

**Roosevelt Medical Center**  
**Community Needs Assessment and Focus Groups**  
**Table of Contents**

Introduction .....	2
Survey Methodology .....	2
Survey Respondents Demographics .....	3
Survey Findings .....	9
Focus Group Methodology .....	40
Focus Group Findings .....	41
Summary .....	44
Appendix A .....	45
Survey Cover Letter	
Appendix B .....	46
Survey Instrument	
Appendix C .....	51
Responses to Other and Comments	
Appendix D .....	57
Focus Group Questions	
Appendix E .....	58
Focus Groups Notes	

**Roosevelt County Community Survey  
Summary Report  
November 2008**

---

## **I. Introduction**

Roosevelt Medical Center is a 25-bed Critical Access Hospital based in Culbertson, Montana and is a public non-profit organization. Roosevelt Medical Center has a service area approximately 1800 square miles and provides medical services to Culbertson, Froid, Bainville, northern Richland County and from the Brockton and southern Sheridan County area population of approximately 1700 people. Roosevelt Medical Center participated in the Community Health Services Development Project administrated by the Montana Office of Rural Health and the Rural Health Resource Center (RHRC) in Duluth, Minnesota. A part of this project is community engagement. This includes a health care service survey and focus groups.

In the summer of 2008, the community in Roosevelt County Montana was surveyed about its health care system. This report shows the results of the survey in both narrative and chart formats. At the end of this report, we have included a copy of the survey instrument (Appendix B). Readers are invited to familiarize themselves with the survey instrument and then look at the findings. Our narrative report touches on the highlights while the charts present data for virtually every question asked.

Please note, comments of a personal nature were shared with RMC's Hospital Board and Administration, but were purposefully left out of this report.

## **II. Survey Methodology**

---

### **Survey Instrument**

In July 2008, surveys were mailed out to the residents of Roosevelt County. The survey was based on a design that has been used extensively in the states of Washington, Wyoming, Alaska, Montana and Idaho. The survey was designed to provide each facility with information from local residents regarding:

- Demographics of respondents
- Hospitals, primary care providers and specialists used and reasons for selection
- Local health care provider usage
- Services preferred locally
- Perception and satisfaction of local health care

### **Sampling**

Roosevelt Medical Center provided the Rural Health Resource Health Center with a list of outpatient and inpatient admissions. Those zip codes with the greatest number of admissions were selected to be included in the survey. A random list of 800 residents was then selected from Prime Net Data Source. Residence was stratified in the initial sample selection so that each area would be represented in proportion to the overall served population and the proportion of past admissions.

(Note: Although the survey samples were proportionately selected, actual surveys returned from each population area varied, which may result in slightly less proportional results.)

Three focus groups were held to identify the motives of local residents when selecting health care providers and discover reasons why people may leave the Culbertson area to seek health care services. It was intended that this research would help determine the awareness of local programs and services, as well as the level of satisfaction with local services, providers, and facilities.

## **Survey Implementation**

In July, the community health services survey, a cover letter from RHRC with hospital Administrator's signature on the Roosevelt Medical Center's letter head (Appendix A) and a postage paid reply envelope were mailed to 800 randomly selected residents in the targeted region. A news release was sent to the local newspaper prior to the survey distribution announcing that Roosevelt Medical Center would be conducting a community health services survey throughout the region in cooperation with the Montana Office of Rural Health.

As shown in the table below, 241 surveys were returned out of 800 sent for a 30% response rate. Based upon the sample size, we can be 95% confident that the responses to the survey questions are representative of the service area population, plus or minus 3%.

## **III. Survey Respondent Demographics**

---

A total of 800 surveys were mailed first class. Two hundred and forty-one were completed for a 30% response rate. The following tables indicate the demographic characteristics of the survey respondents. Information on location, length of residency, gender, age, employment status and ethnicity is included. Percentages indicated on the tables and graphs are based upon the total number of response for each individual question, as some respondents did not answer all questions.

### **Place of Residence (Question E1)**

While there are some large differences in the percentages below, the absolute differences are small. The returned surveys are skewed toward the Culbertson population which is reasonable given that that is where most of the services are located.

<b>Location</b>	<b>Zip Code</b>	<b>Count</b>	<b>Percent</b>
Culbertson	59218	118	49.0%
Froid	59226	58	24.1%
Brockton	59213	24	10.0%
Bainville	59121	18	7.5%
Homestead	59242	12	5.0%
No Response		10	4.0%
Other		1	0.4%
<b>TOTALS</b>		<b>241</b>	<b>100%</b>

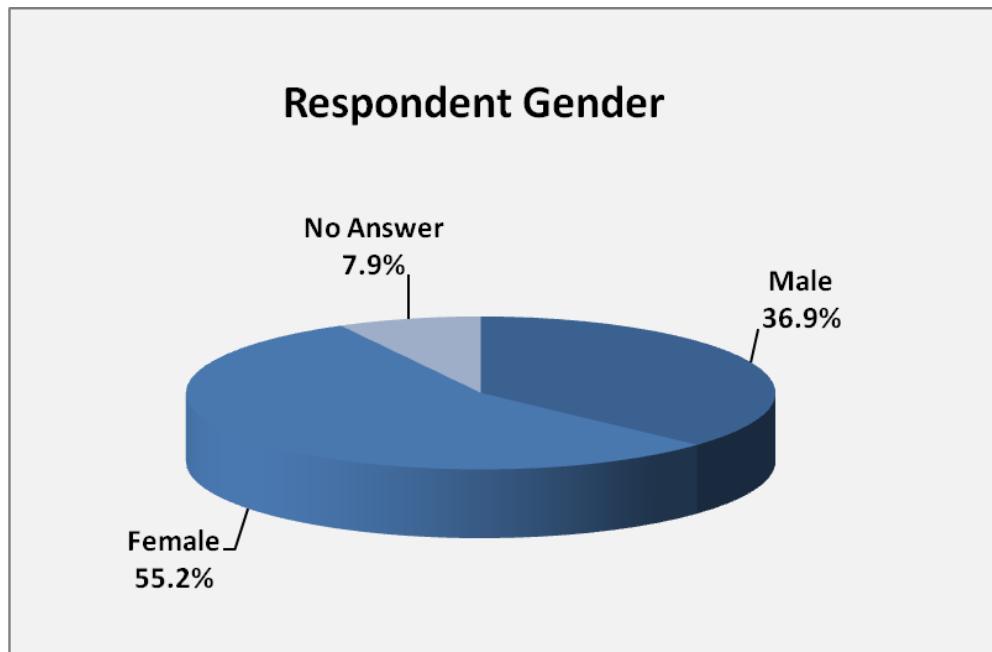
"Other" Comments:

- Billings
- 59270-4046 Sidney

## **Gender of Respondents (Question E2)**

N=241

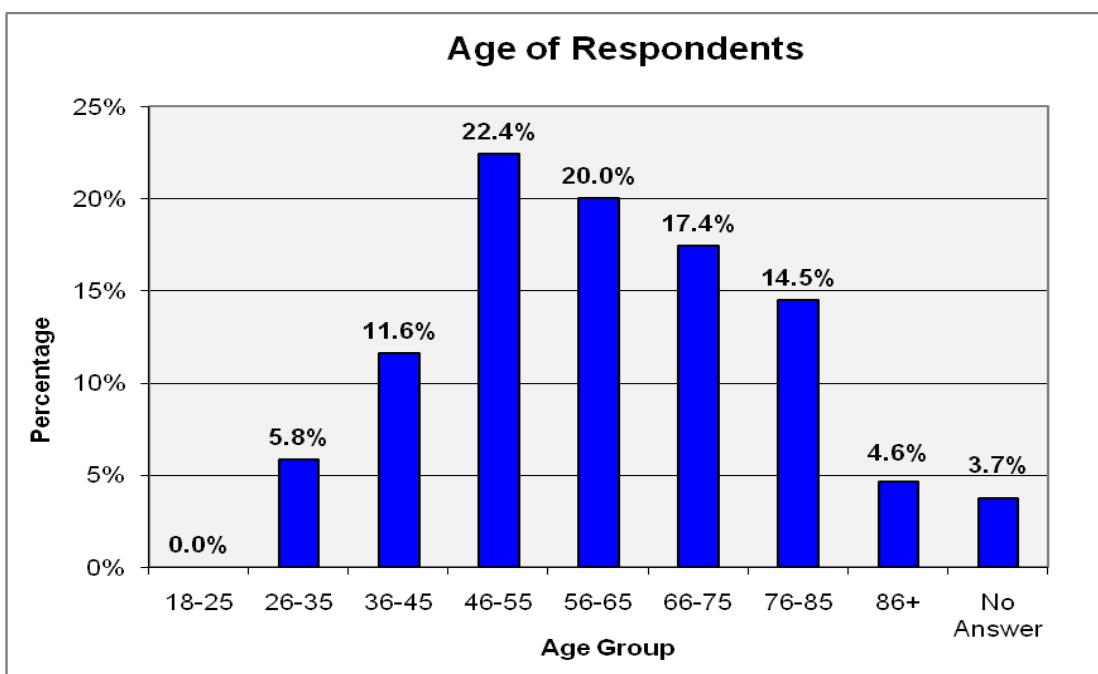
Of the 241 surveys returned, 55.2% (n=133) of survey respondents were female; 36.9% (n=89) were male and 7.9% (n=19) chose not to answer this question. The survey was distributed to a random sample consisting of 50% women and 50% men. It is not unusual for survey respondents to be predominantly female, particularly when the survey is health care oriented since women are frequently the health care decision makers for families.



