

## 2013 Community Needs Assessment – Roane County



The Community Health Needs Assessment provides a roadmap to help communities reach their destination of a healthier place to call home. Roane Medical Center is hopeful that this assessment will be a catalyst for meaningful collaboration and action as we address some of the most important health improvement opportunities facing Roane County.

The Affordable Care Act requires not-for-profit hospitals to conduct a needs assessment every three years and to create an Implementation Plan to address the significant findings. This effort will assist us in "connecting the dots" between Roane Medical's resources and the needs of the community, identifying additional resources, and engaging with our community partners in initiatives that benefit residents of Roane County.

### **Our Assessment Partners**

This process could not have been done without the following organizations and individuals who gave guidance and thoughtful input along the way. Their expertise and relationships helped us access the general population as well as the county's most vulnerable residents and helped distill volumes of data into the most significant health issues in Roane County. We deeply appreciate their commitment to the assessment process.

- Roane County Health Department
- Roane County Chamber – Roane Alliance
- Roane County Health Council
- Roane State Community College – Nursing Program
- Roane Medical Center
- Ridgeview Behavioral Health
- Knox County Health Department, Department of Assessment and Planning
- United Way of Roane County
- Roane County Anti Drug Coalition
- The Bridge at Rockwood
- Luminary Methodist Church

## Roane County at a Glance

- 360.7 square miles
- 54,181 residents
- 4.4% increase in population since 2000
- Median age: 45 years
- 18.6% persons over 65
- 94.4 % white
- 49.3 % male
- \$41,499 median household income
- 7.6% unemployment
- 78% graduating high school
- 17.3% have bachelor's degree or higher, age 25+
- 18% uninsured adults
- 25% children in poverty
- 2,834:1 ratio of residents per primary care physician
- 2,165:1 ratio of residents per dentist
- 3,608:1 ratio of residents per mental health provider

### For more demographic information about Roane County:

<http://www.countyhealthrankings.org/app/#!/tennessee/2014/rankings/roane/county/factors/overall/snapshot>

<http://quickfacts.census.gov/qfd/states/47/47145.html>

[http://www.tennessee.gov/tacir/County\\_Profile/roane\\_profile.htm](http://www.tennessee.gov/tacir/County_Profile/roane_profile.htm)

## Existing Healthcare Facilities and Resources

### Roane Medical Center

Roane Medical Center, a member of Covenant Health, offers personalized patient care through its quality medical and surgical care, emergency services, prevention programs, and rehabilitation support and health education. The hospital staff has extensive expertise in specialized services that include diagnostic imaging, cardiac and pulmonary rehabilitation, and many others. Roane Medical Center also offers services through its subsidiaries, RMC Patricia Neal Outpatient Center, Roane Medical Sleep Center, and Roane Medical Women's Center.

### Roane County Health Department

Roane County Health Department provides an array of services including immunizations, well child visits and health screenings, WIC and nutrition services, breast and cervical cancer screening, birth and death certificates, children's special services, HIV testing and counseling, sexually transmitted disease testing and treatment and communicable disease control.

# Assessment Data Process

To determine the health needs of the community, data were collected from various county, state and national sources; local hospital information, data about homelessness. Additionally, we conducted research using face-to-face interviews, focus groups, and surveyed residents, both online and in person.

Our assessment partners helped determine a list of key stakeholders to participate in interviews and focus groups. Special attention was given to recruiting those who serve the uninsured, chronically ill and minority populations. Lancaster Market Research Group conducted the focus groups, compiled the responses and did the data analysis.

