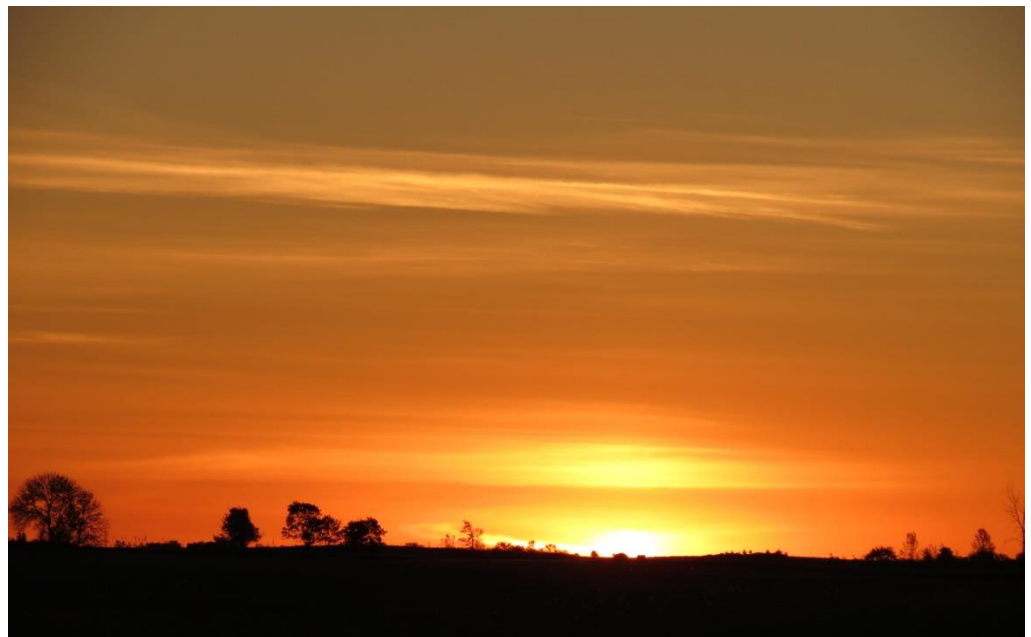


COMMUNITY HEALTH NEEDS ASSESSMENT



2019

Marion County, Iowa

Community Health Needs Assessment

MARION COUNTY, IOWA

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EXECUTIVE SUMMARY

2019 Community Health Needs Assessment

Community Health Needs Assessments are ongoing processes that systematically evaluate the health needs of the community to improve the health of the population. After the passage of the Patient and Protection and Affordable Care Act of 2012, 501 (c)(3) hospital organizations were given four new tax requirements to begin in tax years after March 23rd, 2012 (Stall, 2012). These new tax requirements were birthed from the growing concern over non-profit hospitals not providing sufficient community benefit as required by their tax-exempt status (Principe, K., Adams, E. K., Maynard, J., & Becker, E. R., 2012). The four tax requirements included, the implementation of written financial assistance policies, the limitation of charges for emergency or necessary care, adherence to new billing and collection restrictions, and the fourth requirement mandated that non-profit hospitals perform Community Health Needs Assessments (CHNA) (Stall, 2012).

In the past Community Health Needs Assessments, the benefits for both the local hospital organizations, health department and the community were stated in the following methods:

1. Identify key community health concerns, perceptions, and resources; while creating opportunity for collaboration in delivery of services.
2. Find a common understanding of and analyze community health needs, then prioritize with implementation strategies.
3. Provides guidance to the hospital and local health departments for how they can align their services and community benefit programs to best meet needs.
4. Focus organization's efforts for improvement and structure for addressing social determinates of health in building a relationship between and among stakeholders. All stakeholders can then contribute to improving the health of the community.
5. Provides rationale for current and potential funders to support efforts to improve the health of the community.

Principe, K., Adams, E. K., Maynard, J., & Becker, E. R. (2012). The impact of the individual mandate and Internal Revenue Service Form 990 Schedule H on community benefits from nonprofit hospitals. *American journal of public health, 102*(2), 229-237

Rosenbaum, S. (2013). Principles to Consider for the Implementation of Community Health Needs Assessments. *The George Washington University*. Washington, DC

Stall, E. (2012). Community Health Needs Assessment: 5 Phases to Compliance. Retrieved from <https://www.beckershospitalreview.com/legal-regulatory-issues/community-health-needs-assessment-5-phases-to-compliance.html>

Community Health Needs Assessment Strengths

| Knoxville Hospital and Clinics and Marion County Public Health Department Primary Service Area Community Health Strengths |
|---|
| 1. Community Participants are generally satisfied with the quality and services from Knoxville Hospital and Clinics and Public Health. Medicare rating is higher than the national average and the state. |
| 2. Participants supported the increase to specialist at the Knoxville Hospital and Clinics. |
| 3. Improvements over the last 3 years in the areas of premature deaths and underinsured population. |
| 4. Improvements in the community's county health rankings in the hospital related areas of decrease in the number on un-insured residents, decreased preventable hospital stay (days), increased access to dental services and mammogram screenings have improved (CMS Compare Report). |
| 5. Positive changes to the demographics within the community were residents increased in the community, those in severe housing issues decreased slightly, and high school graduation rates were strong (96%). |
| 6. Child health vaccinations continue to improve over the last three years up to 90.12% from 59 % in 2015. |
| 7. Some social behavioral choices remain strong or slightly improved, including lower than state average teen births, food security rates, unemployment, and overall health factors ratings are better than the state in many categories. |

Town Hall - Community Health Opportunities Identified

| Town Hall Outcomes - Community Health Opportunities |
|--|
| 1. Mental Health: Increase the provided and breadth of services for Mental Health needs in the communities. Ranking high for access, marketing/awareness of services and training for providers. |
| 2. Substance Abuse: Reduce the concern for and presence of substance abuse related health/safety issues. Ranking high in use of substances within the communities, health/safety concerns related to substance use, and decreased access to services. |
| 3. Chronic Disease management and services: Reduce impact of chronic disease on physical and mental health for the residents in the communities. Ranking high in chronic diseases such as Obesity and Diabetes, along with more need for preventative services and education. |
| 4. Transportation (Ability to gain access): Ranking high in need areas of off-hours transportation services, urgent transport needs, community engagement for services and routes to high traffic access points such as day-care and preschools. |

Community Health Needs Assessment Survey - General Feedback

The following were general feedback sections from the Community Health Needs Assessment Survey in which 285 community participants completed the survey either via paper or electronic formats. The details of the survey process can be found later in this report.

- The percent of Marion County, Iowa survey participants who would rate the overall quality of care as either Very Good or Good is 83%, up 14.5% since 2016 (2012 = 65.1%, 2016 = 67.5%)
- Marion County, Iowa survey participants are satisfied with the following hospital services: Ambulance Services/ ER services, Family Practice, Specialty Providers, and Outpatient Services. Participants are

satisfied with the following community services: Child care, Chiropractor, Eye Doctor, Pharmacy, Home health, Hospice, and School Nursing.

- Marion County, Iowa survey participants are NOT satisfied or neutral with the following services: Mental Health, Teen health, family planning, child and young adult health services, and Nursing Home services (neutral).
- The percent of participants who have received healthcare services outside of the community over the past two years has decreased to 59.8% (from 79.4% in 2016). Of those that provided the type of service here are the services in which they traveled out of the community: Obstetrics, Surgery, Specialty (Cardiac, Urology, Orthopedics, Dermatology, Oncology, Neurology), and treatment for Chronic Diseases.
- Marion County, Iowa participants believed there are opportunities for both health concerns and programs to combat the health concerns. The top perceptions of needs are listed in the following two tables as Results of Opportunities.

Community Health Needs Assessment Survey - Results of Opportunities

| CHNA Survey – Needs for Health Concerns | |
|---|-------------------------------|
| 1. Mental Illness (85.7%) | 2. Suicide (81.5%) |
| 3. Drug/Illegal substances (72.5%) | 4. Teen Health (65.3%) |
| 5. Obesity (58.9%) | 6. Abuse and violence (54.0%) |
| 7. Alcohol use (49.8%) | 8. Nutrition (44.2%) |
| 9. Poverty (41.9%) | 10. Chronic Disease (40.4%) |

| CHNA Survey – Program Needs for Health Concerns (above) | |
|---|--|
| 1. Mental Health counseling (89.3%) | 2. Public awareness of services (33.6%) |
| 3. Elder assistance programs (33.6%) | 4. Public Transportation (33.2%) |
| 5. Wellness options (32.4%) | 6. After hours pharmacy (30.5%) |
| 7. Healthy eating options (27.9%) | 8. Obstetrics (family & pregnancy services (26.7%) |
| 9. Chronic Disease prevention (23.3%) | 10. Family assistance programs (21.4%) |
| 11. Access to Urgent Care (20.2%) | |

Iowa Health Rankings: Knoxville Hospital & Clinics and Marion County Public Health

According to the 2019 Robert Wood Johnson County Health Rankings study, Marion County, Iowa has the following comparisons. More details can be found in later sections of this report.

- **Demographics and Age:** Marion County, Iowa has a population of 33,105 residents as of 2019, an increase of 0% since 2017. The county population consists of 17.6% at or over the ages of 65 years, a increase of 1.2% since 2016 and the state average is 23.7%. In the under 18 age group the rate is at 25.3%, up from the 2016 number of 24.1%. The county is considered 48.7% rural.
- **Diversity:** Marion County, Iowa has 0% of the population that is considered non-proficient in English as a first language. The county has approximately 2.0% Hispanic population, and 2.4% African-

American, American Indian, and Asian combined. Females make up approximately 50.2% of the population.

- **Income:** Marion County, Iowa median household income is \$61,200 (Iowa average of \$56,700) and unemployment is at 2.7% (Iowa 3.1%). Regarding the effects of income on the children in the county, 9% of the children live in poverty and 31% are eligible for free or reduced-price lunches (2016 – 23.2% were eligible and Iowa average of 41%).
- **Housing and Commutes:** The county is rated with 9% severe housing issues (Iowa overall at 10%, a decrease of 4.9% from 2016). For employment, 24% of the population have long commutes to work and 77% drive alone (Iowa is at 20% and 81% respectively).
- **Education:** The percent of high school graduation is at 97% and a strength in county rankings (Iowa 91%). For college education, Marion County, Iowa has 75% of the population with some college (Iowa 70%).
- **Prenatal Care:** According to Iowa Health Fact Book, as of March 2018, 652 mothers started Prenatal care in the first trimester, for a ranking of 21 out of the 99 counties in Iowa. The number of mothers that smoked during pregnancy was 164, for an Iowa rank of 21.
- **Primary Care and Hospital Services:** The ratio of population to primary care providers was slightly higher than 2015 report with 1,140 residents to 1 provider (Iowa ratio of 1,390:1), 2015 ratio was 2,172:1). The percent of patient who gave their hospital a rating of 9 or 10 (scale 0 lowest to 10 highest) was 81% on CMS Hospital Compare report. This is higher than the Iowa average of 78% and improvements (increased 7%) from 2016 report of 74%. Preventable Hospital stays were below the Iowa number at 3,071 stays (Iowa 3,776).
- **Insured:** The uninsured adult population rate in Marion County, Iowa is 4%, slightly lower than the Iowa rate of 6%, however less than then 2016 report by 8.5%. The uninsured rate for children is 2%, lower than the Iowa rate of 3%.
- **Access:** Access to exercise opportunities is 83% (1% decrease from 2016 and at the Iowa rate of 83%) and food insecurity is at 11% (Iowa rate is 12%). Mammography screenings is at 56% (Iowa rate is 49%), and in 2016 - 98% of children at 2 years of age are up-to-date on complete series of vaccinations, compared to the 90.7% (source: Iowa Department of Public Health).
- **Health Conditions:**
 - The “Frequent Mental Distress” rate for Marion County, Iowa is 10%, with an Iowa rate of 10%. According to the CDC, 7.6% of Americans over the age of 12, had depression and living at or below the poverty level people were 2.5 times more likely to have depression (source: <https://www.cdc.gov/nchs/data/databriefs/db172.htm>).
 - Diabetes prevalence is at a rate of 9% (less than Iowa’s rate of 10%).
 - All Cardiovascular Disease rate were 79.7 hospitalizations per 1000 Medicare Beneficiaries (Iowa best county is 63.6/1000 Beneficiaries in the 2016 data). (source: <https://nccd.cdc.gov/DHDSAtlas/reports.aspx?geographyType=county&state=IA&countyTab#report>)
 - Adult Obesity rates are at the Iowa rate of 33%, which is 3% higher than the 2016 rates.
 - Adult smoking is 14%, three percent below the Iowa rate, and a decrease of 4% since the 2016 report.
 - Physical inactivity rate is 24%, a increase of 1% since 2016, however 1% lower than Iowa’s rate. The Access to exercise opportunities is very high at 83%, with the Iowa rate of 83%.

- The percent of alcohol impaired driving deaths in Marion County, Iowa is 44%, almost double of the Iowa percentage of 28%. Excessive drinking percentages were also below the Iowa rate, at 21% and 22% respectively.

METHODOLOGY

Scope and Purpose

The Federal Patient Protection and Affordable Care Act requires that each registered 501(c)3 hospital conduct a Community Health Needs Assessment (CHNA) at least one every three years, share the assessment results with the community, and adopt a strategy to meet the health needs of the community.

The IRS Notice 2011-52 can be found at the following link and were followed for the purposes of this process, assessment, and report. <https://www.irs.gov/charities-non-profits/community-health-needs-assessment-for-charitable-hospital-organizations-section-501r3>

Assessing Community Health Needs

To assess the needs of the community the hospital must identify the significant health needs, prioritize those health needs, and identify resources potentially available to address them. Health needs of a community include improvement or maintenance of health status across the community, parts, neighborhoods or population with health disparities. These needs can include financial, access, illness prevention, nutrition or social, behavioral, environmental factors that influence health. Resources can include organization, facilities, and programs within the community.

Process to Complete a CHNA

The recommended requirements for the CHNA include the method of discovery, qualify community needs, quantify needs, and complete data analysis and comprehensive needs assessment. Federal regulations state that the following process must be completed in order to complete a Community Health Needs Assessment (CHNA).

1. Define the community it serves (discovery)
2. Assess the health needs of that community (qualify community needs)
3. Solicit and take into account input from persons who represent board interest of the community, including those with special knowledge or expertise in public health (quantify needs)
4. Document the CHNA written report that is adopted for or by the hospital facility (complete analysis and comprehensive needs assessment)
5. Make the CHNA report widely available to the public.

Steps to Complete the CHNA

The following is the process steps with milestones was completed during the community health needs assessment development. This process and milestones follow closely with the recommendations from the American Hospital Association and are a detailed list of actions taken in the above process per the IRS requirements (Source: http://www.healthycommunities.org/Education/toolkit/index.shtml#.XC_37lxKg2x).

Steps in Process for CHNA including Timelines / Milestones

1. **Agreement and contracting** – discuss critical success factors for CHNA process (completed 11/30/18)

Community Health Needs Assessment

2. **Meeting with community leadership** – planning, methodology, and agreement of scope and services (Completed 12/17/18)
3. **Identify and engagement of key stakeholders** – define the community and methodology (12/17/18 to 1/30/19)
4. **Create and process evaluation (survey/ assessment) methods** – work with organization to develop survey that reflects the community, needs, and priorities (12/20/18 to 2/7/19)
5. **Collect and analyze the data** – including community health issues of past and future (2/5/19 to 5/30/19)
6. **Document and communicate priorities** – work with organization to define the priorities and engagement of key stakeholders including a Town Hall meeting(s) (5/1/19 to 5/28/19)
7. **Plan improvement strategies** – work with organization for final report and distribution as needed (6/1/19 to 7/31/19)
8. **Organization to implement improvement plans** – work with key stakeholders in community for best practice implementation and success (6/1/19 and ongoing)
9. **Evaluate progress on the key priorities and strategic alignment** – reevaluate progress and continual planning for future needs (FY2019 to FY2021)

Model for Needs Assessment Process and Steps

CLOSELY ALIGNED TO ABOVE STAGES OF THE PROCESS



Reference: Association for Community Health Improvement – American Hospital Association

Community Served / Profile Description

Marion County, Iowa Community Map



Portion of Marion County, Iowa for Needs Assessment - Specifics

It was determined by the leadership of Knoxville Hospital and Clinics and the Marion County Public Health Department, that the Marion County Community Health Needs Assessment will include those individuals that live or receive health services in Marion County, Iowa AND live in the communities of Knoxville, Pleasantville, and Melcher-Dallas. This population will not include those that are served by Pella Regional Health Center. This would be the overall (total) population for this process is 10,295 (2010 Census data). A statistically significant sample size was achieved during the survey phase of the process and did represent both demographic, social/economic, religious, and age differences. Efforts were made to ensure that there was a broad interest represented in each of the data collection and prioritization phases.

The population of Marion County, Iowa is 33,105 residents as of 2018, an increase of 0% since 2015. The county is considered 48% rural, covering approximately 571 square miles. The population density is approximately 58 people per square mile (Iowa is 54.5 residents per square mile). (Source: <https://www.census.gov/quickfacts/fact/table/Marioncountyiowa/HSG010217>)

The county population consists of 17.6% at or over the ages of 65 years, a decrease of 1.2% since 2016 and the state average is 16.7%. In the under 18 age group, Marion County, Iowa has a population of 23.7%, a decrease of 1.6% since 2016 and state average is 23.3%.

The communities within Marion County, Iowa are Pella, Knoxville, Pleasantville, Melcher-Dallas, Bussey, Harvey, Hamilton, Swan, Marysville and un-incorporated Attica, Cloud, Columbia, Flagler, Otley, Pershing, and Tracy. Major highways include Iowa Highways 5, 14, 92, 163, and 316. (source: https://en.wikipedia.org/wiki/Marion_County,_Iowa). Major types of employment in Marion County, Iowa are education, health and social services (35.2%), manufacturing (27.7%), agriculture (16.1%), Professional, management, administrative (governmental) (10.5%), and other services (4%) (source: http://www.city-data.com/county/Marion_County-IA.html).

Detailed Demographics – Marion County, Iowa

| Detailed Demographics | | Source: www.city-data.com | | | | | | | | | | | | | |
|-----------------------|------------|---------------------------|------------|------------|--------|-----------|-------------|----------|---------|---------|-------|-------|-------|----------|------|
| Marion County Iowa | | | | | | | | | | | | | | | |
| Zip | Name | County | Pop (2014) | Pop (2010) | Change | Household | HH Ave Size | Income | Med Age | Females | Males | White | Black | Amer Ind | Hisp |
| 50138 | Knoxville | Marion | 7,244 | 7,313 | <1.0% | 60.70% | 2.3 | \$43,009 | 40 | 3,821 | 3,423 | 6775 | 40 | 50 | 257 |
| 50225 | Pleasantvi | Marion | 1,687 | 1,694 | <1.0% | 63.20% | 2.4 | \$51,975 | 38.4 | 872 | 815 | 1,633 | 5 | 2 | 29 |
| 50062 | Melcher-D | Marion | 1,276 | 1,288 | <1.0% | 63.20% | 2.4 | \$34,511 | 43.1 | 656 | 620 | 1,250 | 3 | 0 | 27 |
| | Iowa | | | | | 64.70% | 2.4 | \$56,247 | 38 | | | | | | |

Collaborating CHNA Parties

Collaborating with several different agencies in, around, and those that serve Marion County, Iowa, the CHNA was completed. The following is a summary of key stakeholders in the CHNA process. A detailed list

Community Health Needs Assessment

of individuals or organizations who have played at least one key role in the assessment are listed in Community Health Partners and Resources section of this report.

Knoxville Hospital and Clinics Profile

Address: 1002 S. Lincoln Street, Knoxville, Iowa 50138

CEO: Kevin Kincaid, FACHE, MHA

Mission: Faithfully providing exceptional healthcare.

Vision: Your healthcare destination, built upon compassion and innovation.