### **Age of Respondents (Question E3)**

N=241

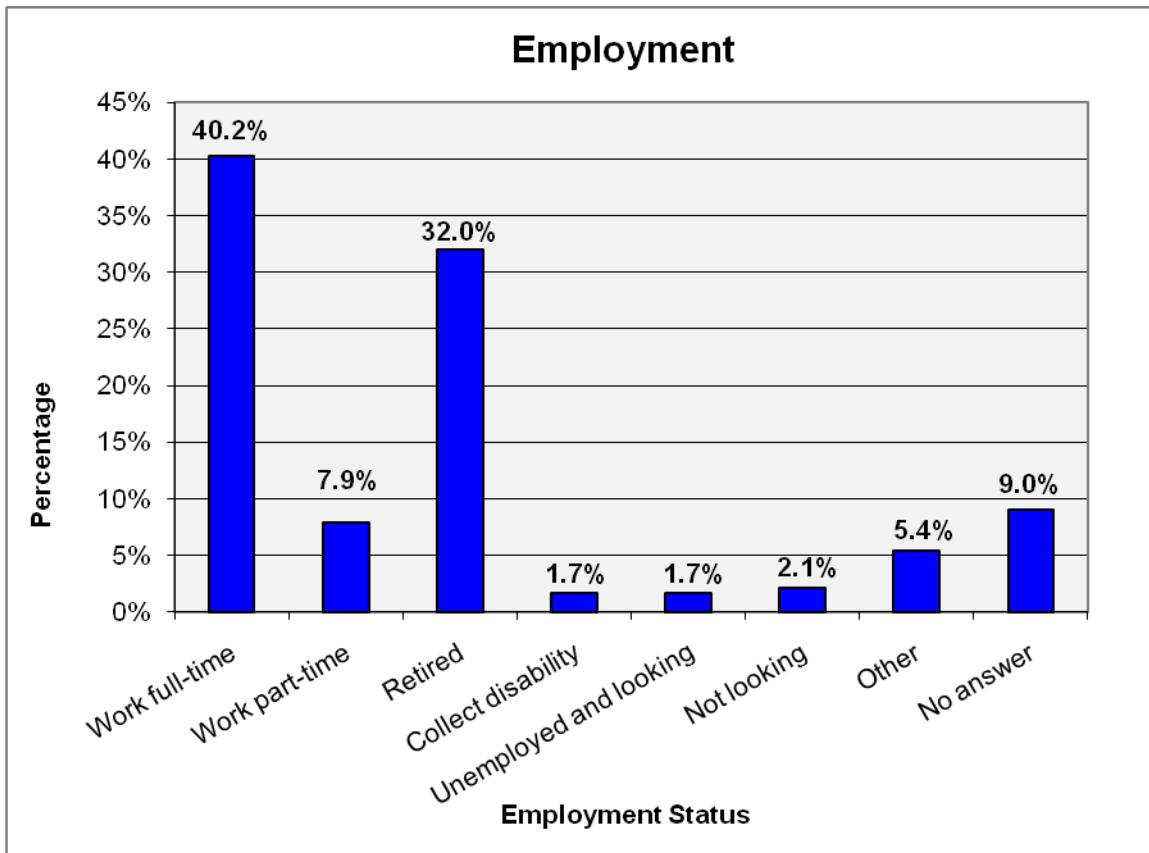
Twenty-two percent (n=54) of respondents were between the ages of 46-65. Twenty percent (n=48) of respondents were between the ages of 56-65 and 17.4% (n=42) were between the ages of 66-75. This statistic is comparable to other Critical Access Hospital demographics. The increasing percentage of elderly residents in rural communities is a trend which is seen throughout Montana and will likely have a significant impact on the need for health care services during the next 10-20 years, however it is important to note that the survey was targeted to adults and therefore no respondents are under age 18. Older residents are also more invested in health care decision making, therefore are more likely to respond to health care surveys, as reflected by this graph.



## Employment of Respondents (Question E4)

N=241

Forty percent (n=97) of respondents work a full time job, while 32% (n=77) are retired. Again, older residents are more likely to respond to health care surveys, as reflected by this graph.



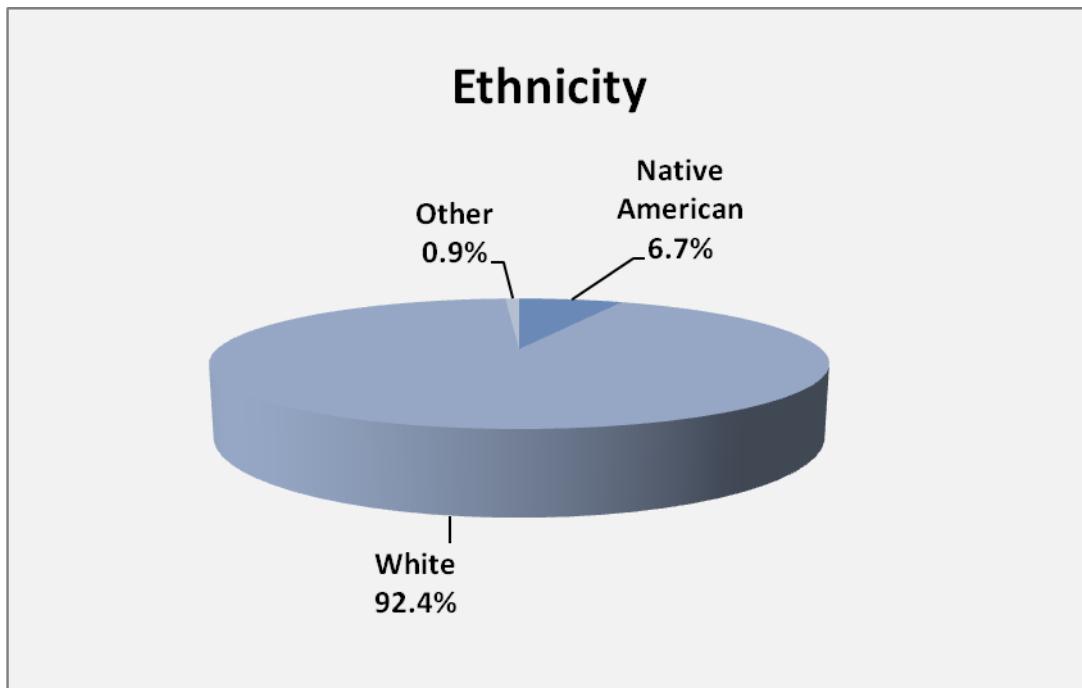
“Other” comment:

- Semi-retired (3)
- Self employed (12)
- Volunteering
- Waiting for job to start back- up (head start)
- Waiting on decision regarding disability
- Self employed farm ranch

## Ethnicity (Question E5)

N=225

The majority of the respondents, 92.4% (n=208) reported their ethnicity as White. Seven percent (n=15) reported their ethnicity as Native American and 0.9% (n=2) reported other. Sixteen respondents chose not to answer this question.



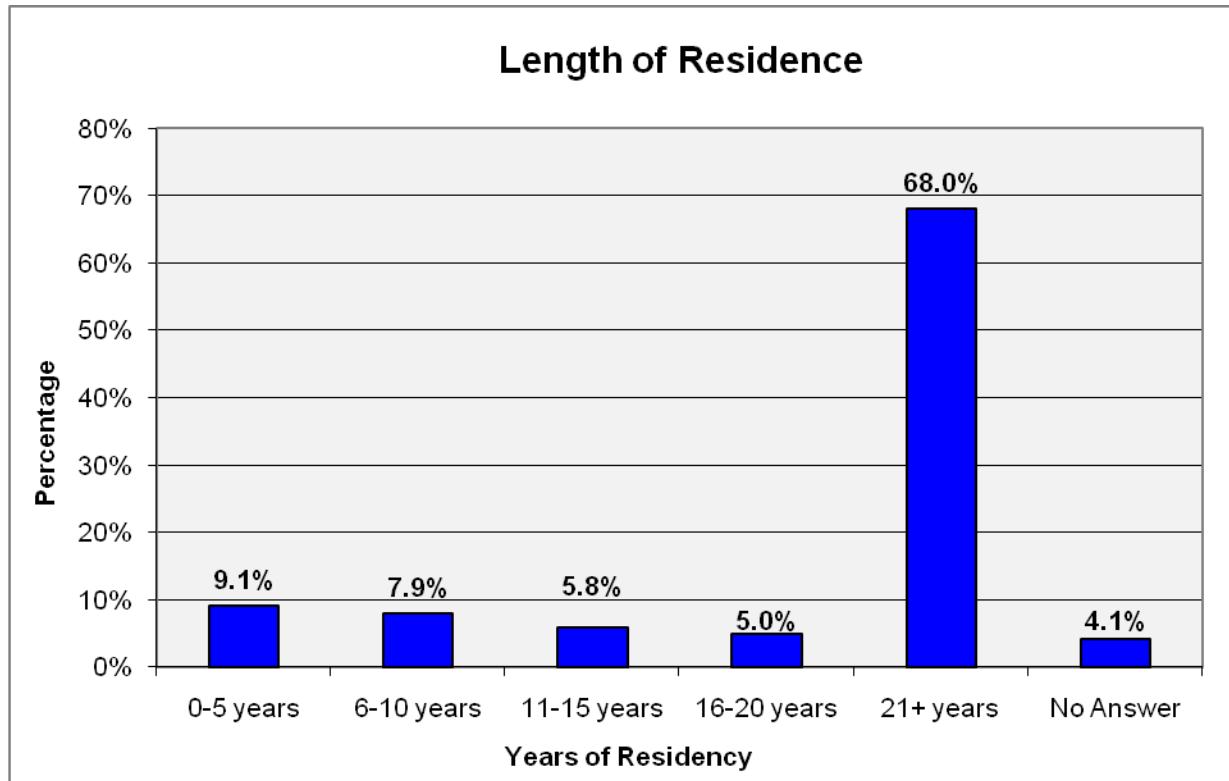
“Other” comment:

- “American”
- Danish American
- Norwegian

### **Length of Residence (Question E6)**

N=231

Sixty-eight percent (n=164) of the respondents have lived in the area for 21 or more years. Nine percent (n=22) have lived in the Culbertson area for 0-5 years and 7.9% (n=19) have lived in the area for 6- 10 years. Ten respondents chose not to answer this question (4.1%).



