

**2019**

Cameron Memorial  
Community  
Hospital  
Community Health  
Needs Assessment

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Prepared by the Indiana Rural Health  
Association

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## Process

Cameron Memorial Community Hospital (CMCH) contracted with the Indiana Rural Health Association (IRHA) to conduct the Community Health Needs Assessment (CHNA).

IRHA first identified the community served by CMCH through conversations with the hospital. Based on a review of patient zip codes, the hospital was able to define the community served as all postal codes within the geographic area of Steuben County. The hospital provided a primary service area map with zip codes, which can be found in Appendix A.

To quantifiably describe the community, census reports were pulled from the United States Census Bureau Reports. Quantifiable statistics and reports for health-related community data were obtained from Cameron Memorial Community Hospital, the Community Health Rankings & Roadmaps from the Robert Wood Johnson Foundation, and the Indiana Community Asset Inventory and Rankings 2016 from the Center for Business and Economic Research and Ball State University. The full versions of these reports can be viewed in Appendix A. Additional reports on chronic disease were pulled from the Centers for Disease Control website and the Indiana State Cancer Registry. Excerpts from these reports can also be found in Appendix A.

Next, a steering committee of Steuben County representatives was organized with the help of the Cameron Memorial Community Hospital CEO, Connie McCahill and Business & Community Development Director, Jenn Gibson. Business owners, local officials, healthcare providers, minority leaders, clergy, student representatives, and any other interested parties were invited to attend the meeting to discuss the health-related needs of the county and to identify the areas of greatest concern. The list of attendees and the organization they represent can be found in Appendix B.

From the information obtained in the steering committee and conversations with CMHC staff, a 64-question survey was developed to gain the perspective of the inhabitants of the community. Questions included queries about the effect of various factors (such as illegal drug use, transportation, and poverty), as well as probes into the perceived need for various services and facilities in the county. The survey was widely disseminated to the residents of Steuben County through inclusion on the Cameron Memorial Community Hospital's website, face-to-face polling at the YMCA of Steuben County and Sutton's Deli, a restaurant on the town square in Angola. An online survey posted on SurveyMonkey.com was also made available to the public. The survey may be viewed in Appendix C.

To identify all healthcare facilities and resources that are currently responding to the healthcare needs of the community, the IRHA contacted CMCH to ascertain the facilities that are currently available to the residents of Steuben County. The hospital was able to provide a listing of the facilities and resources, including, but not limited to, clinics, family practices, and nursing facilities. The list of existing community resources can be found in Appendix D.

At this point, the entirety of the collected data was submitted to Cameron Memorial Community Hospital to explain how the needs identified by the CHNA are currently being met, as well as to write a plan of action for those needs that are not currently being met. CMCH was also able to identify the information gaps limiting the hospital's ability to assess all of the community's health needs.

The completed CHNA was then publically posted on hospital’s website. Hard copies of the full report were made available to the community upon request at the hospital, as well.

## Community Served

The community served by Cameron Memorial Community Hospital is defined as follows: All people living within Steuben County, Indiana, at any time during the year. To be determined as living within the service area of Steuben County, a person must reside within one of the following postal zip codes: 46703, 46705, 46737, 46742, 46744, 46747, 46776, 46779, or 46789.

## Description of Community

### Physical

Steuben County is located in the extreme northeastern corner of Indiana. The county is largely rural and is the sixteenth smallest county in Indiana at approximately 322.47 square miles.