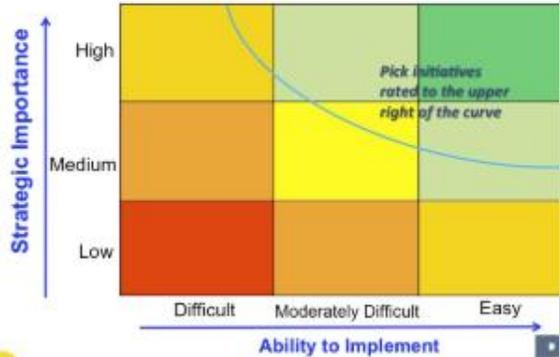
With consultation from the Knox County Health Department, Department of Assessment and Planning, a survey instrument was developed for use in the Covenant Health hospital assessments. This survey asked residents about the health and quality of life in their community/county. There were questions about what creates health and what are the most important health issues and contributing factors. Survey sampling was matched with the counties population for the attributes of age, education, income and ethnicity. Surveys were available at the United Way agencies, the Roane County Health Department, Roane Medical Center, Roane State Community College, Chamber of Commerce members, local health fairs, and online using Survey Monkey.

Hundreds of health indicators were reviewed from the Tennessee Department of Public Health, County Health Rankings from the Robert Woods Johnson Foundation, Tennessee Kids Count, as well as data from the US Census, hospital discharge data, and local homelessness data.

Notebooks containing all the health indicator data, focus group and community survey information were compiled.

A Data Synthesis Team comprising 10-12 members was formed. The team included representatives from Roane Medical Center, the health department, United Way, school system, a local senior program, Anti-Drug Coalition, Chamber of Commerce, health council, and faith community. Team members were each given a data notebook and then met several times to discuss the health issues. The team began to list, categorize, and prioritize the assessment findings. Using a Setting Priorities Tool developed by the Public Health Foundation, the team was able to further reduce its list of issues by rating each health issue's strategic importance relative to its ability to implement an effective intervention.

Setting Implementation Priorities for Initiatives or Performance Measures



### Suggested Priority Setting Criteria

<p><b>Strategic Importance</b></p> <ul style="list-style-type: none"> <li>▶ Likelihood to "move the needle" on performance measures for this goal or objective</li> <li>▶ Likelihood to drive performance of other goal(s) or objective(s) on the strategy map (usually higher on the map)</li> <li>▶ Implementation will be noticed; generate visibility to increase support</li> <li>▶ Urgency: important to implement soon, e.g.,             <ul style="list-style-type: none"> <li>▶ Other things depend on it; enables things to happen</li> <li>▶ Will lose an opportunity if not done soon</li> </ul> </li> <li>▶ Severity of problem addressed, which can have at least two dimensions, e.g.,             <ul style="list-style-type: none"> <li>▶ Number of people affected</li> <li>▶ Severity of the problem for those people who are affected</li> </ul> </li> <li>▶ Number of people who will benefit from the initiative being considered</li> <li>▶ Strength of data supporting strategic importance</li> </ul>	<p><b>Ability to Implement</b></p> <p>Availability of needed resources, or ability to get them; ability to get needed approvals or agreements, if any, to fully implement this initiative, e.g.,</p> <ul style="list-style-type: none"> <li>▶ Agreement from organizations needed to participate in the initiative</li> <li>▶ Administrative, regulatory, or legal approvals (e.g., permits, licenses, official legal opinions) from organizations that regulate or oversee activities that are part of the initiative</li> <li>▶ Adoption of new policies or legislation by people in authority to do so, whether that involves approval by an administrative authority or governing body</li> <li>▶ Level of technical difficulty to properly implement the initiative</li> </ul>
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The health issues that were selected from the Setting Priorities Tool were then voted on to determine the most significant issues.

Data gaps identified by the Team included county specific information of the incidence of neonatal abstinence syndrome and mental health data. In both cases, state and regional data were available, but it was difficult to determine the data implications at the county level. Additionally, homelessness data is limited to one episodic event each year.

