

Community Health Needs Assessment Survey Results

War Memorial Hospital

November 2013



For additional information regarding the War Memorial Hospital Community Health Needs Assessment, contact the War Memorial Hospital at (906) 635-4460.

EXECUTIVE SUMMARY

In 2012, War Memorial Hospital contracted the Michigan Center for Rural Health to provide a Community Health Needs Assessment for its primary service areas. The assessment was provided to meet the requirements of The Patient Protection and Affordable Care Act (PPACA) for all not-for-profit 501(c) (3) hospitals.

A part of this requirement is that an assessment take place at least every three years; that the hospital adopt an implementation strategy to meet needs identified through the assessment; that the hospital include persons “representing the broad interests of the community served by the hospital facility,” including those “with special knowledge of or expertise in public health;” and that the assessment is made widely available to the public.

War Memorial Hospital will utilize this assessment as a guide to providing programs intended to address needs identified in the project. The survey design, analysis, and findings are provided in this report.

ACKNOWLEDGEMENTS

David Jahn, War Memorial Hospital President & CEO and David Martin, Chippewa County Health Department Health Officer; Victoria Lantzy and Angie Emge, Michigan Center for Rural Health.

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BACKGROUND INFORMATION

War Memorial Hospital has served our communities for more than 100 years and employs more than 880 individuals who are deeply committed to delivering patient-focused care. WMH is home to an 82-bed acute care hospital, a 20 bed Inpatient Psychiatric Unit, a 51-bed Long Term Care unit, a 30,000-square foot Rehabilitation Center, and several satellite physician offices and clinics located throughout the Eastern Upper Peninsula of Michigan. We believe in healthcare that is delivered close to home by the highly-trained people you know and trust.

War Memorial Hospital: Mission

Our commitment is to improve the quality of life and health through partnerships with those we serve.

HEALTHCARE SERVICES

Inpatient Behavioral Health Center

Outpatient Behavioral Health Center

Cardiopulmonary Services

- Stress Lab/EKG
- Echocardiograph
- Respiratory
- Cardiac Rehabilitation

Chemotherapy

Infusion Therapy

Community Care Clinic

Diabetic Education

Dialysis Services

Dietary Services

Emergency Care

Lab Services

- Full service diagnostic testing
- Blood bank transfusion services
- Diagnostic pathology
- Microbiology
- Occupational drug and alcohol testing

Long Term Care

Obstetrics

Occupational Health

- Medical surveillance physicals
- CDL medical physicals
- Pre-employment physicals
- Vaccinations
- TB testing
- PFT testing
- Employee wellness

Rehabilitation Center

- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Athletic Trainers
- Massage Therapy

Sleep Disorders Center

Surgical Services

- General surgery
- Diagnostic and therapeutic endoscopies
- Ophthalmology
- Orthopedics
- OB/GYN
- Urology
- Pulmonology
- Bariatric services

Pharmacy

WMH Physician Practices and Clinics

- General Surgery (Advanced Surgical Care)
- Internal Medicine (Chippewa Medical Associates – in partnership with MGHS)
- Nephrology (Chippewa Medical Associates – in partnership with MGHS)
- Orthopedics (International Orthopedic & Sports Medicine Center)
- ENT (Sault Otolaryngology & Facial Plastic Surgery)
- Pediatrics (Sault Pediatrics)
- Women's Health (Sault Women's Health Care)
- Cardiology (Soo Cardiology – in partnership with Munson Health)

- Neurology (Superior Neurosciences)
- Gastroenterology (U.P. Digestive Health)
- Dermatology (WMH Dermatology)
- Urgent Care (Community Care Clinic, WMH Community Care – Kinross)
- Family Care (WMH Family Care – Cedarville, WMH Family Care – Detour)

Radiology

- General Radiology (X-Rays)
- Nuclear Medicine,
- Digital Mammography
- Ultrasound
- Computerized Tomography (CT Scans)
- Magnetic Resonance Imaging (MRI)
- Mobile PET Scanning
- Stereotactic Breast Biopsy
- Digital mammography

Social Services

- Psychosocial concerns related to diagnoses and illness
- Bereavement
- Advance Directives
- Discharge Planning
- Community referrals
- Hospice Services
- Assistance with assisted living or nursing home placement

SCOPE OF THE STUDY

The purpose of the 2013 War Memorial Hospital Community Health Needs Assessment is to collect data on specific information regarding community perception of the Use of Healthcare Services, Awareness of Services, Community Health, and Health Insurance. Additionally, data were collected regarding the demographics of survey responders. The data are presented in a format that can be useful to War Memorial Hospital administration, health care providers and community.

METHODOLOGY

A comprehensive nine-page survey was developed by the National Center for Rural Health Works and modified for this study. War Memorial Hospital CEO David Jahn approved the survey design and content.

A survey cover letter was sent to 2,000 random community members in the War Memorial Chippewa County service areas. A company named AccuLeads provided randomized mailing addresses for the cities of Barbeau, Brimley, Dafter, De Tour Village, Drummond Island, Eckerman, Fibre, Goetzville, Hulbert, Kincheloe, Kinross, Paradise, Pickford, Raco, Rudyard, Sault Sainte Marie, Stalwart, Strongs, and Trout Lake. The first survey was sent on March 5, 2013; a follow up survey was mailed to all new recipients on June 3, 2013, and thru local efforts to deliver surveys to specific locations. Altogether, 1,144 completed surveys were returned (57%). The data was entered into a Survey Monkey database and are presented in the Survey Results section of this report.

POPULATION DATA

People Quick-Facts	Chippewa County	Michigan	USA
Population, 2012 estimate	38,917	9,883,360	313,914,040
Population, 2010 (April 1) estimates base	38,520	9,883,635	308,747,508
Population, percent change, April 1, 2010 to July 1, 2012	1.0%	Z	1.7%
Population, 2010	38,520	9,883,640	308,745,538
Persons under 5 years, percent, 2012	5.0%	5.8%	6.4%
Persons under 18 years, percent, 2012	19.8%	22.9%	23.5%
Persons 65 years and over, percent, 2012	15.2%	14.6%	13.7%
Female persons, percent, 2012	44.7%	50.9%	50.8%
White alone, percent, 2012 (a)	72.4%	80.1%	77.9%
Black or African American alone, percent, 2012 (a)	6.9%	14.3%	13.1%
American Indian and Alaska Native alone, percent, 2012 (a)	15.0%	0.7%	1.2%
Asian alone, percent, 2012 (a)	0.8%	2.6%	5.1%
Native Hawaiian and Other Pacific Islander alone, percent, 2012 (a)	0.1%	Z	0.2%
Two or More Races, percent, 2012	4.8%	2.2%	2.4%
Hispanic or Latino, percent, 2012 (b)	1.7%	4.6%	16.9%
White alone, not Hispanic or Latino, percent, 2012	71.2%	76.2%	63.0%
Living in same house 1 year & over, percent, 2007-2011	82.3%	85.4%	84.6%
Foreign born persons, percent, 2007-2011	2.8%	6.0%	12.8%
Language other than English spoken at home, percentage 5+, 2007-2011	4.7%	9.0%	20.3%
High school graduate or higher, percent of persons age 25+, 2007-2011	88.7%	88.4%	85.4%
Bachelor's degree or higher, percent of persons age 25+, 2007-2011	17.9%	25.3%	28.2%
Veterans, 2007-2011	4,109	711,613	22,215,303
Mean travel time to work (minutes), workers age 16+, 2007-2011	16.5	23.9	25.4
Housing units, 2011	21,326	4,525,480	132,312,404
Homeownership rate, 2007-2011	72.5%	73.5%	66.1%
Housing units in multi-unit structures, percent, 2007-2011	11.8%	18.1%	25.9%
Median value of owner-occupied housing units, 2007-2011	\$103,700	\$137,300	\$186,200
Households, 2007-2011	14,699	3,825,182	114,761,359
Persons per household, 2007-2011	2.32	2.53	2.6
Per capita money income in the past 12 months (2011 dollars), 2007-2011	\$20,744	\$25,482	\$27,915
Median household income, 2007-2011	\$41,108	\$48,669	\$52,762
Persons below poverty level, percent, 2007-2011	17.7%	15.7%	14.3%

Business Quick-Facts	Chippewa County	Michigan	USA
Private nonfarm establishments, 2011	805	217,344	7,354,043
Private nonfarm employment, 2011	8,353	3,379,035	113,425,965
Private nonfarm employment, percent change, 2010-2011	-0.6%	2.8%	1.3%
Non-employer establishments, 2011	1,983	687,228	22,491,080
Total number of firms, 2007	2,932	816,972	27,092,908
Black-owned firms, percent, 2007	F	8.9%	7.1%
American Indian- and Alaska Native-owned firms, percent, 2007	4.9%	0.7%	0.9%
Asian-owned firms, percent, 2007	S	2.6%	5.7%
Native Hawaiian and Other Pacific Islander-owned firms, percent, 2007	F	0.1%	0.1%
Hispanic-owned firms, percent, 2007	F	1.3%	8.3%
Women-owned firms, percent, 2007	23.2%	30.4%	28.8%
Manufacturers shipments, 2007 (\$1000)	D	234,455,768	5,319,456,312
Merchant wholesaler sales, 2007 (\$1000)	D	107,109,349	4,174,286,516
Retail sales, 2007 (\$1000)	369,455	109,102,594	3,917,663,456
Retail sales per capita, 2007	\$9,521	\$10,855	\$12,990
Accommodation and food services sales, 2007 (\$1000)	189,886	14,536,648	613,795,732
Building permits, 2012	39	11,692	829,658
Geography Quick Facts	Chippewa County	Michigan	USA
Land area in square miles, 2010	1,558.42	56,538.90	3,531,905.43
Persons per square mile, 2010	24.7	174.8	87.4
FIPS Code	33	26	
Metropolitan or Micropolitan Statistical Area	Sault Ste. Marie, MI Micro Area		

(a) Includes persons reporting only one race.

(b) Hispanics may be of any race, so also are included in applicable race categories.