About: For more than 80 years, Knoxville Hospital & Clinics (KHC) has been helping families throughout south central Iowa and beyond. Our mission of faithfully providing exceptional healthcare, affects every decision we make, and how we care for patients and families. KHC is an independent, not-for-profit healthcare organization and critical access hospital affiliated with MercyOne. We rank among the best hospitals in the United States, receiving quality scores better than 99% of the 2,760 health organizations ranked nationally. [2018 PressGaney] KHC is a regional leader in specialties such as partial and total knee replacement, cancer treatment, diabetes care, treatment of sleep disorders, and more. Newly renovated and voted Best Place to Work, KHC offers a broad range of services and access to highly skilled medical staff and visiting specialists. (source:) <https://knoxvillehospital.org/>

History of Knoxville Hospital and Clinics: History about Knoxville Hospital and Clinics can be found at <https://knoxvillehospital.org/community/history/>

Network Affiliation: Knoxville Hospital and Clinics is in a management affiliation with MercyOne network. To find out more details about the MercyOne network affiliation please go to <https://knoxvillehospital.org/about/who-we-are/>

Services: Knoxville Hospital and Clinics offers a variety of inpatient (acute/skilled) and outpatient services to the county and surrounding areas. A comprehensive list of services can be found at <https://knoxvillehospital.org/services/>. The following is a list of services provided, but not limited to at Knoxville Hospital and Clinics

| | |
|--|--|
| Acute Care | Family Medicine |
| Allergy Services | Foot and Ankle Surgery (Podiatric Surgery) |
| Animal-Assisted Therapy Program | General Surgery |
| Anticoagulation Program | Health Coach |
| Audiology & Hearing Aid Services | Hematology (see Cancer Program) |
| Cancer Program | Imaging Services |
| Cardiac Rehabilitation Program | Infection Prevention |
| Cardiac Stress Lab | Infusion Center |
| Cardiology | Inpatient Hospital Care |
| Chronic Care Management | Inpatient Hospice Care |
| Dermatology | Iowa Heart Mobile Imaging |
| Diabetes Center & Support Group | Laboratory |
| Ears, Nose & Throat (Otolaryngology) | Medicare Wellness Program |
| Educators' Portal (school employees only) | Medically Oriented Gym Program |
| Electromyography and Electrodiagnostic Testing | Nuclear Medicine |
| Emergency Medical Services | Nutrition Services and Cafe |

Obstetrics & Gynecology
Occupational Health
Occupational Therapy
Oncology (see Cancer Program)
Ophthalmology-Cataract Surgery
Orthopaedics/Orthopaedic Surgery
Orthotics (see Prosthetics & Orthotics)
Partial and Total Knee Replacement (robotics-assisted)
Pedorthics (foot appliances/custom footwear)
Physical Therapy
Plastic Surgery
Podiatry (see Foot and Ankle Surgery)
Preventive Care (low or no-cost care)

Prosthetics & Orthotics
Psychology (Behavioral Health)
Pulmonary Rehabilitation Program
Respiratory Therapy
Rheumatology
Skilled Nursing and Short-term Rehabilitation
Sleep Disorders Program
Speech-Language Therapy
Sports Medicine Program
Transitional Care Management
Vascular Services
Wound Care Program
Women's Health

Marion County Public Health Department Profile

Address: 003 N. Lincoln, Box 152, Knoxville, IA 50138
Director: Kim Dorn, MBL

Mission: Marion County Public Health Department Prevents Disease through Health Promotion and Protection using Assessment, Policy Development and Assurance.

Vision: Provide health guidance and enforcement for our citizens to have the opportunity to make informed choices regarding their health and wellness, strive for a clean and safe environment, and the assistance to access needed health related services.

About: More information about Marion County Public Health Department at <http://www.marionph.org/about/mission.html>

Services: Marion County Public Health is a partnering organization with Knoxville Hospital and Clinics. More information can be found at: <http://www.marionph.org/> . Services cover the entire county and are listed below, but not limited to the following:

Breast Cancer Screenings
Blood Pressure clinics
Blood draws & specimen collection
Child Care Nurse Consultant
Children Insurance program
Community Care Coordination
Emergency Response/Preparedness
Environmental Health
First Five Healthy Mental Development
Homemaker services
Dressing Changes
Homemaker services

Immunization Clinics and Child Immunization Injections
Lead prevention programs
Material, Adolescent and Child health
Medication Management
Oral health programs
Parents as Teachers program
Patient Education
Referral to community services
Skilled Nursing visit by RN
Tobacco programs
WIC

Pavelka's Point Consulting, LLC – External Consulting Services

Address: 5832 West Mt Vernon Road, Cedar Falls, Iowa 50613

CEO: Sarah Pavelka, PhD, MHA, OTR/L, CPHQ, FNAHQ

Bibliography: Sarah Pavelka, PhD, MHA, OTR/L, CPHQ, FNAHQ has over 20 years of experience leading and coaching in organizational performance and continuous improvement in business, industry, education, and healthcare. Sarah, is the CEO/owner of Pavelka's Point Consulting, LLC; an Improvement Faculty for the Iowa Healthcare Collaborative; and an adjunct faculty member for the Healthcare Administration program at Upper Iowa University.

Dr. Pavelka has professional and academic experiences are as a 13-year faculty member for the Masters in Healthcare Administration program at Des Moines University. Her previous professional experiences include the Quality Management Director at the Iowa Foundation for Medical Care, Director of Business and Industry Relations for Pella Regional Health Center, and clinical experience as the Director of the Occupational Therapy department for Pella Regional Health Center in Pella, Iowa.

Dr. Pavelka's extensive volunteer experiences included being a six-time National Baldrige examiner, as well as, a seven-year state examiner for the Iowa Recognition for Performance Excellence. She was also the Director-at-Large for the National Association for Healthcare Quality Board from 2014 to 2016. Sarah was also the Past-president of the Iowa Association for Healthcare Quality Board; a task force member for the Iowa Hospital Association; and a member of the Des Moines University Alumni Board.

Sarah holds degrees in Biology and Psychology from Luther College; an Occupational Therapy degree from Concordia University-Wisconsin; MHA from Des Moines University, and a Ph.D. from Walden University. She is a Fellow for the National Association for Healthcare Quality (FNAHQ); a Certified Professional in Healthcare Quality (CPHQ); and has credentials in Occupational Therapy, Ergonomics, Lean, and Six Sigma Black Belt.

Community Health Needs Assessment Process

The following sections represent the process of the Community Health Needs Assessment completed with Marion County Community Leadership and Key Stakeholders. These process steps include creating purpose, defining scope and community, engagement of key leadership, survey assessment, analysis, prioritization, reporting of outcomes, and action planning.

The IRS requirements for a CHNA are a four-phase the process was represented earlier in the document (see Methodology – Scope and Purpose), and further explored in the following sections.

Agreement/Contracting/Community Leadership (CHNA Steps 1 – 3)

On, November 21, 2018 leadership from Knoxville Hospital and Clinics, Marion County Public Health, and Pavelka's Point Consulting, LLC met and discussed contracting arrangements, critical success factors, CHNA process, timelines, and who would be key stake holders. Shortly following this initial contracting meeting, these parties met on December 17, 2018 for planning for the IRS compliant CHNA, further methodology, distribution, survey needs, agreement and scope of services. Key leadership and stakeholders were also discussed and a list of involvement was compiled in meeting minutes. It was elected at these meetings to move forward with the CHNA process and initial survey

distribution would happen at the following February 2019 and survey conclusion on or about May 2019.

Create the assessment, survey, and evaluation process (CHNA Steps 4)

Starting on December 2018, a community health needs assessment survey was designed and created. The leadership from Knoxville Hospital and Clinics and Public Health were allowed to review the survey as it was developed. The survey questions included similar or prior questions to the 2012 and 2015 survey for comparison purposes (updates to language and current patient centered care standards were completed in questions as needed). New questions also address the actions or priorities from 2015 to 2018 completed in the communities but Knoxville Hospital and Clinics and Public Health, along with the partnering community entities. Questions related to Social Determinates of Health were also added as recommended by best practice. More information can be provided on Social Determinates of Health at Healthy People 2020 <https://www.healthypeople.gov/2020/topics-objectives/topic/social-determinants-of-health> or Health Leads (source of survey questions) at <https://healthleadsusa.org/>.

Collect the Data (CHNA Steps 5)

Collection of survey data comprised of many forms and methods. Survey links, fliers, and paper copies were sent to local businesses and employers. Surveys were left at the Knoxville Hospital and Clinics and Public Health Departments for residents of the communities and either electronic or paper (hard) copies were allowed to be submitted. Leadership for the process also attended several community events, school events, and religious gatherings to encourage participation in the survey process. Electronic links were sent multiple times in the local newspapers, provided through the Hospital website, and patients were encouraged to complete the survey before or after healthcare services. During the process, the leadership provided translation services (i.e. vision or language), electronic and paper copies, and a brief description of purpose to those who were taking the survey. No material or monetary incentives were provided when taking the survey.

COMMUNITY PRESS RELEASE

The following was a press release that was sent to the local newspaper entities and distributed for the general awareness of the survey being conducted.



FOR IMMEDIATE RELEASE

Contact: Katrina Nelson
(641) 842-1418
knelson@knoxvillehospital.org

MARION COUNTY RESIDENTS ASKED TO HELP IDENTIFY COMMUNITY HEALTH NEEDS

Feb. 1, 2019 – KNOXVILLE, Iowa – Knoxville Hospital & Clinics (KHC) wants to know how it can better serve its patients and the community, by asking residents of Marion county directly.

KHC is in the process of updating their Community Health Needs Assessment. The assessment is completed every three years to better understand what the hospital and local community organizations should be working on to address the region's healthcare needs.

To provide residents the opportunity to give their feedback and thoughts on area healthcare needs, a short survey has been developed and is available online at knoxvillehospital.org. The survey takes only about 10 minutes to complete. It can be found through a link on the hospital's website at knoxvillehospital.org.


Responses are kept confidential and there is a deadline of Friday, March 15, 2019. KHC encourages residents to participate.

Feedback from the survey and other informational gathering processes will be used to establish a Community Health Needs Assessment Implementation Plan.

##

EMPLOYEE AND COMMUNITY COMMUNICATIONS


The following as a direct emailing campaign for the employees in and around the Knoxville Hospital and Clinics and within the county. The organizations also posted the information in the local governmental mailings, Facebook ads, local newspaper ads, and Chamber of Commerce. This was also distributed in local grocery stores, places of worship, restaurants, community events, school events, and local gathering establishments.




YOU CAN HELP SHAPE THE FUTURE OF HEALTHCARE

Knoxville Hospital & Clinics wants to know what **YOU** think. Please go to KnoxvilleHospital.org and share your thoughts regarding health needs for you, your family, and neighborhood. The survey will take approximately 10 minutes and all responses are kept completely anonymous. Deadline March 15, 2019. Your feedback will help inform future healthcare programming and services for your community.

Thank you!



Marion County Community Health Needs Assessment
Toward a Healthier Tomorrow



YOUR OPINION COUNTS

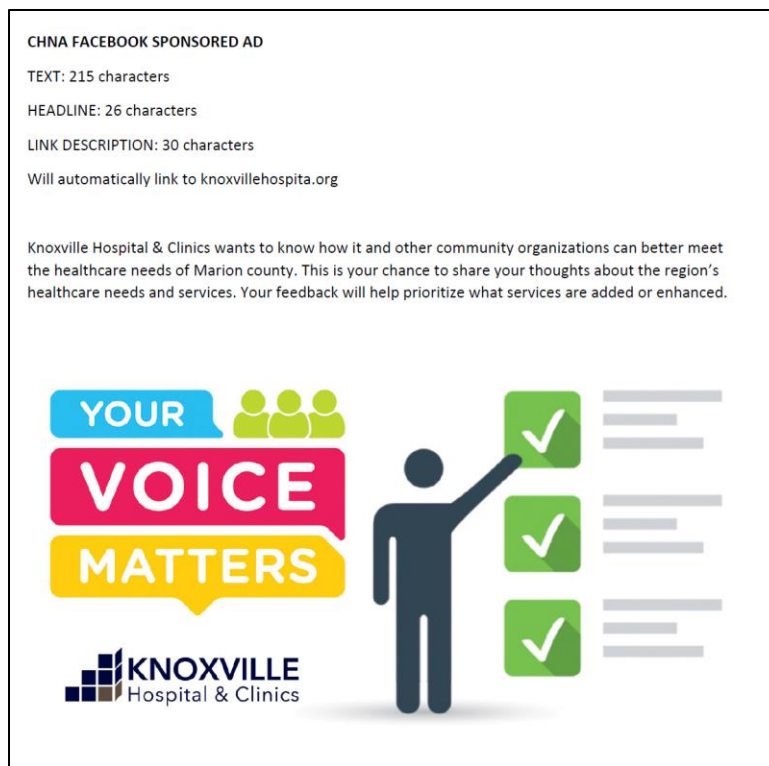
Individuals who work in healthcare are some of the most knowledgeable about and in tune to the unmet healthcare needs in their community. That's why your opinions are so valuable and why **we are asking all employees to participate in a quick survey.**

Knoxville Hospital & Clinics is in the process of updating its Community Health Needs Assessment. The assessment is completed every three years to better understand what the hospital and local community organizations should be working on to address the region's healthcare needs.

The ultimate goal of a community health needs assessment is to develop strategies and an implementation plan to address the community's health needs and any identified issues.

Please go to [KHC's website](#) to find the link to the brief survey. It will take only about 10 minutes to complete. Responses are kept confidential and there is a **deadline of Friday, March 15.**

Thanks for your participation!



Analyze the Data (CHNA Steps 5 continued)

During and following the community survey process, data from external sources (secondary data) were being collected and analyzed. This included data from sources such as Robert Wood Johnson County Health Rankings, City Data, Iowa Hospital Association (IPOP data), Vital Statistics, etc. Survey data was considered primary data research and collected public health needs, perceptions, satisfaction with care and services for both public, private, and governmental agencies serving the Marion County, Iowa area. This data can be found in the following charts in Data Details section with both the Iowa Hospital Association data (secondary), CHNA Survey Data (detailed primary) and Town Hall meeting outcomes (primary).

Both the external, secondary data, and the initial analysis of the survey outcomes (primary data) was analyzed and presenting in the May 2019 town Hall meetings. Top initial results were presented for the key stakeholders to continue to analyze, prioritize, and support with realistic objectives for Marion County, Iowa.

Town Hall Research Process (Engage & Prioritize with Stakeholders)

Document and Define Priorities (CHNA Steps 6)

Community leadership should always be involved with the determination and prioritization of key actions within a community. Members will not only buy-in to the mission of the actions at a higher support level, they will often provide key resources that are needed for such action; which are vital to the actions success and often cannot happen with only hospital supporting resources. Town halls are a

focus group type setting where community members can provide insight, consensus, and assist with prioritization of health issues. These sessions gathered input from key stakeholders, set priorities, and encourage on-going dialog between entities.

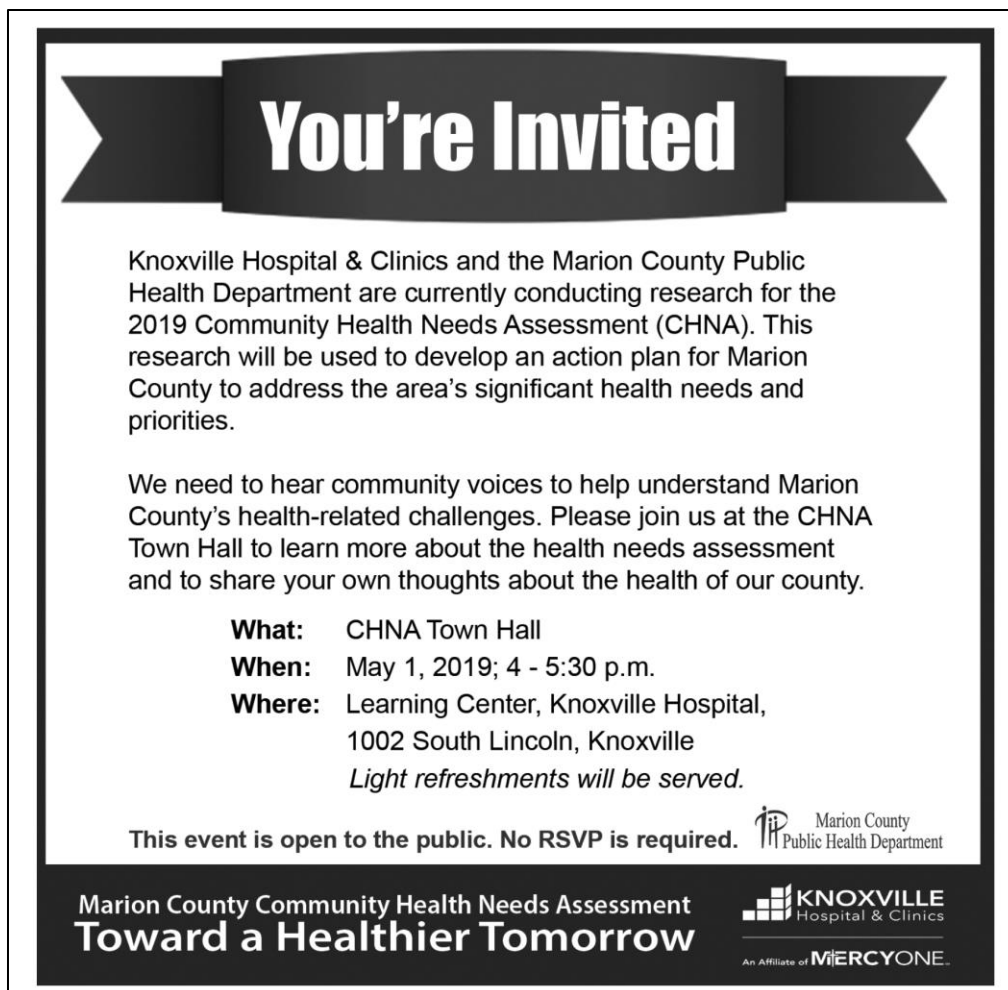
Entities invited to the Town Hall meeting included local hospital, public health, mental health providers, service providers, employers, local residents, faith-based leadership, school leadership, business leaders, local government officials, and those that receive care (including persons with chronic conditions, un-insured, low-income, and minority groups).

Key community stakeholder groups were invited to the May 1, 2019 Town Hall meeting. The Town Hall meeting was held May 1, 2019 from 4:00 pm to 5:30 pm. At the Town Hall meeting, a short informational presentation was given, facilitation of priorities from the survey and health ranking information was completed, and key findings were determined out of one 90-minute meeting.

TOWN HALL GENERAL PUBLIC INVITE (LETTER)

Public notice sent to local newspaper, hospital websites, and local posting for attendance at the Town Hall meeting. All community members were invited to attend and snacks were provided.

<https://knoxvillehospital.org/events-details/community-health-needs-assessment-town-hall-meeting/>



You're Invited

Knoxville Hospital & Clinics and the Marion County Public Health Department are currently conducting research for the 2019 Community Health Needs Assessment (CHNA). This research will be used to develop an action plan for Marion County to address the area's significant health needs and priorities.

We need to hear community voices to help understand Marion County's health-related challenges. Please join us at the CHNA Town Hall to learn more about the health needs assessment and to share your own thoughts about the health of our county.

What: CHNA Town Hall
When: May 1, 2019; 4 - 5:30 p.m.
Where: Learning Center, Knoxville Hospital,
1002 South Lincoln, Knoxville
Light refreshments will be served.

This event is open to the public. No RSVP is required.

Marion County Public Health Department

Marion County Community Health Needs Assessment
Toward a Healthier Tomorrow

KNOXVILLE Hospital & Clinics
An Affiliate of MERCYONE.

TOWN HALL AGENDA

The following Agenda and Power Point were completed at the May 1, 2019 Town Hall meeting. At the end of the meeting, it was determined to have an initial list of community priorities from the analysis of primary and secondary research data. These initial priorities list will be further discussed with a steering committee of community leadership and represent community-based organizations which can address the health concerns. This group, considering the priority and input from the Town Hall meeting will strategies and formulate final action plans for Marion County, Iowa health needs.

Community Health Needs Assessment

MARION COUNTY, IOWA

Town Hall Discussion

DATE/TIME: May 1, 2019 (4:00 to 5:30 pm)

LOCATION: Learning Center at Knoxville Hospital and Clinics (1002 S Lincoln St, Knoxville, IA 50138)

HOSTS: Knoxville Hospital & Clinics and Marion County Public Health

Agenda

1. Welcome and Introductions
2. Review the assessment/survey process and purpose
3. Review past priorities and action items for Marion County
4. Provide summary of current assessment results
5. Gain perspective from community participants for 2019-2021 areas and activities
6. Next steps and conclusion

TOWN HALL POWER POINT PRESENTATION

The following power point presentation (please see image below for complete slide deck) was presented to key community stakeholder groups at the May 2019 Town Hall meeting.

