:
 - Negative experience in the past in our community / at the facility you need care
 - Lack of availability of doctors/service
 - Me/my family don't typically seek out healthcare services
 - Fear (e.g., not ready to face/discuss health issue)
 - Four elaborated in the comments, generally focusing on past experiences at BCHC
- When asked *How do you view the following healthcare topics in Buchanan County?* The most above average responses were for:
 - Closeness/convenience of services
 - Quality of physician/provider care
 - Quality of hospital/clinic care
 - Access to specialty services
- The most needs improvement responses were for:
 - Access to urgent care services
 - Access to mental health services
 - Access to substance abuse treatment
 - Number of physicians/providers
- The comment / open-ended responses here were mainly focused on urgent care hours, with other comments mentioning patient experience & wait time, pediatric care, mental health care, and desire for additional specialty services.

COMMUNITY SURVEY

- When asked *How do you view the following healthcare topics in your community?* The topics most rated as crisis level of concern were:
 - Mental/behavioral health
 - Healthcare workforce shortage
 - Obesity / lack of physical activity / lack of exercise opportunities
- The topics most rated as major concern were:
 - Chronic disease
 - Alcohol/drugs
 - Diabetes
 - Bullying
 - Care/programs for older adults
 - Children in poverty
 - Mental/behavioral health
 - Healthcare workforce shortage
 - Obesity/lack of physical activity/lack of access to exercise opportunities
 - Smoking/tobacco/vaping
- The comment / open-ended responses here were mainly focused on clinic management, leadership, request for free events / health & exercise services, and impaired/distracted drivers.
- When asked *What social determinants of health are unaddressed or inadequately addressed in our community?*
 - 23 respondents left this question blank
 - For those that responded, the top issues were transportation, physical activity opportunities, job & income opportunities, racism and/or discrimination
 - The common / open-ended responses here were about immigration and language translation for ESL families
- When asked *What additional healthcare services would you like to see in our community?*
 - 34 respondents left this question blank
 - For those that responded, the responses were (in order of frequency) specialty care access, physical fitness opportunities, women's health, nutrition / meal planning education / healthy food availability, dialysis, lab access/hours, pediatrics, cardiology, physical therapy, provider quality, urgent care access/hours, audiology, psychedelic assisted therapy, free health screenings, natural health providers, improved ambulance service, improved ED experience, improved communication / patient relations / experience, home health, improved / expanded telehealth
- When asked *What additional recommendations for addressing community health needs do you have for BCHC, if any?*
 - 40 respondents left this question blank
 - For those that responded, the responses were *keep up the good work, improved ED experience, improved privacy/confidentiality, care for older adults & affordability, improved provider quality, leadership review, allow mental health scheduling through MyChart app, female family medicine provider, improved community awareness of cardiopulmonary & other BCHC offerings, chronic care education, childcare*

OTHER QUALITATIVE INPUT RECEIVED

An interview took place with a healthcare provider and long-time community member to get additional input on community health needs. Summary points follow:

- Most specialty care is available here in Buchanan County with the exception of neurology. A previous neurology provider here in town was quite busy.
- There is a need for dialysis.
- The wellness center here is a major benefit to the community.
- The main health issues in this community are:
 - Obesity
 - Diabetes
 - Aging population
 - Transportation for older adults; specifically getting to and from medical appointments
- Regarding medically underserved residents of the community:
 - Diabetes is a major challenge
 - Lack of insurance, underinsured, and ability to pay for medications/care
 - There is some reluctance and/or inability to be proactive/preventive with health

PRIORITIZATION OF NEEDS

The core BCHC CHNA work group is comprised of the following staff:

- Director of Pharmacy and Population Health
- Director of Strategic Execution
- Chief Executive Officer
- Chief Nursing Executive
- Chief Financial Officer
- Executive Director of Senior Operations
- Executive Director of Ambulatory Services
- Public Relations Manager/Patient Advocate

This group met to review the needs identified through the community health needs assessment process. After analyzing input from the focus group, survey, interview, and community health data, they did a preliminary prioritization that identified needs based on potential impact on community health, the urgency of the need, and the ability to meet these needs. The following health areas are determined to be prioritized, in no particular order:

Prioritized items:

- Chronic Disease Management (Diabetes)
- Behavioral Health/Substance Abuse Treatment
- Access to Daycare Services
- Obesity

Some health issues or needs that were identified through the CHNA process are not prioritized as this time due to being outside the scope/abilities of BCHC and/or the issue is being addressed by other community resources or organizations. In other instances, there are already initiatives in place at BCHC to address some needs. BCHC is not ignoring these issues but intends to collaborate (within its ability) with other organizations to address these community health needs.