FN: Footnote on this item for this area in place of data

NA: Not available

D: Suppressed to avoid disclosure of confidential information

X: Not applicable

S: Suppressed; does not meet publication standards

Z: Value greater than zero but less than half unit of measure shown

F: Fewer than 100 firms

Source: US Department of Commerce. US Census Bureau

<http://quickfacts.census.gov/qfd/index.html>

BEHAVIORAL RISK FACTOR DATA

Michigan Behavioral Risk Factor Surveillance System		
August 2012		
Region 8 Counties: Alger, Baraga, Chippewa, Delta, Dickinson, Gogebic, Houghton, Iron, Keweenaw, Luce, Mackinac, Marquette, Menominee, Ontonagon, Schoolcraft		
Risk Factor	Region 8 (%)	Michigan (%)
Health Status: General Health, Fair to Poor	14.8	17.1
Health Status: Last 14 Days, poor physical health	12.7	13.5
Health Status: Last 14 Days, poor mental health	5.6	13.0
Health Status: Last 14 Days, activity limitation	7.8	9.0
Mean Number of Days of Poor Physical Health (last 30 days)	3.7	4.2
Mean Number of Days of Poor Mental Health	2.4	4.1
Mean Number of Days of Activity Limitation	2.4	2.8
Total Disability	22.4	24.6
Any Activity Limitation	19.6	22.3
Used Special Equipment	8.7	8.7
Weight Status: Obese	27.3	31.1
Weight Status: Overweight	36.2	34.6
Weight Status: Normal Weight	33.3	32.8
Weight Status: Underweight	3.2	1.6
Access: No Health Care Coverage	12.0	16.6
Access: No Personal Health Care Provider	16.9	15.8
Access: No Health Care Access During Past 12 Months Due to Cost	11.7	15.1
No Leisure-Time Physical Activity	20.0	23.3
Cigarette Smoking: Current Smoker	21.7	23.3
Cigarette Smoking: Former Smoking	30.5	25.8
Cigarette Smoking: Never Smoked	47.8	50.9
Current Smokers who attempted cessation	64.4	64.3
Tobacco Use	10.5	3.9
Alcohol Consumption: Heavy Drinking	8.7	6.1
Alcohol Consumption: Binge Drinking	21.5	19.2
Mean Number of Binge Drinking Occasions (past 30 days)	3.7	4.3
Drove Motor Vehicle After Drinking	2.5	1.9
Seat Belt Use: always use a seatbelt	84.7	88.4
Clinical Breast Exam among women aged 20 years and older: Ever Had Clinical Breast Exam	93.2	91.4
Clinical Breast Exam among women aged 20 years and older: Had appropriately timed Clinical Breast Exam	63.2	66.7
Mammography in Women Aged 40 and Older: Ever had Mammogram	92.8	94.5
Mammogram in the Past Year	55.3	59.2
Mammogram in the Past Two Years	72.2	76.6
Mammogram and Clinical Breast Exam in the Past Year	45.9	50.4

Risk Factor	Region 8 (%)	Michigan
Cervical Cancer Screening: Ever Had Pap Test	89.5	92.1
Cervical Cancer Screening: Had Appropriately Timed Pap Test	72.7	79.4
Prostate Cancer Screening Among Men Aged 50 and Older: Ever Discussed with Dr.	69.7	73.0
Doctor recommended PSA Test	59.9	67.3
Ever had a PSA Test	72.8	72.2
Had a PSA Test in Past Year	45.1	46.9
Colorectal Cancer Screening: Ever Had Blood Stool Test	43.7	40.6
Colorectal Cancer Screening Had Blood Stool Test in Past Two Years	17.4	15.8
Colorectal Cancer Screening: Ever Had Sigmoidoscopy/Colonoscopy	71.9	72.7
Colorectal Cancer Screening: Had Sigmoidoscopy or Colonoscopy in Past 5 Years	56.3	55.4
Colorectal Cancer Screening: Had Sigmoidoscopy in Past 5 Years or Colonoscopy in Past 10 Years	65.7	67.3
Oral Health: No Dental Visit in Past Year	33.8	32.0
Oral Health: 6+ Teeth Missing	14.9	15.8
No Routine Checkup in past year	35.9	33.5
Immunizations among adults 65 years and older: Flu Vaccine in past year	56.0	55.4
Immunizations among adults 65 years and older: ever received pneumonia vaccine	59.3	66.8
HIV Testing (adults 18-64): Ever been tested	29.2	40.4
Asthma: Lifetime prevalence among adults	16.1	15.5
Asthma: Current prevalence among adults	9.9	10.5
Asthma: Lifetime prevalence among children	7.6	14.4
Asthmas: Current prevalence among children	5.2	9.5
COPD	7.7	7.4
Arthritis	34.3	31.8
CVD: Ever told heart attack	6.3	5.2
CVD: Diagnosis of Angina or Coronary Heart Disease	6.0	5.1
CVD: Ever told stroke	2.3	3.5
CVD: Ever told any cardiovascular disease	10.2	9.9
Cancer: Ever Told Skin Cancer	3.4	5.7
Cancer: Ever Told Any Other Types of Cancers	8.5	7.9
Cancer: Ever Told Cancer	11.1	12.3
Diabetes	12.6	10.5
Kidney Disease	2.6	3.4
Depression	15.5	20.6
Visual Impairment	13.8	17.1
Falls Among Adults Aged 45 and Older: Fell During the Past 3 Months	15.8	17.4
Injured from a Fall During the Past Three Months	5.5	5.1

2012 Michigan BRFSS Estimates by Emergency Preparedness Region. June 25, 2013.

http://www.michigan.gov/documents/mdch/2012_MiBRFS_EP_Region_Tables_FINAL_425533_7.pdf

**SURVEY RESULTS
WAR MEMORIAL HOSPITAL
CHIPPEWA County, Michigan**

Community Challenges and Issues

Economic Issues

1. Unemployment or underemployment

Response Category	Number	Percentage
Major Issue	684	61.1%
Moderate Issue	312	27.9%
Minor Issue	54	4.8%
Not an Issue	69	6.2%
Totals	1,119	100.0%

2. Poverty

Response Category	Number	Percentage
Major Issue	497	44.9%
Moderate Issue	431	38.9%
Minor Issue	106	9.6%
Not an Issue	73	6.6%
Totals	1,107	100.0%

3. Lack of Jobs

Response Category	Number	Percentage
Major Issue	697	63.4%
Moderate Issue	279	25.3%
Minor Issue	68	6.2%
Not an Issue	56	5.1%
Totals	1,100	100.0%

Educational Issues

4. Availability of Skilled Trades Training

Response Category	Number	Percentage
Major Issue	296	26.9%
Moderate Issue	457	41.5%
Minor Issue	236	21.4%
Not an Issue	113	10.2%
Totals	1,102	100.0%

5. K-12 education prepares student for workforce

Response Category	Number	Percentage
Major Issue	219	20.1%
Moderate Issue	360	33.1%
Minor Issue	297	27.3%
Not an Issue	212	19.5%
Totals	1,088	100.0%

6. K-12 education prepares student for further schooling

Response Category	Number	Percentage
Major Issue	189	17.3%
Moderate Issue	343	31.3%
Minor Issue	315	28.8%
Not an Issue	247	22.6%
Totals	1,094	100.0%

7. Lack of educational funding

Response Category	Number	Percentage
Major Issue	478	43.6%
Moderate Issue	358	32.7%
Minor Issue	167	15.2%
Not an Issue	93	8.5%
Totals	1,096	100.0%

Environmental Issues

8. Water Pollution

Response Category	Number	Percentage
Major Issue	274	24.7%
Moderate Issue	349	31.4%
Minor Issue	297	26.8%
Not an Issue	190	17.1%
Totals	1,110	100.0%

9. Surface Water (beach) pollution

Response Category	Number	Percentage
Major Issue	362	32.5%
Moderate Issue	382	34.3%
Minor Issue	231	20.8%
Not an Issue	138	12.4%
Totals	1,113	100.0%

10. Air Pollution

Response Category	Number	Percentage
Major Issue	169	15.2%
Moderate Issue	311	28.0%
Minor Issue	380	34.2%
Not an Issue	252	22.6%
Totals	1,112	100.0%

11. Imported Solid Waste

Response Category	Number	Percentage
Major Issue	252	23.3%
Moderate Issue	271	25.0%
Minor Issue	305	28.2%
Not an Issue	254	23.5%
Totals	1,082	100.0%

12. Recycling Convenience

Response Category	Number	Percentage
Major Issue	106	9.5%
Moderate Issue	210	18.9%
Minor Issue	357	32.1%
Not an Issue	440	39.5%
Totals	1,113	100.0%

13. Hazardous Waste Disposal

Response Category	Number	Percentage
Major Issue	164	15.1%
Moderate Issue	255	23.4%
Minor Issue	388	35.6%
Not an Issue	282	25.9%
Totals	1,089	100.0%

Health Issues

14. Alcohol Abuse

Response Category	Number	Percentage
Major Issue	580	51.8%
Moderate Issue	345	30.9%
Minor Issue	112	10.0%
Not an Issue	82	7.3%
Totals	1,119	100.0%

15. Tobacco Abuse

Response Category	Number	Percentage
Major Issue	482	43.1%
Moderate Issue	370	33.1%
Minor Issue	167	14.9%
Not an Issue	99	8.9%
Totals	1,118	100.0%

16. Illegal Drug Abuse

Response Category	Number	Percentage
Major Issue	659	58.7%
Moderate Issue	317	28.2%
Minor Issue	84	7.5%
Not an Issue	63	5.6%
Totals	1,123	100.0%

17. Prescription Drug Abuse

Response Category	Number	Percentage
Major Issue	662	59.3%
Moderate Issue	286	25.6%
Minor Issue	94	8.4%
Not an Issue	74	6.7%
Totals	1,116	100.0%

18. Lack of &/or affordability of mental health care services

Response Category	Number	Percentage
Major Issue	483	43.6%
Moderate Issue	344	31.1%
Minor Issue	180	16.2%
Not an Issue	101	9.1%
Totals	1,108	100.0%

19. Lack of affordable dental care

Response Category	Number	Percentage
Major Issue	426	38.2%
Moderate Issue	345	31.0%
Minor Issue	234	21.0%
Not an Issue	109	9.8%
Totals	1,114	100.0%