Marion County Community Health Needs Assessment 05/01/2019

COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA)
MARION COUNTY, IOWA

AGENDA

- Welcome and introductions
- Review the assessment/survey process and purpose
- Review past priorities and action items for Marion County
- Provide summary of current assessment results
- Gain perspective from community participants for 2019-2021 areas and activities
- Next steps and conclusion

INTRODUCTIONS

PROCESS AND PURPOSE OF CHNA

PURPOSE...ISTO:

- Identify key community health concerns
- Find and analyze community health needs, prioritize with implementation strategies
- Focus organization's efforts for improvement and structure for addressing social determinates of health
- Meet Federal regulations and requirements

BACKGROUND

- Patient Protection and Affordable Care Act of 2012
 - 4 new tax requirements for 501 (c)(3) hospitals
 - Written Financial Assistance Policies
 - Limitation of charges for emergency or necessary care
 - Adherence to new billing and collections restrictions
 - Mandate to perform Community Health Needs Assessments
- Definition of Community Health Needs Assessments (CHNA):
 - CHNA are ongoing processes that systematically evaluate the health needs of the community to improve the health of the population

Pavelka's Point Consulting, LLC 1

Marion County Community Health Needs Assessment

05/01/2019

FEDERAL REQUIREMENTS

- Five Steps Outlined by IRS in order to complete a CHNA
 - Define the Community
 - Assess Community Health Needs
 - Include Input Representing Broad Interests of the Community
 - Document the CHNA
 - Make Reports available to Public

DATA: MARION COUNTY, OHIO Page 107



PAST PRIORITIES AND ACTION ITEMS

DATA: MARION COUNTY, OHIO Page 109

PRIORITIES – 2015 TO 2018

- Inpatient mental health services
- Access to mental health providers
- Fight Obesity (Nutrition and Fitness)
- Visiting Specialists Clinics (Pediatrics and Pulmonology)
- Healthcare Transportation
- Economic Development (Jobs)

DATA: MARION COUNTY, OHIO Page 110

IMPROVEMENTS – 2015 TO 2018

(NOTE: % MAY NOT ADD UP TO 100% - ALMOST ALL QUESTIONS WERE OPTIONAL)

| Priority Area | Not a Problem | Somewhat of a Problem | Still a Problem |
|--|---------------|-----------------------|-----------------|
| Care coordination and expanding rural care | 33% | 46% | 12% |
| Mental health services at hospital | 5% | 30% | 60% |
| Mental health services in community | 3% | 30% | 62% |
| Fight obesity | 9% | 52% | 33% |
| Access to visiting specialist | 40% | 44% | 12% |
| Transportation for services | 26% | 44% | 23% |
| Illegal drug and alcohol use | 4% | 30% | 61% |
| Opioid / narcotic use | 4% | 28% | 60% |
| Suicide prevention and support | 2% | 31% | 60% |

DATA: MARION COUNTY, OHIO Page 111

CURRENT ASSESSMENT RESULTS

DATA: MARION COUNTY, OHIO Page 112

IMPROVEMENTS (2019)

- Hospital coordination of care (clinical care ranked 4th in state)
- Access to visiting specialists improved
- Premature deaths declining over 10 years
- Underinsured population declining
- Access to dental services improved
- Preventable hospital stays declining
- Mammogram screenings increasing

STATE HEALTH RANKINGS - 2019 (CONT.)

(SOURCE: COUNTY HEALTH RANKINGS, WWW.COUNTYHEALTHRANKINGS.ORG)

| | Marion County | Trend | Error Margin | Top U.S. Performers | Iowa | Rank (of 99) |
|---------------------------|---------------|-------|--------------|---------------------|-------|--------------|
| Health Outcomes | | | | | | 20 |
| Length of Life | | | | | | 25 |
| Premature death | 5,400 | ↔ | 4,500-6,400 | 5,400 | 5,200 | |
| Quality of Life | | | | | | 24 |
| Poor or fair health | 11% | ↔ | 11-12% | 12% | 13% | |
| Poor physical health days | 2.0 | ↔ | 2.6-2.7 | 3.0 | 2.9 | |
| Poor mental health days | 3.1 | ↔ | 2.9-3.2 | 3.1 | 3.0 | |
| Low BMI/weight | 6% | ↔ | 0-7% | 6% | 7% | |

STATE HEALTH RANKINGS - 2019 (CONT.)

(SOURCE: COUNTY HEALTH RANKINGS, WWW.COUNTYHEALTHRANKINGS.ORG)

| | Marion County | Trend | Error Margin | Top U.S. Performers | Iowa | Rank (of 99) |
|----------------------------------|---------------|-------|--------------|---------------------|------|--------------|
| Health Factors | | | | | | 8 |
| Health Behaviors | | | | | | 27 |
| Adult smoking | 14% | ↔ | 14-15% | 14% | 17% | |
| Adult obesity | 33% | ↔ | 28-38% | 28% | 32% | |
| Food environment index | 8.6 | ↔ | 6.7 | 8.2 | | |
| Physical disability | 24% | ↔ | 19-27% | 19% | 23% | |
| Access to exercise opportunities | 83% | ↔ | 93% | 83% | | |
| Excessive drinking | 21% | ↔ | 20-22% | 13% | 22% | |
| Alcohol-related driving deaths | 44% | ↔ | 26-60% | 13% | 38% | |
| Sexually transmitted infections | 258.0 | ↔ | 152.8 | 413.6 | | |
| Teen births | 1.8 | ↔ | 1.2-1.4 | 1.6 | 2.0 | |

STATE HEALTH RANKINGS - 2019 (CONT.)

(SOURCE: COUNTY HEALTH RANKINGS, WWW.COUNTYHEALTHRANKINGS.ORG)

| | Marion County | Trend | Error Margin | Top U.S. Performers | Iowa | Rank (of 99) |
|----------------------------|---------------|-------|--------------|---------------------|------|--------------|
| Clinical Care | | | | | | 4 |
| Uninsured | 4% | ↔ | 2-4% | 0% | 5% | |
| Primary care physicians | 1,140.1 | ↔ | 1,050-1 | 1,300.1 | | |
| Dentists | 1,580.1 | ↔ | 1,260-1 | 1,520.1 | | |
| Mental health providers | 1,000.1 | ↔ | 310-1 | 700.1 | | |
| Preventable hospital stays | 3,071 | ↔ | 2,765 | 3,775 | | |
| Mammography screening | 54% | ↔ | 49% | 49% | | |
| Flu vaccinations | 54% | ↔ | 52% | 51% | | |

PERCEPTIONS OF HEALTH - 2019

| Needs Attention in the Communities | Percentage Selected |
|---|---------------------|
| Mental illness | 85.7% |
| Suicide | 81.5% |
| Drug / illegal substances | 72.5% |
| Teen Health (drinking, abuse, safety, pregnancy) | 65.3% |
| Obesity | 58.9% |
| Abuse and violence | 54% |
| Alcohol | 49.8% |
| Nutrition | 44.2% |
| Poverty | 41.9% |
| Chronic Disease | 40.4% |
| Other: Aging services (39.6%) and Family Planning (39.6%) | |

PERCEPTIONS OF SERVICES - 2019

| Areas - Needs Improvements | Percentage Selected |
|---|---------------------|
| Mental Health Counseling | 89.3% |
| Public awareness of services | 33.6% |
| Elder assistance programs | 33.6% |
| Public transportation | 33.2% |
| Wellness options | 32.4% |
| After hours pharmacy | 30.5% |
| Healthy eating options | 27.9% |
| Obstetrics (family planning and pregnancy services) | 26.7% |
| Chronic disease prevention | 23.3% |
| Family assistance programs | 21.4% |
| Access to Urgent Care | 20.2% |

SOCIAL DETERMINATES OF HEALTH - 2019

- Food shortage (no=91.5%)
- Utility shut off (billing) (no=95.6%)
- Loss of housing (within 2 months) (no=96.3%)
- Child care access (prevents working or school) (no=94.2%)
- Need healthcare, but avoid because of cost (no=92.2%)
- Lack of transportation (to key appointments/work) (no=95.9%)
- Reading ability (health materials or other) (no=95.2%)
- Safety at home (no=96.7%)
- Miss/lost work because of transportation (no=94.5%)

2019-2021 AREAS AND ACTIVITIES

OBJECTIVES AND STRATEGIES... THINK ABOUT

- Population's overall health
- Internal Hospital and Public Health services
- Community and capacity building
- Community orientated education, wellness, and support

PRIORITIES AND ACTIONS

- Review current results and questions
- Define the current strengths for Marion County
 - *What does it take to sustain these strengths?*
- Determine top priorities and improvement areas
 - *What needs to be improved or changed?*
- Suggestions for actions

NEXT STEPS AND CONCLUSION

Thank you



SARAH PAVELKA, PHD, MHA, OTR/L, CPHQ, FNAHQ
PAVELKA'S POINT CONSULTING, LLC
641-780-0810
PAVELKASPT@GMAIL.COM

TOWN HALL ATTENDING KEY STAKEHOLDERS (ENGAGEMENT AND PRIORITIZATION)

The following is a list of community members (identified key stakeholders and interested community members) that were able to participate in the Town Hall meeting. In all there were 18 attendees at the May 1, 2019 meeting.

| Marion County CHNA Town Hall Meeting – May 1, 2019 | | |
|---|------------------------------------|--|
| Name | Organization - Title | Email |
| Melissa Woodhouse | MCPH - I Smile | mwoodhouse@marionph.org |
| Julie Miller | MCPH - WIC | jmiller@marionph.org |
| Toncia Thomas | Care Initiative Hospice – Comm Rep | tthomas@careinitiatives.org |
| Ginny Krichau | KHC – Pt Experience | gkrichau@knoxvillehospital.org |
| Elly Shaw | KHC – Quality/Compliance | eshaw@knoxvillehospital.org |
| Mark Worrall | KHC- Director of Operations | mworrall@knoxvillehospital.org |
| Tiffany Hopkins | CROSS- Disabilities Services Coord | tiffany.hopikns@crossmnds.org |
| Brian Adams | KNIA /KRLS – New Director | brainadams@krnakrls.org |
| Park Woodle | Knoxville resident | park@trusthome-check.com |
| Amber Carter | QHCP-Admin | qhcp@iowatelcom.com |
| Maggie Hamilton Beyer | KHC- CFO | mhamiltonbeyer@knoxvillehospital.com |
| Amy Blanchard | JMPECI – Director | amy@greaterpcf.org |
| Brooke Ramsey | HIRTA | bramsey@ridehirta.com |
| Jan Meyers | KHC – CNO | jmmyers@knoxvillehospital.org |
| Tony Galeazzi | Pleasantville resident | tony@statms.com |
| Kevin Kincaid | KHC – CEO | kkincaid@knoxvillehospital.org |
| Sarah Pavelka | Pavelka’s Point Consulting, LLC | pavelkaspt@gmail.com |
| Kim Dorn | Marion Co Public Heath - Director | kdorn@marionph.org |

Town Hall Outcomes

The following were the outcomes from the May 1, 2019 Town Hall meeting. These outcomes can be further explored in the Detailed Data/ Town Hall Meeting Outcomes. The outcomes were formulated from both primary data (survey) and secondary data (including County Health Rankings). The outcomes were compiled from large and small group round-robin brainstorming sections and then outlined into affinity groups. The following four affinity groups were seen in both meeting sessions.

| Priorities |
|---|
| 1. Mental Health – Access, programs, education, and partnerships |
| 2. Substance Abuse – Access, education, programs, assistance, and partnerships |
| 3. Chronic Disease Management – Opportunities for programs, partnerships, education, and access to services |
| 4. Transportation – Planning, urgent needs, opportunities for partnerships and volunteers |

Community Strategy Formulation and Action Planning

Planning for Improvement Strategies (CHNA Steps 7 & 8)

To complete the final steps of the process, Marion County, Iowa (Knoxville Hospital and Clinic and Marion County Public Health) community leadership held meetings starting May 2, 2019. During this step of the Community Health Needs Assessment, Marion County, Iowa community leadership gathered all primary and secondary data, completed a relevance and achievable check, and determined 18 SMART goals (tactics) for their improvement of the community's health. SMART goals are specific, measurable, achievable, relevant, and time-oriented action plans for improvements in the community.

This step also include distribution of the CHNA final report. Starting July 15, 2019, Knoxville Hospital and Clinics and Public Health department will be able to be distributed to the community. This report will be sent electronically to all participating and interested community partners for Marion County Public Health and Knoxville Hospital and Clinics. The report will be provided, along with prior reports, on the Knoxville Hospital and Clinics website (<https://knoxvillehospital.org/>). Paper copies will be distributed to interested parties as requested to Knoxville Hospital and Clinics.

| CHNA Implementation Plan Tactics - Marion County (Knoxville Hospital & Clinics/ Marion County Public Health) | | | | | | |
|---|---|---|--|------------------------------|---|-------------|
| CHNA Health Needs Tactics - starting 06/30/19 to 6/30/2022 | | | | | | |
| | CHNA Health Areas of Need | | "Specific Actions" to address community health need or "Reasons Why Hospital Will Not" address need. | LEAD | Partners | Timeframe |
| 1 | Mental Health | a | ACT program (Access Center) Program for adults for Mental Health opening (Nov. 2019) | Cross Region (IDPH) | KHC, MC Public Health, Schools, Police/Sheriff, MHDS Region (Cross), Marion Co Suicide Prevention, MC3 (Marion County Change Coalition), Pella Youth Coalition, ACT Team, Insurance/payors, governmental assistance | 2019-2020 |
| | Increase the provided and breadth of services for Mental Health needs in the communities. | b | Assess availability for, or, potential partnerships for Psych Medical Provider | KHC | | 2020 |
| | | c | Assess availability for, or, potential partnerships for Mental Health Providers | KHC | | 2020 |
| | | d | Investigate new and spread current mental health education programs including in schools and community health services | Public Health | | 2019-2022 |
| | | e | Participate in lobbying legislation efforts | KHC | | 2019-2022 |
| 2 | Substance Abuse | a | Substance abuse professional available through partnership at KHC | UCS Healthcare & KHC | KHC, UCS Healthcare, Schools, The Well, Neighbor Helping Neighbor, DHS, Law enforcement, MC3 (Marion County Change Coalition) | 2019-2020 |
| | Reduce the concern for and presence of substance abuse related health/safety issues. | b | Develop partnership and define program for support group at hospital | KHC | | |
| | | c | Partner for resources and education with UCS Healthcare | KHC | | |
| | | d | Partner with UCS, DHS, Law Enforcement, and MC3 for transportation services | KHC | | |
| 3 | Chronic Disease Management | a | Exercise programs increased in different groups around the community (example – Get Moving More) | Knoxville Community Wellness | KHC, Knoxville Community Wellness, Tobacco | 2019 - 2022 |

| | | | | | | |
|--|-----------------------|--|--|---|--|-----------|
| Reduce impact of chronic disease on physical and mental health for residents in the communities. | b | Partner with and encourage community use of Medically Oriented Gym (MOG) | MOG | Coalition, Schools (nurses), Recreation Center (Exercise Classes), grocery stores, MOG (Medically oriented Gym) | | |
| | c | Cooking classes - work with KHC Dietician and medical individuals (such as KHC Dietitian). Management tour of healthy eating at local grocery stores and store personnel, as possible. | KHC | | | |
| | d | Continue and encourage Employee Wellness programs at businesses (examples: weight loss, smoking sensation, cooking healthy, etc.) | Chamber/ Businesses | | | |
| | e | Increase employee incentives programs in organizations throughout community (example: labs, possible screening on job, etc.) | Knoxville Community Wellness | | | |
| 4 | Transportation | a | Develop plan for off-hour transportation services including business systems / route (charge?) | MC Public Health | HIRTA, Uber, Taxi, Families, Churches, 3M, Weiler Group, Walmart, The Well Resource Center | 2019-2022 |
| Make accessible (easy) for individuals to use with reasonable access & affordability. | b | Develop plan for immediate transportation needs including awareness of resources | MC Public Health | | | |
| | c | Explore the opportunity for organized volunteer system for transportation in communities | The Well Center | | | |
| | d | Explore potential transportation route for Preschool to daycare | MC Public Health | | | |

PRIOR ASSESSMENT ACTION PLANS

During the years of 2016 to 2018, Knoxville Hospital and Clinics, Marion County Public Health and Community groups along with key community partners worked on improving nine (9) strategic tactics for the improvement of the community’s health. For details of the 2016 to 2018 Community Health Needs Assessment tactical (action) planning, please see the detail in the Details Data section of the report. Actions for improvements included but not limited to creation of a community resource guide (posted on the website), coordination of events and care models with community resources, recruitment of primary and specialty providers, and agreement with Senior Life Solutions (proving services for elder in the community).

There were improvements in seven (7) of the nine (9) areas. The three (3) other areas were significantly improved in their ratings. The improvements did not move the issues to “not a problem”; however, did move the issues to “Somewhat of a Problem” in a majority of the participants taking the survey and during Town Hall prioritization (CHNA steps 5 and 6). In the chart below was provided to the participants at the Town Hall meeting (May 2019) and signifies that Mental Health/Suicide Services and Substance Use/Abuse still remain a concern for the survey participants.

IMPROVEMENTS – 2015 TO 2018

(NOTE: % MAY NOT ADD UP TO 100% - ALMOST ALL QUESTIONS WERE OPTIONAL)

| Priority Area | Not a Problem | Somewhat of a Problem | Still a Problem |
|--|---------------|-----------------------|-----------------|
| Care coordination and expanding rural care | 33% | 46% | 12% |
| Mental health services at hospital | 5% | 30% | 60% |
| Mental health services in community | 3% | 30% | 62% |
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| Access to visiting specialist | 40% | 44% | 12% |
| Transportation for services | 26% | 44% | 23% |
| Illegal drug and alcohol use | 4% | 30% | 61% |
| Opioid / narcotic use | 4% | 28% | 60% |
| Suicide prevention and support | 2% | 31% | 60% |

CHNA - MARION COUNTY, IOWA

May 2019

Evaluation of Progress on Key Priorities and Strategic Alignment (CHNA Step 9)

Knoxville Hospital and Clinics and Marion County Public Health departments will continually monitor the action plans for changes and adjustments as key findings present within three years. This assessment and findings will be incorporated into future strategic planning efforts and include a systematic cycle of improvement. Improvements will be completed using performance excellence tools, including but not limited to the Plan, Do, Study, Act improvement cycle and will include as many community partners, agencies, and interested individuals a possible for best outcomes and sustainability.

COMMUNITY HEALTH STATUS

Primary Research Findings

In late fall of 2018 through May 1 of 2019, Knoxville Hospital and Clinics sponsored/conducted primary research (survey) to all area residents residing or receiving services in their primary service area, with 285 individual replies.

Community Health Needs: Survey Results 2018

REPLIES BY ZIP

| Marion County CHNA 2019 Sample by PSA Zips | | | | | |
|--|---------------------------|--------|------------|----------------------|------|
| # | Zips | County | Population | Returns (% of Total) | % |
| 1 | Knoxville, IA - 50138 | MARION | 7,181 | 194 (71.6%) | 2.7% |
| 2 | Pella, IA- 50219 | MARION | 10,322 | 10 (3.7%) | 0.1% |
| 3 | Pleasantville, IA - 50225 | MARION | 1,664 | 10 (3.7%) | 0.6% |
| 4 | Melcher-Dallas, IA- 50163 | MARION | 1,247 | 7 (2.6%) | 0.6% |
| | ZIPs Inside Marion Co | | 33,105 | 241 (88.9%) | 0.7% |
| | ZIPs Outside Marion Co | | NA | 30 (11.1%) | NA |
| | Totals | | | 271 (100%) | |

OVERALL QUALITY OF SERVICES IN THE COMMUNITY

| Community Healthcare Needs Assessment 2019 | | | | |
|---|---------------------------|---------------------------|---------------------------|--------|
| In general, how would you rate the overall quality of the healthcare delivered to your community? | Marion Co (2019) N=271 | Marion Co (2016) N=114 | Marion Co (2013) N=290 | Trend |
| Top 2 Boxes | 83.4% | 67.5% | 84.1% | +15.9% |
| Very Good | 35.8% | 28.0% | 34.1% | +7.8% |
| Good | 47.6% | 39.5% | 50.0% | +8.1% |
| Fair | 14.0% | 29.8% | 12.6% | -15.8% |
| Poor | 1.5% | 0.8% | 3.3% | +0.7% |
| Very Poor | 1.1% | 1.8% | 0.0% | -0.7% |
| Bottom 2 Boxes | 2.6% | 2.6% | 0.0% | 0.0% |
| Totals | 100.0% | 100.0% | 100.0% | |

RATING OF HEALTH SERVICES

| Community Healthcare Needs Assessment 2019 | | | | |
|---|---------------------------|---------------------------|---------------------------|--------|
| How would you rate the following health services? | Poor / Very Poor % | | | |
| | Marion Co (2019) N=271 | Marion Co (2016) N=114 | Marion Co (2013) N=290 | Trend |
| Ambulance Service | 1.5% | 1.4% | 1.1% | +0.1% |
| Child Care | 9.6% | 8.2% | 6.6% | +1.4% |
| Chiropractor | 1.5% | 6.1% | 2.3% | -4.6% |
| Dentists | 5.2% | 7.2% | 4.5% | -2.0% |
| Emergency Room | 5.2% | 7.7% | 7.7% | -2.5% |
| Eye Doctor / Optometrist | 1.8% | 0.0% | 4.7% | +1.8% |
| Family Planning Services | 15.5% | 15.3% | 17.7% | +0.2% |
| Home Health | 5.9% | 7.4% | 4.8% | -1.5% |
| Hospice | 2.2% | 1.4% | 1.9% | +0.8% |
| Hospital Inpatient Services | 7.0% | 4.2% | 8.6% | +2.8% |
| Mental Health Services | 47.2% | 62.3% | 45.4% | -15.1% |
| Nursing Home | 14.0% | 6.0% | 16.5% | +8.0% |
| Outpatient Services (lab, radiology, etc.) | 2.2% | 5.6% | 4.8% | -3.4% |
| Pharmacy | 0.7% | 0.0% | 2.7% | +0.7% |
| Primary Care Doctors | 3.7% | 4.2% | 5.0% | -0.5% |
| Public Health Department | 4.8% | 4.5% | 8.8% | +0.3% |
| School Nurse | 3.7% | 1.6% | 4.8% | +2.1% |
| Specialist Physician care | 7.0% | 11.8% | 6.8% | -4.8% |
| Teen Health (drinking, abuse, safety, pregnancy) | 26.9% | N/A | NA | |