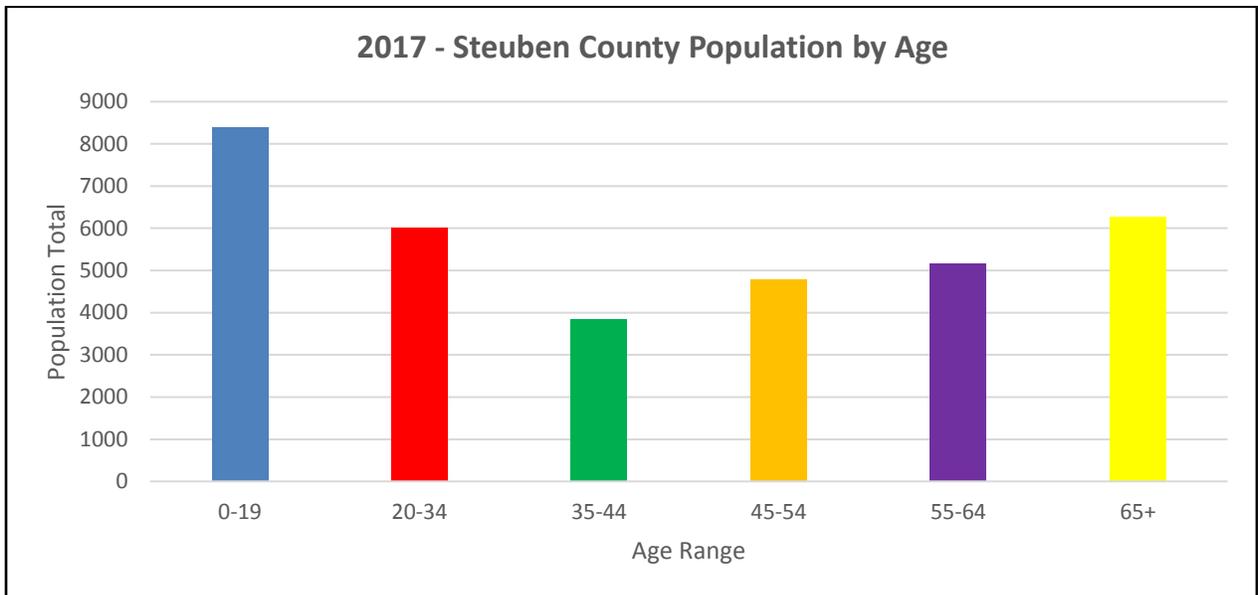
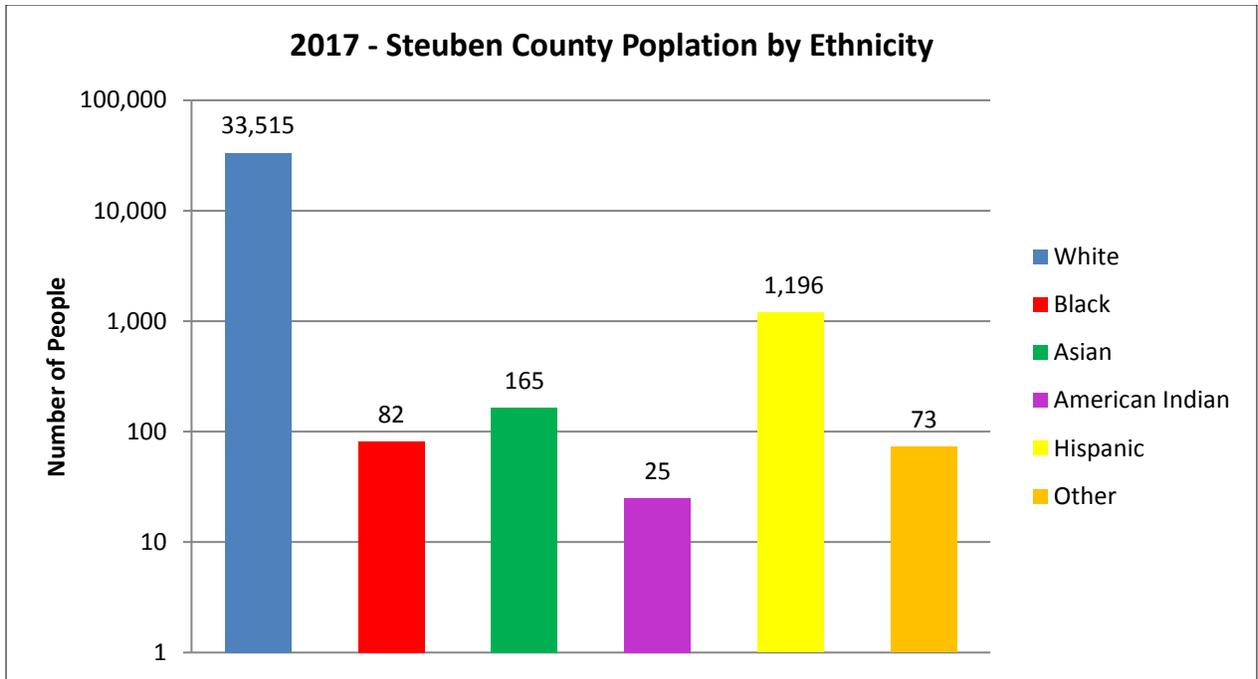
### Population – Ethnicity, Age, Housing

According to the U.S. Census Report, the total population of the county is approximately 34,459 as of July 1, 2017; and the median age in the county is 42.7 years old. Females make up 49.4% of the overall populace. Minority populations make up approximately 2.7% of the total inhabitants of the county according to census data estimates. There are 19,779 housing units in the county.

Subject	Steuben County, Indiana			
	Estimate	Margin of Error	Percent	Percent Margin of Error
<b>SEX AND AGE</b>				
Total population	34,459	*****	34,459	(X)
Male	17,441	+/-111	50.6%	+/-0.3
Female	17,018	+/-111	49.4%	+/-0.3
Sex ratio (males per 100 females)	102.5	+/-1.3	(X)	(X)
Under 5 years	1,857	+/-99	5.4%	+/-0.3
5 to 9 years	1,795	+/-205	5.2%	+/-0.6
10 to 14 years	2,186	+/-194	6.3%	+/-0.6
15 to 19 years	2,547	+/-115	7.4%	+/-0.3
20 to 24 years	2,523	+/-68	7.3%	+/-0.2
25 to 34 years	3,499	+/-58	10.2%	+/-0.2
35 to 44 years	3,846	+/-123	11.2%	+/-0.4
45 to 54 years	4,777	+/-90	13.9%	+/-0.3
55 to 59 years	2,653	+/-208	7.7%	+/-0.6
60 to 64 years	2,508	+/-206	7.3%	+/-0.6
65 to 74 years	3,791	+/-36	11.0%	+/-0.1
75 to 84 years	1,810	+/-118	5.3%	+/-0.3
85 years and over	667	+/-119	1.9%	+/-0.3
Median age (years)	42.7	+/-0.5	(X)	(X)
Under 18 years	7,207	+/-48	20.9%	+/-0.1
18 years and over	28,189	+/-111	81.8%	+/-0.3
18 years and over	27,252	+/-48	79.1%	+/-0.1
21 years and over	25,393	+/-157	73.7%	+/-0.5
62 years and over	7,776	+/-191	22.6%	+/-0.6
65 years and over	6,268	+/-40	18.2%	+/-0.1
18 years and over	27,252	+/-48	27,252	(X)
Male	13,848	+/-45	50.8%	+/-0.1
Female	13,404	+/-44	49.2%	+/-0.1
Sex ratio (males per 100 females)	103.3	+/-0.6	(X)	(X)