COMMUNITY RESOURCES

In addition to BCHC, the following organizations provide health and health-related services in and around Buchanan and Fayette Counties:

- Blackhawk Public Health
- Independence Area food pantry
- Exercise opportunities: wellness center at hospital, pools, Silver Sneakers, Northeast Iowa Area Agency on Aging
- County general relief office
- VA and transport services
- BCHC and clinics
- Nursing homes and assisted living organizations
- RSVP (Retired & Senior Volunteer Program)
- Buchanan County Public Health
- EMS / ambulance services; three transport services
- Sheriff office first responder system/program
- Library and its array of services
- Childcare Resource and Referral
- School nurses
- Faith-based organizations
- Senior services: Darrel Davis Center, Full Circle, B&D Services
- Mental Health Institute
- Hospice Care Services
- Home Health Services

EVALUATION OF IMPACT OF PRIOR CHNA

BCHC completed a CHNA in 2021. No written comments have been received for this assessment. Five areas were addressed in the implementation plan:

1. Work to increase the access-to-care ratio of population to primary care providers (Buchanan County Public Health partnership). Specifically, focus group participants indicated a desire to see urgent care services and continued emergency department coverage.
 - BCHC efforts: Opening of the Oelwein and Jesup primary care clinics, ongoing recruitment and retention of primary care providers. Hiring of additional urgent care providers. Added another physician to MA (Dr. O'Brien). Added Ally McMartin, ARNP to a full day in MA for female coverage.
 - Impact on community health: Additional office visit time slots and improved access. The pandemic impacted the overall environment related to primary care preventative care as many clinic time slots became reserved for sick care for patients with Covid 19 like symptoms.
2. Focus group participants would also like to see the hospital form strategic partnerships, i.e., public health, school system, clinic, etc., to gather input on how to collectively address needs identified from the survey. Assess if any non-health related organization could support the health needs of the community.
 - BCHC efforts: Throughout the pandemic, ongoing coordination between BCHC and local public health, emergency response, schools and employers was critical to the health of the community. Throughout the pandemic there were many meetings and zoom calls to assure that proper education, information, immunization and care planning was taking place to assure the best outcomes for our community.
 - Impact on community health: Coordinated communication and education between community entities, improved access to answers on health-related questions, improved access to Covid 19 immunizations and treatment options

EVALUATION OF IMPACT OF PRIOR CHNA

3. Provide/support community wellness and education opportunities to improve health behaviors specific to Buchanan County for diabetes education, disease management, and obesity.
 - BCHC efforts: Added a pharmacist to our Oelwein and Medical Associates primary care offices to assist providers with medication management for chronic disease, especially diabetes care.
 - Added an additional LISW and 2 Psych ARNP's to rotate between MA and Oelwein clinics for mental health therapy. Also sent info to the schools offering these services along with telehealth options for student.
 - Impact on community health: We are seeing improvements in outcomes such as reduced A1Cs, access to mental health visits, added services for mental health treatment options
4. Pursue an ongoing dialogue with the communities served regarding the value of local utilization and growing BCHC's existing reputation for providing excellent care with customer-friendly service.
 - BCHC efforts: The pandemic and leadership changes within BCHC put many strategic plans on hold.
 - Impact on community health: Focus over the last two years has been primarily on Covid 19 response
5. Incorporate developed goals into the organization's strategic plan and communicate and share assessment results with the community
 - BCHC efforts: The pandemic and leadership changes within BCHC put many strategic plans on hold.
 - Impact on community health: Focus over the last two years has been primarily on Covid 19 response

NEXT STEPS

This Community Health Needs Assessment report was approved by the BCHC Board of Directors on December 20th 2023.

BCHC is required to adopt an organization-specific implementation strategy in response to the Community Health Needs Assessment report. This will be completed, approved by the board, and made available to the public by July 2024. The implementation strategy will be reviewed on an annual (or more frequent) basis. The CHNA process, public report, and implementation strategy will be repeated every three years, as required by Internal Revenue Code 501(r)(3).

NEXT STEPS

Community members who would like to provide comments on the needs identified or provide input on the next CHNA process are encouraged to contact Buchanan County Health Center with their inquiries, suggestions or comments.

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