CAUSES OF DISEASE OR DISABILITY IN THE COMMUNITY

| Community Healthcare Needs Assessment 2019 | | | | |
|--|--------------------------|-------------------------|-------------------------|--------|
| In your opinion, how much of a problem are the following causes of diseases or disability in your community? | Major Problem % | | | |
| | Marion Co 2019 PSA N=271 | 2016 data not available | 2013 data not available | Trend |
| Cancer | 31.7% | -- | 51.9% | Green |
| Diabetes | 56.1% | -- | 64.3% | Green |
| Substance Abuse | 71.2% | -- | 70.9% | Yellow |
| Heart Disease | 33.2% | -- | 55.0% | Green |
| Sexually Transmitted Diseases | 9.2% | -- | 24.1% | Green |
| Mental Disorders | 76.0% | -- | 61.5% | Red |
| Obesity | 64.9% | -- | 71.4% | Green |
| Pneumonia / Flu | 11.4% | -- | 17.6% | Green |
| Respiratory Disease | 10.0% | -- | 24.9% | Green |
| Stroke | 8.9% | -- | 19.9% | Green |
| Suicide | 68.6% | -- | 18.8% | Red |
| Trauma | 21.4% | -- | 9.4% | Green |

HEALTH NEEDS BY AGE

| Community Healthcare Needs Assessment 2019 | | | | |
|--|--|-------------------------|--------------------------------------|-------|
| How well do you feel our local health care providers are doing in addressing the health needs of the following age groups? | Poor / Very Poor % | | | |
| | Marion Co 2019 PSA N=271 (poor/v poor) | 2016 data not available | Marion Co (2013) N=290 (poor/v poor) | Trend |
| Infants | 4.8% | | 4.1% | Red |
| Age 1 - 12 | 4.1% | | 2.7% | Red |
| Age 13 -17 | 9.2% | | 2.2% | Red |
| Age 18 - 44 | 13.3% | | 3.1% | Red |
| Age 45 - 64 | 4.4% | | 3.1% | Red |
| Age 65 - 84 | 6.6% | | 6.7% | |
| Over 85 | 8.5% | | 8.2% | |

HEALTH SERVICES OUTSIDE OF THE COUNTY

| Community Health Needs Assessment 2019 | | | | |
|--|---------------------------|---------------------------|---------------------------|--------|
| Over the past 2 years, did you or your household receive health care services outside of your county? | Marion Co (2019) N=271 | Marion Co (2016) N=114 | Marion Co (2013) N=290 | Trend |
| Yes | 59.8% | 81.3% | 62.9% | -21.5% |
| No | 40.2% | 16.3% | 37.1% | +23.9% |
| Totals | 100% | 97.6% | 100% | |
| Please list the health care services you or your household member(s) have received outside of your county: | # of Replies (2019) | 2016 data not available | 2013 data not available | |
| Orthopedic | 18 | -- | -- | |
| Mental Health | 14 | -- | -- | |
| Women's Health/OBGYN | 14 | -- | -- | |
| Dental/Dental Specialties | 14 | -- | -- | |
| Cardiology/Cardiac Surgery | 10 | -- | -- | |
| Surgery | 10 | -- | -- | |
| Ophthalmology/Optomety | 10 | -- | -- | |
| Pediatric | 10 | -- | -- | |
| Specialists | 8 | -- | -- | |
| Gastroenterology | 8 | -- | -- | |
| Dermatology | 8 | -- | -- | |
| Diagnostic Imaging | 8 | -- | -- | |
| If offered, would you have received the services locally? | % of Replies | | | |
| Yes | 31.7% | -- | | |
| Maybe | 16.2% | -- | | |
| No | 11.1% | -- | | |
| Unanswered | 41.0% | -- | | |
| Total | 100% | -- | | |

ADDITIONAL HEALTHCARE PROVIDERS

| Community Health Needs Assessment 2019 | | | | |
|--|------------------------|-------------------------|-------------------------|-------|
| Does our community need any additional healthcare providers? | Marion Co (2019) N=271 | 2016 data not available | 2013 data not available | Trend |
| Yes (See detail Section V) | 56.1% | -- | -- | |
| No | 40.2% | -- | -- | |
| Totals | 96.3% | -- | -- | |
| If you feel more providers need to be added, please specify what type is needed: | # of Replies | -- | -- | |
| Mental Health/Psychiatry/Counseling | 84 | -- | -- | |
| Pediatrics | 21 | -- | -- | |
| OBGYN/Women's Health | 16 | -- | -- | |
| Specialists | 8 | -- | -- | |
| General/Family Practitioner | 8 | -- | -- | |
| Dental/Dental Specialties (Medicaid) | 8 | -- | -- | |
| Neurology | 7 | -- | -- | |
| Substance Abuse Programs | 6 | -- | -- | |
| Emergency Medicine/EMS | 6 | -- | -- | |
| Diabetes/Nutrition/Dietician/Endocrinology | 5 | -- | -- | |
| GI | 5 | -- | -- | |
| Pulmonology | 5 | -- | -- | |
| Pain | 4 | -- | -- | |
| Alternative Medicine | 3 | -- | -- | |
| Nephrology | 3 | -- | -- | |
| Dermatology | 3 | -- | -- | |
| Orthopedics | 3 | -- | -- | |
| Optometry | 2 | -- | -- | |
| Urology | 2 | -- | -- | |

IMPROVEMENT OF SERVICES

| Community Health Needs Assessment 2019 | | | |
|---|--|-----------|--------------|
| Are there health care services in your community or neighborhood that you feel need to be improved and or changed? (Please be specific) | | | |
| Rank | Services | # Replies | % of Replies |
| 1 | Mental Health Services | 53 | 58.9% |
| 2 | Obstetrics/Family Planning | 7 | 7.8% |
| 3 | Drug/Substance Abuse | 6 | 6.7% |
| 4 | Emergency Department | 5 | 5.6% |
| 5 | Access/After Hours Services/Walk in Clinic | 3 | 3.3% |
| 6 | Emergency Medical Services | 2 | 2.2% |
| 6 | Teen Health | 2 | 2.2% |
| 6 | Diabetes/Food/Nutrition | 2 | 2.2% |
| 9 | Pediatrics | 1 | 1.1% |
| 9 | Preventative Care/Wellness | 1 | 1.1% |
| 9 | Dental Care | 1 | 1.1% |
| 9 | Telehealth | 1 | 1.1% |
| 9 | Medicaid/Medicare Services | 1 | 1.1% |
| 9 | Dementia Services | 1 | 1.1% |
| 9 | Family Medicine | 1 | 1.1% |
| 9 | Transportation | 1 | 1.1% |
| 9 | Child Care | 1 | 1.1% |
| 9 | Hospice | 1 | 1.1% |
| | Total | 90 | 100.00% |

THREE YEAR ACTION PLAN IMPROVEMENTS

| Community Health Needs Assessments 2019 | | | |
|---|---------------|-----------------------|-----------------|
| Please rate the following areas for your community. | Not a Problem | Somewhat of a Problem | Still a Problem |
| Care coordination and expanding rural care | 33.6% | 46.5% | 12.5% |
| Access to mental health services at the hospital | 5.5% | 29.5% | 59.8% |
| Access to mental health services in the community | 3.7% | 29.9% | 62.0% |
| Fight obesity (nutrition education and fitness options) | 8.9% | 52.4% | 33.2% |
| Access to visiting specialist | 39.1% | 43.5% | 12.2% |
| Transportation for health services | 26.2% | 44.3% | 23.2% |
| Illegal drug and alcohol use | 4.4% | 30.3% | 60.5% |
| Opioid / narcotic use | 4.1% | 28.4% | 62.0% |
| Suicide prevention and support | 2.2% | 31.4% | 62.0% |

PRESSING ISSUES FOR TODAY'S IMPROVEMENTS

| Community Health Needs Assessment 2019 | | | | |
|--|---|-----------|--------------------|--------------|
| Which health needs are most pressing TODAY and are in need of improvement? | | | | |
| Rank | Health Needs | # Replies | % of Total Replies | |
| 1 | Mental Health/Counseling | 235 | 19.4% | |
| 2 | Public awareness of healthcare services | 88 | 7.3% | |
| 2 | Elder assistance programs | 88 | 7.3% | |
| 4 | Public transportation for healthcare | 87 | 7.2% | |
| 5 | Wellness options (example healthy lifestyle, food options, exercise, check-ups, screenings) | 85 | 7.0% | |
| 6 | After hours pharmacy services | 80 | 6.6% | |
| 7 | Healthy eating options | 73 | 6.0% | |
| 8 | Obstetrics (family planning and prenatal care) services | 70 | 5.8% | |
| 9 | Chronic disease prevention (example diabetes or heart failure) | 62 | 5.1% | |
| 10 | Family assistance programs | 56 | 4.6% | |
| 11 | Access to urgent care services | 53 | 4.4% | |
| 12 | Cancer services | 52 | 4.3% | |
| 13 | Nutritional education | 48 | 4.0% | |
| 14 | Care transitions (movement from one healthcare setting to another or home) | 42 | 3.5% | |
| 15 | Home health / public health | 38 | 3.1% | |
| 16 | Dental services | 32 | 2.6% | |
| | Total | 1212 | | |
| | Nutrition Education + Healthy Eating Options | 121 | 10.0% | Would be 2nd |
| | Nutrition + Healthy Eating + Wellness (Exercise) Options | 206 | 17.0% | Would be 2nd |
| | (Must consider that the same people who voted for one category may have also voted for the other) | | | |

RATING OF SERVICES FOR COMMUNITY

| Community Health Needs Assessment 2019 | | | | | | | | | |
|---|-----------|-------|-------|-------|-----------|--------------------------|---------|------------------|------------------|
| How would you rate each of the following in your community? | Very Poor | Poor | Fair | Good | Very Good | Not Aware/Not Applicable | (blank) | Very Poor + Poor | Good + Very Good |
| Access to services | 0.4% | 5.9% | 22.9% | 41.7% | 17.0% | 9% | 3.0% | 6.3% | 58.7% |
| Caregiver training programs | 1.8% | 11.1% | 19.9% | 19.9% | 4.8% | 40.6% | 1.8% | 12.9% | 24.7% |
| Early childhood development programs | 0.7% | 7.4% | 22.5% | 34.3% | 10.0% | 22.5% | 2.6% | 8.1% | 44.3% |
| Emergency preparedness | 0% | 1.8% | 19.9% | 46.9% | 22.1% | 6.3% | 3.0% | 1.8% | 69.0% |
| Food and nutrition services (WIC programs) | 0.4% | 2.2% | 16.2% | 44.6% | 14.8% | 18.8% | 3.0% | 2.6% | 59.4% |
| Health screenings | 1.1% | 3.7% | 25.5% | 43.5% | 15.9% | 7.0% | 3.3% | 4.8% | 59.4% |
| Obesity prevention and treatment | 6.3% | 14.4% | 29.5% | 11.4% | 2.6% | 33.9% | 1.8% | 20.7% | 14.0% |
| Spiritual health support | 1.5% | 5.9% | 26.2% | 31.0% | 12.9% | 20.7% | 1.8% | 7.4% | 43.9% |
| Prenatal / child health programs | 1.5% | 4.4% | 19.6% | 38.0% | 9.2% | 23.2% | 4.1% | 5.9% | 47.2% |
| Prevention of falls | 1.1% | 7.4% | 19.6% | 24.0% | 6.3% | 39.1% | 2.6% | 8.5% | 30.3% |
| Sexually transmitted disease testing | 2.2% | 7.4% | 24.4% | 23.6% | 5.9% | 32.8% | 3.7% | 9.6% | 29.5% |
| Drug abuse programs | 12.2% | 18.5% | 32.8% | 8.5% | 2.2% | 24.4% | 1.5% | 30.6% | 10.7% |
| Reduction of opiate/narcotic use | 13.7% | 22.9% | 25.8% | 6.6% | 1.8% | 27.3% | 1.8% | 36.5% | 8.5% |
| Tobacco prevention / cessation programs | 3.0% | 12.9% | 25.5% | 24.0% | 7.4% | 23.6% | 3.7% | 15.9% | 31.4% |
| Alcohol use and treatment programs | 13.7% | 20.7% | 30.3% | 7.7% | 1.8% | 24.7% | 1.1% | 34.3% | 9.6% |
| Violence prevention | 5.9% | 16.2% | 24.4% | 11.1% | 1.8% | 38.4% | 2.2% | 22.1% | 12.9% |
| Transportation (bus) services | 12.5% | 14.4% | 28.4% | 22.1% | 8.1% | 12.9% | 1.5% | 26.9% | 30.3% |
| Women's wellness programs | 2.6% | 8.5% | 25.1% | 32.1% | 10.0% | 18.1% | 3.7% | 11.1% | 42.1% |

Personal Health Needs: Survey Results

PERSONAL HEALTH NEEDS: HEALTH DESCRIPTION

| Community Healthcare Needs Assessment 2019 | | | | |
|---|---------------------------|-------------------------|----------------------------|-------|
| In general, how would you best describe your health? (Choose one) | Marion Co (2019) N=271 | 2016 data not available | Marion Co (2013) N= 290 | Trend |
| Top 2 Boxes | 86.0% | -- | 89% | |
| Very Good | 25.5% | -- | 28.0% | |
| Good | 60.5% | -- | 61.0% | |
| Fair | 12.5% | -- | 10.2% | |
| Poor | 0.4% | -- | 0.8% | |
| Very Poor | 0.4% | -- | 0.4% | |
| Bottom 2 Boxes | 0.8% | -- | 1.2% | |
| Totals | 99.3% | -- | 100% | |

PERSONAL HEALTH NEEDS: OVERALL HEALTH – 2 YEAR COMPARISON

| Community Healthcare Needs Assessment 2019 | | | | |
|--|-------------------------|-------------------------|-------------------------|-------|
| Compared to a year ago, how would you rate your overall health in general now? | Marion Co 2019 N=271 | 2016 data not available | 2013 data not available | Trend |
| Much better than a year ago | 17.3% | -- | -- | |
| About the same | 77.9% | -- | -- | |
| Much Worse than a year ago | 3.7% | -- | -- | |
| Totals | 98.9% | -- | -- | |

PERSONAL HEALTH NEEDS: SOCIAL DETERMINATES OF HEALTH

| Community Health Needs Assessment 2019 | | | | |
|--|-------|-------|-----------|---------|
| Social Determinates of Health – questions for need: | No % | Yes % | (blank) % | Total % |
| In the last 12 months, did you ever eat less than you felt you should because there wasn't enough money for food? | 91.5% | 7.0% | 1.5% | 100.0% |
| In the last 12 months, has your utility company shut off your service for not paying your bills? | 95.6% | 3.0% | 1.5% | 100.0% |
| Are you worried that in the next 2 months, you may not have housing? | 96.3% | 2.2% | 1.5% | 100.0% |
| Do problems getting child care make it difficult for you to work or study? (leave blank if you do not have children) | 83.8% | 5.2% | 11.1% | 100.0% |
| In the last 12 months, have you needed to see a doctor, but could not because of cost? | 92.3% | 6.3% | 1.5% | 100.0% |
| In the last 12 months, have you ever had to go without health care because you didn't have a way to get there? | 95.9% | 3.0% | 1.1% | 100.0% |
| Do you ever need help reading hospital materials? | 95.2% | 3.3% | 1.5% | 100.0% |
| Are you afraid you might be hurt in your apartment building or house? | 96.7% | 1.8% | 1.5% | 100.0% |
| Have you every missed work or lost a job due to unreliable transportation? | 94.5% | 3.3% | 2.2% | 100.0% |

PERSONAL HEALTH NEEDS: USE OF PRIMARY CARE PROVIDER

| Community Healthcare Needs Assessment 2019 | | | | |
|---|----------------------|-------------------------|------------------------|-------|
| Does your household have a provider you use for Primary Care? | Marion Co 2019 N=271 | 2016 data not available | Marion Co (2013) N=290 | Trend |
| Yes (See detail Section V) | 91.9% | | 91.0% | |
| No | 7.4% | | 9.0% | |
| Totals | 99.3% | | 100% | |

PERSONAL HEALTH NEEDS: PHYSICAL IN THE LAST 12 MONTHS

| Community Healthcare Needs Assessment 2019 | | | | |
|---|----------------------|-------------------------|------------------------|-------|
| Have you had a physical in the past 12 months? | Marion Co 2019 N=271 | 2016 data not available | Marion Co (2013) N=290 | Trend |
| Yes | 84.5% | | 75.7% | |
| No | 14.8% | | 24.3% | |
| Totals | 99.3% | | 100.0% | |
| If you have not had a physical, please provide the specific reason: | # of Replies | | | |
| No need/Haven't Thought About It/Feel Healthy | 14 | | | |
| No time/Can't schedule/Can't miss work | 5 | | | |
| No OBGYN available | 2 | | | |
| Insurance problems | 1 | | | |
| Turnover in doctors | 1 | | | |
| Not convenient | 1 | | | |

PERSONAL HEALTH NEEDS: HEALTH PRACTICES

| Community Healthcare Needs Assessment 2019 | | | | |
|--|----------------------|-------------------------|-------------------------|-------|
| Do you follow these health practices? | Marion Co 2019 N=271 | 2016 data not available | 2013 data not available | Trend |
| If over 50, have you had a colonoscopy? | 84.3% | | | |
| If male over 50, do you have annual prostate exams? | 70.0% | | | |
| If female over 40, do you have annual mammograms? | 82.3% | | | |
| If female, do you have a pap smear every other year? | 74.6% | | | |
| Do you get 2.5 hours a week of moderately intense physical activity? | 58.6% | | | |

PERSONAL HEALTH NEEDS: HEALTH PRACTICES

| Community Health Needs Assessment 2019 | | | | | |
|--|-------|-------|-------|---------|---------|
| Please complete sentence below - "Are you..." | No % | N/A % | Yes % | (blank) | Total % |
| Eating right (Daily, 5 servings of fruits, vegetables, wheat) | 50.2% | 1.1% | 47.2% | 1.5% | 100.0% |
| Using tobacco products weekly | 78.6% | 4.4% | 15.5% | 1.5% | 100.0% |
| Exercising 2-3 times weekly | 39.5% | 0.7% | 57.9% | 1.8% | 100.0% |
| Consuming alcohol (more than 1 drink daily) | 84.1% | 3.3% | 11.1% | 1.5% | 100.0% |
| Receiving an annual flu shot | 12.9% | 0.7% | 84.9% | 1.5% | 100.0% |
| Been without a place to stay for multiple nights (homeless) | 93.0% | 4.8% | 0.7% | 1.5% | 100.0% |
| Have difficulty with employment due to transportation, education, skills, childcare, scheduling, etc.) | 88.2% | 6.3% | 4.1% | 1.5% | 100.0% |

Primary Data (Survey) Demographics of Participants

AGE

| What is your age? | # of Replies | % of Total |
|-------------------|--------------|------------|
| (blank) | 2 | 0.7 |
| 18 to 25 | 15 | 5.5% |
| 26 to 44 | 125 | 46.1% |
| 44 to 64 | 110 | 40.6% |
| 65 to 84 | 17 | 6.3% |
| 85 and over | 2 | 0.7% |
| Total | 271 | 100.0% |

GENDER

| What is your gender? | # of Replies | % of Total |
|----------------------|--------------|------------|
| Female | 218 | 80.4% |
| Male | 46 | 17.0% |
| Prefer not to say | 4 | 1.5% |
| (blank) | 3 | 1.1% |
| Total | 271 | 100.0% |

IDENTITY

| How would you identify yourself? | # of Replies | % of Total |
|----------------------------------|--------------|------------|
| Indian/ Native Alaskan | 1 | 0.4% |
| Multicultural/ Multiracial | 1 | 0.4% |
| Asian / Pacific Islander | 1 | 0.4% |
| Caucasian / White | 264 | 97.4% |
| Latino / Hispanic | 1 | 0.4% |
| (blank) | 3 | 1.1% |
| Total | 271 | 100.0% |