Subject	Steuben County, Indiana			
	Estimate	Margin of Error	Percent	Percent Margin of Error
65 years and over	6,268	+/-40	6,268	(X)
Male	2,946	+/-33	47.0%	+/-0.3
Female	3,322	+/-16	53.0%	+/-0.3
Sex ratio (males per 100 females)	88.7	+/-0.9	(X)	(X)
<b>RACE</b>				
Total population	34,459	*****	34,459	(X)
One race	33,871	+/-85	98.3%	+/-0.2
Two or more races	588	+/-85	1.7%	+/-0.2
One race	33,871	+/-85	98.3%	+/-0.2
White	33,515	+/-67	97.3%	+/-0.2
Black or African American	82	+/-48	0.2%	+/-0.1
American Indian and Alaska Native	25	+/-17	0.1%	+/-0.1
Cherokee tribal grouping	0	+/-24	0.0%	+/-0.1
Chippewa tribal grouping	0	+/-24	0.0%	+/-0.1
Navajo tribal grouping	0	+/-24	0.0%	+/-0.1
Sioux tribal grouping	0	+/-24	0.0%	+/-0.1
Asian	165	+/-61	0.5%	+/-0.2
Asian Indian	0	+/-24	0.0%	+/-0.1
Chinese	16	+/-14	0.0%	+/-0.1
Filipino	31	+/-20	0.1%	+/-0.1
Japanese	23	+/-33	0.1%	+/-0.1
Korean	14	+/-17	0.0%	+/-0.1
Vietnamese	16	+/-26	0.0%	+/-0.1
Other Asian	65	+/-49	0.2%	+/-0.1
Native Hawaiian and Other Pacific Islander	11	+/-19	0.0%	+/-0.1
Native Hawaiian	0	+/-24	0.0%	+/-0.1
Guamanian or Chamorro	0	+/-24	0.0%	+/-0.1
Samoan	0	+/-24	0.0%	+/-0.1
Other Pacific Islander	11	+/-19	0.0%	+/-0.1
Some other race	73	+/-58	0.2%	+/-0.2
Two or more races	588	+/-85	1.7%	+/-0.2
White and Black or African American	32	+/-24	0.1%	+/-0.1
White and American Indian and Alaska Native	435	+/-57	1.3%	+/-0.2
White and Asian	113	+/-64	0.3%	+/-0.2
Black or African American and American Indian and Alaska Native	0	+/-24	0.0%	+/-0.1

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

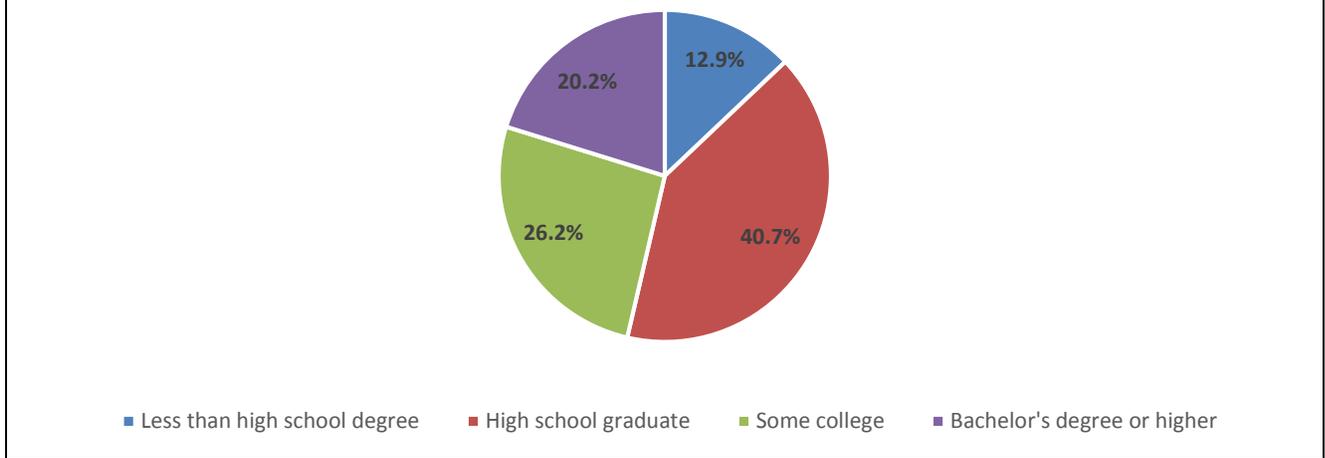


Graphs based on data from the U.S. Census Bureau

### Education

The Robert Wood Johnson Foundation reports that approximately 86% of the county residents have high school diplomas compared with a statewide average of 84%. However, only 60% of the community has at least some college education compared with a statewide average of 62%. The educational achievements of the county earned Steuben a grade of B- from the CAIR report.