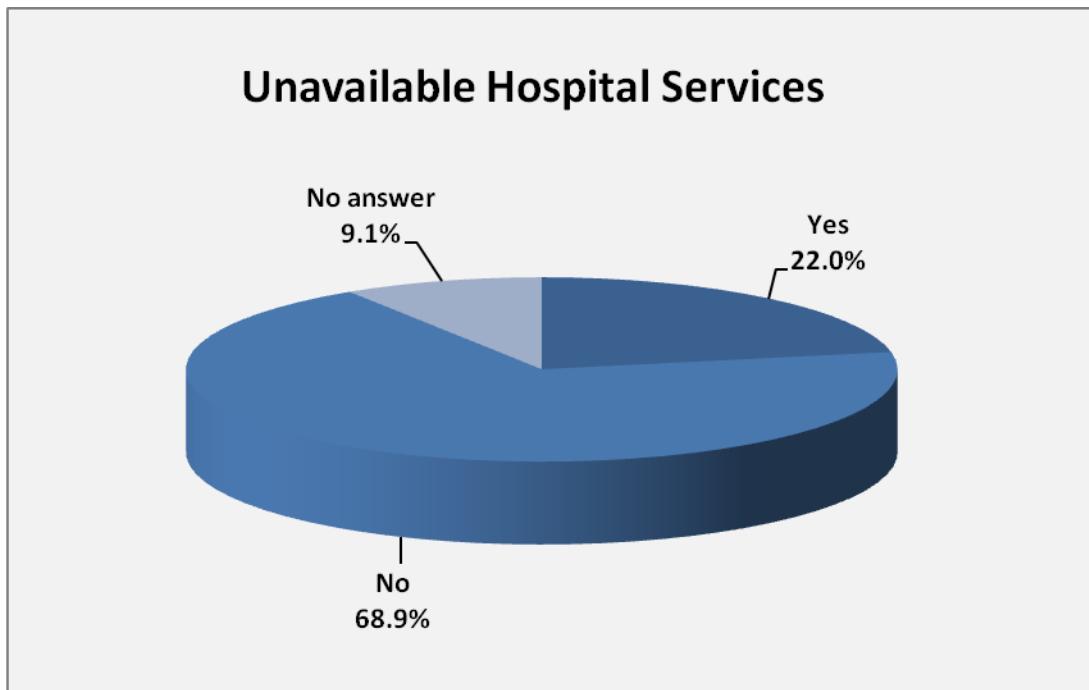
#### **IV. Survey Findings- Use of Health Care Services**

---

##### **Hospital Care Received During the Past Three Years (Question A1)**

N=241

Of the 241 surveys returned, 22% (n=53) reported that they or a member of their household thought they needed health care services but did NOT get it or delayed getting it. Sixty-nine percent of respondents (n=166) felt they were able to get the health care services they needed without delay.



## **Reasons for NOT Being Able to Receive Services or Delay in Receiving Health Care Services (Question A2)**

N=53

The reasons most cited why respondents were not able to receive or had a delay in receiving health care services were: "It cost too much" (39.6%, n=21), "Not treated with respect" (32.1%, n=17), and "No insurance" (24.5%, n=13). Respondents were asked to indicate their top three choices thus percentages do not total 100%.

<b>Reason</b>	<b>Count</b>	<b>Percent</b>
It cost too much	21	39.6%
Not treated with respect	17	32.1%
No insurance	13	24.5%
Unsure if services were available	12	22.6%
Couldn't get an appointment	11	20.8%
Could not get off work	7	13.2%
Office wasn't open when I could go	6	11.3%
My insurance didn't cover it	5	9.4%
Didn't know where to go	4	7.5%
Language barrier	4	7.5%
Transportation problems	3	5.7%
It was too far to go	3	5.7%
Had no one to care for the children	1	1.9%
Too long to wait for an appointment	1	1.9%
Too nervous or afraid	1	1.9%
Don't like doctors	1	1.9%
Other	11	20.8%

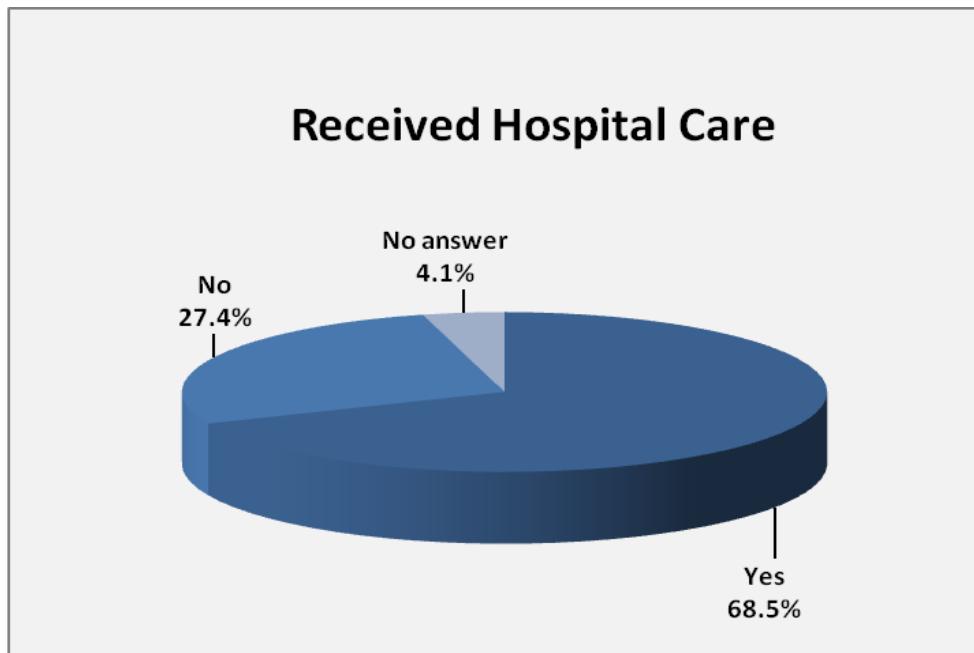
"Other" comments:

- Not open Saturdays
- High deductible
- Want a M.D. on staff and there for appointments (2)
- Insurance eventually covered it after initially denying
- Inconsistency of care available
- I had good care
- Lab not open
- Don't drive a car
- Do not trust providers/healthcare workers
- Wouldn't accept due to too many health needs

### **Hospital Care Received in the Past Three Years (Question A3)**

N=241

Of the 241 surveys returned, 68.5% (n=165) reported that they or a member of their family had received hospital care during the previous three years. Twenty-seven percent (n=66) indicated they have not received hospital care in the past three years.



#### **Hospitals Used Most Often in the Past Three Years (Question A4)**

Of the respondents who indicated receiving hospital care in the previous three years, 38.4% (n=53) reported receiving care in Culbertson. Twenty-six percent of respondents (n=36) went to Williston, North Dakota for hospitalization and 11.6% of the respondents (n=16) utilized services from Sidney.

<b>Hospital Location</b>	<b>Count</b>	<b>Percent</b>
Culbertson	53	38.4%
Williston, ND	36	26.1%
Sidney	16	11.6%
Billings	12	8.7%
Plentywood	7	5.1%
Poplar	3	2.2%
Glasgow	2	1.4%
Other	9	6.5%
<b>Total</b>	<b>138</b>	<b>100%</b>

“Other” comments:

- Miles City, MT
- Watertown, SD
- Glendive
- Wolf Point, MT (2)
- Bismarck, SD
- Fort Harrison
- Minnesota
- Dillon, MT
- Referral
- Minot, ND (4)
- Denver, CO
- Great Falls
- Hazen, ND

## **Reasons for Selecting the Hospital Used (Question A5)**

N=165

Of those respondents who had personal or family experience at a hospital within the past three years, the primary reasons given for selecting the facility used most frequently was “Closest to home” and “Prior experience with hospital” both with 52.7% (n=87). “Referred by physician” was selected by 38.8% of the respondents (n=64) and 37.6% (n=62) of the respondents selected “Emergency, no choice.” Note that respondents were asked to select the top three answers which influenced their choices therefore the percentages do not equal 100%.

<b>Reason</b>	<b>Count</b>	<b>Percent</b>
Closest to home	87	52.7%
Prior experience with hospital	87	52.7%
Referred by physician	64	38.8%
Emergency, no choice	62	37.6%
Hospital’s reputation for quality	39	23.6%
Recommended by family or friends	20	12.1%
Closest to work	11	6.7%
Cost of care	9	5.5%
Required by insurance plan	7	4.2%
VA/Military requirement	2	1.2%
Other	18	10.9%

“Other” comments:

- Knew services needed could be provided
- I live between Culbertson and Williston. Williston is much larger with multiple doctors, more facilities, resident specialists, etc.
- Prior experience (2)
- Trust them
- Doctors (3)
- Only one with both preferred provider hospital and Dr. within 50 miles of us
- Local business
- Daughter is an RN there
- Closest hospital for my surgery
- Transplant hospital for daughter
- Had services needed
- Specialists
- Need a surgeon (2)
- Could not get a referral from Culbertson

## Cross Tabulation of Hospital and Residence

Analysis was done to look at respondent's last hospital visit with where they live by zip code. The chart below shows the results of the cross tabulation.