HOUSEHOLD

| How would you describe your household? (Please select all that apply) | # of Replies | % of Total |
|---|--------------|------------|
| Married | 103 | 38.0% |
| Married; Parent / Guardian with children at home | 68 | 25.1% |
| Single | 28 | 10.3% |
| Married with children no longer at home | 25 | 9.2% |
| Parent / Guardian with children at home | 19 | 7.0% |
| Divorced | 8 | 3.0% |
| Parent / Guardian with children at home; Divorced | 4 | 1.5% |
| Married; Parent / Guardian with children at home; Married with children no longer at home | 2 | 0.7% |
| Single; Parent / Guardian with children at home; Divorced | 2 | 0.7% |
| Widowed | 2 | 0.7% |
| (blank) | 2 | 0.7% |
| Divorced; single parent of 4 children | 1 | 0.4% |
| Divorced; Widowed | 1 | 0.4% |
| Domestic partner. | 1 | 0.4% |
| Married with autistic adult child at home | | 0.4% |
| Separated | 1 | 0.4% |
| Single; Parent | 1 | 0.4% |
| Single; Caregiver for mother single | 1 | 0.4% |
| Single; Divorced | 1 | 0.4% |
| Total | 271 | 100.0% |

HEALTH CARE FACILITY

| What type of healthcare facility do you use when not feeling well or sick? | # of Replies | % of Total |
|--|--------------|------------|
| Clinic/Doctor's office | 235 | 86.7% |
| Urgent-care/Acute Care | 19 | 7.0% |
| Don't seek care/medical treatment | 6 | 2.2% |
| Emergency Department | 5 | 1.8% |
| (blank) | 3 | 1.1% |
| Chiropractor | 1 | 0.4% |
| Doctor on Demand | 1 | 0.4% |
| Natural remedies or OTC drugs | 1 | 0.4% |
| Total | 271 | 100.0% |

MEDICAL INFORMATION

| Where do you get most of your medical information? | # of Replies | % of Total |
|--|--------------|-------------|
| Doctor | 203 | 74.9% |
| Internet | 53 | 19.6% |
| Family | 5 | 1.8% |
| (blank) | 4 | 1.5% |
| Friend(s) | 2 | 0.7% |
| Insurance Company | 2 | 0.7% |
| Social Media | 2 | 0.7% |
| Total | 271 | 100% |

INSURANCE

| What type of health insurance coverage is your primary plan? | # of Replies | % of Total |
|--|--------------|---------------|
| Partially covered by employer (you and employer share cost) | 146 | 53.9% |
| Covered by employer (employer pays total cost) | 64 | 23.6% |
| Private Insurance you purchased | 29 | 10.7% |
| Medicare | 15 | 5.5% |
| Medicaid | 13 | 4.8% |
| No coverage (uninsured) | 2 | 0.7% |
| (blank) | 2 | 0.7% |
| Total | 271 | 100.0% |

INVOLVEMENT IN COMMUNITY

| Rank | For reporting purposes, are you involved in or are you a... (Please check all that apply) | # of Replies | % of Total |
|------|--|--------------|------------|
| 1 | Hospital or Clinic employee | 120 | 25.7% |
| 2 | Parent / Caregiver | 74 | 15.8% |
| 3 | Consumer of healthcare services | 64 | 13.7% |
| 4 | Business / Merchant | 31 | 6.6% |
| 5 | Healthcare Provider | 31 | 6.6% |
| 6 | Education official / Teacher | 24 | 5.1% |
| 7 | Health Department | 21 | 4.5% |
| 8 | Civic club member | 18 | 3.9% |
| 9 | Farmer / Rancher | 14 | 3.0% |
| 10 | College / University student | 13 | 2.8% |
| 10 | Laborer | 13 | 2.8% |
| 12 | Board member (local health organization) | 10 | 2.1% |
| 13 | Veteran | 6 | 1.3% |
| 14 | Insurance industry | 5 | 1.1% |
| 15 | Retired | 4 | 0.9% |
| 16 | Clergy / Congregational Leader | 3 | 0.6% |
| 17 | Construction / Housing / Builder | 2 | 0.4% |
| 17 | Economic Development/Government | 2 | 0.4% |
| 17 | Para-educator | 2 | 0.4% |
| 20 | Employed at a church | 1 | 0.2% |
| 20 | Home | 1 | 0.2% |
| 20 | Retirement | 1 | 0.2% |
| 20 | Self-employed | 1 | 0.2% |
| 20 | Care Guardian | 1 | 0.2% |
| 20 | Mental health | 1 | 0.2% |
| 20 | Student (high school) | 1 | 0.2% |
| 20 | Housewife | 1 | 0.2% |
| 20 | Senior Care Coordinator | 1 | 0.2% |
| 20 | Social Worker | 1 | 0.2% |
| | Total (multiples could be selected) | 467 | 100.0% |

Secondary Research Findings

OVERALL STATE HEALTH RANKINGS

| # | IA Rank of 99 Counties | Definitions | Marion Co (2019) | Marion Co (2016) | Marion Co (2013) | TREND |
|--|---------------------------|--|------------------|------------------|------------------|-------|
| 1 | Physical Environment | Environmental quality | 44 | 36 | 71 | |
| 2 | Health Factors | Health Factors | 8 | 12 | 23 | |
| 3 | Clinical Care | Access to care / Quality of Care | 4 | 10 | 23 | |
| 4 | Social & Economic Factors | Education, Employment, Income, Family/Social support, Community Safety | 9 | 13 | 20 | |
| 5 | Health Outcomes | | 20 | 41 | 40 | |
| 6 | Health Behaviors | Tobacco Use, Diet/Exercise, Alcohol Use, Sexual Activity | 27 | 20 | 36 | |
| 7 | Morbidity | Quality of life | 24 | 44 | 53 | |
| 8 | Mortality | Length of life | 25 | 37 | 53 | |
| http://www.countyhealthrankings.org, released 2019 | | | | | | |

DEMOGRAPHIC DETAILS: POPULATION AGE, GENDER, ETHIC AFFILIATION (1A)

| | Population Indicator | Marion Co (2019) | Marion Co (2014-6) | Marion Co (2011-3) | Trend | State of Iowa |
|----|---|------------------|--------------------|--------------------|-------|---------------|
| 1a | Population, Estimate (2018) | 33,105 | 33,365 (2016) | 33,309 | | 3,156,145 |
| 1a | Population, 2010 | 33,309 | 33,309 | | | 3,046,355 |
| 1a | Persons Under 5 years, Percent | 5.8% | 6.1% | 6.5% | | 6.3% |
| 1a | Persons Under 18 years, Percent | 23.7% | 24.1% | 24.6% | | 23.3% |
| 1a | Persons 65 Years and Over, Percent | 17.6% | 16.4% | 15.8% | | 16.7% |
| 1a | Female Persons, Percent | 50.2% | 50.1% | 50.5% | | 50.3% |
| 1a | White Alone, Percent | 94.6% | 96.3% | 94.6% | | 91.1% |
| 1a | Black or African American Alone, Percent | 0.8% | 1.0% | 1.0% | | 3.8% |
| 1a | Hispanic or Latino, Percent | 2.0% | 1.9% (2014) | 2.0% | | 6.0% |
| 1a | Foreign Born Persons, Percent | 2.5% | 2.3% (2016) | 2.0% | | 5.0% |
| 1a | Language Other than English Spoken at Home, Percent, Age 5+ | 0% | 2.9% (2013) | NA | | 7.6% |

Source: US Census – Quick Facts

<https://www.census.gov/quickfacts/fact/table/Marioncountyiowa,ia/PST045218>

DEMOGRAPHIC DETAILS: POPULATION STATUS (1B)

| | Population Indicator | Marion Co (2019) | Marion Co (2016) | Marion Co (2013) | Trend | State of Iowa |
|----|---|------------------|------------------|------------------|-------|---------------|
| 1b | Veterans | 1,840 | 2,484 (2009-13) | 2,448 (2010) | | 193,451 |
| 1b | Living in Same House 1 Year & Over, Percent | 83.6% (2014-18) | 82.6% (2009-13) | 84.3% (2009) | | 84.7% |
| 1b | Persons per Square Mile | 58.3 | 60.1 (2010) | 60.1 (2009) | | 54.5 |
| 1b | Children in Single-Parent Households, percent (County Health Rankings) | 27% | 20.% (2013) | 18% (2010) | | 29.0% |
| 1b | Poverty Levels, (Iowa Health Fact Book) | 12% | 11. % (2011) | 9.1% (2007) | | 12.7% |
| 1b | Limited Access to Healthy Foods, 2019 (County Health Rankings) | 6% | 5.% (2015) | NA | | 6.0% |
| 1b | People 65+ with Low Access to a Grocery Store, (US Dept of Agriculture- Food Atlas) | 2.4% (2015) | 2.3% (2010) | 2.5% | | 3.6% |
| 1b | Voter Turnout, percent (Iowa Secretary of State) | 61.28% (2018) | 57.2% (2012) | NA | | 61.55% |

Source: Unless stated source: US Census – Quick Facts

<https://www.census.gov/quickfacts/fact/table/Marioncountyiowa,ia/PST045218>

ECONOMIC DETAILS (2)

| | Economic Indicator | Marion Co (2018) | Marion Co (2016) | Marion Co (2012) | Trend | State of Iowa |
|---|---|------------------|------------------|------------------|-------|---------------|
| 2 | Per Capita Money Income in Past 12 Months (2017 dollars) | \$27,815 | \$25,477 | \$25,062 | | \$30,063 |
| 2 | Housing Units in Multi-Unit Structures, Percent | 13.5% | 13.9% (09-13) | 12.7% | | 18.4% |
| 2 | Persons per Household | 2.4 | 2.5 (09-13) | 2.5 | | 2.41 |
| 2 | Severe Housing Problems (County Health Rankings) | 11% | 10% (2015) | -- | | 12.0% |
| 2 | Retail Sales per Capita (Business Quick Facts) | \$10,887 (2012) | \$10,201 (2007) | -- | | \$14,607 |
| 2 | Total Number of Firms (Business Quick Facts) | 2,604 | 3,524 (2007) | 3,254 | | 259,121 |
| 2 | Unemployment (County Health Rankings) | 2.7% | 4.5% (2015) | 6.3% | | 3.7%% |
| 2 | Overall Food Insecurity Rate (Feeding America) | 10.3% | 11.1% (2015) | 11.5% (2013) | | |
| 2 | Child Food Insecurity Rate (Feeding America) | 14.4% | 15.8% (2015) | -- | | 10% |
| 2 | Grocery stores / 1,000 pop (US Department of Agriculture- Food Atlas) | 0.27 (2014) | 0.3 (2012) | 0.18 (2009) | | 0.3 |
| 2 | Low-Income and Low Access to a Grocery Store, (US Department of Agriculture – Food Atlas) | 2.66% (2015) | 2.97 (2013) | 2.2% (2009) | | 3.6% |
| 2 | Mean Travel Time to Work (Minutes), Workers Age 16+ | 19.0 | 20.3 (2009-13) | 20.4 (2006) | | 18.0 |
| 2 | Long Commute - Driving Alone (County Health Rankings) | 24% | 27.0% (2009-13) | -- | | 20.0% |

Source: Unless stated source: US Census – Quick Facts

<https://www.census.gov/quickfacts/fact/table/Marioncountyiowa,ia/PST045218>

PUBLIC SCHOOLS HEALTH DELIVERY (3A AND 3B)

Currently school districts are providing on site primary health screenings and basic care.

| | Education Indicator | Marion Co (2019) | Marion Co (2016) | Marion Co (2013) | Trend | State of Iowa |
|----|---|------------------|------------------|------------------|-------|---------------|
| 3a | Students Eligible for Free Lunch (%) (US Department of Agriculture – Food Atlas) | 21.7% | 23.8% (2010) | 30.7% | | 30.0% |
| 3a | 4-Year High School Graduation Rates (Quick Facts) | 96.8% | 94.7% | 94% | | 90% |
| 3a | Bachelor's Degree or Higher, Percent of Persons Age 25+, (Quick Facts) | 26.1% | 25% | 23.5% | | 27.7% |

| | Education/Health Indicators | Marion Co Community School District (2018) | Marion Co Community School District (2016) |
|----|--|--|--|
| 1 | Number of Public School Nurses | Will be provided in fall of 2019 | |
| 2 | School Wellness Plan in Place (Active) | | |
| 3 | VISION: Number Screened / Referred to Prof / Seen by Professional | | |
| 4 | HEARING: Number Screened / Referred to Prof / Seen by Professional | | |
| 5 | ORAL HEALTH: Number Screened / Referred to Prof / Seen by Professional | | |
| 6 | SCOLIOSIS: Screened / Referred to Prof / Seen by Professional | | |
| 7 | Students Served with No Identified Chronic Health Concerns | | |
| 8 | Students Served with Identified Chronic Health Concerns | | |
| 9 | Tdap Vaccine Provided to Children Age 10-18 | | |
| 10 | School has a Suicide Prevention Program | | |
| 11 | Compliance on Required Vaccinations <ul style="list-style-type: none"> • 2-year-old benchmark (DTaP, HepB, MMR, Hib, Polio, Varicella, Pneumo.) • Adolescent benchmark (TdapTd, HepB, MMR, Varicella, Meningo) • Adolescent HPV benchmark | | |

School Health – Vaccination Rates for 2017-2018 School Year

| School Name | Certificate of Immunization | Total Enrollment | Percent Vaccinated with Vaccines Required by Law* |
|-------------------------------|-----------------------------|------------------|---|
| Knoxville High School | 486 | 513 | 94.7% |
| Knoxville Middle schools | 394 | 411 | 95.9% |
| Northstar Elementary School | 398 | 410 | 97.1% |
| West Elementary | 317 | 329 | 96.4% |
| Melcher-Dallas Elem | 180 | 193 | 93.3% |
| Melcher -Dallas Junior High | NR | 51 | NR |
| Melcher-Dallas High School | NR | 86 | NR |
| Pleasantville Elementary | 324 | 339 | 95.6% |
| Pleasantville Middle School | 108 | 111 | 97.3% |
| Pleasantville High School | 232 | 246 | 94.3% |
| Twin Cedars Community School | NR | 4 | NR |
| Twin Cedars Elementary | 155 | 171 | 90.6% |
| Twin Cedars Jr-Sr High School | 125 | 153 | 81.7% |
| Total | 2719 | 3017 | 90.12% |

Source: Des Moines Register, <https://db.desmoinesregister.com/school-vaccination-rates>

MATERNAL AND INFANT HEALTH (4A AND 4B)

Tracking maternal and infant care patterns are vital in understanding the foundation of family health.

| | Health Indicator | Marion Co (2018) | Marion Co (2016) | Marion Co (2013) | Trend | State of Iowa |
|----|---|------------------|------------------|------------------|-------|---------------|
| 4a | Mothers Who Began Prenatal Care in First Trimester (Iowa Health Fact Book) | 652 | 636 | 88.4% | | Rank 21 |
| 4a | Annual Birth Outcome % Preterm (March of Dimes) | 8.5% | -- | -- | | 9.1% |
| 4a | Low Birth Weight (<2500 Grams) (Iowa Health Fact Book) | 52 | 45 | 6.1% | | Rank 21 |
| 4a | Mothers Who Smoked During Pregnancy (Iowa Health Fact Book) | 164 | 142 | -- | | Rank 21 |
| 4a | Mothers under Age 20 (Iowa Health Fact Book) | 30 | 52 | -- | | Rank 23 |
| 4a | Out-of-Wedlock Births (Iowa Health Fact Book) | 218 | 193 | 115 | | Rank 22 |
| 4a | Average Monthly WIC Participation (https://datacenter.kidscount.org) | 23.5% | 18% | 24.5% | | 26.9% (2017) |

LIVE BIRTHS (4B)

| | Vital Statistics | Marion County, Iowa | Trend | State of Iowa |
|---|------------------------------|---------------------|-------|---------------|
| 4 | Total Live Births, 2007 | 451 | | 40,835 |
| 4 | Total Live Births, 2009 | 401 | | 39,662 |
| 4 | Total Live Births, 2010-11 | 732 | | 38,204 |
| 4 | Total Live Births, 20112-13 | 758 | | 39,013 |
| 4 | Total Live Births, 2015-2016 | 755 | | 39.482 |
| 4 | Total Live Births, 2017 | 360 | | |

Source: Iowa Department of Public Health, Vital Statistics

HOSPITAL SPECIFIC DETAILS (5)

Understanding provider access and disease patterns are fundamental in healthcare delivery.

| | Health Indicator | Marion Co (2019) | Marion Co (2016) | Marion Co (2013) | Trend | State of Iowa |
|---|---|------------------|------------------|------------------|-------|------------------|
| 5 | Primary Care Physicians per 1 (County Health Rankings) | 1,140 | | 983 | | 1,360 |
| 5 | Preventable Hospital Stays (County Health Rankings) | 62 | 64 | 68 | | 49 |
| 5 | Patients Who Gave Their Hospital a Rating of 9 or 10 on a Scale from 0 (Lowest) to 10 (Highest) (CMS Hospital Compare) | 81% | 74% | -- | | 78.0% |
| 5 | Patients Who Reported Yes, They Would Definitely Recommend the Hospital (CMS Hospital Compare) | 74.6% | 69.8% | -- | | 72.0% |
| 5 | Average Time Patients Spent in the Emer. Department Before They Were Seen by a Healthcare Professional (CMS Hospital Compare) | 21 | 28 | -- | | 25.26 |
| 5 | Medicare Hospital Spending per Patient (Medicare Spending per Beneficiary) (CMS Hospital Compare) | Not Avail | Not Avail. | -- | | \$0.92 |
| 5 | Unplanned Readmission Rate (new 2018) (CMS Hospital Compare) | 15.3% | -- | -- | | 15.3% (national) |

BEHAVIORAL AND MENTAL HEALTH PROFILE

| | Health Indicator | Marion Co (2019) | Marion Co (2016) | Marion Co (2013) | Trend | State of Iowa |
|---|---|------------------|------------------|------------------|-------|---------------|
| 6 | Depression: Medicare Population (Center for Medicare and Medicaid Services) | 17% | 15.8% | -- | | 13.8% |
| 6 | Alcohol-Impaired Driving Deaths, (3 of 6 Total Driving Deaths) (County Health Rankings) | 44% | 27% | -- | | 27% |
| 6 | Poor Mental Health Days (County Health Rankings) | 3.1 | 2.0 | 2.1 | | 3.3 |

HEALTH BEHAVIORS PROFILE (7A)

Knowing community health risk factors and disease patterns can aid in the understanding next steps to improve health.

| | Health Indicator | Marion Co (2019) | Marion Co (2016) | Marion Co (2013) | Trend | State of Iowa |
|----|---------------------------------|------------------|------------------|------------------|-------|---------------|
| 7a | Adult Obesity | 33% | 30% | 32% | | 32% |
| 7a | Adult Smoking | 14% | 18% | 20% | | 17% |
| 7a | Excessive Drinking | 21% | 11% | 12% | | 22% |
| 7a | Physical Inactivity | 24% | 23% | 25% | | 25% |
| 7a | Poor Physical Health Days | 2.8 | 2.9 | 2.1 | | 2.9 |
| 7a | Sexually Transmitted Infections | 258.3 | 224 | -- | | 388.9 |

Source: County Health Ranking (7A)

CHRONIC HEALTH PROFILE (7B)

| | Health Indicator – Medicare Population | Marion Co (2019) | Marion Co (2016) | Trend | State of Iowa |
|----|--|------------------|------------------|-------|---------------|
| 7b | Asthma | 2.6% | 2.6% | | 4.08% |
| 7b | Atrial Fibrillation | 9.09% | 8.4% | | 9.01% |
| 7b | Cancer | 7.73% | 6.8% | | 7.56% |
| 7b | Chronic Kidney Disease | 19.53% | 11.8% | | 20.91% |
| 7b | COPD | 10.25% | 9.8% | | 11.28% |
| 7b | Diabetes | 22.9% | -- | | 24.15% |
| 7b | Heart Failure | 11.56% | 12.2% | | 12.77% |
| 7b | Hyperlipidemia | 36.92% | 37.9% | | 38.88% |
| 7b | Hypertension | 54.53% | 49.4% | | 53.62% |
| 7b | Osteoporosis | 6.63% | 7.2% | | 5.99% |
| 7b | Stroke | 2.18% | 2.1% | | 2.91% |

Source: Center for Medicare and Medicaid Services (7B) <https://cms-oeda.maps.arcgis.com/apps/MapSeries/index.html?appid=2653fc1758474036a46c1a2f47d4d243>

MORTALITY PROFILES

The leading causes of county deaths are listed below.

| | Health Indicator | Marion Co (2019) | Marion Co (2016) | Marion Co (2013) | Trend | State of Iowa |
|---|---|------------------|------------------|------------------|-------|---------------|
| 8 | Life Expectancy Females (Institute for Health Metrics and Evaluation) | 81.8 | 81.6 | NA | | 81.9 |
| 8 | Life Expectancy Males (Institute for Health Metrics and Evaluation) | 76.7 | 76.1 | -- | | 77.5 |
| 8 | Infant Deaths (Iowa Health Fact Book) | 9 | 13 | -- | | Rank 21 |