### 2017 - Steuben County Education Attained



Graph based on data from U.S. Census Bureau

The full reports from U.S. Census Bureau, the Robert Wood Johnson Foundation, and the Center for Business and Economic Research and Ball State University can be viewed in Appendix A.

#### Health Summary

The overall health grade for Steuben County from the CAIR report stands at a C. The CAIR provides a detailed asset inventory of variables that describe the education attainment and health of Hoosier citizens, as well as the availability of natural resources and cultural amenities. All of the data has been carefully selected from secondary sources and is reviewed as to the contribution to the quality of life for the residents within the county. The data sets have been aggregated; and a grade, noted above, has been given to Steuben County. Based on data from the 2019 County Health Rankings & Roadmaps report, Steuben County ranks 10<sup>th</sup> in Health Outcomes and 28<sup>th</sup> in Health Factors out of a total of 92 counties in the state. It is worth noting that this is a 4-county improvement in Health Outcomes and a 10-county improvement in Health Factors compared to Steuben’s 2016 rankings of 14<sup>th</sup> and 38<sup>th</sup>, respectively.

The Health Outcomes ranking was based on a reported 3.5 days of reported poor physical health by Steuben County residents compared to a statewide average of 3.9 and a reported 3.8 days of poor mental health days by Steuben County residents compared to statewide average of 4.3. The Health Factors ranking was based on Health Behaviors, Clinical Care, Social and Economic Factors, and Physical Environment.

A comparable instance of adult smoking (at 20% of the population compared to a statewide average of 21%), a high instance of physical inactivity (at 32% compared to a statewide average of 25%), a moderate instance of adult obesity (at 32% compared to a statewide average of 33%), a high instance of deaths related to alcohol- impaired crashes (at 26% of deaths compared to a statewide average of 21%), and a high number of teen births (31 compared with a statewide average of 28) all combined to earn Steuben County a middling rank of 48<sup>th</sup> out of 92 counties in Health Behaviors. Again, this is still a marked improvement over 2016’s ranking of 66<sup>th</sup>.

The county ranked 39<sup>th</sup> out of 92 counties on Clinical Care. The largest detriment to the Clinical Care scoring was the high patient-to-primary physician ratio at 3100:1 compared with the national top performers at 1050:1 and the statewide average of 1500:1. The Clinical Care rankings also indicated that approximately 9% of the population is uninsured, which is on par with the average of 9% statewide. This is a sharp drop from the 16% uninsured reported in 2016.

Average performance in percentage of high school graduates (86% of the community compared to a statewide average of 84%), a low unemployment rate (2.9% compared to 3.5% statewide), low instances of single-parent households (25% compared with 34% statewide), and low violent crime rate (70 incidents compared with 385 statewide) all resulted in a top-third ranking of 19<sup>th</sup> out of 92 counties in Social and Economic Factors.

The Physical Environment score for Steuben County received a ranking of 24<sup>th</sup> out of 92 Indiana counties. This ranking is due, in large part, to low numbers of severe housing problems (10% compared to 14% statewide) and fewer long commutes to work while driving alone (28% compared to 31% statewide).

The County Health Rankings measures the population living with limited access to healthy foods using the USDA Food Environment Atlas. Individuals are counted who have both low access to a supermarket or large grocery store and a low income. “Low access” is greater than ten miles away in a rural county. “Low income” individuals are classified if they fall into the government definition of poverty or have a median family income at or below 80% of the county’s median family income.

<b>County Health Rankings &amp; Roadmaps</b> Building a Culture of Health, County by County					
	Steuben County	Error Margin	Top U.S. Performers	Indiana	Rank (of 92)
<b>Health Outcomes</b>					<b>10</b>
Length of Life					14
Premature death	6,500	5,500-7,500	5,400	8,200	
<b>Quality of Life</b>					<b>12</b>
Poor or fair health **	14%	14-15%	12%	18%	
Poor physical health days **	3.5	3.3-3.7	3.0	3.9	
Poor mental health days **	3.8	3.6-4.1	3.1	4.3	
Low birthweight	7%	6-8%	6%	8%	
<b>Additional Health Outcomes (not included in overall ranking)</b>					
Life expectancy	79.1	78.2-80.1	81.0	77.1	
Premature age-adjusted mortality	340	310-380	280	400	
Child mortality	40	20-70	40	60	
Infant mortality			4	7	
Frequent physical distress	10%	10-11%	9%	12%	
Frequent mental distress	12%	11-12%	10%	13%	
Diabetes prevalence	10%	8-14%	9%	12%	
HIV prevalence	61		49	196	
<b>Health Factors</b>					<b>28</b>
<b>Health Behaviors</b>					<b>48</b>
Adult smoking **	20%	19-21%	14%	21%	
Adult obesity	32%	26-39%	26%	33%	
Food environment index	8.1		8.7	7.1	
Physical inactivity	32%	26-38%	19%	25%	
Access to exercise opportunities	60%		91%	75%	
Excessive drinking **	18%	17-19%	13%	19%	
Alcohol-impaired driving deaths	26%	16-36%	13%	21%	
Sexually transmitted infections	200.7		152.8	466.0	
Teen births	31	27-35	14	28	