20. Lack of affordable medical care

Response Category	Number	Percentage
Major Issue	433	39.2%
Moderate Issue	361	32.7%
Minor Issue	216	19.6%
Not an Issue	94	8.5%
Totals	1,104	100.0%

Housing Issues

21. Shortage of affordable housing

Response Category	Number	Percentage
Major Issue	251	22.5%
Moderate Issue	378	33.9%
Minor Issue	344	30.8%
Not an Issue	143	12.8%
Totals	1,116	100.0%

22. Substandard Housing

Response Category	Number	Percentage
Major Issue	226	20.4%
Moderate Issue	404	36.5%
Minor Issue	343	31.0%
Not an Issue	134	12.1%
Totals	1,107	100.0%

23. Availability of rental housing

Response Category	Number	Percentage
Major Issue	178	16.1%
Moderate Issue	341	30.7%
Minor Issue	405	36.5%
Not an Issue	185	16.7%
Totals	1,109	100.0%

24. Homelessness

Response Category	Number	Percentage
Major Issue	169	15.2%
Moderate Issue	371	33.4%
Minor Issue	412	37.1%
Not an Issue	159	14.3%
Totals	1,111	100.0%

Leisure Activity Issues

25. Shortage of Sports/recreational facilities

Response Category	Number	Percentage
Major Issue	163	14.8%
Moderate Issue	247	22.3%
Minor Issue	352	31.9%
Not an Issue	343	31.0%
Totals	1,105	100.0%

26. Shortage of parks and trails

Response Category	Number	Percentage
Major Issue	172	15.6%
Moderate Issue	240	21.7%
Minor Issue	344	31.1%
Not an Issue	349	31.6%
Totals	1,105	100.0%

27. Lack of cultural activities (concerts, museums, etc.)

Response Category	Number	Percentage
Major Issue	237	21.5%
Moderate Issue	326	29.6%
Minor Issue	330	29.9%
Not an Issue	210	19.0%
Totals	1,103	100.0%

28. Availability of community festivals/events

Response Category	Number	Percentage
Major Issue	176	15.8%
Moderate Issue	286	25.7%
Minor Issue	368	33.1%
Not an Issue	282	25.4%
Totals	1,112	100.0%

Social Issues

29. Crime

Response Category	Number	Percentage
Major Issue	166	15.1%
Moderate Issue	435	39.6%
Minor Issue	411	37.4%
Not an Issue	87	7.9%
Totals	1,099	100.0%

30. Teen pregnancy

Response Category	Number	Percentage
Major Issue	257	23.4%
Moderate Issue	436	39.8%
Minor Issue	326	29.7%
Not an Issue	78	7.1%
Totals	1,097	100.0%

31. Racial or ethnic discrimination

Response Category	Number	Percentage
Major Issue	116	10.5%
Moderate Issue	249	22.6%
Minor Issue	499	45.4%
Not an Issue	236	21.5%
Totals	1,100	100.0%

32. Family violence, abuse of children or adults

Response Category	Number	Percentage
Major Issue	265	24.3%
Moderate Issue	471	43.2%
Minor Issue	256	23.5%
Not an Issue	98	9.0%
Totals	1,090	100.0%

33. Lack of affordable childcare

Response Category	Number	Percentage
Major Issue	250	22.8%
Moderate Issue	367	33.5%
Minor Issue	339	31.0%
Not an Issue	139	12.7%
Totals	1,095	100.0%

34. Lack of affordable elder care

Response Category	Number	Percentage
Major Issue	334	30.6%
Moderate Issue	390	35.7%
Minor Issue	268	24.5%
Not an Issue	101	9.2%
Totals	1,093	100.0%

35. Gambling

Response Category	Number	Percentage
Major Issue	456	41.6%
Moderate Issue	384	35.0%
Minor Issue	152	13.9%
Not an Issue	104	9.5%
Totals	1,096	100.0%

Transportation Issues

36. Inadequate public transportation

Response Category	Number	Percentage
Major Issue	338	31.0%
Moderate Issue	332	30.5%
Minor Issue	268	24.6%
Not an Issue	151	13.9%
Totals	1,089	100.0%

37. Poor road Conditions

Response Category	Number	Percentage
Major Issue	475	43.6%
Moderate Issue	329	30.2%
Minor Issue	225	20.6%
Not an Issue	61	5.6%
Totals	1,090	100.0%

Household Challenges and Issues

Economic Issues

38. Not having enough food

Response Category	Number	Percentage
Major Issue	72	6.7%
Moderate Issue	169	15.8%
Minor Issue	180	16.9%
Not an Issue	647	60.6%
Totals	1,068	100.0%

39. Finding it difficult to budget (more expenses than income)

Response Category	Number	Percentage
Major Issue	239	22.3%
Moderate Issue	267	25.0%
Minor Issue	222	20.7%
Not an Issue	343	32.0%
Totals	1,071	100.0%

40. Unable to find work

Response Category	Number	Percentage
Major Issue	228	21.5%
Moderate Issue	169	15.9%
Minor Issue	102	9.6%
Not an Issue	562	53.0%
Totals	1,061	100.0%

41. Unemployment

Response Category	Number	Percentage
Major Issue	236	22.3%
Moderate Issue	157	14.8%
Minor Issue	81	7.6%
Not an Issue	585	55.3%
Totals	1,059	100.0%

42. Under-employment

Response Category	Number	Percentage
Major Issue	236	22.3%
Moderate Issue	174	16.5%
Minor Issue	102	9.6%
Not an Issue	546	51.6%
Totals	1,058	100.0%

43. Significant credit card debt

Response Category	Number	Percentage
Major Issue	194	18.3%
Moderate Issue	195	18.4%
Minor Issue	172	16.2%
Not an Issue	500	47.1%
Totals	1,061	100.0%

Educational Issues

44. High school providing adequate career guidance

Response Category	Number	Percentage
Major Issue	141	13.3%
Moderate Issue	210	19.9%
Minor Issue	198	18.8%
Not an Issue	507	48.0%
Totals	1,056	100.0%

45. Student achievement scores on state tests

Response Category	Number	Percentage
Major Issue	81	7.8%
Moderate Issue	254	24.3%
Minor Issue	226	21.6%
Not an Issue	484	46.3%
Totals	1,045	100.0%

46. Children not being safe at school

Response Category	Number	Percentage
Major Issue	84	8.0%
Moderate Issue	152	14.4%
Minor Issue	266	25.2%
Not an Issue	553	52.4%
Totals	1,055	100.0%

47. Affordable college education

Response Category	Number	Percentage
Major Issue	395	37.5%
Moderate Issue	250	23.7%
Minor Issue	130	12.3%
Not an Issue	280	26.5%
Totals	1,055	100.0%

Environmental Issues

48. Experiencing air quality issues in your home

Response Category	Number	Percentage
Major Issue	34	3.2%
Moderate Issue	66	6.2%
Minor Issue	216	20.1%
Not an Issue	756	70.5%
Totals	1,072	100.0%

49. Experiencing water quality issues in your home

Response Category	Number	Percentage
Major Issue	32	3.0%
Moderate Issue	70	6.5%
Minor Issue	201	18.7%
Not an Issue	771	71.8%
Totals	1,074	100.0%

50. Recycling convenience

Response Category	Number	Percentage
Major Issue	75	7.0%
Moderate Issue	121	11.3%
Minor Issue	292	27.3%
Not an Issue	582	54.4%
Totals	1,070	100.0%

Health Issues

51. Lack of money to pay the doctor, by prescription medications, or get medical insurance

Response Category	Number	Percentage
Major Issue	246	22.7%
Moderate Issue	192	17.8%
Minor Issue	190	17.6%
Not an Issue	453	41.9%
Totals	1,081	100.0%

52. Lack of money to pay the dentist

Response Category	Number	Percentage
Major Issue	249	23.2%
Moderate Issue	180	16.7%
Minor Issue	170	15.8%
Not an Issue	476	44.3%
Totals	1,075	100.0%

53. Feeling a lot of anxiety, stress, or depression

Response Category	Number	Percentage
Major Issue	217	20.2%
Moderate Issue	230	21.5%
Minor Issue	279	26.0%
Not an Issue	346	32.3%
Totals	1,072	100.0%

54. Experiencing an alcohol problem

Response Category	Number	Percentage
Major Issue	85	7.9%
Moderate Issue	79	7.3%
Minor Issue	78	7.2%
Not an Issue	836	77.6%
Totals	1,078	100.0%

55. Experiencing a tobacco problem

Response Category	Number	Percentage
Major Issue	105	9.8%
Moderate Issue	95	8.8%
Minor Issue	107	10.0%
Not an Issue	767	71.4%
Totals	1,074	100.0%

56. Experiencing a drug problem

Response Category	Number	Percentage
Major Issue	86	8.0%
Moderate Issue	47	4.4%
Minor Issue	43	4.0%
Not an Issue	897	83.6%
Totals	1,073	100.0%

57. Experiencing significant behavioral or emotional issues with children or teenagers

Response Category	Number	Percentage
Major Issue	103	9.6%
Moderate Issue	111	10.4%
Minor Issue	119	11.1%
Not an Issue	736	68.9%
Totals	1,069	100.0%

Housing Issues

58. Living in housing that needs major repairs

Response Category	Number	Percentage
Major Issue	90	8.4%
Moderate Issue	117	10.9%
Minor Issue	226	21.1%
Not an Issue	639	59.6%
Totals	1,072	100.0%

59. Lack of money to pay for housing/utilities

Response Category	Number	Percentage
Major Issue	128	12.0%
Moderate Issue	150	14.0%
Minor Issue	196	18.4%
Not an Issue	594	55.6%
Totals	1,068	100.0%

Leisure Activity Issues

60. Availability of recreational activities

Response Category	Number	Percentage
Major Issue	145	13.4%
Moderate Issue	194	18.0%
Minor Issue	292	27.1%
Not an Issue	448	41.5%
Totals	1,079	100.0%

Social Issues

61. Safety in the community

Response Category	Number	Percentage
Major Issue	39	3.6%
Moderate Issue	15	12.5%
Minor Issue	351	32.4%
Not an Issue	557	51.5%
Totals	1,082	100.0%

62. Unable to get care for a person with a disability or serious illness, or for an elder

Response Category	Number	Percentage
Major Issue	113	10.6%
Moderate Issue	131	12.2%
Minor Issue	171	16.0%
Not an Issue	656	61.2%
Totals	1,071	100.0%