CAUSE OF DEATH

| # | Causes of Death by County of Residence | Marion Co (2011-15) | Marion Co (2009-13) | Marion Co (2009-12) | Trend (2014) | State of Iowa Rank |
|----|--|---------------------|---------------------|---------------------|--------------|--------------------|
| | All Causes | 1,678 | 1,602 | 454 | | 21 |
| 1 | Heart Disease | 508 | 422 | -- | | 16 |
| 2 | All Cancer | 387 | 369 | -- | | 21 |
| 6 | Lung Cancer | 106 | 94 | -- | | 21 |
| 9 | Alzheimer's Disease | 95 | 85 | -- | | 16 |
| 3 | Stroke | 90 | 94 | -- | | 20 |
| 4 | Chronic Obstructive Pulmonary Disease | 90 | 69 | -- | | 22 |
| 7 | Accidents and Adverse Effects | 65 | 61 | -- | | 23 |
| 5 | Pneumonia/Influenza | 48 | 54 | -- | | 19 |
| 8 | Diabetes Mellitus | 31 | 36 | -- | | 40 |
| 10 | Firearms | 19 | -- | -- | | 16 |
| 11 | Suicide | 25 | -- | -- | | 19 |
| 12 | All Transportation | 19 | -- | -- | | 23 |
| 13 | Motor Vehicle Traffic | 15 | -- | -- | | 27 |
| 14 | Falls | 20 | -- | -- | | 28 |

Source: Iowa Health Fact Book

PREVENTATIVE HEALTH (COUNTY HEALTH RANKINGS)

| | Health Indicator | Marion Co (2018) | Marion Co (2015) | Trend | State of Iowa |
|---|---|------------------|------------------|-------|---------------|
| 9 | Access to Exercise Opportunities | 83% | 84% | | 83% |
| 9 | 2-Year-Old Coverage of Individual Vaccines and Selected Vaccination Series, (Iowa Immunization Program) | 75% | 59% | | 71.0% |
| 9 | Diabetic Prevalence | 9% | 9% | | 90% |
| 9 | Mammography Screening | 56% | 71.1% | | 69% |
| 9 | Limited Access to Healthy Food | 3% | 3% | | 6.0% |
| 9 | Percent Annual Check-Up Visit with PCP | NA | NA | | NA |
| 9 | Percent Annual Check-Up Visit with Dentist | NA | NA | | NA |
| 9 | Percent Annual Check-Up Visit with Eye Doctor | NA | NA | | NA |

Community Health Needs Assessment

UNINSURED PROFILES (SOURCE: IOWA HEALTH FACT BOOK)

| | Health Indicator | Marion Co (2018) | Marion Co (2015) | Trend | State of Iowa |
|-----|----------------------------|-------------------------|-------------------------|--------------|----------------------|
| 10a | Uninsured (Under 65), 2010 | 4.0% | 8.5% | | 6% |

BAD DEBT AMOUNT

| | Knoxville Hospital and Clinics | YR12 | YR13 | YR14 | YR15 (7/1/14-6/30/15) | YR16 | YR17 | TREND |
|-----|---------------------------------------|-------------|-------------|-------------|------------------------------|-------------------------------|-------------|--------------|
| 10b | Bad Debt | \$892,189 | \$968,656 | \$938,414 | \$639,061 | Will be provided upon request | | |
| 10b | Charity Care | \$63,735 | \$178,399 | \$149,604 | \$85,864 | | | |

INVENTORY OF EXISTING COUNTY RESOURCES

Community Health Partners – Detailed List

Family Medicine

Knoxville Hospital & Clinics

Knoxville Clinic

1202 W Howard
Knoxville, IA 50138
641-828-7211

Earl J McKeever, MD
Jennifer Coxe, ARNP
Marth Errthum, DO
Thomas Hoehns, MD
Cynthia Hoque, DO
Ryan Laughlin, DO
James Law, DO
Shannon Remington, DO
Kate Ripperger, ARNP
Natalie Rowley, PA
Michael Van Natta, DO
Bhama J., MD

Knoxville Hospital & Clinics

Red Rock Healthcare

615 Washington
Pella, IA 50219
641-628-2222

Laci Dykstra, ARNP

Knoxville Hospital & Clinics

EJ McKeever Medical Clinic

113 N Main St
Melcher, IA 50163
641-947-2121

Earl J McKeever, MD

Knoxville Hospital & Clinics

Pleasantville Clinic

104 N Washington
Pleasantville, IA 50225
515-848-3113

Brandi Booth, ARNP
Shannon Remington, DO

Pella Regional Health Center Knoxville Clinic - Family Practice

1208 N. Lincoln Knoxville, IA 50138
641-828-3832

Jennifer Elkin, DO
Kevin Mace, DO
Richard Posthuma, MD
Craig Wittenberg, MD

Melcher Clinic

113 N Main St
Melcher, IA 50163
641-947-2080

Laurie Goff, ARNP

Emergency Dept./Medical Surgical

Knoxville Hospital & Clinics

1002 S Lincoln
Knoxville, IA 50138
641-842-2151

Mohammed Hassan, MD
Logan Miller, DO

General Surgery

Knoxville Hospital & Clinics Surgical Clinic

1202 W Howard
Knoxville, IA 50138
641-842-1555

Dapka Baccam, MD
Paul Conte, MD
Timothy Mayfield, MD

Anesthesia

Knoxville Hospital & Clinics Anesthesia

1002 S Lincoln
Knoxville, IA 50138
641-842-1555

Eric Barrett

Audiology

Knoxville Hospital & Clinics Specialty Clinic

1008 Bell Avenue, Suite 105
Knoxville, IA 50138
515-264-8416

Dean Kayser, AUD

Knoxville Hospital & Clinics Specialty Clinic

Woodward Hearing Centers
1008 Bell Avenue, Suite 105
Knoxville, IA 50138
515-276-6122

Cardiology

**Knoxville Hospital & Clinics
Specialty Clinic
Iowa Heart Center/Iowa Heart Mobile**
1202 West Howard
Knoxville, IA 50138
515-235-5000 / 641-842-1555
William Wickemeyer, MD
Jolene Runkel, ARNP

Chiropractic

Chiropractic Health Center
204 E Montgomery St.
Knoxville, IA 50138
641-842-2239
Dr. E. Scott Coyle, DC

Knoxville Chiropractic Clinic
115 E Main Street
Knoxville, IA 50138
641-842-3007
Dr. Larry Formanek, DC

Precision Chiropractic
813 N Lincoln, Suite 5
Knoxville, IA 50138
641-828-7228
Jenny Slykhuis, DC

**The Chiropractic Hut
Liataud Family Chiropractic**
114 1/2 E. Monroe St
Pleasantville, IA 50225
515-848-3334

Dentists

Willham Orthodontics
401 E. Robinson St
Knoxville, IA 50138
515-537-9330
Oliver Lee Willham

Dental Designs
401 E. Robinson St
Knoxville, IA 50138 641-828-8778

Lisa Holst, DDS

Family Dentistry
112 S First Street
Knoxville, IA 50138
641-842-5288
Travis Egesdal, DDS

Stone Ridge Dental
1008 West Pleasant St
Pleasantville, IA 50225
515-848-3691
Thomas Mohr, DDS
Alec Klise, DDS
Ashley Millang, DDS

Knoxville Dental Center P.C.
211 S Second
Knoxville, IA 50138
641-828-7777
Andrew Secory, DDS

Dick Young, DDS
1360 150th Avenue
Knoxville, Iowa 50138
641-842-2871

Dermatology/Plastic Surgery

**Knoxville Hospital & Clinics
Specialty Clinic
Bergman Folkers Plastic Surgery**
1202 W Howard
Knoxville, IA 50138
641-842-1555
Anne Nelson, PA
Bryan Folkers, DO

Electromyography

**Knoxville Hospital & Clinics
Specialty Clinic
Capital Orthopaedics & Sports Medicine**
1008 Bell Avenue, Suite 105
Knoxville, IA 50138
515-440-2676
Donna Bahls, MD

ENT

**Knoxville Hospital & Clinics
Specialty Clinic**

1002 S. Lincoln
Knoxville, IA 50138
641-842-1555

Stephen Griffith, MD

Home Care Agencies

Quality Home Care Professionals

101 E Marion
Knoxville, IA 50138
641-828-7889

Iowa Home Care

2521 Washington
Pella, IA 50219
641-620-1528

Home Instead Senior Care

888-331-3242

**Marion County
Public Health**

Kim Dorn, Director
2003 N Lincoln
Knoxville, IA 50138
641-828-2238

Every Step Hospice

213 E Main, Suite 103
Knoxville, IA 50138

Internal Medicine

Knoxville Hospital & Clinics

1202 West Howard
Knoxville, IA 50138
641-828-7211

Bhama Jayaveerapandian, MD

Nursing Home/Assisted Living

Accura HealthCare of Knoxville

606 N 7th Street
Knoxville, IA 50138
641-842-2187

Accura Healthcare of Pleasantville

909 N. State
Pleasantville, IA 50225
515-628-8260

Park Lane Village Assisted Living

908 S. Park Lane

Knoxville, IA 50138
641-828-7878

West Ridge Nursing Center

1904 W Howard
Knoxville, IA 50138
641-842-3153

Homestead

Assisted Living & Memory Care

908 S Park Lane Drive
Knoxville, IA 50138
641-450-1966

Knoxville Residential

205 N Iowa
Knoxville, IA 50138
641-842-4618

OB/Gynecology

Knoxville Hospital & Clinics

Specialty Clinic

Obstetrical & Gynecological Associates

1202 W Howard
Knoxville, IA 50138
641-842-1555

Darryl Johnson, DO

Oncology

Knoxville Hospital & Clinics

Specialty Clinic

1202 West Howard
Knoxville, IA 50138
641-842-1555

Amy Hughes, DO

Roy Molina, MD

Ophthalmology

Knoxville Hospital & Clinics

Specialty Clinic

Wolfe Eye Clinic

1202 West Howard
Knoxville, IA 50138
515-224-9533

Dr. Steven Johnson

Optometrist

Eye Health Solutions

100 S 5th Street
Knoxville, IA 50138
641-842-3616 F: 641-842-5453

Jason Maasdam, OD,
Lily Maasdam, OD

Whylie Eye Care Centers

123 E Main St.
Knoxville, IA 50138
641-842-2020
Cara VanderWilt, OD

Walmart Vision Center

814 W Bell Avenue
Knoxville, IA 50138
641-828-7993
Shelly J. Peterson, OD

Orthopaedics

**Knoxville Hospital & Clinics
Specialty Clinic**

Capital Orthopaedics & Sports Medicine
1202 W Howard
Knoxville, IA 50138
515-440-2676
Mark Fish, DO, FAOAO
Todd Peterson, DO

Orthotics/Prosthetics

**Knoxville Hospital & Clinics
Specialty Clinic
American Prosthetics and Orthotics**

1008 Bell Avenue, Suite 105
Knoxville, IA 50138
515-224-0537
Adam McFarlane
Michael Hatfield

Physical Therapy/Rehabilitation Services

**Knoxville Hospital & Clinics
21st Century Rehab**

1002 S Lincoln St.
Knoxville, IA 50138
641-842-1464
Justin Plum, DPT
Susan Woodle, Med, MS PT, DPT
Steve Cassabaum, MS PT, DPT
Brooke Shelquist, DPT
Sara Boyce, PTA
Austin Ollinger, PTA

Podiatry

**Knoxville Hospital & Clinics
Specialty Clinic
Capital Orthopaedics & Sports Medicine**

1202 West Howard
Knoxville, IA 50138
515-440-2676
Jill Frerichs, DPM

Pulmonology

**Knoxville Hospital & Clinics
Specialty Clinic**

1202 West Howard
Knoxville, IA 50138
641-842-1555
Neil Horning, MD FACP, FCCP

Rheumatology

**Knoxville Hospital & Clinics
Specialty Clinic**

1002 S. Lincoln
Knoxville, Iowa 20138
641-842-1555
Eman Boulis, MD

Speech-Language Therapy

**Knoxville Hospital & Clinics
Specialty Clinic
Central Rehabilitation**

515-224-0979
Megan Gerjets, MS CCC-SLP
Kyle Saddoris, MA

Urology

**Knoxville Hospital & Clinics
Specialty Clinic
Surgical Associates of Grinnell**

1202 West Howard
Knoxville, IA 50138
641-842-1555
Russell Bandstra, MD
Aaron Smith, DO

Vascular Surgery

**Knoxville Hospital & Clinics
Specialty Clinic**

1202 West Howard
Knoxville, IA 50138
515-875-9090
Douglas Massop, MD

Veterans Care

**VA Central IA Healthcare System
Community Based Outpatient Clinic**

1607 N Lincoln
Knoxville, IA 50138
641-828-5020

Marion County Veteran Affairs

214 E Main
Knoxville, IA 50138
641-828-2201

Knoxville Hospital & Clinics (KHC)

1002 South Lincoln
Knoxville, IA 50138
641-842-2151

Community Resources – Inventory of Services

Inventory of Health Services – Marion County, Iowa

| Inventory of Health Services - Knoxville Hospital & Clinics, Public Health Department, and Primary Service Area (Marion County, IA) | | | | |
|---|--|-----|-------------|--------|
| Cat | Healthcare Services Offered in County: Yes / No | KHC | Health Dept | County |
| Clinic | Primary Care | Yes | No | Yes |
| Hosp | Alzheimer Center | No | No | Yes |
| Hosp | Ambulatory Surgery Centers | Yes | No | Yes |
| Hosp | Arthritis Treatment Center | Yes | No | No |
| Hosp | Bariatric/Weight Control Services | No | Yes | No |
| Hosp | Birthing/LDR/LDRP Room | No | No | Yes |
| Hosp | Breast Cancer | No | No | Yes |
| Hosp | Burn Care | No | No | No |
| Hosp | Cardiac Rehabilitation | Yes | No | Yes |
| Hosp | Cardiac Surgery | No | No | No |
| Hosp | Cardiology Services | Yes | No | Yes |
| Hosp | Case Management | Yes | Yes | Yes |
| Hosp | Chaplaincy/Pastoral Care Services | Yes | No | Yes |
| Hosp | Chemotherapy | No | No | Yes |
| Hosp | Colonoscopy | Yes | No | Yes |
| Hosp | Crisis Prevention | No | Yes | Yes |
| Hosp | CTScanner | Yes | No | Yes |
| Hosp | Diagnostic Radioisotope Facility | Yes | No | No |
| Hosp | Diagnostic/Invasive Catheterization | No | No | No |
| Hosp | Electron Beam Computed Tomography (EBCT) | No | No | No |
| Hosp | Enrollment Assistance Services | Yes | No | Yes |
| Hosp | Extracorporeal Shock Wave Lithotripter (ESWL) | No | No | No |
| Hosp | Fertility Clinic | No | No | No |
| Hosp | FullField Digital Mammography (FFDM) | Yes | No | Yes |
| Hosp | Genetic Testing/Counseling | No | No | No |
| Hosp | Geriatric Services | No | Yes | Yes |
| Hosp | Heart | No | No | No |
| Hosp | Hemodialysis | No | No | Yes |
| Hosp | HIV/AIDS Services | No | No | No |
| Hosp | Image-Guided Radiation Therapy (IGRT) | No | No | No |
| Hosp | Inpatient Acute Care - Hospital Services | Yes | No | Yes |
| Hosp | Intensity-Modulated Radiation Therapy (IMRT) 161 | No | No | No |
| Hosp | Intensive Care Unit | No | No | No |
| Hosp | Intermediate Care Unit | Yes | No | Yes |
| Hosp | Interventional Cardiac Catheterization | No | No | No |
| Hosp | Isolation room | Yes | No | Yes |
| Hosp | Kidney | No | No | No |
| Hosp | Liver | No | No | No |
| Hosp | Lung | No | No | No |
| Hosp | Magnetic Resonance Imaging (MRI) | Yes | No | Yes |
| Hosp | Mammograms | Yes | Access Only | Yes |
| Hosp | Mobile Health Services | Yes | No | Yes |
| Hosp | Multislice Spiral Computed Tomography (<64 slice CT) | Yes | No | Yes |

| Inventory of Health Services - Knoxville Hospital & Clinics, Public Health Department, and Primary Service Area (Marion County, IA) | | | | |
|---|---|-----|-------------|--------|
| Cat | Healthcare Services Offered in County: Yes / No | KHC | Health Dept | County |
| Hosp | Multislice Spiral Computed Tomography (<64+ slice CT) | No | No | No |
| Hosp | Neonatal | No | No | No |
| Hosp | Neurological Services | No | No | No |
| Hosp | Obstetrics* | No | No | Yes |
| Hosp | Occupational Health Services | Yes | No | Yes |
| Hosp | Oncology Services | Yes | No | Yes |
| Hosp | Orthopedic Services | Yes | No | Yes |
| Hosp | Outpatient Surgery | Yes | No | Yes |
| Hosp | Pain Management | No | No | No |
| Hosp | Palliative Care Program | No | No | No |
| Hosp | Pediatric | Yes | No | Yes |
| Hosp | Physical Rehabilitation | Yes | No | Yes |
| Hosp | Positron Emission Tomography (PET) | Yes | No | Yes |
| Hosp | Positron Emission Tomography/CT (PET/CT) | Yes | No | Yes |
| Hosp | Psychiatric Services | No | No | Yes |
| Hosp | Radiology, Diagnostic | Yes | No | Yes |
| Hosp | Radiology, Therapeutic | No | No | No |
| Hosp | Reproductive Health | No | No | No |
| Hosp | Robotic Surgery | No | No | Yes |
| Hosp | Shaped Beam Radiation System 161 | No | No | No |
| Hosp | Single Photon Emission Computerized Tomography | No | No | No |
| Hosp | Sleep Center | Yes | No | Yes |
| Hosp | Social Work Services | Yes | Yes | Yes |
| Hosp | Sports Medicine | Yes | No | Yes |
| Hosp | Stereotactic Radiosurgery | No | No | No |
| Hosp | Swing Bed Services | Yes | No | Yes |
| Hosp | Transplant Services | No | No | No |
| Hosp | Trauma Center-Level IV | Yes | No | Yes |
| Hosp | Ultrasound | Yes | No | Yes |
| Hosp | Women's Health Services | Yes | Yes | Yes |
| Hosp | Wound Care | Yes | No | Yes |
| SR | Adult Day Care Program | No | No | No |
| SR | Assisted Living | No | No | Yes |
| SR | Home Health Services | No | Yes | Yes |
| SR | Hospice | Yes | No | Yes |
| SR | Long-Term Care | No | No | Yes |
| SR | Nursing Home Services | Yes | No | Yes |
| SR | Retirement Housing | No | No | Yes |
| SR | Skilled Nursing Care | Yes | No | Yes |
| ER | Emergency Services | Yes | No | Yes |
| ER | Urgent Care Center | Yes | No | No |
| ER | Ambulance Services | No | No | Yes |
| SERV | Alcoholism-Drug Abuse | No | No | Yes |
| SERV | Blood Donor Center | No | No | No |
| SERV | Chiropractic Services | No | No | Yes |
| SERV | Complementary Medicine Services | No | Yes | No |
| SERV | Dental Services | No | Yes | Yes |

| Inventory of Health Services - Knoxville Hospital & Clinics, Public Health Department, and Primary Service Area (Marion County, IA) | | | | |
|---|---|-----|-------------|--------|
| Cat | Healthcare Services Offered in County: Yes / No | KHC | Health Dept | County |
| SERV | Fitness Center | No | No | Yes |
| SERV | Health Education Classes | Yes | Yes | Yes |
| SERV | Health Fair (Annual) | Yes | Yes | Yes |
| SERV | Health Information Center | Yes | Yes | Yes |
| SERV | Health Screenings | Yes | Yes | Yes |
| SERV | Meals on Wheels | No | No | Yes |
| SERV | Nutrition Programs | Yes | Yes | Yes |
| SERV | Patient Education Center | No | No | No |
| SERV | Support Groups | No | No | Yes |
| SERV | Teen Outreach Services | No | No | Yes |
| SERV | Tobacco Treatment/Cessation Program | Yes | By Referral | Yes |
| SERV | Transportation to Health Facilities | No | No | Yes |
| SERV | Wellness Program | Yes | Yes | Yes |