	Steuben County	Error Margin	Top U.S. Performers	Indiana	Rank (of 92)	
<b>Social &amp; Economic Factors</b>						
High school graduation	86%		96%	84%	19	
Some college	60%	54-66%	73%	62%		
Unemployment	2.9%		2.9%	3.5%		
Children in poverty	17%	12-21%	11%	18%		
Income inequality	3.4	3.1-3.7	3.7	4.4		
Children in single-parent households	25%	19-31%	20%	34%		
Social associations	15.2		21.9	12.3		
Violent crime	70		63	385		
Injury deaths	60	48-72	57	74		
<b>Additional Social &amp; Economic Factors (not included in overall ranking)</b>						
Disconnected youth	9%	3-16%	4%	7%		
Median household income	\$55,200	\$49,600-60,800	\$67,100	\$54,100		
Children eligible for free or reduced price lunch	43%		32%	47%		
Residential segregation - black/white			23	68		
Residential segregation - non-white/white	29		15	55		
Homicides			2	6		
Firearm fatalities	9	5-14	7	14		
<b>Physical Environment</b>						
Air pollution - particulate matter **	12.0		6.1	11.8	24	
Drinking water violations	No					
Severe housing problems	10%	8-12%	9%	14%		
Driving alone to work	82%	80-84%	72%	83%		
Long commute - driving alone	28%	25-32%	15%	31%		
<b>Additional Physical Environment (not included in overall ranking)</b>						
Homeownership	78%	76-80%	61%	69%		
Severe housing cost burden	7%	5-9%	7%	12%		

					39
<b>Clinical Care</b>					
Uninsured	9%	8-10%	6%	9%	
Primary care physicians	3,100:1		1,050:1	1,500:1	
Dentists	2,650:1		1,260:1	1,810:1	
Mental health providers	1,330:1		310:1	670:1	
Preventable hospital stays	4,422		2,765	5,023	
Mammography screening	39%		49%	40%	
Flu vaccinations	46%		52%	47%	

## Primary and Chronic Diseases

Cameron Memorial Community Hospital generated a report of the Top 25 Most Common Diagnosis for Inpatients from their most recent fiscal year, October 1, 2017, through September 30, 2018. From this report, the top ten most common diagnoses for their service area were identified. A further examination of the payer mix for each diagnosis resulted in additional data to identify the issues that were most often seen in low-income, disabled, and/or older populations. (\*Note: It is important to understand the key characteristics of the CMCH population. This includes identifying the low-income, disabled, and/or elderly population. The population trends help provide an indication of patterns within the residents of the community and assist in identifying the needs around this populace.)

The following list contains the top ten most common diagnoses and the percentage of Medicare and Medicaid patients for each diagnosis:

- Pneumonia – 113 cases (92.92% Medicare and Medicaid)
- Chronic Obstructive Pulmonary Disease – 62 cases (87.1% Medicare and Medicaid)
- Sepsis, unspecified – 56 cases (80.36% Medicare and Medicaid)
- Hypertensive Heart Disease with Heart Failure – 50 cases (92%% Medicare and Medicaid)
- Acute Kidney Failure – 36 cases (97.22% Medicare and Medicaid)

Unspecified Atrial Fibrillation – 31 cases (80.65% Medicare and Medicaid)  
Unilateral Primary Osteoarthritis – 26 cases (76.92% Medicare and Medicaid)  
Hypertensive Heart and Chronic Kidney Disease with Health Failure and Stage 1-4 Kidney Disease – 21 cases (100% Medicare and Medicaid)  
Dehydration – 19 cases (73.68% Medicare and Medicaid)  
Cellulitis of Left Lower Limb – 28 cases (100% Medicare and Medicaid)

The full list of top discharge diagnoses and payer mix report can be found in Appendix A.

According to the Indiana Cancer Facts and Figures report, the cancer rates in Steuben County are favorable when compared to the state average. The rate of cancer (per 100,000 people) in Steuben County comes in at 411.9 compared to a statewide rate of 466.6. Steuben actually comes in below average on the rates of prostate cancer (87.3 versus a statewide rate of 106.9) and lung cancer (65.5 versus a statewide rate of 73.9). Breast cancer and colon and rectum cancers are lower than the state average, as well, with a breast cancer rate of 93.0 versus a statewide rate of 118.1 and a colon/rectum cancer rate of 37.7 versus a statewide rate of 44.4.

Cancer mortality rates for all types of cancer in the county are also coming in well below the state average at a rate of 170.4 versus Indiana's overall rate of 187.3. The mortality rates in Steuben County in both lung (46.7 compared to statewide 57.5) and colon and rectal cancer (14.7 compared to statewide 16.6) outpace the statewide averages, too. However, despite lower instances of all other tracked cancers, the prevalence of breast cancer is higher in Steuben County compared to statewide (26.2 versus a statewide rate of 22.6).

Continuing the trend mostly outpacing the state average, data from the Centers for Disease Control and Prevention Division for Heart Disease and Stroke Prevention ranks Steuben County 25<sup>th</sup> in the state for mortality from cardiovascular diseases at a value of 443.5 per 100,000, which is lower than the state's rate of 462.3 per 100,000.

The CDC's Diabetes Data & Trends report also relates that Steuben County comes in slightly below the state average (10.4%) in rate of diabetes, but well above the national average of 8.7%. The county has an age-adjusted rate of 10%.

The Indiana State Cancer Registry's Indiana Cancer Facts & Figures, as well as portions of the three CDC reports, can be found in Appendix A.