63. Unable to find or afford childcare

Response Category	Number	Percentage
Major Issue	85	8.1%
Moderate Issue	110	10.4%
Minor Issue	133	12.6%
Not an Issue	727	68.9%
Totals	1,055	100.0%

Transportation Issues

64. Do you own or have access to a reliable vehicle?

Response Category	Number	Percentage
Yes	1,037	95.9%
No	44	4.1%
Totals	1,081	100.0%

65. Do you rely on public transportation?

Response Category	Number	Percentage
Yes	52	4.8%
No	1,023	95.2%
Totals	1,075	100.0%

66. Time/Distance from home to work (in minutes)

Response Category	Number	Percentage
0-5 minutes	284	31.6%
6-15 minutes	300	33.4%
16-30 minutes	191	21.3%
31-45 minutes	100	11.1%
46-60 minutes	14	1.6%
61-120 minutes	8	0.9%
121 minutes or more	1	0.1%
Totals	898	100.0%

67. What is your distance from work (in miles)?

Response Category	Number	Percentage
0-10 miles	318	63.6%
11-20 miles	82	16.4%
21-40 miles	79	15.8%
41-60 miles	15	3.0%
61-90 miles	4	0.8%
91-120 miles	2	0.4%
121 miles or more	0	0.0%
Totals	500	100.0%

68. Does traffic flow on the International Bridge affect your choice to go to Canada?

Response Category	Number	Percentage
Yes	508	47.7%
No	558	52.3%
Totals	1,066	100.0%

Other Issues

69. Has anyone in your household been involuntarily unemployed in the last 12 months?

Response Category	Number	Percentage
Yes	233	21.9%
No	830	78.1%
Totals	1,063	100.0%

70. Does anyone in your household who is currently employed consider themselves to be underemployed?

Response Category	Number	Percentage
Yes	329	32.6%
No	680	67.4%
Totals	1,009	100.0%

71. If yes is this due to: Lack of hours available or Lack of work that utilizes skills &/or education?

Response Category	Number	Percentage
Lack of hours available	141	42.9%
Lack of work that utilizes skills &/or education	188	57.1%
Totals	329	100.0%

72. Is anyone in your household, who is currently employed, concerned about being laid off or terminated from their job?

Response Category	Number	Percentage
Yes	347	35.7%
No	624	64.3%
Totals	971	100.0%

73. If someone in your household became unemployed, where would they seek assistance?

Response Category	Number	Percentage
Michigan Works	753	32.5%
Online Job Service	571	24.7%
Newspaper	701	30.3%
Local Economic Development Corporation	203	8.8%
Other*	86	3.7%
Totals	2,314	100.0%

Other*: University, business associations, professional associations, word of mouth, Michigan Vocational Rehabilitation Services, former employer, friends, other communities, Tribal Human Resources, Army Corps of Engineers website, Sault Area Career Center & LSSU

74. Has anyone in your household chosen to work for a lower wage in order to stay in this area?

Response Category	Number	Percentage
Yes	502	50.3%
No	496	49.7%
Totals	998	100.0%

75. Has anyone in your household considered moving away from this area because of employment reasons during the last 12 months?

Response Category	Number	Percentage
Yes	437	43.4%
No	571	56.6%
Totals	1,008	100.0%

76. Do you believe you will be able to retire by the time you reach your mid 60s?

Response Category	Number	Percentage
Yes	457	46.3%
No	531	53.7%
Totals	988	100.0%

77. Do you consider this to be a good retirement community?

Response Category	Number	Percentage
Yes	686	64.9%
No	371	35.1%
Totals	1,057	100.0%

78. Do you feel that Lake Superior State University is connected with the community?

Response Category	Number	Percentage
Yes	596	56.9%
No	452	43.1%
Totals	1,048	100.0%

79. Do you believe this is a good community for raising children?

Response Category	Number	Percentage
Yes	910	85.9%
No	149	14.1%
Totals	1,059	100.0%

80. Do you think it is important for children to attend a preschool program before they enter kindergarten?

Response Category	Number	Percentage
Yes	851	81.0%
No	200	19.0%
Totals	1,051	100.0%

81. Are there adequate programs in our community to teach parenting skills for families with young children?

Response Category	Number	Percentage
Yes	361	37.1%
No	611	62.9%
Totals	972	100.0%

82. How many adults in your household DO NOT have any health care coverage, including health insurance, prepaid plans such as HMOs, or government plans such as Medicare?

Response Category	Number	Percentage
All adults have coverage	798	78.3%
1	144	14.1%
2	64	6.3%
3 or more	13	1.3%
Totals	1,019	100.0%

83. Is anyone in your household a regular tobacco user?

Response Category	Number	Percentage
Yes	300	29.2%
No	729	70.8%
Totals	1,029	100.0%

84. During the past 12 months, has anyone in your household tried to quit using tobacco?

Response Category	Number	Percentage
Yes	217	21.9%
No	740	74.6%
I don't know	35	3.5%
Totals	992	100.0%

85. Does anyone in your household consume alcohol on a weekly basis?

Response Category	Number	Percentage
Yes	394	37.3%
No	662	62.7%
Totals	1,056	100.0%

86. In the past 30 days, how many times has someone in your household consumed 5 or more drinks on an occasion?

Response Category	Number	Percentage
None	635	62.8%
1 to 3 times	275	27.2%
4 to 5 times	45	4.5%
More than 5 times	56	5.5%
Totals	1,011	100.0%

87. How many days per week do you moderate activities for at least 30 minutes at a time?

Response Category	Number	Percentage
Do not exercise at least 30 minutes weekly	102	9.6%
Don't know/Not sure	104	9.8%
1-2 times	215	20.2%
3-5 times	418	39.3%
6-7 times	224	21.1%
Totals	1,063	100.0%

88. How many days per week do you do vigorous activities for at least 30 minutes at a time?

Response Category	Number	Percentage
Do not exercise at least 30 minutes weekly	190	18.1%
Don't know/Not Sure	157	14.9%
1-2 times	382	36.3%
3-5 times	245	23.3%
6-7 times	78	7.4%
Totals	1,052	100.0%

89. Are you affiliated with a local church that you attend on a regular basis?

Response Category	Number	Percentage
Yes	462	43.4%
No	602	56.6%
Totals	1,064	100.0%

90. Where do you obtain most of your local news or information on current events?

Response Category	Number	Percentage
Newspaper	213	20.1%
Radio	96	9.1%
Television	406	38.6%
Online	293	27.6%
Other*	49	4.6%
Totals	1,060	100.0%

Other*: Coworkers, friends, word of mouth, combination of all of the above, Facebook, caregiver, gossip, Take 5 Program, work colleagues, email, social media, news app, NPR

91. Has anyone in your household been a victim of a crime in the last 12 months?

Response Category	Number	Percentage
Yes	83	7.8%
No	981	92.2%
Totals	1,064	100.0%

92. Has anyone in your household experienced abuse (physical/verbal/emotional) from another household member?

Response Category	Number	Percentage
Yes	57	5.4%
No	1,003	94.6%
Totals	1,060	100.0%

The following questions will help us be certain we have included a valid sampling of people

93. How many adults 65 years of age or older including yourself, live in your household?

Response Category	Number	Percentage
0	741	70.5%
1	164	15.6%
2	135	12.8%
3	6	0.6%
4	4	0.4%
5	0	0.0%
6 or more	1	0.1%
Totals	1,051	100.0%

94. Are you of Spanish/Hispanic origin or descent?

Response Category	Number	Percentage
Yes	17	1.6%
No	1,017	98.4%

Totals	1,034	100.0%
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95. Race and Ethnicity: What do you consider to be your primary racial or ethnic group?

Response Category	Number	Percentage
American Indian	135	12.8%
White	896	85.1%
Asian or Pacific Islander	1	0.1%
Black or African American	1	0.1%
Other*	20	1.9%
Totals	1,053	100.0%

Other*: Aboriginal Metis, Hebrew, Northern European, Italian- Scottish, half Spanish half Japanese, Metis, Hispanic, German-English-Irish American, Sault Tribe of Chippewa Indians, Irish/German/Russian

96. What is your age group?

Response Category	Number	Percentage
19 or younger	7	0.7%
20-24	43	4.0%
25-34	144	13.5%
35-44	203	19.0%
45-54	218	20.4%
55-59	135	12.6%
60-64	90	8.4%
65-74	136	12.7%
75-84	69	6.5%
85 and older	23	2.2%
Totals	1,068	100.0%

97. Counting income from all sources (including all earnings from jobs, unemployment insurance, pensions, investments, public assistance, etc.) and counting income from everyone living in your home, which of the following ranges did your household income fall into last year?

Response Category	Number	Percentage
Less than \$10,000	51	5.0%
\$10,000-\$14,999	72	7.1%
\$15,000-\$24,999	96	9.4%
\$25,000-\$34,999	128	12.6%
\$35,000-\$49,999	176	17.3%
\$50,000-\$74,999	227	22.4%
\$75,000-\$99,999	140	13.8%
\$100,000-\$149,999	101	9.9%
\$150,000-\$199,999	11	1.1%
\$200,000 or more	14	1.4%
Totals	1,016	100.0%

98. Does anyone in your household receive public assistance such as Temporary Assistance for Needy Families (TANF), food assistance, or Supplemental Security Income (SSI)?