## **Key Assessment Findings**

When asked to grade the overall health of Roane County, focus group participants' responses ranged from a low of "D" to a high of "C" with the average grade being a "C-". In determining the most significant issues to improve the health of Roane County we kept posing the question, "What improvements are needed to attain a B+?" Ultimately, the assessment group determined the following to be priority areas for Roane County:

- Prescription Drug Abuse
- Transportation
- Affordable Prescriptions
- Neonatal Abstinence Syndrome Incidence
- Diabetes

## **Other Findings**

### **What the residents told us:**

The three most important factors for a healthy Roane County are:

- Good jobs and healthy economy (response 42%)
- Low crime / safe neighborhoods (response 41%)
- Good schools (response 37%)

The three most important health problems in Roane County are:

- Cancers (responses 36%)
- Obesity (responses 34%)
- Mental health (responses 33%)

The three most important "risky behaviors" in Roane County are:

- Drug abuse (response 82%)
- Alcohol abuse (response 50%)
- Tobacco use (response 39%)

## **Areas of Strengths and Opportunities**

### **Quality of Life**

#### **Strengths**

- 67% of respondents are 'satisfied' to 'very satisfied' with the quality of life in Roane County.
- 65% of respondents are 'satisfied' to 'very satisfied' with Roane County as a place to grow old and as a place to raise a family.
- Lower prevalence of violent crime than the state average, but not lower than US benchmarks.

#### **Opportunities**

- Only 30% of respondents are satisfied with economic opportunities in Roane County.
- 54% of all restaurants in Roane County are fast food restaurants.
- High school graduation rate (78%) is lower than the state average (86%).
- Children in poverty (29%) is higher than the statewide rate and double the US benchmark (14%).

### **Overall Health**

#### **Strengths**

- Teen birth rate is lower than the statewide rate but still double the US benchmark.
- Adult smoking rates (16%) are among the lowest in the state (23%) and approaching the national benchmark (13%).

#### **Opportunities**

- Roane County is ranked 55th healthiest county in Tennessee out of 95 counties.
- Premature death in Roane County is significantly higher than the state average and nearly twice that of the US Benchmark.

### **Health Care**

#### **Strengths**

- Preventable hospital stays are considerably below the statewide average.
- The percentage of adults who could not see a doctor in the previous 12 months due to cost was 14% in Roane County, compared to 16% for Tennessee.
- Roane County has a new state of the art hospital that opened in February 2013.
- The uninsured adult rate for Roane County is 17%, better than the state average of 21%.

#### **Opportunities**

- The number of physicians, dentists and mental health providers is quite low based on the need of Roane County's population.
- Access to affordable dental care and mental health counseling for mild to moderate conditions is lacking.
- With the growing senior population, there is a need for more providers who accept Medicare.

- Only 44% of those surveyed are happy with the healthcare resources (access, cost, quality and options).

## Healthy Behaviors

### Strengths

- Most adults are receiving recommended screenings.
- Sexually transmitted infections are 52% fewer than the statewide rate.

### Opportunities

- Prescription drug abuse is a significant issue in Roane County.
  - Adult obesity is higher (35%) than the state average (32%).
  - 35% of adults report no physical activity.
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## Acknowledgements

Even before the assessment process was completed, its value was becoming evident. This process has expanded our network of community partners and has given us the chance to work with organizations that are new to us. The assessment outcomes have focused our efforts and resources on what is important to the community and what has the potential to meaningfully and measurably improve the health of Roane County.

We wish to acknowledge the following individuals for assisting us in our first assessment process. These partners provided valuable expertise and important perspectives in helping us reach the important conclusions of the assessment.

- Darrell Williams      Roane County Chamber of Commerce
- Laura Conner      Director, Roane County Health Department
- Kay Thomas      Social Worker, Roane County Health Department
- Donna Raines      Health Educator, Roane County Health Department
- Kathleen Cole      Roane County Health Council
- Carolyn Shipley, RN      Chief Nursing Officer, Roane Medical Center
- Gaye Jolley      President & CAO, Roane Medical Center
- Jason Pilant      COO, Roane Medical Center
- Kathy Parks      Director, The Bridge at Rockwood
- Lynn Wright      Luminary Methodist Church
- Melissa Smith      United Way Board Member
- Sarah Stevenson      Roane County Anti-Drug Coalition

Many thanks to all the community organizations who helped us distribute the survey throughout Roane County and to those leaders who participated in focus groups.

Additionally, we thank the hundreds of residents who took the time to share their perspectives and experiences in the community health survey. Roane Medical Center and Covenant Health remain committed to improving the health and quality of life in our communities.