### LOCATION OF MOST RECENT HOSPITAL VISIT BY RESIDENCE

	<b>Culbertson MT</b>	<b>Billings MT</b>	<b>Poplar MT</b>	<b>Sidney MT</b>	<b>Plentywood MT</b>	<b>Williston ND</b>	<b>Glasgow MT</b>	<b>Other</b>	<b>Total</b>
<b>Culbertson</b>	29 (43.9%)	5 (7.6%)		9 (13.6%)	2 (3%)	12 (18.2%)	1 (1.5%)	8 (12.1%)	<b>66</b>
<b>Homestead</b>	3 (37.5%)				2 (25%)	3 (37.5%)			<b>8</b>
<b>Bainville</b>	1 (9.1%)	1 (9.1%)		3 (27.3%)		6 (54.5%)			<b>11</b>
<b>Brockton</b>	5 (35.7%)	2 (14.3%)	2 (14.3%)	2 (14.3%)		3 (21.4%)			<b>14</b>
<b>Froid</b>	12 (35.3%)	3 (8.8%)	1 (2.9%)	2 (5.9%)	3 (8.8%)	11 (32.4%)	1 (2.9%)	1 (2.9%)	<b>34</b>
<b>Other</b>	1 (100%)								<b>1</b>
<b>TOTAL</b>	51 (38.1%)	11 (8.2%)	3 (2.2%)	16 (11.9%)	7 (5.2%)	35 (26.1%)	2 (1.5%)	9 (6.7%)	<b>134</b>

## Cross Tabulation of Hospital and Reason Selected

Analysis was done to look at respondent's most recent hospital visit with why they selected that hospital. The chart below shows the results of the cross tabulation. Reason hospital was selected was a multiple response item thus totals cannot add up to 100%.

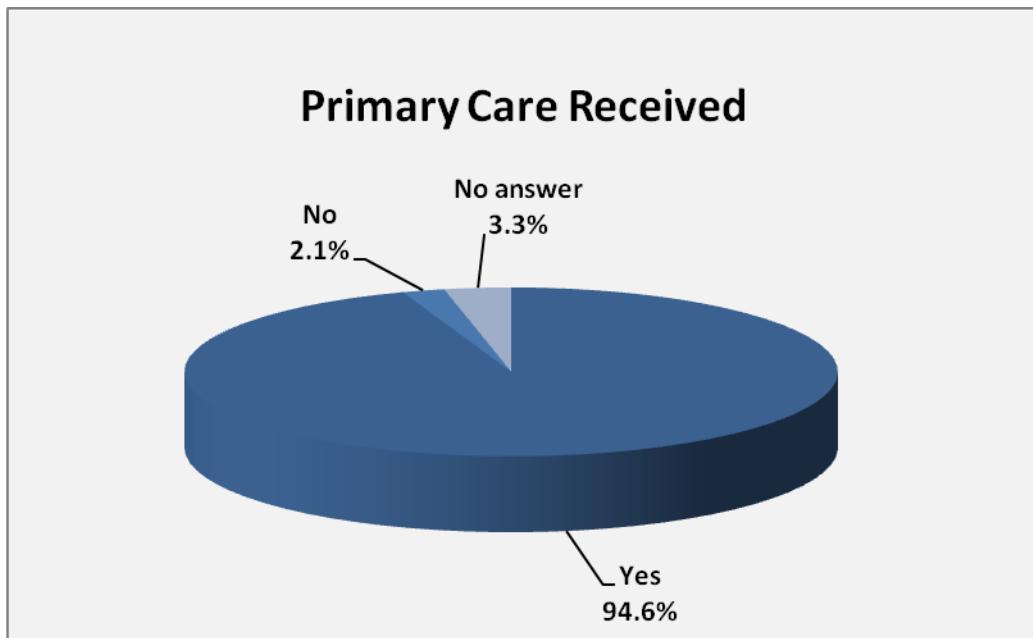
### LOCATION OF MOST RECENT HOSPITAL VISIT BY REASONS HOSPITAL SELECTED

	Culbertson MT	Billings MT	Poplar MT	Sidney MT	Plentywood MT	Williston ND	Glasgow MT	Other	Total
<b>Cost of care</b>	4 (50%)		2 (25%)		1 (12.5%)			1 (12.5%)	<b>8</b>
<b>Closest to home</b>	51 (68.9%)	2 (2.7%)	2 (2.7%)	7 (9.5%)	2 (2.7%)	7 (9.5%)	1 (1.4%)	2 (2.7%)	<b>74</b>
<b>Closest to work</b>	3 (37.5%)			1 (12.5%)		1 (12.5%)	1 (12.5%)	2 (25%)	<b>8</b>
<b>Emergency, no choice</b>	23 (52.3%)	6 (13.6%)	3 (6.8%)			10 (22.7%)		2 (4.5%)	<b>44</b>
<b>Hospital's reputation for quality</b>	8 (25%)	1 (3.1%)		4 (12.5%)	1 (3.1%)	15 (46.9%)	1 (3.1%)	2 (6.3%)	<b>32</b>
<b>Prior experience with hospital</b>	33 (44%)	5 (6.7%)	2 (2.7%)	5 (6.7%)	5 (6.7%)	24 (32%)		1 (1.3%)	<b>75</b>
<b>Recommended by family or friends</b>	4 (22.2%)			7 (38.9%)	1 (5.6%)	3 (16.7%)		3 (16.7%)	<b>18</b>
<b>Referred by physician</b>	7 (13%)	11 (20.4%)		9 (16.7%)	5 (9.3%)	18 (33.3%)		4 (7.4%)	<b>54</b>
<b>Required by insurance plan</b>	1 (20%)				2 (40%)	1 (20%)	1 (20%)		<b>5</b>
<b>VA/Military requirement</b>	1 (100%)								<b>1</b>
<b>Other</b>	3 (20%)			3 (20%)		6 (40%)		3 (20%)	<b>15</b>

### **Primary Care Received in the Past Three Years (Question A6)**

N=241

Ninety-five percent of respondents (n=228) indicated that they or someone in their household had been seen by a primary care provider (such as a family physician, physician assistant, nurse practitioner) for health care services in the past three years.



### **Location of Primary Care Provider (Question A7)**

Fifty-seven percent of respondents (n=98) indicated having seen a primary care provider in Culbertson. The next most frequently selected response was Williston, North Dakota with 21.6% (n=37).

<b>Location</b>	<b>Count</b>	<b>Percent</b>
Culbertson	98	57.3%
Williston, ND	37	21.6%
Poplar	10	5.8%
Sidney	10	5.8%
Plentywood	10	5.8%
Billings	1	0.6%
Other	5	2.9%
<b>TOTAL</b>	<b>171</b>	<b>100%</b>

“Other” comments:

- Miles City
- SD
- Wolf Point
- Trenton, ND
- V/A
- Minnesota
- Tulsa
- AZ
- TX
- Glasgow (2)

## **Reasons for Selecting Primary Care Providers (Question A8)**

N=228

Those respondents who indicated they or someone in their household had been seen by a primary care provider within the past three years were asked why they chose that primary care provider. “Closest to home” (n=226, 74.6%) and “Prior experience with clinic” (n=165, 54.5%) were the most frequently cited factors in primary care provider selection. Respondents were asked to check all that apply, so the percentages do not equal 100%.

<b>Reason</b>	<b>Count</b>	<b>Percent</b>
Closest to home	139	61.0%
Prior experience with clinic	127	55.7%
Appointment availability	82	36.0%
Clinic's reputation for quality	62	27.2%
Recommended by family or friends	32	14.0%
Length of waiting room time	31	13.6%
Referred by physician or other provider	23	10.1%
Do other business/shopping in that town	14	6.1%
Cost of care	12	5.3%
Required by insurance plan	9	3.9%
VA/ Military requirement	8	3.5%
Other	28	12.3%

“Other” comments:

- I live between Culbertson and Williston. Williston is much larger with multiple doctors, more facilities, resident specialists, etc.
- Williston-Pediatrician
- Like the Dr. (2)
- No OB/GYN in Culbertson so I go to Williston
- On vacation
- Had a licensed physician (3)
- I am an enrolled Chippewa and Trenton is their clinic in the area
- Provides long term relationship with same physician (4)
- Friendliness of staff
- Female
- Specialist (2)
- Local business
- Closest for family in area
- Daughter is an RN there
- Closest to work (2)
- Lived in Williston between 1997 and 2007
- IHS
- School CDL physician
- Been going there for 54 years
- Dr. not available at all times
- PA not covered by physician

## Cross Tabulation of Primary Care and Residence

Analysis was done to look at respondent's last clinic visit with where they live by zip code. The chart below shows the results of the cross tabulation.

### LOCATION OF MOST RECENT CLINIC VISIT BY RESIDENCE

	<b>Culbertson MT</b>	<b>Billings MT</b>	<b>Glendive MT</b>	<b>Poplar MT</b>	<b>Sidney MT</b>	<b>Wolf Point MT</b>	<b>Plentywood MT</b>	<b>Williston ND</b>	<b>Other</b>	<b>Total</b>
<b>Culbertson</b>	63 (70.8%)			1 (1.1%)	6 (6.7%)			16 (18.0%)	3 (3.4%)	<b>89</b>
<b>Homestead</b>	4 (57.1%)						1 (14.3%)	2 (28.6%)		<b>7</b>
<b>Bainville</b>	2 (22.2%)				2 (22.2%)			5 (55.6%)		<b>9</b>
<b>Brockton</b>	6 (42.9%)			6 (42.9%)	1 (7.1%)				1 (7.1%)	<b>14</b>
<b>Froid</b>	20 (43.5%)	1 (2.2%)		1 (2.2%)	1 (2.2%)		9 (19.6%)	13 (28.3%)	1 (2.2%)	<b>46</b>
<b>Other</b>										<b>0</b>
<b>TOTAL</b>	95 (57.6%)	1 (0.6%)		8 (4.8%)	10 (6.1%)		10 (6.1%)	36 (21.8%)	5 (3%)	<b>165</b>

## Cross Tabulation of Clinic and Reason Selected

Analysis was done to look at respondent's most recent clinic visit with why they selected that Clinic/provider. The chart below shows the results of the cross tabulation. Reason hospital was selected was a multiple response item thus totals cannot add up to 100%.