### **Existing Healthcare Resources**

Cameron Memorial Community Hospital provided a complete listing of the currently available healthcare facilities and services that are accessed by those living in Steuben County. This list includes, but is not limited to, a Critical Access Hospital, community-based physicians, a county health department, and a variety of specialty clinics, oral care providers, eye care providers, mental health services, nursing homes, and assisted living facilities. CMCH will be able to use this listing when creating their action plan to fully incorporate all available resources.

### Cameron Memorial Community Hospital Services:

Anticoagulation Clinic  
Birthing and maternity services  
ClaimAid  
Emergency Department  
Imaging Services  
Inpatient and advanced care  
Outpatient Infusion Clinic  
Laboratory  
Outpatient pharmacy  
Rehab services  
Respiratory therapy  
Sleep Center  
Transitional Care Unit  
Cameron ENT & Allergy  
Cameron Audiology  
Cameron Family Medicine  
Cameron Family Practice  
Cameron Orthopaedics  
Cameron Occupational Health  
Cameron Psychiatry  
Cameron Pediatrics  
Urgent Care  
Cancer Care Services  
Immunization Clinic  
Occupational Health Services  
Women's Health STI Clinic  
Cameron Woods- Senior Living Community

### Diabetes Services

American Diabetes Association  
Cameron Memorial Community Hospital  
Cameron Community Wellness Garden  
Cameron Diabetes Educators  
Cameron Diabetes Fund  
Cameron Home Health  
Community Events/Fairs  
Community Health Center  
Diabetes Support Group  
Dietary Coach  
Farmers Market  
Fitness Facilities  
Healthier Foods in Grocery Stores  
Indiana Diabetes Prevention Network  
Steuben County Health Department  
Steuben County YMCA – Diabetes Prevention Program  
Carnegie Public Library of Steuben County  
Fremont Public Library  
Mental Health Facilities

Pokagon State Park  
Physical Therapy  
Physician Offices  
Preventative Yearly Physical  
Purdue Extension  
Restaurants with Nutritional Info in their Menus  
Silver Sneakers  
Walking Paths  
Weight Watchers  
Wellness Screenings  
WIC

### HIV/AIDS

Cameron Memorial Community Hospital  
Center for Disease Council  
Drug Free Steuben  
Steuben County Health Department  
Mental Health Organizations  
Needle Exchange Program  
Physician Offices  
Positive Resource Connection  
Free Community Screenings

### Dementia

Alzheimer's Support Group at Cameron Hospital.  
Caregivers Support Group at Cameron Hospital.  
Alzheimer's Association of Greater Indiana Chapter- Northeast  
Northern Lakes Nursing and Rehabilitation  
Aperion Care  
Carnegie Public Library  
Physician offices

### Substance Abuse

Women in Transition  
The Sante Group  
Cameron Psychiatry  
National Drug Helpline  
Physician offices  
Angola Police Department  
Steuben County EMS  
Bowen Center  
Northeastern Center

### Tobacco Cessation

Quit Now Indiana

### Access to Healthcare: Free and Low Income

Faith Community Health Clinic  
Ronald McDonald Care Mobile Unit  
Steuben County Health Department  
ClaimAid at Cameron Hospital  
Steuben County WIC  
CVS Minute Clinic  
Well Child Clinic  
Compassion Pregnancy Center  
Family and Social Services Administration  
Carnegie Public Library  
Fremont Public Library  
Urgent Care  
Trine Student Health Services  
WIC  
Physician offices  
211  
Northeastern Center  
Bowen Center

### Family Planning: Free and Low Income

Compassion Pregnancy Center  
Areas churches  
Cameron OB/GYN  
Cameron Hospital  
WIC  
Physician offices

### Cancer

Angola Skin Care and Dermatology  
Cancer Services of Northeast Indiana  
Regional Cancer Center of Angola  
Steuben County Cancer Association

### Heart Disease and Stroke

Cameron Imaging CT Heart Scan  
Parkview Physicians Group – Cardiology  
Naveen Lal, M.D. (Cardiologist)  
Stroke Care Now Network

### Nutrition, Physical Activity, and Weight

Angola Parks Department  
Anytime Fitness  
Ball Sports Academy  
Bike and Soul  
Club Fitness

Crossfit Angola  
Fitt4Life  
Legends Running Shop  
Shakti Yoga and Wellness  
Tri-State ATA Martial Arts  
Tri-State Gymnastics  
YMCA of Steuben County  
Angola Family Chiropractic & Integrative Healing  
Doc Z Chiropractic & Wellness Clinic  
Gasdorf Family Chiropractic  
Steuben Family Chiropractic  
Stevens Chiropractic Center  
Tri-State Chiropractic Clinic  
Tri-State Nutritional Healing Center  
Foods Alive  
Nature's Cornucopia

#### Oral Health

Aspen Dental  
Terry Kreg  
Angola Dental Center  
Dr. Guy Moore  
Bartholomew Hott DDS  
Angola Dental Lab  
Angola Orthodontists  
Bradley S Igney D.D.S., P.C.  
Dunlap Dental Solutions  
Dr. Penelope L. Dunlap, DDS  
El Dellinger Orthodontics  
Jon Miller Richard  
Fremont Family Dentistry  
Susan Mauk, DDS  
Gabet Family Dentistry  
Dr. Charles Gabet  
Healthy Smiles Family Dentistry  
Tamara Watkins, DDS  
James Brown, DDS  
Joyce Rockwell DDS  
Viki Anderson  
OMSA: The Oral Surgery Group

The complete listing of the facilities can also be found in Appendix D.