Response Category	Number	Percentage
Yes	126	11.9%
No	930	88.1%
Totals	1,056	100.0%

99. Are you:

Response Category	Number	Percentage
Married	645	61.2%
Separated	146	13.9%
Divorced	74	7.0%
Never Married	13	1.2%
Widowed	121	11.5%
A member of an unmarried couple	55	5.2%
Totals	1,054	100.0%

100. What is the highest grade or year of school completed by anyone in your household?

Response Category	Number	Percentage
Grades 1 through 8	9	0.9%
Grades 9 through 11	20	1.9%
Grade 12 or GED	194	18.3%
College 1 year to 3 years	231	21.9%
College graduate	337	31.9%
Post Graduate courses	265	25.1%
Totals	1,065	100.0%

101. Are you currently:

Response Category	Number	Percentage
Employed for wages	676	64.4%
Self-employed	31	3.0%
Retired	226	21.5%
A homemaker	25	2.4%
Unable to work	39	3.7%
A Student	13	1.2%
Out of work for less than 1 year	23	2.2%
Out of work for more than 1 year	17	1.6%
Totals	1,050	100.0%

102. How many members of your household currently use a cell phone for any purpose? (Number of Adults)

Response Category	Number	Percentage
None	69	6.6%
1	265	25.4%
2	594	57.0%
3	76	7.3%
4	27	2.6%
5	10	1.0%
6 or more	1	0.1%
Totals	1,042	100.0%

103. How many members of your household currently use a cell phone for any purpose? (Number of Kids)

Response Category	Number	Percentage
None	286	58.6%
1	115	23.6%
2	71	14.5%
3	11	2.3%
4	3	0.6%
5	2	0.4%
6 or more	0	0.0%
Totals	488	100.0%

104. How many members of your household currently use a computer?

Response Category	Number	Percentage
0	92	8.8%
1	219	21.0%
2	385	36.9%
3	157	15.1%
4	128	12.3%
5	44	4.2%
6	16	1.5%
7	1	0.1%
8	1	0.1%
9 or more	0	0.0%
Totals	1,043	100.0%

105. Do you have a high speed (DSL, cable, satellite) internet connection?

Response Category	Number	Percentage
Yes	843	80.6%
No	203	19.4%

Totals	1,046	100.0%
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106. In case of a disaster or emergency situation, your household has prepared:

Response Category	Number	Percentage
A plan	165	15.7%
A plan & emergency supplies	110	10.5%
A plan, supplies, & food stores	160	15.3%
Nothing	614	58.8%
Totals	1,049	100.0%

107. For information during emergencies or bad weather, where do you go for more information?

Response Category	Number	Percentage
Television	714	40.4%
Radio	400	22.6%
Internet	437	24.7%
Call friends or family	217	12.3%
Totals	1,768	100.0%

108. Are you home-bound or need help from friends or family to complete everyday tasks such as grocery shopping?

Response Category	Number	Percentage
Yes	55	5.2%
No	996	94.8%
Totals	1,051	100.0%

109. Do you travel to Canada?

Response Category	Number	Percentage
Yes	439	41.7%
No	613	58.3%
Totals	1,052	100.0%

110. If yes, why?

Response Category	Number	Percentage
Business/work	31	3.7%
School	4	0.5%
Recreation/Sports	217	26.4%
Shopping/Dining	330	40.1%
Entertainment	224	27.2%
Health Care	17	2.1%
Totals	823	100.0%

111. How important is it to you to have access to locally grown foods?

Response Category	Number	Percentage
Not Important	135	12.8%
Somewhat Important	499	47.3%
Very Important	421	39.9%
Totals	1,055	100.0%

112. If you purchase locally grown foods, where do you typically go to purchase them?

Response Category	Number	Percentage
Farmer's Market	770	80.5%
Local Farm	92	9.6%
Other*	95	9.9%
Totals	957	100.0%

Other*: Family gardens, food stands, grow our own, Co-op, Harmony Health, friends, free community garden, local health food stores

Use of Health Care Services

113. In the past three years, was there a time when you or a member of your household thought you needed health care services but did NOT get medical services?

Response Category	Number	Percentage
Yes	370	35.1%
No	683	64.9%
Totals	1,053	100.0%

114. If you answered yes, what were the three most important reasons why you did not receive health care services?

Response Category	Number	Percentage
Could not get an appointment	56	5.9%
It cost too much	242	25.4%
Not treated with respect	44	4.6%
No insurance	142	14.9%
Too long to wait for an appointment	115	12.1%
Could not get off work	54	5.7%
Too afraid/nervous	40	4.2%
Don't like doctors	44	4.6%
Unsure if services were available	24	2.5%
Too far away	26	2.7%
Didn't know where to go	20	2.1%
My insurance didn't cover it	82	8.6%
Office wasn't open when I could go	41	4.3%
Car problems	8	0.8%
Had no one to watch the children	13	1.4%
Language barrier	2	0.2%
Totals	953	100.0%

112. In the past three years, have you or your household members received care in a hospital? (hospitalized overnight, day surgery, obstetrical care, rehabilitation, radiology or emergency care)

Response Category	Number	Percentage
Yes	852	80.6%
No	205	19.4%
Totals	1,057	100.0%

113. If you answered yes, which hospital does your household use MOST for hospital care?

Response Category	Number	Percentage
War Memorial Hospital	783	92.5%
Sparrow- Lansing	1	0.1%
Helen DeVos Children's Hospital	2	0.2%
Sault Tribe Health Clinic	2	0.2%
McLaren Northern Michigan	30	3.5%
Marquette General Hospital	4	0.5%
University of Michigan	2	0.2%
Mackinaw Straits	7	0.8%
Otsego Memorial Hospital	1	0.1%
Helen Joy Newberry	2	0.2%
Beaumont-Troy	1	0.1%
Munson	3	0.4%
Bell Memorial	1	0.1%
Mayo Clinic	1	0.1%
VA Ann Arbor	1	0.1%
Little Traverse	1	0.1%
Beaumont- Royal Oak	1	0.1%
Kinross Clinic	1	0.1%
St. Joseph Regional Medical Center	1	0.1%
Dickinson County Hospital	1	0.1%
Totals	846	100.0%

114. Thinking about the hospital you use most frequently, what are the three most important reasons for choosing that hospital?

Response Category	Number	Percentage
Cost of care	45	1.8%
Closest to home	783	30.9%
Closest to work	160	6.3%
Emergency, no choice	351	13.9%
Hospital's reputation for quality	235	9.3%
Recommended by family or friends	72	2.9%
Referred by physician	353	13.9%
Required by my insurance	94	3.7%
VA/Military requirement	11	0.4%
Prior experience with the hospital	378	14.9%
Other*	50	2.0%
Totals	2,532	100.0%

Other*: shop local, pediatric needs, no other choice, has competent doctors, where I work, War Memorial seems to be trying to improve the quality of their service, Great OB/GYN practice, exceptional nursing care, Canadian citizen; free health care, only hospital in town, Specialties not available closer

115. In the past three years have you or your household member seen a primary care provider (such as a family physician, internist, physician assistant or nurse practitioner) for health care services?

Response Category	Number	Percentage
Yes	998	94.7%
No	56	5.3%
Totals	1,054	100.0%

116. Where was that primary care provider located?

Response Category	Number	Percentage
Sault Ste. Marie	884	90.0%
Petoskey	19	1.9%
Cedarville	12	1.2%
St. Ignace	7	0.7%
Fenton	1	0.1%
Houghton Lake	1	0.1%
Alpena	1	0.1%
Engadine	1	0.1%
Ontario	1	0.1%
Brimley	8	0.8%
Drummond Island	7	0.7%
Bay Mills	19	1.9%
Indian River	1	0.1%
Pickford	10	1.1%
Lansing	1	0.1%
Port Huron	1	0.1%
Mackinaw City	1	0.1%
Kalkaska	1	0.1%
De Tour Village	1	0.1%
Newberry	2	0.2%
Kincheloe	1	0.1%
Troy	1	0.1%
Charlevoix	1	0.1%
Cheboygan	1	0.1%
Totals	983	100.0%

117. Why did you select the primary care provider you are currently seeing?

Response Category	Number	Percentage
Appointment availability	317	13.4%
Clinic's reputation for quality	319	13.5%
Closest to home	484	20.5%
Cost of care	85	3.6%
Length of waiting room time	92	3.9%
Prior experience with the clinic	437	18.5%
Recommended by family or friends	325	13.7%
Referred by physician or other provider	128	5.4%
Required by insurance plan	56	2.4%
VA/Military requirement	13	0.5%
Other*	110	4.6%
Totals	2,366	100.0%

Other*: I know the physician personally, excellent reputation, thoroughness, good with elders, Have been going here for over 20 years, pediatric needs, personal friend, have been with Ranta for years, closest to work, Tribal Health Facility, needed a specialist and was on a waiting list, replaced previous doctor, trust, accepted us, spoke clear English, Kind, caring personality; listens & doesn't make you feel rushed, Personal knowledge of provider, no other choice, wanted a female doctor, quality care, member of local tribe, closest to home, family friend

118. In the past three years have you or a household member seen a health care specialist (other than your primary care provider for health care services)?

Response Category	Number	Percentage
Yes	880	84.5%
No	162	15.5%
Totals	1,042	100.0%

119. What type of health care specialist was seen?

Response Category	Number	Percentage
Cardiologist	216	7.1%
Chiropractor	221	7.3%
Dentist	499	16.4%
Dermatologist	209	6.9%
Substance abuse counselor	16	0.5%
ENT (ear/nose/throat)	140	4.6%
General Surgeon	261	8.6%
Neurologist	115	3.8%
OB/GYN	215	7.1%
Pediatrician	51	1.7%
Optometrist	288	9.5%
Orthopedic Surgeon	229	7.6%
Oncologist	71	2.3%
Podiatrist	60	2.0%
Rheumatologist	49	1.6%
Psychiatrist	49	1.6%
Psychologist	48	1.6%
Radiologist	138	4.6%
Mental Health Counselor	70	2.3%
Dietician	66	2.2%
Social Worker	27	0.7%
Totals	3,038	100.0%

120. Where was the health care specialist located (Name of town/city):

Response Category	Number	Percentage
Sault Sainte Marie	515	46.2%
Petoskey	226	20.2%
Traverse City	142	12.7%
St. Ignace	41	3.6%
Marquette	30	2.7%
Pickford	21	1.9%
Ann Arbor	15	1.3%
Grand Rapids	10	0.9%
Cedarville	9	0.8%
Cheboygan	8	0.7%
Bay Mills	8	0.7%
Rochester, MN	8	0.6%
Kinross	7	0.5%
Brimley	6	0.4%
Gaylord	5	0.4%
Kincheloe	5	0.4%