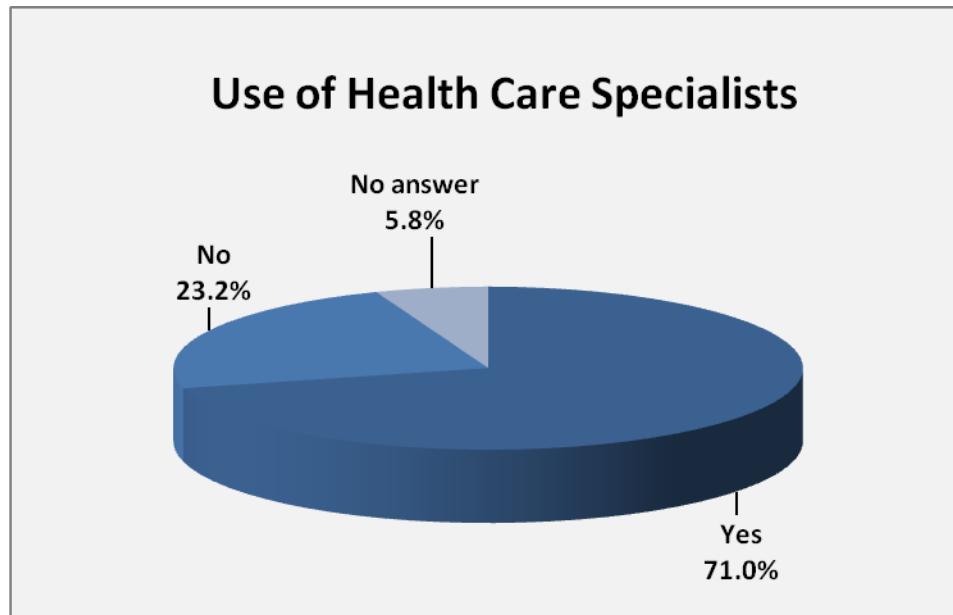
### LOCATION OF MOST RECENT CLINIC VISIT BY REASONS CLINIC SELECTED

	Culbertson MT	Billings MT	Glendive MT	Poplar MT	Sidney MT	Wolf Point MT	Plentywood MT	Williston ND	Other	Total
<b>Appointment availability</b>	52 (78.8%)	1 (1.5%)		3 (4.5%)	1 (1.5%)		4 (1.5%)	5 (7.6%)		<b>66</b>
<b>Clinic's reputation for quality</b>	32 (60.4%)				5 (9.4%)		3 (5.7%)	13 (24.5%)		<b>53</b>
<b>Closest to home</b>	89 (87.3%)			6 (5.9%)	1 (1%)		2 (2%)	3 (2.9%)	1 (1%)	<b>102</b>
<b>Cost of care</b>	6 (66.7%)			1 (11.1%)	1 (11.1%)		1 (11.1%)			<b>9</b>
<b>Length of waiting room time</b>	20 (76.9%)			1 (3.8%)	1 (3.8%)		2 (7.7%)	2 (7.7%)		<b>26</b>
<b>Prior experience with clinic</b>	56 (58.9%)	1 (1.1%)		3 (3.2%)	3 (3.2%)		8 (8.4%)	23 (24.2%)	1 (1.1%)	<b>95</b>
<b>Recommended by family or friends</b>	9 (36%)				6 (24%)		3 (12%)	6 (24%)	1 (4%)	<b>25</b>
<b>Referred by physician</b>	2 (15.4%)	1 (7.7%)			2 (15.4%)			7 (53.8%)	1 (7.7%)	<b>13</b>
<b>Required by insurance plan</b>	1 (20%)			2 (40%)	1 (20%)				1 (20%)	<b>5</b>
<b>VA/Military requirement</b>	1 (50%)							1 (50%)		<b>2</b>
<b>Other business/shopping in town</b>					4 (36.4%)		1 (9.1%)	6 (54.5%)		<b>11</b>
<b>Other</b>	4 (16%)			2 (8%)	3 (12%)		2 (8%)	11 (44%)	3 (12%)	<b>25</b>

### **Use of Health Care Specialists during the Past Three Years (Question A9)**

N=241

Seventy-one percent of the respondents (n=171) indicated they or a household member had seen a health care specialist during the past three years, a higher percentage than seen in other rural communities. The average is 70%.



## Type of Health Care Specialist Seen (Question A10)

The respondents (n=171) saw a wide array of health care specialists. The most frequently indicated specialists were Dentists with 57.3% (n=98) respondents having utilized their services. Optometrists were the second most seen specialists with 42.1% (n=72) and Radiologist at 29.2% (n=50). Respondents were asked to choose all that apply so percentages will not equal 100%.

<b>Health Care Practitioner</b>	<b>Count</b>	<b>Percent</b>
Dentist	98	57.3%
Optometrist	72	42.1%
Radiologist	50	29.2%
ENT	48	20.6%
Chiropractor	39	17.9%
OB/GYN	37	17.1%
Ophthalmologist	36	14.7%
Orthopedic surgeon	34	13.9%
General surgeon	32	13.9%
Cardiologist	30	11.9%
Urologist	24	10.3%
Pediatrician	21	9.9%
Dermatologist	19	8.7%
Physical therapist	17	7.5%
Neurologist	14	6.7%
Oncologist	11	3.2%
Podiatrist	10	2.8%
Dietician	7	2.4%
Mental health counselor	7	2.0%
Psychologist	4	2.0%
Rheumatologist	4	2.0%
Social worker	4	1.6%
Psychiatrist	3	1.6%
Substance abuse	0	0.4%
Other	9	0.4%

“Other” comments:

- Not sure
- Nurse
- Gastroenterologist
- Sleep clinic
- V/A
- General Practitioner
- Ophthalmologist
- Cardiac surgeon
- Transplant surgeon
- Asthma
- Wound clinic
- Internal Medicine

### **Location of Health Care Specialist (Question A11)**

N=171

Of those respondents indicating they saw a health care specialist, 65.5% (n=112) saw one in Williston, North Dakota. Sidney was the second highest reported location with 38.6% (n=66) and Billings was next with 30.4% (n=52). Respondents could select more than one location therefore percentages do not equal 100%.

<b>Location</b>	<b>Count</b>	<b>Percent</b>
Williston, ND	112	65.5%
Sidney	66	38.6%
Billings	52	30.4%
Culbertson	30	17.5%
Glasgow	12	7.0%
Poplar	6	3.5%
Glendive	5	2.9%
Other	40	23.4%

“Other” comments:

- Plentywood, MT (11)
- Williston, ND
- Wolf Point (5)
- Miles City (2)
- SD
- Minnesota
- Sidney Dr. traveled to Culbertson for appointments
- Trenton, ND
- V/A
- Bismarck, ND (6)
- Yakima
- Bullhead City, AZ
- Minot, ND (5)
- TX
- IHS
- Denver, CO
- MN
- Great Falls
- Bozeman, MT

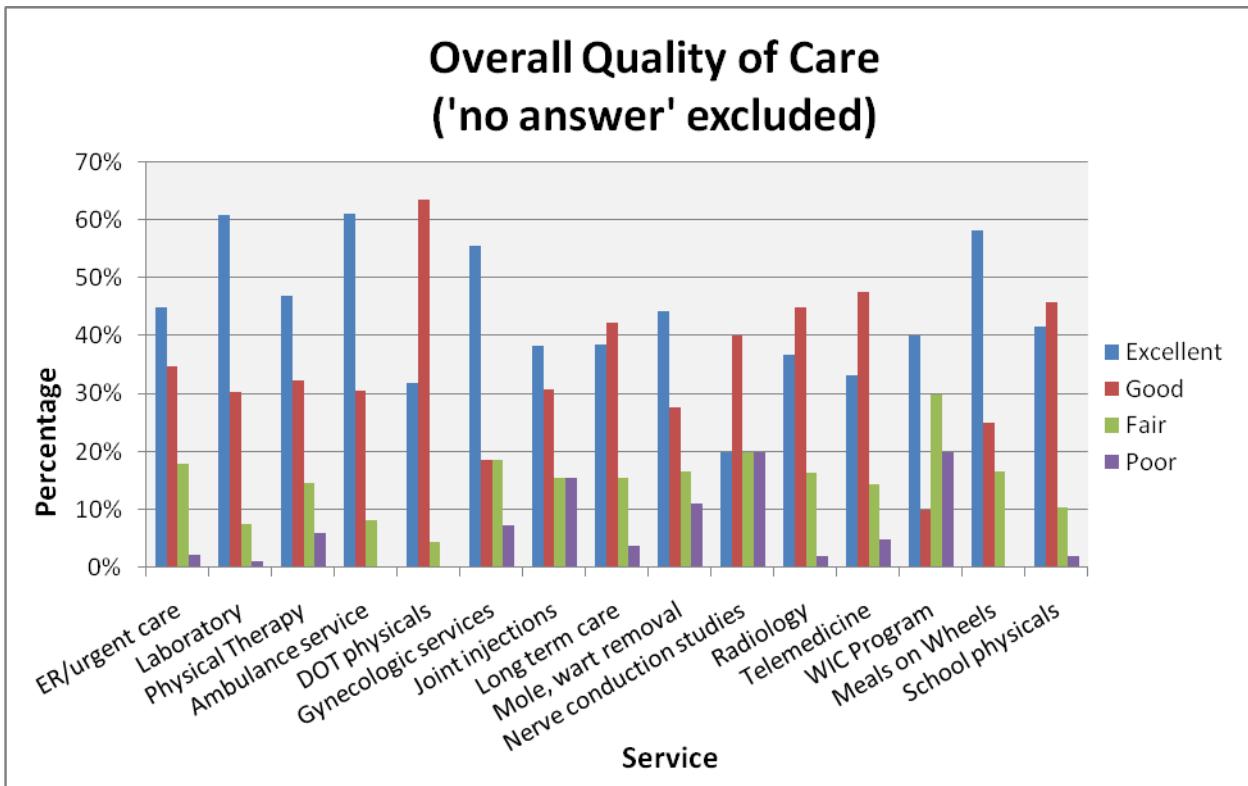
### **Overall Quality of Care at Roosevelt Medical Center (Question A12)**

Respondents were asked to rate a variety of aspects of the overall care provided at Roosevelt Medical Center. Respondents were asked to rate the services using the scale of 4= Excellent, 3= Good, 2= Fair, 1= Poor and Don't know or Haven't used. The sums of the average scores were then calculated with "Laboratory" and "Ambulance service" both receiving the top average score of 3.5 out of 4.0. "DOT physicals" and "School physicals" both received a score of 3.3 out of 4.0. The total average score was 3.3, indicating the overall services of the hospital to be Good.