## Identifying Health & Service Needs

A steering committee of Steuben County representatives was organized with the help of the Cameron Memorial Community Hospital CEO, Connie McCahill and Business & Community Development Director, Jenn Gibson. Business owners, local officials, healthcare providers, minority leaders, clergy, student representatives, and any other interested parties were invited to attend the meeting to discuss the health-related needs of the county with a view to identifying the areas of greatest concern. Anyone who was unable to attend was invited to submit a letter detailing the needs of the community. The invitation letter and list of attendees can be found in Appendix B.

The steering committee was encouraged to brainstorm all areas of need or concern in the health field in Steuben County in both large and small group settings. Once a master list of all concerns was agreed upon by the full group, attendees were separated into two smaller groups (Group A and Group B). The small groups were asked to list what they perceived to be the greatest strengths and values in their county. Then, they were asked to identify the highest priorities from the master list of challenges.

By analyzing both prioritized lists from the small groups, the IRHA was able to pull out the items that appeared most frequently and identified the community's areas of greatest concern:

- Mental health services
- Transportation – public and non-emergent
- Housing – safe and affordable
- Senior housing
- Stagnant wages
- Substance use/abuse
- Poverty/affordability of services (health and otherwise)

The master list, each group's priority list, and the list of areas that were determined to be of the greatest need can be found in Appendix B.

The identified areas of greatest need and additional conversations with CMCH staff were used to create a 64-question survey, addressing demographics, county issues, and community services and amenities, which can be found in Appendix C. The survey was widely disseminated via internet access, community bulletins, and the local newspaper to the residents of Steuben County through inclusion on the Cameron Memorial Community Hospital's website and a publically available survey posted on SurveyMonkey.com. Face-to-face polling was also implemented at the YMCA of Steuben County and Sutton's Deli, a restaurant on the town square in Angola. To conduct the in-person survey, two members of the IRHA staff greeted all county residents as they approached the businesses and asked for their participation in the survey. Hard copies of the survey were also placed at some of the locations, as well as at CMCH, by the hospital's Business Development Assistant, Quinton Crowl, for anyone who preferred to complete a paper copy of the survey. The general public was alerted to the face-to-face and online polls through CMCH newsletters and social media, as well as an announcement in the local newspaper. At the end of polling, there was a total of 130 total responses, including 62 face-to-face responses. The majority (50.41%) of the respondents were from zip code 46703, 72.31% of respondents identified as female, and 90% of respondents identified as White.

Respondents were first asked to assess the effect of various factors on their community by selecting "very negative effect, some negative effect, no effect, some positive effect, or very positive effect." The second

portion of the survey required respondents to assess the need for various services and facilities in their community by selecting “no need, slight need, definite need, or extreme need.” In the needs section, respondents were also able to select “no opinion.”

Additionally, respondents were asked to assess the effects of various factors on community members’ ability to access care and whether there were any areas that were not being adequately addressed within the county.

There was also a section for open comments at the end of the survey for any additional information the respondents wanted to share.

When asked “how do these issues affect your county,” the factors that received the most negative rankings by all respondents were:

1. Methamphetamine – with a weighted average of 1.75
2. Opioid drug use – with a weighted average of 1.78
3. Obesity – with a weighted average of 1.95
4. Tobacco use – with a weighted average of 2 (tied with 5)
5. Low or stagnant wages – with a weighted average 2 (tied with 4)
6. Alcohol abuse – with a weighted average of 2.02
7. Poor nutrition – with a weighted average of 2.13

Interestingly, some items that were raised as potential concerns by the steering committee and CMCH staff are perceived in a positive light by the community members. Positive responses included:

1. Availability of transportation for seniors – with a weighted average of 3.35
2. Availability of safe housing– with a weighted average of 3.28
3. Availability of housing for seniors elderly – with a weighted average of 3.23

When asked “do you see a need for the following services/facilities in your community,” the standout responses were:

1. Affordable health insurance – with a weighted average of 3.44 (tied with 2)
2. Affordable health care – with a weighted average of 3.44 (tied with 1)
3. Drug treatment programs – with a weighted average of 3.27
4. Ability to understand healthcare charges/bills – with a weighted average of 3.24
5. Prescription drug/opioid drug abuse education – with a weighted average of 3.23
6. Treatment for substance/drug use or abuse – with a weighted average of 3.21
7. Drug treatment facilities – with a weighted average of 3.18
8. Childcare – with a weighted average of 3.15

When asked about factors that impact access to local health care, the responses were fairly even with the factor most positively impacting access being availability of appointment times (weighted average of 2.76) and the most negative impact on access being cost of services (weighted average of 2.18). The spread was relatively low at only 0.31 difference between the best impact and the second worst impediment. However, the drop of from the second factor to the worst—once again, the cost of services—was significant at 0.27, nearly the entire spread of all other factors.

When asked if there were any populations not being adequately served, the standout respondents were:

1. Uninsured/underinsured – 57.14% of respondents
  2. Low-income/poverty – 54.29% of respondents
- And a three-way tie for
3. Children/youth – 40% of respondents
  4. Homeless – 40% of respondents
  5. Veterans – 40% of respondents

It is also worth noting that of the write-in responses to this question, 25% of the responses mentioned mental or developmentally challenged populations.