Lansing	5	0.4%
Saginaw	4	0.4%
Rochester Hills	4	0.3%
Port Huron	3	0.3%
Grayling	3	0.3%
Waterford	3	0.3%
Milwaukee	3	0.2%
Royal Oak	2	0.2%
Ottawa, Ontario	2	0.1%
Iron Mountain	1	0.1%
Dearborn	1	0.1%
Kalamazoo	1	0.1%
Flint	1	0.1%
St. Clair	1	0.1%
Bad Axe	1	0.1%
Honolulu, HI	1	0.1%
Lake Forest, IL	1	0.1%
Davidson	1	0.1%
Fremont, NE	1	0.1%
St. Clair	1	0.1%
Lapeer	1	0.1%
Manitowoc	1	0.1%
Hibbing, MN	1	0.1%
Charlevoix	1	0.1%
Cleveland, OH	1	0.1%
Howell	1	0.1%
East Jordan	1	0.1%
Seattle, WA	1	0.1%
Mishawaka, IN	1	0.1%
South Bend, IN	1	0.1%
Mount Pleasant	1	0.1%
Detroit	1	0.1%
Newberry	1	0.1%
Tawas	1	0.1%
Warren	1	0.1%
Kalkaska	1	0.1%
Escanaba	1	0.1%
West Branch	1	0.1%
Totals	1,114	100.0%

121. The following services are available at War Memorial Hospital. Please rate the overall quality for each service

Emergency Room

Response Category	Number	Percentage
Excellent	219	21.4%
Good	337	32.9%
Fair	209	20.4%
Poor	111	10.8%
Don't Know	149	14.5%
Totals	1,025	100.0%

Laboratory

Response Category	Number	Percentage
Excellent	376	36.8%
Good	395	38.7%
Fair	102	10.0%
Poor	35	3.4%
Don't Know	113	11.1%
Totals	1,021	100.0%

Physical Therapy

Response Category	Number	Percentage
Excellent	268	27.6%
Good	134	13.8%
Fair	44	4.5%
Poor	20	2.0%
Don't Know	506	52.1%
Totals	972	100.0%

Other*

Response Category	Number	Percentage
Excellent	157	57.5%
Good	54	19.8%
Fair	15	5.5%
Poor	20	7.3%
Don't Know	27	9.9%
Totals	273	100.0%

Other*: Outpatient surgery, radiology, ICU, OB, mental health, EKG, Mammogram, inpatient surgery, sleep center, labor and delivery, oncology, walk-in clinic, respiratory

122. What additional health care services would you use if they were available locally? (Please write your answers below).

Response Category	Number
Periodontitis	1
Pediatrician	12
Acupuncturist	4
Cardiac Surgeons/Cardiology	4
Dermatologist	20
Urologist	11
Child Psychologist/Psychiatrist	3
Rheumatologist	7
Pain Specialist	4
Neurologist	5
Plastic Surgeon	3
Oral Surgeon/ Dentist	10
Oncology/Oncologist	5
Radiation Treatment	9
Psychiatrist	9
Endocrinologist	11
Podiatrist	1
Pediatric Dentist	6
Speech and Language Therapy	1
Ophthalmologist	1
Pool for Therapy	3
Gym for Elderly	4
ENT	2
Birth Center	1
Optometrist	2
Walk in clinic	2
Chiropractor	1
Primary Care Physician	4
OB-GYN	2
Audiologist	1
Respiratory Specialist	2
OT	1
Totals	152

Awareness of Services

123. How do you rate your knowledge of the health care services available at War Memorial Hospital?

Response Category	Number	Percentage
Excellent	252	24.6%
Good	488	47.7%
Fair	237	23.1%
Poor	47	4.6%
Totals	1,024	100.0%

124. How did you learn about the health care services available at War Memorial Hospital?

Response Category	Number	Percentage
Newspaper	234	15.0%
Yellow pages	38	2.4%
Word of mouth	692	44.3%
Health Fair	66	4.2%
Presentation	64	4.1%
Church	16	1.0%
Website/ Internet	174	11.1%
Other*	279	17.9%
Totals	1,563	100.0%

Other*: Physician, WMH newsletter, work there, personal experience, only one available, family, flyer in mail, Health Beat Magazine, Community Health Access Coalition, publication in booklet, healthcare provider, radio, volunteer there, caregiver, SHACC office, friends, BVS meeting

125. Which community health resources, other than the hospital or clinic, have you used in the past three years? (Circle all that apply)

Response Category	Number	Percentage
Pharmacy	822	42.0%
Dentist	715	36.5%
Public Health Department	234	11.9%
Mental health	89	4.5%
Long term care	18	0.9%
Senior Center	31	1.6%
Other*	50	2.6%
Totals	1,959	100.0%

Other*: Rehabilitation, VA Clinic, employee assistance program, advance surgical, chiropractor, podiatrist, Community Health Access Coalition, GTOC, road to recovery van, Take 5 CLM-CAA, lab, fitness center, optometrist, Indian Health services, War memorial Rehab Center, Physical Therapy, Occupational Therapy, employee health clinic, massage therapy, Bay Mills Health Center, Mammogram, Brimley Community Health

126. In your opinion, what would improve your community's access to health care? (Circle all that apply)

Response Category	Number	Percentage
More health education	261	14.2%
More primary care providers	416	22.7%
More specialists	502	27.4%
Transportation assistance	226	12.3%
Longer hours open at clinics	268	14.6%
Telemedicine	89	4.9%
Other*	71	3.9%
Totals	1,833	100.0%

Other*: Get rid of OBAMACARE, better doctors, more training, doctors that listen to their patients that are knowledgeable of their own health issues, better billing practices, better quality physicians who stay in the area longer, care and help for low income people, specialized care for aging population, low cost clinic, specialty labs, radiation, pediatric dentist, Community Health Access Coalition, dentist, child psych services, better mental health resources, dental,

127. In your opinion, how important are local health care services to the economic well-being of the community?

Response Category	Number	Percentage
Very important	800	77.0%
Important	218	21.0%
Not important	5	0.5
Don't Know	16	1.5%
Totals	1,039	100.0%

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

Response Category	Number	Percentage
None	60	4.9%
Employer sponsored	609	49.3%
Medicare	242	19.6%
Medicaid	79	6.4%
Self-paid	63	5.1%
Indian health	67	5.3%
Health Savings Account	43	3.5%
VA/Military	31	2.5%
Other*	42	3.4%
Totals	1,236	100.0%

Other*: Blue Cross Blue Shield, OHIP< Ontario, Tribal Contact Health, Community Health Access Coalition, Tri Care Prime for Life, Ohio Teachers Retirement health care, CIGNA, SHACC, HAP HMO, GEHO, AARP Supplemental, State of Michigan

129. How well do you think your health insurance covers your health care costs?

Response Category	Number	Percentage
Excellent	228	22.7%
Good	462	45.9%
Fair	230	22.8%
Poor	87	8.6%
Totals	1,007	100.0%

130. If you do not have medical insurance, why?

Response Category	Number	Percentage
I cannot afford to pay for medical insurance	101	65.6%
I choose not to get medical insurance	4	2.6%
I cannot get medical insurance due to medical issues	9	5.8%
Employer does not offer insurance	26	16.9%
Other*	14	9.1%
Totals	154	100.0%

Other*: Underemployment, I have no coverage during summer months (laid off) unless I take COBRA which is too expensive, not eligible for state health insurance, do not work full time to get insurance, unemployed, no affordable programs available, only have it for myself, I cannot afford to have my kids on it, wish I could afford co-pay, my husband works in Canada so we are limited

COMMUNITY MEETING INFORMATION

Two community meetings were facilitated by Angie Emge of the Michigan Center for Rural Health at the Lake Superior State University Cisler Center in Sault Ste. Marie, Michigan on September 26, 2013 from 5:30-7:00p.m. and on September 27, 2013 from 10:00-11:30 a.m.

Marketing for these meetings was completed by Sherri Pavloski and Pat Bray of War Memorial Hospital and Angela Nebel of Summit Public Relations. Marketing for the meeting included:

- An invitation (see following page) was sent in the mail to 400 community members in Chippewa County including government officials, clergy, senior citizens, educators, hospital auxiliary members, health care agencies, business owners (Chamber of Commerce members), social services agencies, volunteer/service groups and others.
- An email invitation was sent to 130 individuals and 25 local groups/organizations for distribution to their employees, contact lists, email lists etc. which included government officials, clergy, senior citizens, educators, hospital auxiliary members, health care agencies, business owners, social services agencies, volunteer service groups and others.
- Radio public service announcements were done on four (4) local radio stations.
- A newspaper media release was sent to The Evening News, main local newspaper for our area.
- An invitation was posted at 60 local healthcare provider and healthcare agency offices and sent to 300 other local businesses in Chippewa County (Chamber of Commerce mailing list) with requests to post in a public location in their business/organization.
- Announcement on War Memorial Hospital website www.warmemorialhospital.org
- Announcement on War Memorial Hospital Facebook page.

Community participation was lower than anticipated but each meeting was attended by a very dynamic group of individuals. Participants included: Community members, nursing school students from Lake Superior State University, Instructor from Lake Superior State University, War Memorial Auxiliary members, and member from Sault Tribe of Chippewa Indians.

The relationship between WMH and the MCRH was explained at the beginning of each meeting. Participants were asked to discuss the health needs of their community and barriers to care, and propose actions to address identified needs. Responses were recorded. Following the discussion each community member was given five markers which designated a vote. They were instructed to add their marker to the health needs they found most important. Participants could add all five markers to one topic or distribute them among a variety of topics.

Meeting Summary

September 26, 5:30 -7:00p.m.

Thirteen (13) participants were present. Angie Emge, Hospital Programs Manager at the Michigan Center for Rural Health facilitated an informal discussion with questions used as a tool to keep structure to the conversation. Victoria Lantzy, Rural Education Manager for the Michigan Center for Rural Health tracked the conversation by taking notes on a large white paper located in the front of the room. The notes were the bullet points or main themes of the conversation following each question. At the end of discussion participants were given five dots to place on the areas where they would like to see resources focused.

The top five community needs:

1. More Home Health Services
2. Retention Services
3. School- Based Health Care
4. Preventive Education
5. State Accessibility to the UP

Meeting Summary

September 27 10:00a.m. - 12:00p.m.

Fifteen (15) participants were present. Angie Emge, Hospital Programs Manager at the Michigan Center for Rural Health facilitated an informal discussion with questions used as a tool to keep structure to the conversation. . Victoria Lantzy, Rural Education Manager for the Michigan Center for Rural Health tracked the conversation by taking notes on a large white paper located in the front of the room. The notes were the bullet points or main themes of the conversation following each question. At the end of discussion participants were given five dots to place on the areas where they would like to see resources focused.