<b>Service</b>	<b>Excellent (4)</b>	<b>Good (3)</b>	<b>Fair (2)</b>	<b>Poor (1)</b>	<b>Don't know</b>	<b>Total</b>	<b>Average</b>
ER/Urgent Care	40	31	16	2	152	241	3.2
Laboratory	56	28	7	1	149	241	3.5
Physical Therapy	16	11	5	2	207	241	3.2
Ambulance service	30	15	4	0	192	241	3.5
DOT physicals	7	14	1	0	219	241	3.3
Gynecological services	15	5	5	2	214	241	3.2
Joint injections	5	4	2	2	228	241	2.9
Long term care	10	11	4	1	215	241	3.1
Mole & wart removal	8	5	3	2	223	241	3.1
Nerve conduction studies	1	2	1	1	236	241	2.6
Radiology	18	22	8	1	192	241	3.2
Telemedicine	7	10	3	1	220	241	3.1
WIC program	4	1	3	2	231	241	2.7
Meals on Wheels	7	3	2	0	229	241	3.4
School physicals	20	22	5	1	193	241	3.3
<b>TOTAL</b>	<b>244</b>	<b>184</b>	<b>69</b>	<b>18</b>			<b>3.3</b>

## **Overall Quality of Care from Those with an Opinion of Roosevelt Medical Center (Question A12)**

From the respondents that rated the quality of health care at Roosevelt Medical Center, the majority rated the services Excellent and Good.



### **Desired Local Health Care Services (Question A13)**

Respondents were asked to indicate which health care professionals and services presently not available would they use if available locally. Respondents indicated most interest in having a Dental clinic with 39% (n=94). The next most desired service was Dermatology with 24.9% (n=60) and Massage therapy with 22.8% (n=55). Respondents were asked to check all that apply, so percentages do not equal 100%.

<b>Health Care Services</b>	<b>Count</b>	<b>Percent</b>
Dental clinic	94	39.0%
Dermatology	60	24.9%
Massage therapy	55	22.8%
Foot care clinic	46	19.1%
Cancer care	28	11.6%
Acupuncture	27	11.2%
OB/GYN	23	9.5%
Psychiatric services	7	2.9%
Other	19	7.9%

“Other” comments:

- Optometrist (6)
- Diabetes education
- Neurology
- Would not go in Culbertson
- Chiropractor
- PT
- All the services are available locally for me- mainly Williston, ND
- I have no need for these at this time
- Cardiologist
- Pulmonologist
- Chelation Therapy
- M.D.
- Urology
- Mental counseling
- Health and nutrition – overall wellness

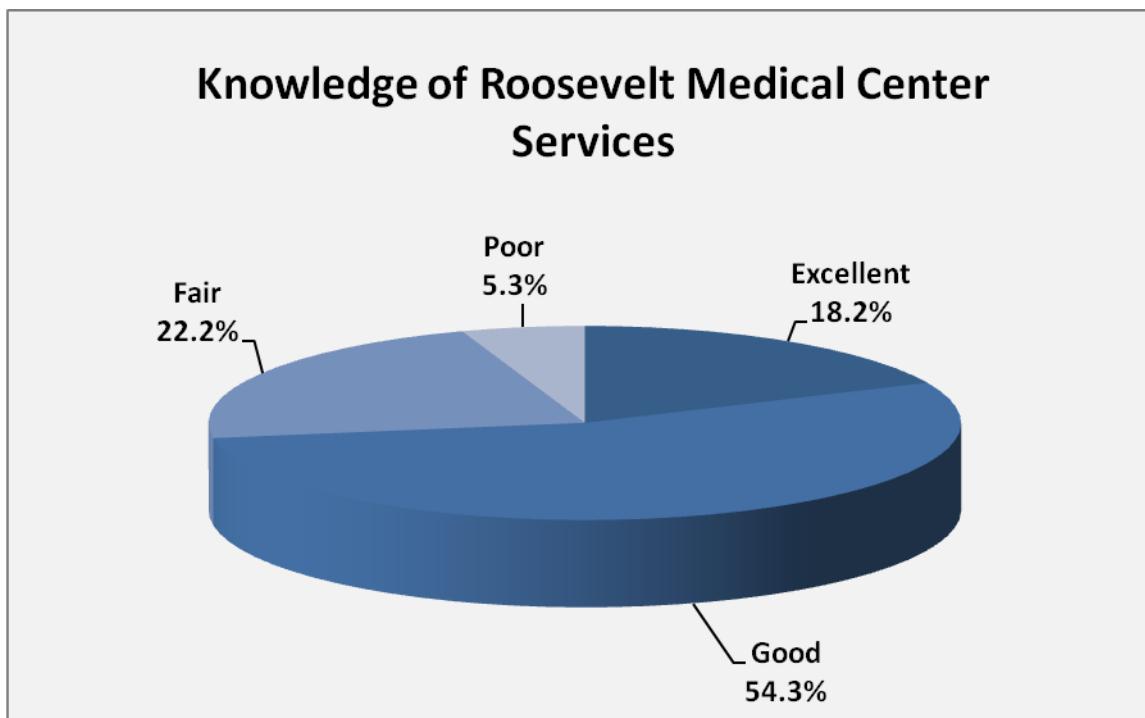
## **V. Survey Findings – Service Awareness**

---

### **Overall Awareness of Roosevelt Medical Center's Services (Question B1)**

N=225

Respondents were asked to rate their knowledge of the health services available at Roosevelt Medical Center. Fifty-four percent (n=122) of respondents rated their knowledge of Roosevelt Medical Center as "Good." Twenty-two percent (n=50) rated their knowledge as "Fair" and 18.2% of the respondents (n=41) rated their knowledge as "Excellent."



## **How Respondents Learn of Health Care Services (Question B2)**

N=241

“Word of mouth” was the most frequent method of learning about available services at 72.2% (n=174). Generally word of mouth is the most frequent response among rural hospital surveys. “Clinic/hospital staff” was the second most frequent response to how people learn of health care services with 49.8% (n=120) and “The Searchlight” was reported at 46.1% (n=111). Respondents could select more than one method so percentages do not equal 100%.

<b>Method</b>	<b>Count</b>	<b>Percent</b>
Word of mouth	174	72.2%
Clinic/hospital staff	120	49.8%
The Searchlight	111	46.1%
Hospital newsletter	86	35.7%
Health fair	23	9.5%
Presentations	16	6.6%
Radio	15	6.2%
Yellow Pages	11	4.6%
Television	9	3.7%
Website/internet	3	1.2%
Other	9	3.7%

“Other” comments:

- Employed there (3)
- I am an EMT and many runs are made to RMC
- Wife works there

## Cross Tabulation of Service Knowledge and Learning about Services

Analysis was done to look at respondent's knowledge of services available at Roosevelt Medical Center with how they learn about services available in their community. The chart below shows the results of the cross tabulation. How respondents learned of health care services was a multiple response item thus totals cannot add up to 100%.

### KNOWLEDGE RATING OF ROOSEVELT MEDICAL CENTER SERVICES BY HOW RESPONDENTS LEARN ABOUT HEALTH CARE SERVICES

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Total</b>
<b>Clinic/hospital staff</b>	30 (25.6%)	72 (61.5%)	11 (9.4%)	4 (3.4%)	<b>117</b>
<b>Radio</b>	5 (33.3%)	7 (46.7%)	3 (20%)		<b>15</b>
<b>Yellow Pages</b>	1 (9.1%)	4 (36.4%)	4 (36.4%)	2 (18.2%)	<b>11</b>
<b>Word of mouth</b>	28 (16.9%)	92 (55.4%)	38 (22.9%)	8 (4.8%)	<b>166</b>
<b>Health fair</b>	7 (33.3%)	12 (57.1%)	1 (4.8%)	1 (4.8%)	<b>21</b>
<b>The Searchlight</b>	19 (17.9%)	66 (62.3%)	18 (17%)	3 (2.8%)	<b>106</b>
<b>Television</b>	2 (22.2%)	6 (66.7%)	1 (11.1%)		<b>9</b>
<b>Website/internet</b>	1 (33.3%)	1 (33.3%)	1 (33.3%)		<b>3</b>
<b>Presentations</b>	6 (42.9%)	6 (42.9%)	2 (14.3%)		<b>14</b>
<b>Hospital newsletter</b>	21 (25.9%)	46 (56.8%)	13 (16%)	1 (1.2%)	<b>81</b>
<b>Other</b>	2 (22.2%)	3 (33.3%)	3 (33.3%)	1 (11.1%)	<b>9</b>

### **Other Community Health Resources Utilized (Question B3)**

N= 241

Respondents were asked which community health resources, other than the hospital or clinic, they had used in the last three years. “Pharmacy” services was the most frequent community health resource cited by respondents at 76.3% (n=184). “Dentist” was second most frequent at 29% (n=70) and “Senior center” came third at 14.5% (n=35). Respondents could select more than one method so percentages do not equal 100%.