Providers Delivering Care – Marion County, Iowa

CARE DELIVERY

| Care Providers | | | |
|--|----------------|----------------|-------------------|
| # of FTE Providers working in Primary Service Area (PSA) | FTE Physicians | | FTE Allied Staff |
| | PSA Based DRs | Visiting DRs * | PSA Based PA / NP |
| Primary Care: | | | |
| Family Practice | 14.0 | 1.0 | 6.0 |
| Internal Medicine/Geriatrician | 1.0 | | |
| Obstetrics/Gynecology | 1.0 | 1.0 | |
| Pediatrics | 1.0 | | |
| Medicine Specialists/ Visiting Specialist: | | | |
| Allergy/Immunology | 1.0 | 1.0 | |
| Cardiology | 1.0 | 1.0 | 1.0 |
| Dermatology | 1.0 | 2.0 | 1.0 |
| Endocrinology | | | |
| ENT (Ear/Nose/Throat) | 1.0 | | |
| Gastroenterology | | | |
| Oncology/Radiology | 2.0 | | |
| Orthopedics /Surgery | 2.0 | | |
| Orthotics/Prosthetics | 2.0 | | |
| Infectious Diseases | | | |
| Neonatal/Perinatal | | | |
| Nephrology | | | |
| Neurology | | | |
| Occupational Medicine | | | |
| Physical Medicine/Rehab | 6.0 | | 2.0 |
| Podiatry | 1.0 | | |
| Psychiatry | | | |
| Pulmonary | 1.0 | | |
| Rheumatology | 1.0 | | |
| Surgery Specialists: | | | |
| General Surgery/Colon/Oral | 3.0 | | |
| Neurosurgery | | | |
| Ophthalmology/Optomety | 5.0 | | |
| Orthopedics | 1.0 | | |
| Otolaryngology (ENT) | | | |
| Plastic/Reconstructive | 1.0 | | |
| Thoracic/Cardiovascular/Vascular | | | |

| Care Providers | | | |
|--|----------------|----------------|-------------------|
| # of FTE Providers working in Primary Service Area (PSA) | FTE Physicians | | FTE Allied Staff |
| | PSA Based DRs | Visiting DRs * | PSA Based PA / NP |
| Urology | 1.0 | | |
| Women's Health | | | 1.0 |
| Vascular Surgery | 1.0 | | |
| Hospital Based: | | | |
| Anesthesia/Pain | 1.0 | | |
| Audiology | 2.0 | | |
| Electromyography | 1.0 | | |
| Emergency | 2.0 | | 2.0 |
| Radiology | | 3.0 | |
| Pathology | | 2.0 | |
| Hospitalist | | | |
| Non-Hospital Based (Community): | | | |
| Chiropractor | 4.0 | | |
| Optometrist | 1.0 | | |
| Dentist | 8.0 | | |

Service Directory

EMERGENCY NUMBERS

| | |
|-----------------|-----|
| Police/ Sheriff | 911 |
| Fire | 911 |
| Ambulance | 911 |

NON-EMERGENCY / MUNICIPAL NUMBERS (MARION COUNTY, IOWA)

| | |
|--------------------------------|--------------|
| Marion County Sheriff (Police) | 641-828-2220 |
| Marion County EMS | 641-842-5002 |
| Knoxville Fire | 641-828-0586 |
| Knoxville Police | 641-828-0541 |
| Pleasantville Fire | 515-848-5123 |
| Pleasantville Police | 515-848-3112 |

QUICK REFERENCE PHONE GUIDE

| | |
|--|----------------|
| Action Now | 1-800-622-5168 |
| Al-Anon "Free to Be Me" | (515) 462-4253 |
| Alcoholics Anonymous | (515) 282-8550 |
| Alzheimer's Disease Helpline | 1-800-272-3900 |
| American Cancer Society | 1-800-227-2345 |
| American Red Cross | 1-800-887-2988 |
| Arthritis Foundation | 1-866-378-0636 |
| Battered Women | 1-800-433-SAFE |
| Child Abuse Hotline | 1-800-795-9606 |
| Dependent Adult Abuse Hotline | 1-800-362-2178 |
| Dependent Adult and Child Abuse | 1-800-652-9516 |
| Domestic Abuse Hotline | 1-800-942-0333 |
| First Call for Help | (515) 246-6555 |
| Foundation Through Crisis | 1-800-332-4224 |
| Gambling Hotline | 1-800-238-7633 |
| Iowa Arson/Crime Hotline | 1-800-532-1459 |
| Iowa Child Abuse Reporting Hotline | 1-800-362-2178 |
| Iowa State Patrol Emergency | 1-800-525-5555 |
| Medicare | 1-800-MEDICARE |
| Mental Health Information and Referral | 1-800-562-4944 |
| National Alcohol Hotline | 1-800-252-6465 |
| National Center for Missing and Exploited Children | 1-800-THE LOST |
| National Institute on Drugs | 1-800-662-4537 |
| Poison Control | 1-800-222-1222 |
| Senior Health Insurance Info Program (SHIIP) | 1-800-351-4664 |
| Substance Abuse Information & Treatment | 1-800-662-HELP |
| Suicide Prevention Hotline | 1-800-SUICIDE |
| Teen Line (Red Cross) | 1-800-443-8336 |

GENERAL ONLINE HEALTH RESOURCES

Doctors and Dentists—General

[AMA Physician Select: Online Doctor Finder](#) (American Medical Association) [DocFinder](#) (Administrators in Medicine) [Find a Dentist](#) (Academy of General Dentistry) [Find a Dentist: ADA Member Directory](#) (American Dental Association) [Physician Compare](#) (Centers for Medicare & Medicaid Services)

Hospitals and Clinics—General

[Find a Health Center](#) (Health Resources and Services Administration) [Find a Provider: TRICARE Provider Directories](#) (TRICARE Management Activity) [Hospital Quality Compare](#) (Centers for Medicare & Medicaid Services)

Doctors and Dentists—Specialists

[ACOG's Physician Directory](#) (American College of Obstetricians and Gynecologists) [ACR: Geographic Membership Directory](#) (American College of Rheumatology) [American College of Surgeons Membership Directory](#) (American College of Surgeons) [American Osteopathic Association D.O. Database](#) (American Osteopathic Association) [ASGE: Find a Doctor](#) (American Society for Gastrointestinal Endoscopy) [Cancer Genetics Services Directory](#) (National Cancer Institute) [Child and Adolescent Psychiatrist Finder](#) (American Academy of Child and Adolescent Psychiatry) [Dystonia: Find a Health Care Professional](#) (Dystonia Medical Research Foundation) [Expert Locator: Immunologists](#) (Jeffrey Modell Foundation) [Find a Dermatologic Surgeon](#) (American Society for Dermatologic Surgery) [Find a Dermatologist](#) (American Academy of Dermatology) [Find a Gastroenterologist](#) (American College of Gastroenterology) [Find a Gynecologic Oncologist](#) (Society of Gynecologic Oncologists) [Find a Hand Surgeon](#) (American Society for Surgery of the Hand) [Find a Hematologist](#) (American Society of Hematology) [Find a Neurologist](#) (American Academy of Neurology) [Find a Pediatric Dentist](#) (American Academy of Pediatric Dentistry) [Find a Pediatrician or Pediatric Specialist](#) (American Academy of Pediatrics) [Find a Periodontist](#) (American Academy of Periodontology) [Find a Physical Medicine & Rehabilitation Physician](#) (American Academy of Physical Medicine and Rehabilitation) [Find a Plastic Surgeon](#) (American Society of Plastic Surgeons) [Find a Podiatrist](#) (American Podiatric Medical Association) [Find a Thyroid Specialist](#) (American Thyroid Association) [Find a Urologist](#) (American Urological Association) [Find an ACFAS Physician](#) (American College of Foot and Ankle Surgeons) [Find an Allergist/Immunologist: Search](#) (American Academy of Allergy, Asthma, and Immunology) [Find an Endocrinologist](#) (Hormone Health Network) [Find an Eye M.D.](#) (American Academy of Ophthalmology) [Find an Interventional Radiologist](#) (Society of Interventional Radiology) [Find an Oncologist](#) (American Society of Clinical Oncology) [Find an Oral and Maxillofacial Surgeon](#) (American Association of Oral and Maxillofacial Surgeons) [Find an Orthopedic Foot and Ankle MD](#) (American Orthopedic Foot and Ankle Society) [Find an Otolaryngologist \(ENT\)](#) (American Academy of Otolaryngology--Head and Neck Surgery) [Finding an Eye Care Professional](#) (National Eye Institute) [GI Locator Service](#) (American Gastroenterological Association)

Other Healthcare Providers

[AMTA's Find a Massage Therapist](#) (American Massage Therapy Association) [Cancer Genetics Services Directory](#) (National Cancer Institute) [Find a Diabetes Educator](#) (American Association of Diabetes Educators) [Find a Genetic Counselor](#) (National Society of Genetic Counselors) [Find a Midwife](#) (American College of Nurse-Midwives) [Find a Nurse Practitioner](#) (American Academy of Nurse Practitioners) [Find a Physical Therapist](#) (American Physical Therapy Association) [Find a Professional: Online Directory of Audiology and Speech-Language Pathology Programs](#) (American Speech-Language-Hearing Association) [Find a Registered Dietitian](#) (Academy of Nutrition and Dietetics) [Find a Therapist](#) (Anxiety Disorders Association of America) [Find an Audiologist](#) (American Academy of Audiology) [Manual Lymphatic Drainage Therapists](#) (National Lymphedema Network) [National Register of Health Service Providers in Psychology](#) (National Register of Health Service Providers in Psychology) [NCCAOM: Find Nationally Certified Practitioners](#) (National Certification Commission for Acupuncture and Oriental Medicine) [Search for an Emergency Contraception Provider in the United States](#) (Princeton University, Office of Population Research)

Hospitals and Clinics—Specialized

[Accredited Birth Centers](#) (Commission for the Accreditation of Birth Centers) [Alzheimer's Disease Research Centers](#) (National Institute on Aging) [Cystic Fibrosis Foundation: Find a Chapter](#) (Cystic Fibrosis Foundation) [Cystic Fibrosis Foundation: Find an Accredited Care Center](#) (Cystic Fibrosis Foundation) [Dialysis Facility Compare](#) (Centers for Medicare & Medicaid Services) [FDA Certified Mammography Facilities](#) (Food and Drug Administration) [Find a Free Clinic](#) (National Association of Free Clinics) [Find an Indian Health Service Facility](#) (Indian Health Service) [Find Treatment Centers](#) (American Cancer Society) [Genetics Clinic Directory Search](#) (University of Washington) [Locate a Sleep Center in the United States by Zip Code](#) (American Academy of Sleep Medicine) [MDA ALS Centers](#) (Muscular Dystrophy Association) [Mental Health Services Locator](#) (Substance Abuse and Mental Health Services Administration) [NCI Designated Cancer Centers](#) (National Cancer Institute) [Neurofibromatosis Specialists](#) (Children's Tumor Foundation) [Post-Polio Directory 2011: Post-Polio Clinics, Health Professionals, Support Groups](#) (Post-Polio Health International including International Ventilator Users Network) [Spina Bifida Clinic Directory](#) (Spina Bifida Association of America) [Substance Abuse Treatment Facility Locator](#) (Substance Abuse and Mental Health Services Administration) [Transplant Center Search Form](#) (BMT InfoNet) [U.S. NMDP Transplant](#)

[Centers](#) (National Marrow Donor Program) [VA Health Care Facilities Locator & Directory](#) (Veterans Health Administration) [Where to Donate Blood](#) (AABB) [Where to Donate Cord Blood](#) (National Marrow Donor Program)

Other Healthcare Facilities and Services

[Alzheimer's Disease Resource Locator](#) (Fisher Center for Alzheimer's Research Foundation) [American College of Radiology Accredited Facility Search](#) (American College of Radiology) [APA District Branch / State Association Directory](#) (American Psychiatric Association) [Directory of Organizations \(Deafness and Communication Disorders\)](#) (National Institute on Deafness and Other Communication Disorders) [Dog Guide Schools in the United States](#) (American Foundation for the Blind) [Eldercare Locator](#) (Dept. of Health and Human Services) [Find a Hospice or Palliative Care Program](#) (National Hospice and Palliative Care Organization) [Find Services \(for People with Vision Loss\)](#) (American Foundation for the Blind) [Find Urgent Care Centers by State](#) (Urgent Care Association of America) [Genetic Testing Laboratory Directory](#) (University of Washington) [Home Health Compare](#) (Centers for Medicare & Medicaid Services) [Medicare: Helpful Contacts](#) (Centers for Medicare & Medicaid Services) [Muscular Dystrophy Association Clinics and Services](#) (Muscular Dystrophy Association) [National Foster Care and Adoption Directory Search](#) (Children's Bureau) [Nursing Home Compare](#) (Centers for Medicare & Medicaid Services) [Organizations That Offer Support Services](#) (National Cancer Institute) [Poison Control Centers](#) (American Association of Poison Control Centers) [Resources and Information for Parents about Braille](#) (American Foundation for the Blind) [State-Based Physical Activity Program Directory](#) (Centers for Disease Control and Prevention) [TSA Chapters in the USA](#) (Tourette Syndrome Association) [Violence against Women: Resources by State](#) (Dept. of Health and Human Services, Office on Women's Health) [Where to Find Hair Loss Accessories and Breast Cancer Products](#) (American Cancer Society)

SOURCE: MedlinePlus provides links to directories to help you find libraries, health professionals, services and facilities. NLM does not endorse or recommend the organizations that produce these directories, nor the individuals or organizations that are included in the directories

DATA DETAILS

Plan Tactics for Marion County, Iowa – 2016 to 2019



| CHNA Implementation Plan Tactics - Knoxville Hospital & Clinics | | | | | | | |
|--|-----------------------------------|---|--|---|--|------------------|--------------------|
| CHNA Round #2 - 3 Year Health Needs Tactics - starting 7/1/16 to 06/30/19 | | | | | | | |
| | CHNA Health Areas of Need | | "Specific Actions" to address community health need or "Reasons Why Hospital Will Not" address need. | LEAD | Partners | Timeframe | Resources (Hours) |
| 1 | Inpatient Mental Health Services | a | Several different Mental Health (MH) Providers have and will continue to collaborate to develop a Regional Mental Health Plan which includes the Knoxville area. This Regional Mental Health Plan will explore and develop options. Develop programs to prevent MH crisis, expand access for outpatient MH care, address barriers preventing patient access to care, and enhance care coordinating in the region. Knoxville Hospital and Clinics has a member on this committee. | Lead collaboration by Marion County Public Health and Marion County CPC Office | Marion County Board of Supervisors, Marion County Public Health, Marion County CPC, Knoxville Hospital and Clinics | FY 17 thru FY 19 | 40 each year |
| | | b | Promote development of additional inpatient mental health beds in Iowa, especially near Marion County and the state of Iowa. Continue to make contacts with local and state governmental representatives to express need for more mental health inpatient beds. KHC will work in collaboration with other hospitals, health care providers and Marion County Public Health to assess the needs and resources to address this need. | Marion County Board of Supervisors Marion County CPC Office, Marion County Public Health and Knoxville Hospital and Clinics | Knoxville Hospital and Clinics Administration | FY 17 thru FY 19 | 40 hours each year |
| 2 | Access to Mental Health Providers | a | Implement a tele psych system in the Emergency Room to assist with assessments and placement of mental health patients that present in crisis to the Emergency Room. | Kellie Jones, ER coordinator and Jesse Crum, Information Technology. | Angela Nelson, CROSS Mental Health Region and eVizzit LLC dba Integrated Telehealth Partners. | FY 2016 | 30 |
| | | b | Knoxville Hospital and Clinics will continue to explore the potential to recruit a visiting psychiatric provider for a Specialty Clinic at Knoxville Hospital and Clinics. This particular specialty is experiencing tremendous shortage at this time as well. | Knoxville Hospital and Clinics Administration | Mercy Health Network Leaders | FY 16 thru FY 19 | 30 |

| | | | | | | | |
|---|---|---|---|--|---|----------------------|--------------------|
| | | c | Investigate other MH outpatient programs as possible service lines at Knoxville Hospital and Clinics. | Knoxville Hospital and Clinics Administration | | FY 16 thru FY 19 | 40 hours each year |
| 3 | Fight Obesity (Nutrition and Fitness) | a | Evaluate and determine effective media modes (i.e. Print, radio, social clubs, digital, social media) for educating the community on the health risks related to obesity and methods to combat obesity. Develop a marketing plan which focuses on obesity, health risks of obesity, methods to promote weight loss and obtain better health, and prevention of obesity in the local community. | Knoxville Hospital and Clinics Public Relations and Marketing | | FY 2017 | 30 |
| | | b | Knoxville Hospital and Clinics dieticians and leaders will collaborate with Marion County Public Health under the State Innovation Model of Iowa Grant to work with school districts nutrition directors and physician education directors, the University of Iowa Obesity Research and Education Initiative, Mercy and Unity Point ACOs, and local pharmacies to build and strengthen the coalition and referral processes needed to combat obesity. | Marion County Public Health | Knoxville Hospital and Clinics Administration and staff, University of Iowa, Mercy and Unity Point ACOs, Local Pharmacies | FY 2017 thru FY 2018 | 40 |
| | | c | Knoxville Hospital and Clinics will explore the development of a weight loss program as part of comprehensive wellness plan. | Knoxville Hospital and Clinic Staff | | FY 2017 thru FY 2019 | 20 |
| | | d | Knoxville Hospital and Clinics dieticians will develop and implement healthy eating classes for staff and the community at least 2x per year. Marion County Public Health has kitchen facilities which are ideal for holding these classes. | Knoxville Hospital and Clinics Dieticians. | Marion County Public Health | FY 2017 thru FY 2020 | 20 |
| | | e | | | | | |
| 4 | Visiting Specialists Clinics (Pediatrics and Pulmonology) | a | Knoxville Hospital and Clinics will continue to recruit a visiting specialists to provide Specialty Clinic at Knoxville Hospital and Clinics. | Knoxville Hospital and Clinics Administration | Mercy Health Network Leaders | FY 17 thru FY 19 | 50 |
| | | b | Develop a marketing plan to promote to the community the Knoxville Hospital and Clinics providers who have extensive experience caring for pediatric patients from Knoxville and surrounding areas. | Knoxville Hospital and Clinics Administration and Marketing staff. | | FY 2017 | 60 |



| | | | | | | | |
|---|-----------------------------|---|---|---|--|----------------------|----|
| 5 | Healthcare Transportation | a | Investigate transportation solutions in other (similar) hospitals. Identify possible solutions to eliminate barriers of current transportation options. Collaborate with Marion County Public Health, Marion County Board of Supervisors, local resource organization, other hospitals and Knoxville Hospital and Clinics leaders and staff | Marion County Public Health and Knoxville Hospital and Clinic Staff | HIRTA, other local Hospitals, Board of Supervisors | FY 2017 thru FY 2019 | 30 |
| 6 | Economic Development (Jobs) | a | This need is "not "appropriate for MMC since it is not in hospital's mission to develop local economy. | | | | |

Iowa Hospital Data (Secondary Research)



Ambulatory Surgery

| | | | | | | | | |
|--|------------------------------|---|------------------|---|-----------------|------------------|---------------------|-------------|
|  IOWA HOSPITAL ASSOCIATION | |  | | | | | | |
| Patient Type: | Outpatient | | | | | | | |
| Place of Service: | Amb Surgery | | | | | | | |
| Template Name: | Market and Facility | | | | | | | |
| Report Name: | CHNA Amb Surgery 2019 | | | | | | | |
| Facility: | Knoxville Hospital & Clinics | | | | | | | |
| Market Area: | Knox MD Pville | | | | | | | |
| Time Period: | 2015 Q1 through 2019 Q1 | | | | | | | |
| State/County/Zip | | Knox MD Pville | | Knoxville Hospital & Clinics | | | Market Share | |
| | | Measures | % of Col. | Avg. Charges | Measures | % of Col. | Avg. Charges | |
| Iowa | | | | | | | | |
| Marion | | | | | | | | |
| 50062 | | 313 | 3.3 | \$11,709 | 85 | 3.3 | \$4,670 | 27.2 |
| 50138 | | 7,449 | 77.6 | \$10,431 | 2,078 | 81.4 | \$5,449 | 27.9 |
| 50163 | | 508 | 5.3 | \$11,736 | 132 | 5.2 | \$4,807 | 26.0 |
| 50225 | | 1,333 | 13.9 | \$12,056 | 258 | 10.1 | \$4,698 | 19.4 |
| Marion Total | | 9,603 | 100.0 | \$10,767 | 2,553 | 100.0 | \$5,314 | 26.6 |
| Iowa Total | | 9,603 | 100.0 | \$10,767 | 2,553 | 100.0 | \$5,314 | 26.6 |
| Report Totals: | | 9,603 | 100.0 | \$10,767 | 2,553 | 100.0 | \$5,314 | 26.6 |