The top five community needs:

1. Working on Physician Moral
2. Recruitment & Retention Services
3. Publicity for 211
4. Expand/partner with Hiawatha Behavioral Health for Mental Health First Aid Classes
5. Drug Education

Common areas of need mentioned at both meetings:

Recruitment & Retention Services: At the September 26 Community Meeting, recruitment and retention services was consistent with the September 27, 2013 Community Meeting.

Patient/Health Education: At both of the community meetings some kind of education was brought up. Some of the examples of types of education were: drug education, preventative education, health, education, nutrition, education, etc.

APPENDIX I

September 26 Full Meeting Notes

Needs

- Loss of positions
- Transportation
- Lack of cell service
- On-call Dental Services
- Recruitment Services
- Regional Collaborative Services
- Health Education (1)
- Access to providers (1)
- School- Based Health Clinics (1)
- Readmits to the hospital (2)
- Lack of Medicaid dentists
- Preventive Education (3)
- More Home Health Care Services (6)
- Retention Services (5)
- Education on Smoking for Pregnant Mother (4)

Barriers

- Cost
- Travel
- Education on how to use insurance plans
- Insurance company's boundaries for "in-network" or "out-of-network"
- Transportation (cost and time) (1)
- Education about resources for healthcare services (2)
- Responsible healthcare consumer (2)
- State accessibility to the U.P. "Lansing Education" (6)

Solutions

- Senior Wellness/Education
- Senior Education
- Health Education on the web (self-diagnosis)
- Creative Collaborative Agencies (1)
- Health Education (2)
- Mental Health Education- young children (2)
- Hospital Education- Preventive Services (3)
- Nutrition Education (3)
- Grant Funds- Access to source, grant writers (4)
- School Based Health Clinic (6)

September 27 Full Meeting Notes

Needs

- Lack of Physicians
- Community Support of Services
- Public website
- Transportation
- Home Care Services
- Education on Prescription drug use
- Education on Narcotic Drugs
- Collaborative Services between War and Health Department
- Detox Services (more than 1 time per year) (1)
- Staff Education- drugs, narcotics (1)
- Better control of prescriptions (1)
- Mental Health- overdoses, suicides (1)
- Radiation Services (1)
- Oncologist (1)
- Patient Education (2)
- List of Health Services Available (3)
- Eating Disorder Services (3)
- Revising Hospital Management (4)
- Expand/partner with Hiawatha Behavioral Health for Mental Health First Aid Classes (6)
- Publicity 211 (6)
- Recruitment & Retention Services (8)
- Working on Physician Moral (11)

Barriers

- Lack of Resources
- Lack of Knowledge of Resources
- Shuttle Service
- Website Publications
- Lack of funding (2)
- Transportation (3)
- Community Apathy (2)

Solutions

- Better patient advocacy program
- “Lifeline program” through hospital- more affordable
- Collaboration Among Community/County Agencies
- Health Fair
- Food and Drug Interaction Education (1)
- Clearing House or “211” (1)
- Consideration for patient needs (1)
- Board Term Limits (6)
- Drug Education (8)

**APPENDIX II
SURVEY INSTRUMENT
WAR MEMORIAL ASSESSMENT
HOUSEHOLD SURVEY
2013**

A. *Community Challenges and Issues*

People experience challenges and issues sometimes in the community where they live. Here is a list of common issues. For each one, please describe whether you believe it is not an issue, a moderate issue, or a major issue for people in your community. (PLEASE CHECK ONE BOX IN EACH ROW). **After this section, you will be asked about your own household.**

	Not an Issue	Minor Issue	Moderate Issue	Major Issue
<i>Economic Issues</i>				
1. Unemployment or underemployment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Poverty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Lack of jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Educational Issues</i>				
4. Availability of Skilled Trades training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. K-12 education prepares student for workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. K-12 education prepares student for further schooling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Lack of educational funding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Environmental Issues</i>				
8. Water pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Surface water (beach) pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Air pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Imported solid waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Recycling convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Hazardous waste disposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Health Issues</i>				
14. Alcohol abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Tobacco abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Illegal drug abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Prescription drug abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Lack of &/or affordability of mental health care services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Lack of affordable dental care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Lack of affordable medical care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Not an Issue	Minor Issue	Moderate Issue	Major Issue
<i>Housing Issues</i>				
21. Shortage of affordable housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Substandard housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Availability of rental housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Homelessness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Leisure Activity Issues</i>				
25. Shortage of sports/recreational facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Shortage of parks & trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Lack of cultural activities (concerts, museums, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Availability of community festivals/events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Social Issues</i>				
29. Crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Teen pregnancy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Racial or ethnic discrimination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. Family violence, abuse of children or adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. Lack of affordable elder care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. Gambling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Transportation Issues</i>				
35. Inadequate public transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36. Poor road conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B. Household Challenges and Issues

Here is a list of questions about challenges and issues for which people and families often look for help. These challenges and issues affect people of all ages. The questions ask whether any one of the following has been a challenge or an issue **for you or anyone in your household over the past 12 months**. If it has been a challenge or an issue, please describe it as either; not an issue, a moderate issue, or a major issue. (PLEASE CHECK ONE BOX IN EACH ROW)

	Not an Issue	Minor Issue	Moderate Issue	Major Issue
<i>Economic Issues</i>				
1. Not having enough food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 2. Finding it difficult to budget
(more expenses than income) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Unable to find work | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Unemployment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Under-employment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Significant credit card debt | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Educational Issues

- | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 7. High school providing adequate
career guidance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Student achievement scores on
state tests | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Children not being safe at school | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Affordable college education | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Environmental Issues

- | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 11. Experiencing air quality issues in
your home | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Experiencing water quality issues
in your home | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Recycling convenience | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Health Issues

- | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 14. Lack of money to pay the doctor,
buy prescription medications, or
get medical insurance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Lack of money to pay the dentist | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. Feeling a lot of anxiety, stress, or
depression | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Experiencing an alcohol problem | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. Experiencing a tobacco problem | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Experiencing a drug problem | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20. Experiencing significant
behavioral or emotional issues
with children or teenagers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Housing Issues

- | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 21. Living in housing that needs
major repairs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 22. Lack of money to pay for
housing/utilities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Leisure Activity Issues

23. Availability of recreational activities

Social Issues

24. Safety in the community
25. Unable to get care for a person with a disability or serious illness, or for an elder
26. Unable to find or afford childcare

Transportation Issues

27. Do you own or have access to a reliable vehicle? Yes No
28. Do you rely on public transportation? Yes No
- Time/Distance from home to work less than 15 minutes more than 15 minutes
29. Does traffic flow on the International Bridge affect your choice to go to Canada? Yes No

C. Other Issues

Please check the appropriate box and fill in the spaces as requested.

1. Has anyone in your household been involuntarily unemployed in the last 12 months? Yes No
2. Does anyone in your household who is currently employed consider themselves to be under-employed? Yes No
- If yes, is this due to lack of hours available lack of work that utilizes skills &/or education
3. Is anyone in your household, who is currently employed, concerned about being laid off or terminated from their job? Yes No
4. If someone in your household became unemployed, where would they seek assistance? (CHECK ALL THAT APPLY.)
- Michigan Works! On line job service (e.g. Monster.com) Newspaper
- Local Economic Development Corporation
5. Has anyone in your household chosen to work for a lower wage in order to stay in this area? Yes No
6. Has anyone in your household considered moving away from this area because of employment reasons during the last 12 months? Yes No
7. Do you believe you will be able to retire by the time you reach your mid 60s? Yes No
8. Do you consider this to be a good retirement community? Yes No
9. Do you feel that Lake Superior State University is connected with the community? Yes No
10. Do you believe this is a good community for raising children? Yes No
11. Do you think it is important for children to attend a preschool program before they enter kindergarten? Yes No

12. Are there adequate programs in our community to teach parenting skills for families with young children?
Yes No

13. How many **adults** in your household **DO NOT** have any health care coverage, including health insurance, prepaid plans such as HMOs, or government plans such as Medicare?

1 2 3 or more All adults have coverage

14. Is anyone in your household a regular tobacco user? YesNo

15. During the past 12 months, has anyone in your household tried to quit using tobacco?

Yes No Don't know

16. Does anyone in your household consume alcohol on a weekly basis? Yes No

17. In the past 30 days, how many times has someone in your household consumed 5 or more drinks on an occasion?

1 to 3 times 4 to 5 times More than 5 times

18. How many days per week do you do moderate activities for at least 30 minutes at a time? Moderate activities include: brisk walking, bicycling, vacuuming, gardening, or anything else that causes small increases in breathing or heart rate.

___ Days per week Do not exercise at least 30 minutes weekly
 Don't know/Not sure

19. How many days per week do you do vigorous activities for at least 30 minutes at a time? Vigorous activities include: running, aerobics, heavy yard work, or anything else that causes large increases in breathing or heart rate.

___ Days per week Do not exercise at least 30 minutes weekly
 Don't know/Not sure

20. Are you affiliated with a local church that you attend on a regular basis? Yes No

21. Where do you obtain most of your local news or information on current events? (Select One)

Newspaper Radio Television Online Other (_____)

22. Has anyone in your household been a victim of a crime in the last 12 months? Yes No

23. Has anyone in your household experienced abuse (physical/verbal/emotional) from another household member?

Yes No

D. The following questions will help us be certain we have included a valid sampling of people. (PLEASE CHECK ONE BOX FOR EACH QUESTION)

1. How many adults 65 years of age or older, including yourself, live in your household? **ENTER NUMBER**

2. Race and Ethnicity

a. Are you of Spanish/Hispanic origin or descent? Yes No

b. What do you consider to be your primary racial or ethnic group?

- American Indian Asian or Pacific Islander Black or African American
 White Other (please specify): _____

3. What is your age group?

- 19 or younger 20-24 25-34 35-44 45-54 55-59
 60-64 65-74 75-84 85 and older

4. Counting income from all sources (including all earnings from jobs, unemployment insurance, pensions, investments, public assistance, etc.,) and counting income from everyone living in your home, which of the following ranges did your household income fall into last year?