<b>Health Resource</b>	<b>Count</b>	<b>Percent</b>
Pharmacy	184	76.3%
Dentist	70	29.0%
Senior center	35	14.5%
Public health	10	4.1%
Mental health	9	3.7%
Meals on Wheels	7	2.9%
Adult day care	1	0.4%
Chemical dependency support services	1	0.4%
Other	9	3.7%

“Other” comments:

- Routine physical
- IHS
- A good cleaning lady
- Blood work done annually

### **Improvement for Community's for Access to Health Care (Question B4)**

N=241

Respondents were asked what would improve their community's access to health care. Forty percent of respondents (n=97) reports "more specialists" would make the greatest improvement. Thirty-two percent of respondents (n=78) indicated they would like "outpatient services open for longer hours" and 21.6% indicated they would like "improved quality of care at Roosevelt Medical Center" (n=52). Respondents could select more than one method so percentages do not equal 100%.

<b>Improvement</b>	<b>Count</b>	<b>Percentage</b>
More specialists	97	40.2%
Outpatient services open longer hours	78	32.4%
Improved quality of care at RMC	52	21.6%
Decreased insurance co-pays	39	16.2%
More primary care providers	28	11.6%
Pharmacy	22	9.1%
Transportation assistance	20	8.3%
Greater health education services	18	7.5%
Telemedicine	14	5.8%
Childcare during parent visit	8	3.3%
Interpreter services-cultural sensitivity	4	1.7%
Other	27	11.2%

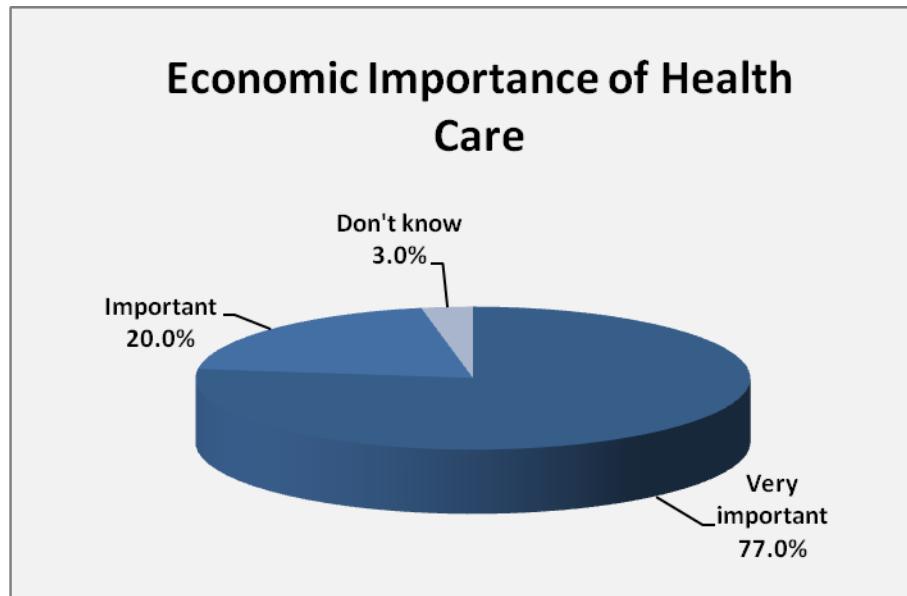
"Other" comments:

- Saturday a.m. Clinic hours, orthopedic services
- Lower costs
- A medical Dr. (16)
- Resident M.D.
- Walk-in doctor's office
- Not as many hoops to get insurance to pay
- Billing
- Indoor fitness track and equipment
- Dental/optometry
- Better nursing staff
- Accept more insurance companies (2)

### Economic Importance of Local Health Care Services (Question B5)

N=230

The majority of respondents, 77% (n=177) indicated that local health care services are very important to the economic well-being of the area and 20% (n=46) indicated they are important.

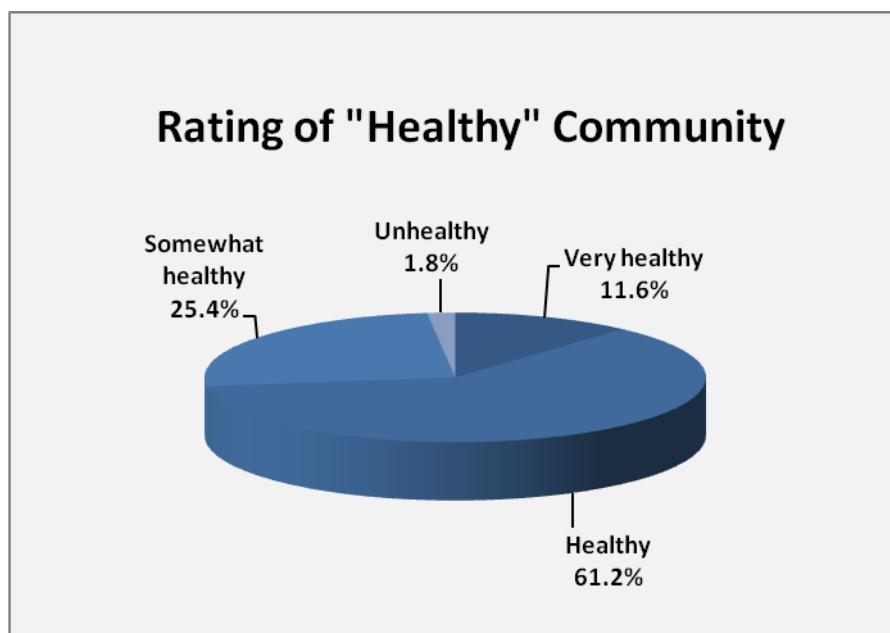


## **VI. Survey Findings- Community Health**

### **Impression of Community (Question C1)**

N=232

Respondents were asked how they would rate their community as a healthy place to be living in. Sixty-one percent of respondents (n=142) rated their community as "Healthy." Twenty-five percent of respondents (n=59) felt their community was "Somewhat Healthy" and 11.6% (n=27) felt their community was "Very Healthy."



## **Health Concerns for Community (Question C2)**

N=241

Respondents were asked what they felt the three most serious health concerns were in their community. The number one health concern identified by respondents was “Cancer” at 44% (n=106). “Diabetes” was also a high priority with 41.1% (n=99) and “Alcohol/substance abuse” with 39.4% (n=95). Respondents were asked to pick their top three serious health concerns, so percentages do not equal 100%.

<b>Health Concern</b>	<b>Count</b>	<b>Percent</b>
Cancer	106	44.0%
Diabetes	99	41.1%
Alcohol/substance abuse	95	39.4%
Heart disease	78	32.4%
Obesity	73	30.3%
Lack of exercise	45	18.7%
Underage alcohol use	33	13.7%
Lack of access to health care	30	12.4%
Lack of dental care	25	10.4%
Tobacco use	23	9.5%
Stroke	19	7.9%
Motor vehicle accidents	17	7.1%
Child abuse/neglect	12	5.0%
Mental health issues	11	4.6%
Domestic violence	4	1.7%
Other	4	1.7%

“Other” comments:

- Respiratory
- Housing for Senior Citizens close to a hospital
- Vision care
- Healthcare cost
- No gym/health center
- Age of community

### **Components of a Healthy Community (Question C3)**

N=241

Respondents were asked to identify the three most important things for a healthy community. Sixty-one percent of respondents (n=146) indicated “Access to health care and other services” is important for a healthy community. “Strong family life” was the second most indicated component with 35.3% (n=85) and “Good jobs and healthy economy” at 32.8% (n=79). Respondents were asked to identify their top three choices thus the percentages will not add up to 100%.

<b>Important Component</b>	<b>Count</b>	<b>Percent</b>
Access to health care and other services	146	60.6%
Strong family life	85	35.3%
Good jobs and healthy economy	79	32.8%
Religious or spiritual values	72	29.9%
Good schools	68	28.2%
Healthy behaviors and lifestyles	66	27.4%
Low crime/safe neighborhoods	56	23.2%
Affordable housing	38	15.8%
Clean environment	30	12.4%
Community involvement	28	11.6%
Tolerance for diversity	12	5.0%
Low level of domestic violence	11	4.6%
Parks and recreation	8	3.3%
Low death and disease rates	5	2.1%
Arts and cultural events	1	0.4%
Other	3	1.2%

“Other” comments:

- Affordable health insurance and healthcare
- Honest public servants (local government)
- Having a doctor (2)
- Shopping- most of our needs are met right here in Culbertson which I consider very vital for a healthy community