Emergency Department

|  | |  | | | | | | | | | | |
|---|------------------------------|---|----------------|------------------------------|--------------|----------------|--------------|--|--|--|--|--|
| Patient Type: | Outpatient | | | | | | | | | | | |
| Place of Service: | ER | | | | | | | | | | | |
| Template Name: | Market and Facility | | | | | | | | | | | |
| Report Name: | CHNA ER 2019 | | | | | | | | | | | |
| Facility: | Knoxville Hospital & Clinics | | | | | | | | | | | |
| Market Area: | Knox MD Pville | | | | | | | | | | | |
| Time Period: | 2015 Q1 through 2019 Q1 | | | | | | | | | | | |
| State/County/Zip | Knox MD Pville | | | Knoxville Hospital & Clinics | | | Market Share | | | | | |
| | Measures | % of Col. | Avg. Charges | Measures | % of Col. | Avg. Charges | | | | | | |
| Iowa | | | | | | | | | | | | |
| Marion | | | | | | | | | | | | |
| 50062 | 862 | 2.8 | \$3,202 | 544 | 2.8 | \$2,374 | 63.1 | | | | | |
| 50138 | 24,034 | 79.3 | \$2,169 | 15,706 | 82.2 | \$1,872 | 65.3 | | | | | |
| 50163 | 1,650 | 5.4 | \$2,782 | 966 | 5.1 | \$2,079 | 58.5 | | | | | |
| 50225 | 3,777 | 12.5 | \$3,311 | 1,898 | 9.9 | \$1,747 | 50.3 | | | | | |
| Marion Total | 30,323 | 100.0 | \$2,374 | 19,114 | 100.0 | \$1,885 | 63.0 | | | | | |
| Iowa Total | 30,323 | 100.0 | \$2,374 | 19,114 | 100.0 | \$1,885 | 63.0 | | | | | |
| Report Totals: | 30,323 | 100.0 | \$2,374 | 19,114 | 100.0 | \$1,885 | 63.0 | | | | | |

Inpatient

|  | |  | | | | | | | | | | |
|---|------------------------------|---|---------------|-------------|-----------------|------------------------------|--------------|--------------|-------------|-----------------|--------------|--|
| Patient Type: | Inpatient | | | | | | | | | | | |
| Template Name: | Market and Facility | | | | | | | | | | | |
| Report Name: | CHNA Inpatient 2019 | | | | | | | | | | | |
| Facility: | Knoxville Hospital & Clinics | | | | | | | | | | | |
| Market Area: | Knox MD Pville | | | | | | | | | | | |
| Time Period: | 2015 Q1 through 2019 Q1 | | | | | | | | | | | |
| State/County/Zip | Knox MD Pville | | | | | Knoxville Hospital & Clinics | | | | | Market Share | |
| | Discharges | % of Col. | LOS | ALOS | Avg. Charges | Discharges | % of Col. | LOS | ALOS | Avg. Charges | | |
| Iowa | | | | | | | | | | | | |
| Marion | | | | | | | | | | | | |
| 50062 | 330 | 4.0 | 1,726 | 5.23 | \$34,732 | 109 | 5.1 | 453 | 4.16 | \$11,953 | 33.0 | |
| 50138 | 6,030 | 72.6 | 28,115 | 4.66 | \$31,335 | 1,770 | 82.4 | 7,332 | 4.14 | \$11,510 | 29.4 | |
| 50163 | 513 | 6.2 | 2,580 | 5.03 | \$35,477 | 98 | 4.6 | 395 | 4.03 | \$11,065 | 19.1 | |
| 50225 | 1,430 | 17.2 | 7,723 | 5.40 | \$39,101 | 170 | 7.9 | 767 | 4.51 | \$12,157 | 11.9 | |
| Marion Total | 8,303 | 100.0 | 40,144 | 4.83 | \$33,063 | 2,147 | 100.0 | 8,947 | 4.17 | \$11,563 | 25.9 | |
| Iowa Total | 8,303 | 100.0 | 40,144 | 4.83 | \$33,063 | 2,147 | 100.0 | 8,947 | 4.17 | \$11,563 | 25.9 | |
| Report Totals: | 8,303 | 100.0 | 40,144 | 4.83 | \$33,063 | 2,147 | 100.0 | 8,947 | 4.17 | \$11,563 | 25.9 | |



Observation

| | | Knox MD Pville | | | Knoxville Hospital & Clinics | | | Market Share |
|-----------------------|--|----------------|--------------|----------------|------------------------------|--------------|----------------|--------------|
| State/County/Zip | | Measures | % of Col. | Avg. Charges | Measures | % of Col. | Avg. Charges | |
| Iowa | | | | | | | | |
| Marion | | | | | | | | |
| 50062 | | 37 | 3.0 | \$3,666 | 10 | 4.9 | \$7,299 | 27.0 |
| 50138 | | 1,045 | 84.1 | \$3,107 | 169 | 82.4 | \$6,630 | 16.2 |
| 50163 | | 53 | 4.3 | \$5,965 | 15 | 7.3 | \$6,683 | 28.3 |
| 50225 | | 107 | 8.6 | \$3,422 | 11 | 5.4 | \$6,944 | 10.3 |
| Marion Total | | 1,242 | 100.0 | \$3,273 | 205 | 100.0 | \$6,683 | 16.5 |
| Iowa Total | | 1,242 | 100.0 | \$3,273 | 205 | 100.0 | \$6,683 | 16.5 |
| Report Totals: | | 1,242 | 100.0 | \$3,273 | 205 | 100.0 | \$6,683 | 16.5 |



Radiology and Lab

| | | Knox MD Pville | | | Knoxville Hospital & Clinics | | | Market Share |
|-----------------------|--|----------------|--------------|--------------|------------------------------|--------------|--------------|--------------|
| State/County/Zip | | Measures | % of Col. | Avg. Charges | Measures | % of Col. | Avg. Charges | |
| Iowa | | | | | | | | |
| Marion | | | | | | | | |
| 50062 | | 3,677 | 2.8 | \$859 | 2,435 | 3.4 | \$624 | 66.2 |
| 50138 | | 105,508 | 81.7 | \$846 | 56,456 | 78.0 | \$582 | 53.5 |
| 50163 | | 6,133 | 4.8 | \$1,038 | 4,195 | 5.8 | \$599 | 68.4 |
| 50225 | | 13,794 | 10.7 | \$925 | 9,277 | 12.8 | \$513 | 67.3 |
| Marion Total | | 129,112 | 100.0 | \$864 | 72,363 | 100.0 | \$576 | 56.0 |
| Iowa Total | | 129,112 | 100.0 | \$864 | 72,363 | 100.0 | \$576 | 56.0 |
| Report Totals: | | 129,112 | 100.0 | \$864 | 72,363 | 100.0 | \$576 | 56.0 |

Outpatient – Other

|  | |  | | | | | |
|---|------------------------------|---|--------------|------------------------------|--------------|--------------|--------------|
| Patient Type: | Outpatient | | | | | | |
| Place of Service: | Other outpatient | | | | | | |
| Template Name: | Market and Facility | | | | | | |
| Report Name: | CHNA Other Outpatient 2019 | | | | | | |
| Facility: | Knoxville Hospital & Clinics | | | | | | |
| Market Area: | Knox MD Pville | | | | | | |
| Time Period: | 2015 Q1 through 2019 Q1 | | | | | | |
| State/County/Zip | Knox MD Pville | | | Knoxville Hospital & Clinics | | | Market Share |
| | Measures | % of Col. | Avg. Charges | Measures | % of Col. | Avg. Charges | |
| Iowa | | | | | | | |
| Marion | | | | | | | |
| 50062 | 642 | 2.4 | \$982 | 447 | 2.7 | \$213 | 69.6 |
| 50138 | 22,494 | 84.1 | \$350 | 14,037 | 85.5 | \$312 | 62.4 |
| 50163 | 868 | 3.2 | \$834 | 407 | 2.5 | \$186 | 46.9 |
| 50225 | 2,746 | 10.3 | \$678 | 1,528 | 9.3 | \$405 | 55.6 |
| Marion Total | 26,750 | 100.0 | \$415 | 16,419 | 100.0 | \$315 | 61.4 |
| Iowa Total | 26,750 | 100.0 | \$415 | 16,419 | 100.0 | \$315 | 61.4 |
| Report Totals: | 26,750 | 100.0 | \$415 | 16,419 | 100.0 | \$315 | 61.4 |

Rehab Services (Therapy)

|  | |  | | | | | |
|---|------------------------------|---|----------------|------------------------------|--------------|----------------|--------------|
| Patient Type: | Outpatient | | | | | | |
| Place of Service: | Therapy | | | | | | |
| Template Name: | Market and Facility | | | | | | |
| Report Name: | CHNA Therapy 2019 | | | | | | |
| Facility: | Knoxville Hospital & Clinics | | | | | | |
| Market Area: | Knox MD Pville | | | | | | |
| Time Period: | 2015 Q1 through 2019 Q1 | | | | | | |
| State/County/Zip | Knox MD Pville | | | Knoxville Hospital & Clinics | | | Market Share |
| | Measures | % of Col. | Avg. Charges | Measures | % of Col. | Avg. Charges | |
| Iowa | | | | | | | |
| Marion | | | | | | | |
| 50062 | 410 | 2.8 | \$1,164 | 230 | 3.3 | \$1,068 | 56.1 |
| 50138 | 12,171 | 83.0 | \$1,077 | 5,458 | 79.2 | \$1,130 | 44.8 |
| 50163 | 629 | 4.3 | \$1,195 | 396 | 5.7 | \$1,239 | 63.0 |
| 50225 | 1,460 | 10.0 | \$1,214 | 805 | 11.7 | \$1,226 | 55.1 |
| Marion Total | 14,670 | 100.0 | \$1,098 | 6,889 | 100.0 | \$1,145 | 47.0 |
| Iowa Total | 14,670 | 100.0 | \$1,098 | 6,889 | 100.0 | \$1,145 | 47.0 |
| Report Totals: | 14,670 | 100.0 | \$1,098 | 6,889 | 100.0 | \$1,145 | 47.0 |

CHNA Survey Detailed Survey, Findings (Primary Research)



HEALTHCARE PERCEPTIONS & SATISFACTION for KNOXVILLE HOSPITAL & CLINICS and MARION COUNTY, IOWA

The leadership of Knoxville Hospital and Clinics and Marion County Public Health invite you to help improve the care and services of our community. Please help by answering these few short questions. Please answer honestly and your responses will be kept confidential.

* Required

1. In general, how would you rate the overall quality of the healthcare delivered to your community? *

Mark only one oval per row.

| | Very Good | Good | Fair | Poor | Very Poor |
|-------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Overall quality of care | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

2. How would you rate the following healthcare services? (Please select one box for each row)

Mark only one oval per row.

| | Very Good | Good | Fair | Poor | Very Poor | Not Applicable (NA) |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Child Care | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Chiropractor | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Dentist(s) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Eye Doctor / Optometrist | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Family Planning Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Family Practice (Medical) Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Home Care Agencies / Home Health | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Hospice | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Hospital Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Nursing Home | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pharmacy | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Public Health | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| School Nurse | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Teen health (drinking, abuse, safety, pregnancy) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

3. In your opinion, how much of a problem are the following causes of poor health in your community? (please select one box for each row)

Mark only one oval per row.

| | Not a problem | Somewhat of a problem | Major problem | Don't know |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Cancer | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Diabetes | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Drug Abuse | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Substance Abuse | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Heart Disease | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Mental Illness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Obesity | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pneumonia / Flu | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Respiratory Disease | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Sexually Transmitted Diseases | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Stroke | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Suicide | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Trauma | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

4. Other health problems in your community not listed above?

5. In your opinion, what areas need additional education or attention in our community? (Please select all that apply)

Check all that apply.

- Abuse / Violence
- Aging (Dementia)
- Alcohol
- Alternative Medicine
- Child Care
- Chronic Diseases (example Diabetes or Heart Failure)
- Drugs/Illegal substances
- Family Planning / Birth Control
- Lead Exposure
- Mental Illness
- Neglect
- Nutrition
- Obesity
- Ozone / Air Quality
- Pain Management
- Poverty
- Preventative Health
- Sexually Transmitted Diseases
- Suicide
- Teen Health (drinking, abuse, safety, pregnancy)
- Tobacco Use
- Uninsured / Underinsured
- Vaccinations
- Water Quality
- Wellness Education
- Other: _____

6. How would you rate each of the following in your community?

Mark only one oval per row.

| | Very Good | Good | Fair | Poor | Very Poor | Not aware of the services |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---------------------------|
| Caregiver training programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Early childhood development programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Prevention of falls | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Obesity prevention and treatment | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Spiritual health support | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Drug Abuse programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Reduction of opiate/narcotic use | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Alcohol use and treatment programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Transportation (bus) services in community | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Violence prevention | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Healthcare Services

7. How do you feel your local health care providers are doing in addressing the health needs of the following age groups? (Please select one box for each row)

Mark only one oval per row.

| | Very Good | Good | Fair | Poor | Very Poor | Not Applicable (NA) |
|-------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Infants | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Age 1 - 12 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Age 13 - 17 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Age 18 - 25 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Age 26 - 44 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Age 45 - 64 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Age 65 - 84 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Over 85 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

8. How would you rate the following public healthcare services? (Please select one box in each row)

Mark only one oval per row.

| | Very Good | Good | Fair | Poor | Very Poor | Not Applicable |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Emergency preparedness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Food and nutrition services (WIC programs) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Health screenings | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Access to services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Prenatal / child health programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Sexually transmitted disease testing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Tobacco prevention / cessation programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Women's wellness programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

9. How would you rate the following healthcare services? (Please select one box in each row)

Mark only one oval per row.

| | Very Good | Good | Fair | Poor | Very Poor | Not Applicable (NA) |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Ambulance Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Emergency Room | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Family Practice/Medical (clinic) services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Hospital services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Mental Health services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Outpatient services (lab, radiology, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Specialist Physician care | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

10. Does our community need any additional healthcare providers?

Mark only one oval.

- Yes
- No

11. If you feel more providers need to be added, please specify what type is needed:

12. Are there health care services in your community or neighborhood that you feel need to be improved and or changed? (Please be specific)

13. Over the past 2 years, did you or someone from your household, receive health care services outside of your county? *

Mark only one oval.

- Yes Skip to question 14.
 No Skip to question 16.

Additional County Services

14. Please list the health care services you or your household member(s) have received outside of your county.

15. If offered, would you have received the services locally?

Mark only one oval.

- Yes
 No
 Maybe

CHANGES TO HEALTH SERVICES

Over the last few years, Knoxville Hospital and Clinics and Marion County Public Health have been working to provide ongoing valuable services to the community. Please help us determine the improvements over the last three (3) years.

16. Please rate the following areas for your community.

Mark only one oval per row.

| | Not a problem anymore | Somewhat a problem | Still a problem |
|---|-----------------------|-----------------------|-----------------------|
| Care coordination and expanding rural care | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Access to mental health services at the hospital | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Access to mental health services in the community | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Fight obesity (nutrition education and fitness options) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Access to visiting specialist | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Transportation for health services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Illegal drug and alcohol use | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Opioid / narcotic use | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Suicide prevention and support | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

17. Which health needs are most pressing TODAY and are in need of improvement?

Check all that apply.

- Wellness options (example healthy lifestyle, food options, exercise, check-ups, screenings)
- Public awareness of healthcare services
- Mental Health / Counseling services
- Public transportation for healthcare
- After hours pharmacy services
- Nutritional education
- Home health / public health
- Hospice
- Dental services
- Obstetrics (family planning and prenatal care) services
- Access to urgent care services
- Healthy eating options
- Cancer services
- Chronic disease prevention (example diabetes or heart failure)
- Elder assistance programs
- Family assistance programs
- Care transitions (movement from one healthcare setting to another or home)
- Other: _____

YOUR HEALTH

18. In general, how would you best describe your health? (Please select only one)

Mark only one oval per row.

| | Very Good | Good | Fair | Poor | Very Poor |
|-------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Description of your personal health | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

19. Compared to a year ago, how would you rate your overall health now?

Mark only one oval per row.

| | | | |
|------------------|-----------------------------|-----------------------|----------------------------|
| | Much better than a year ago | About the same | Much worse than a year ago |
| Change in health | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

20. Does your household have a provider you use for primary care (clinic visits)?

Mark only one oval.

Yes
 No

21. If yes, please give the physician's name, specialty, and city.

22. Have you had a physical in the past 12 months?

Mark only one oval.

Yes
 No

23. If you have not had a physical, please provide the specific reason.

24. Do you follow these health practices? (Please select one box for each row)

Mark only one oval per row.

| | Yes | No | Not Applicable (NA) |
|--|-----------------------|-----------------------|-----------------------|
| Do you get 2.5 hours of moderately intense physical activity each week | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| If female, do you have a pap smear every other year | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| If female and over 40, do you have annual mammograms | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| If male and over 50, do you have an annual prostate exam | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| If over 50, have you had a colonoscopy | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

25. Please complete sentence below - "Are you...

Mark only one oval per row.

| | Yes | No | Not Applicable (NA) |
|--|-----------------------|-----------------------|-----------------------|
| Eating right (Daily, 5 servings of fruits, vegetables, wheat) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Using tobacco products weekly | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Exercising 2-3 times weekly | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Consuming alcohol (more than 1 drink daily) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Receiving an annual flu shot | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Been without a place to stay for multiple nights (homeless) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Having difficulty with employment due to transportation, education, skills, childcare, scheduling, etc | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

26. Please mark if you have ever felt...

Mark only one oval per row.

| | Yes | No |
|--|-----------------------|-----------------------|
| In the last 12 months, did you ever eat less than you felt you should because there wasn't enough money for food? | <input type="radio"/> | <input type="radio"/> |
| In the last 12 months, has your utility company shut off your service for not paying your bills? | <input type="radio"/> | <input type="radio"/> |
| Are you worried that in the next 2 months, you may not have housing? | <input type="radio"/> | <input type="radio"/> |
| Do problems getting child care make it difficult for you to work or study? (leave blank if you do not have children) | <input type="radio"/> | <input type="radio"/> |
| In the last 12 months, have you needed to see a doctor, but could not because of cost? | <input type="radio"/> | <input type="radio"/> |
| In the last 12 months, have you ever had to go without health care because you didn't have a way to get there? | <input type="radio"/> | <input type="radio"/> |
| Do you ever need help reading hospital materials? | <input type="radio"/> | <input type="radio"/> |
| Are you afraid you might be hurt in your apartment building or house? | <input type="radio"/> | <input type="radio"/> |
| Missed work (or lost a job) due to unreliable transportation? | <input type="radio"/> | <input type="radio"/> |

27. What type of healthcare facility do you use when not feeling well or sick?

Mark only one oval.

- Clinic/Doctor's office
- Emergency Department
- Urgent-care/Acute Care
- Public Health Department
- Don't seek care/medical treatment
- Other: _____

ABOUT YOU

Please provide a bit more information about who you are so we can better serve the community.

28. What is your age?

Mark only one oval.

- 17 and under
- 18 to 25
- 26 to 44
- 44 to 64
- 65 to 84
- 85 and over

29. Your gender

Mark only one oval.

- Female
- Male
- Prefer not to say

30. How would you identify yourself?

Mark only one oval.

- Caucasian / White
- African American / Black
- Latino / Hispanic
- Indian / Native Alaskan
- Asian / Pacific Islander
- Multicultural / Multiracial
- Other: _____

31. How would you describe your household? (Please select all that apply)

Check all that apply.

- Single
- Married
- Parent / Guardian with children at home
- Married with children no longer at home
- Divorced
- Widowed
- Other: _____

32. Regarding your health insurance coverage, what type of health coverage is your primary plan? (Choose one)

Mark only one oval.

- Private Insurance you purchased
- Covered by employer (employer pays total cost)
- Partially covered by employer (you and employer share cost)
- Medicare
- Medicaid
- No coverage (uninsured)

33. Where do you get most of your medical information?

Mark only one oval.

- Doctor
- Internet
- Friend(s)
- Family
- Social media
- Television
- Radio
- Insurance company

34. For reporting purposes, are you involved in or are you a... (Please check all that apply)

Check all that apply.

- Board member (local health organization)
- Business / Merchant
- Civic club member
- Clergy / Congregational Leader
- College / University student
- Construction / Housing / Builder
- Consumer of healthcare services
- Education official / Teacher
- Economic Development/Government
- Farmer / Rancher
- Health Department
- Healthcare Provider
- Hospital or Clinic employee
- Insurance industry
- Laborer
- Law Enforcement
- Parent / Caregiver
- Student (high school)
- Veteran
- Other: _____

35. What is your home 5 digit zip code? *

THANK YOU

(for paper only) If filling this with a paper form, please return the completed survey to the hospital (c/o Administration).

36. Please provide today's date.

Town Hall Meeting Outcomes (Primary Research)

Top Priorities (votes for top actions)

- Mental Health services - Suicide, teen and adult (15)
- Substance Abuse services (11)
- Chronic Disease (Obesity, Wellness, Smoking, Diet, Exercise) (7)
- Transportation (4)
- Resource Education and Availability Awareness & Access (3)
- Obesity / Chronic Disease (3)
- Teen Health (1)
- Dental Care – access for population (1)
- Abuse (harm and safety) (0)

Implementation of Priorities in Action Plan – listed prior in report

CONTACT INFORMATION AND QUESTIONS

Hospital Contact

Maggie Hamilton-Beyer, Knoxville Hospital and Clinics, CFO

Address: 1002 S. Lincoln Street, Knoxville, IA, 50138; Phone: (641) 842-2151

Kim Dorn, Marion County Public Health, Director

Address: 2003 N Lincoln St, Knoxville, IA 50138; Phone: (641) 828-2238

Consultant Contact

Sarah Pavelka, Pavelka's Point Consulting, LLC

Phone: 641-780-0180; email: pavelkaspoinconsulting@gmail.com

-----End of Report-----