- Less than \$10,000 \$10,000-\$14,999 \$15,000-\$24,999 \$25,000-\$34,999
 \$35,000-\$49,999 \$50,000-\$74,999 \$75,000-\$99,999 \$100,000-\$149,999
 \$150,000-\$199,999 \$200,000 or more

5. Does anyone in your household receive public assistance such as Temporary Assistance for Needy Families (TANF), food assistance, or Supplemental Security Income (SSI)? Yes No

6. Are you:

- Married Divorced Widowed
 Separated Never married A member of an unmarried couple

7. What is the highest grade or year of school completed by anyone in your household?

- Grades 1 through 8 Grades 9 through 11 Grade 12 or GED
 College 1 year to 3 years College graduate Post Graduate courses

8. Are you currently:

- Employed for wages Self-employed Retired
 A Homemaker Unable to work A Student
 Out of work for less than 1 year Out of work for more than 1 year

9. How many members of your household currently use a cell phone for any purpose?

- ___ Number of adults ___ Number of kids None

10. How many members of your household currently use a computer? _____

11. Do you have a high speed (DSL, cable, satellite) internet connection? Yes No

12. In case of a disaster or emergency situation, your household has prepared:

- A plan A plan & emergency supplies A plan, supplies, & food stores Nothing

13. For information during emergencies or bad weather, where do you go for more information?

- Television Radio Internet Call friends or family

14. Are you home-bound or need help from friends or family to complete everyday tasks such as grocery shopping?

- Yes No

15. Do you travel to Canada? Yes No *If yes, why?(check all that apply)*

- Business/Work School Recreation/sports Shopping/Dining Entertainment Health Care

16. How important is it to you to have access to locally grown foods?

Not important

Somewhat important

Very Important

17. If you purchase locally grown foods, where do you typically go to purchase them?

Farmer's Market

Local Farm

Other (_____)

E. Use of Health Care Services

1. In the past three years, was there a time when you or a member of your household thought you needed health care services but did **NOT** get medical services?

Yes

No (**If no, skip to question 3**)

2. If you answered question E1 yes, what were the three most important reasons why you did not receive health care services? (**Check 3 that apply**)

Could not get an appointment

It cost too much

Not treated with respect

No insurance

Too long to wait for an appointment

Could not get off work

Too afraid/nervous

Don't like doctors

Unsure if services were available

Too far away

Didn't know where to go

My insurance didn't cover it

Office wasn't open when I could go

Car problems

Had no one to watch the children

Language barrier

3. In the past three years, have you or your household members received care in a hospital? (hospitalized overnight, day surgery, obstetrical care, rehabilitation, radiology or emergency care)

Yes

No (**If no, skip to question 6**)

4. If you answered question 3 yes, which hospital does your household use the MOST for hospital care?

Name of hospital: _____

5. Thinking about the hospital you use most frequently, what are the three (3) most important reasons for choosing that hospital? (**Check three that apply**)

Cost of care

Recommended by family or friends

Closest to home

Referred by physician

Closest to work

Required by my insurance

Emergency, no choice

VA/Military requirement

Hospital's reputation for quality

Prior experience with the hospital

Other: _____

6. In the past three years have you or a household member seen a primary care provider (such as a family physician, internist, physician assistant or nurse practitioner) for health care services?

- Yes No (**If no, please skip to question 9**)

7. Where was that primary care provider located? (Name of town/city): _____

8. Why did you select the primary care provider you are currently seeing (**Check (3) that apply**)?

- | | |
|--|--|
| <input type="checkbox"/> Appointment availability | <input type="checkbox"/> Prior experience with the clinic |
| <input type="checkbox"/> Clinic's reputation for quality | <input type="checkbox"/> Recommended by family or friends |
| <input type="checkbox"/> Closest to home | <input type="checkbox"/> Referred by physician or other provider |
| <input type="checkbox"/> Cost of care | <input type="checkbox"/> Required by insurance plan |
| <input type="checkbox"/> Length of waiting room time | <input type="checkbox"/> VA/Military requirement |

Other: _____

9. In the past three years have you or a household member seen a health care specialist (other than your primary care provider) for health care services?

- Yes No (**If no, skip to question 12**)

10. What type of health care specialist was seen? (**Check all that apply**)

- | | | | | |
|--|---|--------------------------------------|--|--|
| <input type="checkbox"/> Cardiologist | <input type="checkbox"/> Chiropractor | <input type="checkbox"/> Dentist | <input type="checkbox"/> Dermatologist | <input type="checkbox"/> Substance abuse counselor |
| <input type="checkbox"/> ENT (ear/nose/throat) | <input type="checkbox"/> General surgeon | <input type="checkbox"/> Neurologist | <input type="checkbox"/> Ob/Gyn | <input type="checkbox"/> Pediatrician |
| <input type="checkbox"/> Optometrist | <input type="checkbox"/> Orthopedic surgeon | <input type="checkbox"/> Oncologist | <input type="checkbox"/> Podiatrist | <input type="checkbox"/> Rheumatologist |
| <input type="checkbox"/> Psychiatrist | <input type="checkbox"/> Psychologist | <input type="checkbox"/> Radiologist | <input type="checkbox"/> Mental Health counselor | <input type="checkbox"/> Dietician |
| <input type="checkbox"/> Social worker | | | | |

11. Where was the health care specialist located? (Name of town/city): _____

12. The following services are available at War Memorial Hospital. Please rate the overall quality for each service. (**Please mark DK if you haven't used the service**)

	<i>Excellent = 4</i>	<i>Good = 3</i>	<i>Fair = 2</i>	<i>Poor = 1</i>	<i>Don't know = DK</i>
Emergency Room	4	3	2	1	DK
Laboratory	4	3	2	1	DK

Physical Therapy	4	3	2	1	DK
_____	4	3	2	1	DK
_____	4	3	2	1	DK

13. What additional health care services would you use if they were available locally? (Please write your answers on the line below).

F. *Awareness of Services*

1. How do you rate your knowledge of the health care services available at War Memorial Hospital?

- Excellent
 Good
 Fair
 Poor

2. How did you learn about the health care services that are available at War Memorial Hospital? (**Check all that apply**)

- Newspaper
 Yellow pages
 Word of mouth
 Health Fair
 Presentation
 Church
 Website/Internet
 Other _____

3. Which community health resources, other than the hospital or clinic, have you used in the past three years? (**Check all that apply**)

- Pharmacy
 Dentist
 Public health department
 Mental health
 Long term care
 Senior Center
 Other _____

4. In your opinion, what would improve your community's access to health care? (**Check all that apply**)

- More health education
 More primary care providers
 More specialists
 Transportation assistance
 Longer hours open at clinics
 Telemedicine

Other _____

5. In your opinion, how important are local health care services to the economic well-being of the community? (**Check one**)

- Very important
 Important
 Not important
 Don't know

G. *Health Insurance*

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

- None Employer sponsored Medicare Medicaid
- Self paid Indian Health Health Savings Account VA/Military

Other: _____

2. How well do you think your health insurance covers your health care costs (**Check (1)**)?

- Excellent Good Fair Poor

3. If you do not have medical insurance, why? (**Check all that apply**)

- I cannot afford to pay for medical insurance
- I choose not to get medical insurance
- I cannot get medical insurance due to medical issues
- Employer does not offer insurance

Other: _____

**Please return the survey in the enclosed postage paid envelope.
Thank you for your time!**

APPENDIX III

CORRESPONDANCE

Cover Letter

Dear Community Member,

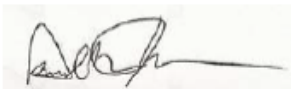
War Memorial Hospital has partnered with the Michigan Center for Rural Health and the Chippewa County Health Department to develop a community survey. The purpose of the survey is to identify rural health needs in areas that can be improved within five years. War Memorial Hospital and the Chippewa County Health Department will use the information gathered to improve our community.

You are invited to participate in the survey. We value your opinion and viewpoints and hope you will agree to participate. The survey will assist the leaders in our community in the development of strategies that can guide rural health efforts. Please take a few minutes to complete the survey; your responses will remain confidential and results from this survey will be reported in aggregate format.

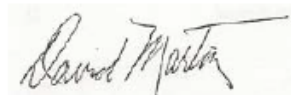
If you have any questions related to this survey, please call Angie Emge at the Michigan Center for Rural Health. She can be reached at (517) 355-7757 or by email at aemge@msu.edu.

We look forward to your response.

Sincerely,



David B. Jahn
President & CEO
War Memorial Hospital



David Martin, RS, MPA
Health Officer
Chippewa County Health Department



COMMUNITY MEETING PRESENTATION

**COMMUNITY HEALTH NEEDS
ASSESSMENT WAR MEMORIAL
HOSPITAL**

Angie Emge
Victoria Lantzy
Michigan Center for Rural Health

**Michigan Center for Rural Health
Mission**

- The Mission of the Michigan Center for Rural Health (MCRH) is to “coordinate, plan, and advocate for improved health for Michigan’s rural residents and communities.”
- We are a not-for-profit organization contracted to gather information necessary for the hospital to complete their Community Health Needs Assessment

**Community Health Needs Assessment
(CHNA)**

- Required under the Patient Protection and Affordable Care Act for (not-for-profit) hospitals every 3 years
- Identify and assess a strategy to meet the health needs of the community
- The CHNA results will be available to the public via the internet, hospital or upon request later this year

**Community Health Needs Assessment
(CHNA) Process**

- Input from community members on the health needs of their community
- Your input will be used for strategy planning to fulfill community health needs
- All responses are welcome
- There is no right or wrong answer
- All opinions count

MEETING PLAN

- Discussion on the health needs of the community
- Following discussion, a list of all health needs presented by community members will be documented
- Each community member will select the 5 needs he/she believes are most important
- Results of the five most important health needs will be posted

WHAT HEALTH SERVICES NEED TO BE MET IN THE COMMUNITY?

- Physical
- Oral
- Mental
- Other

WHAT ARE THE BARRIERS TO ACCESSING THE AVAILABLE RESOURCES?

WHAT ACTIONS, PROGRAMS, WOULD MAKE THE BIGGEST DIFFERENCE IN YOUR COMMUNITY?