The full summary of the survey results can be found in Appendix C.

A sampling of the comments from the survey is below. The most common responses dealt with youth, cost/insurance, and mental health. All comments have been left as originally submitted unless they have been edited for length or clarity.

Youth and children:

- “The community needs more services for children and teens for mental health and not have to wait more than a couple of weeks before they are seen.....they are just important in the community”
- “The town of Hamilton Indiana needs more resources for families and for youth/children. Activities, library, sports, etc.”
- “Babies and kids in the community are the ones who have it worse. There's not many resources for kids in the community.”

Cost/Insurance:

- “You need to VERY [transparent] with your services & bills”
- “Helping people find an affordable but efficient insurance plan”
- “Working in health care, there are so many who aren't insured, insurance covers nothing due to deductibles, or are not offered insurance. A level 1 office visit is upwards of 80 dollars, and that is just to speak with a doctor, no outside imaging, labs, meds or testing is included in that.”

Mental health:

- “My passion is for the proper care of those who suffer mental illness. Not enough people understand mental illness and how to help people get the attention they need.”
- “Now we have to add in the cost of QUALITY mental health or substance abuse programs which in all honesty require a drive to fort wayne. We have zero access to quality substance abuse or mental health institutions.”

A complete summary of the survey results can be found in Appendix C.

## Summary of Findings

Based on the information gathered as part of the Community Health Needs Assessment, the Indiana Rural Health Association has identified the areas of greatest need in Steuben County. Through the collection of health data and community input on the county's strengths, values, and challenges within the hospital's service area, the following needs were identified as being of the highest importance:

## **Identified Areas of Need**

- Access and/or education for uninsured, underinsured, and low-income populations, as well as cost of care and transparency
- Education, treatment, and prevention for illegal drug use, prescription drug/opioid abuse, alcohol abuse, methamphetamine, tobacco use
- Mental health treatment and facilities
- Services for youth

Additionally, to aid Cameron Memorial Community Hospital in the creation of an action plan, the IRHA has made preliminary suggestions for addressing the defined areas of need. \*\*\*Please note these are opportunities for improvement and in no way constitute required actions, but rather are recommendations for further attention.

### **Access and/or education for (a) uninsured, underinsured, and low-income populations, as well as (b) cost of care and (c) transparency:**

- a. Explore any and all public aid options for financial resources.
  - i. Include business entities, such as ClaimAid or similar firms to exhaust all options for Medicaid enrollment.
  - ii. Consult with local clergy to explore faith-based financial support programs.
- b. Discuss options with the medical staff and financial executives to explore discounted fee models.
  - i. What type of discount models are available for qualifying patients?
  - ii. Identify the organizations that employ the underinsured and explore mutually beneficial pricing models that help the patients but do not financially harm any of the parties.
- c. Explore best practices among peer organizations and determine the best model of pricing disclosure to meet public expectations.
  - i. Provide pricing for common services.
  - ii. Consider reasonable explanations of why some types of services cannot be quoted with fixed costs.
  - iii. Hold a town hall type meeting to share and explain (a) and (b) above.

### **Education, treatment, and prevention for illegal drug use, prescription drug/opioid abuse, alcohol abuse, methamphetamine, and tobacco use:**

- a. Collaborate with local providers and or professional resource organizations to host educational meetings to discuss substance use disorder, including drug and tobacco issues.
- b. Invite patients who have had successful interventions to share their stories at educational meetings.
- c. Invite affected family members to share stories and form support groups if not already existing.

- d. Through Community Outreach, launch a plan to canvas the community with educational services offered by Cameron Memorial Community Hospital to serve those in need. Include local employers, churches, schools, etc.

#### **Mental health treatment and facilities:**

- a. Collaborate with behavioral health organizations to be a resource for patients in need.
- b. Explore the use of telehealth and behavioral health providers.
- c. Through Community Outreach, launch an awareness program focused on removing emotional barriers to mental health issues. Remove the stigma, normalize the illness, and acknowledge stories of successful treatment.
  - Include local clergy, schools, and community organizations.
  - Identify and blanket the environments where denial is most common. Canvas those environments with education and information to alter the culture.

#### **Services for youth:**

- a. Collaborate with community organizations that attract youth to include healthy living concepts as part of daily life:
  - i. YMCA or other social/activity clubs
  - ii. Fitness organizations
  - iii. Local gathering places; coffee houses, etc.
  - iv. Schools; all school-based programs
  - v. Work with faith-based organizations on treating the body as a temple, healthy living
- b. Formal Education: Request the opportunity to be involved with school curriculum in elementary, middle school, and high schools. Convey health living in the form of diet, physical activity, and mental health development through classroom discussions.
- c. Collaborate with community leaders and law enforcement to specifically identify areas where youth congregate; and based on those demographics, develop programs to organize activities which will capture their interest.

Cameron Memorial Community Hospital has earned the trust and respect of many local residents. Having spent many years with this community, the IRHA staff recognizes the focused desire and commitment of both the hospital staff, as well as members of the community who share in their passion to improve the lives of residents of the Steuben County. Through a focused effort involving collaboration of hospital leadership and community leaders to improve health outcomes by confronting and removing the stigmas, lives will be changed. This can be leveraged with providers and local business and community service organizations to explore the suggested and other ideas to enhance the quality of life of Steuben County residents.