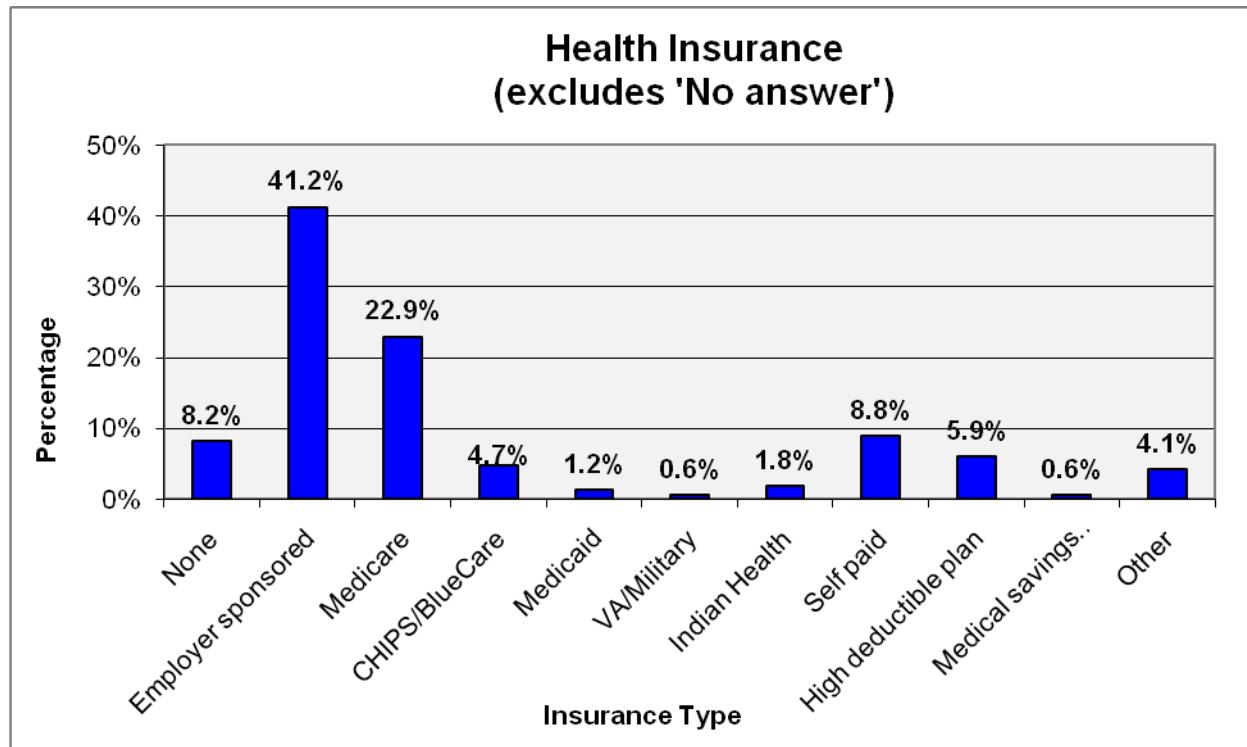
## VII. Survey Findings- Health Insurance

---

### Medical Insurance (Question D1)

N=170

Respondents were asked to indicate what type of medical insurance covers the majority of their medical expenses. Forty-one percent (n=70) indicated they have “Employer sponsored” insurance. “Medicare” was indicated by 22.9% of respondents (n=39), and “Self paid” insurance was indicated by 8.8% of respondents (n=15).



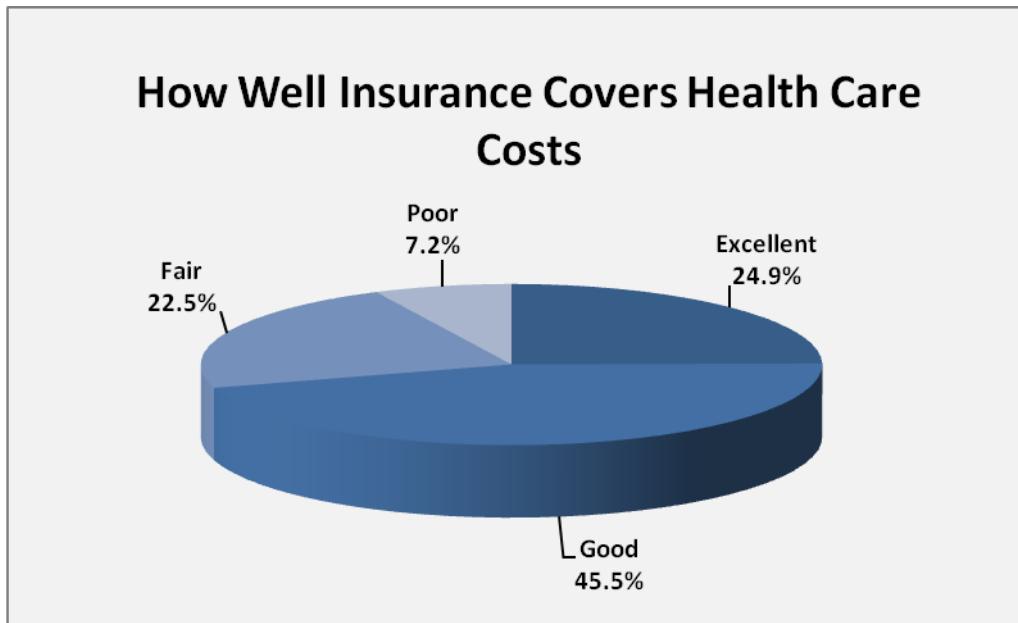
“Other” comments:

- Blue cross/Blue shield (9)
- Supplement (3)
- Private insurance
- So far having difficulty getting insurance to pay
- Thrivent
- Medicare supplement
- AARP
- IHS
- MUST (2)
- Conseco Insurance Supplement

## **Insurance and Health Care Costs (Question D2)**

N=209

Respondents were asked to indicate how well they feel their health insurance covers their health care costs. Forty-six percent of respondents (n=95) indicated they feel their insurance covers a “Good” amount of their health care costs. Twenty-five percent of respondents (n=52) indicated they feel their insurance is “Excellent” and 22.5% of respondents (n=47) indicated they felt their insurance was “Fair.”



“Other” comments:

- CHIP- Good, IH- Fair to poor
- So far they have been good, but I hear of cut backs which will hurt in the future

### **Barriers to Having Health Insurance (Question D3)**

N=241

Respondents were asked if they do not currently have medical insurance, why they did not. Fourteen percent (n=33) reported they did not have health insurance because they could not afford to pay for it. Two percent (n=5) indicated their employer does not offer insurance and 1% of respondents (n=3) indicated they cannot get medical insurance due to medical issues. Due to such low numbers, the percentages could not be tabulated only using those respondents who reported they did not have insurance. Thus all 241 respondents were tabulated. Respondents were asked to mark all answers that applied, thus the percentages do not equal 100%.

Reason	Count	Percent
Cannot afford to pay for medical insurance	33	13.7%
Employer does not offer insurance	5	2.1%
Cannot get medical insurance due to medical issues	3	1.2%
Choose not to have medical insurance	2	0.8%
Other	4	1.7%

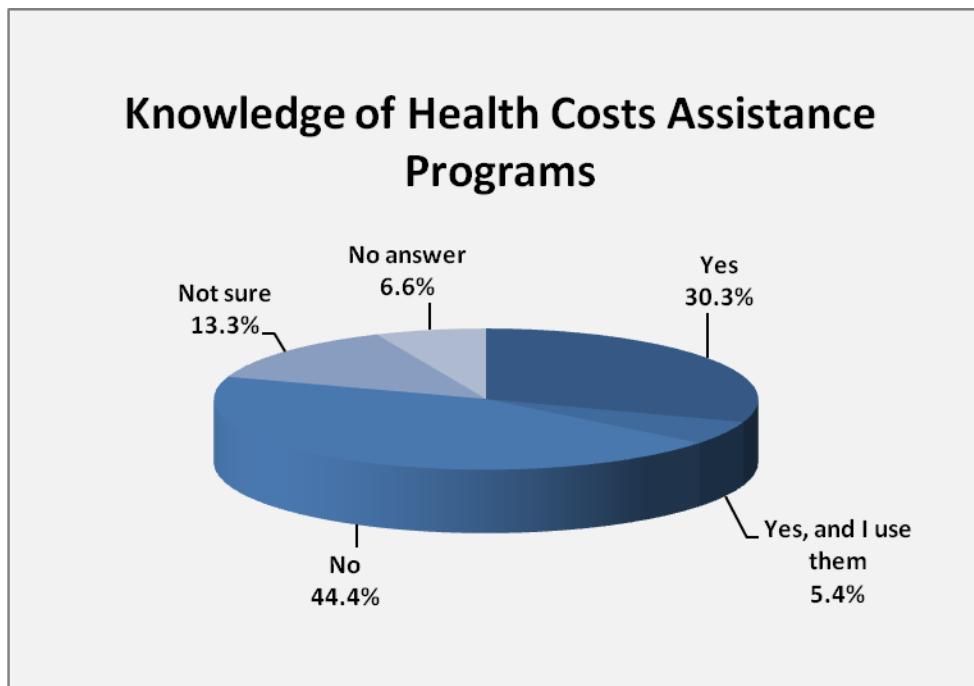
“Other” comments:

- Insurance company went out of business
- Means testing- it is wrong- we pay in, we should all receive
- Cost prohibitive due to pre-existing conditions
- IHS
- VA

#### **Awareness of Health Payment Programs (Question D4)**

N=241

Respondents were asked to indicate their awareness of programs that help people pay for health care bills. Forty-four percent of respondents (n=107) indicated they were not aware of these types of programs. Thirty percent (n=73) indicated they did know of these programs and 5.4% of respondents (n=13) indicated they knew about and utilized healthcare bill payment programs.



### **VIII. Focus Group Methodology**

---

Three focus groups were held in Culbertson, Montana in July 2008. Focus group participants were identified as people living in the Roosevelt Medical Center's service area. Each individual received an invitation to participate.

Approximately 18 people participated in the three focus group interviews. The focus groups were designed to represent various consumer groups of health care including senior citizens, youth, employers, school representatives and local government. Each focus group was held at a different location. The first was held at the Town Hall building in Culbertson. The second focus group was held at the Bainville School, and the final focus group was held in Froid at the school. Each group was up to 90 minutes in length and followed the same line of questioning in each session (Appendix D). The questions and discussions at the focus groups were led by Kristin Julian and Natalie Claiborne with the Montana Office of Rural Health.

## **Focus Group Findings**

The following themes and issues emerged from the responses participants gave to the line of questions found in Appendix D.

- *Major issues in health care-* “We’re an aging community. There will be a need for more nursing home beds and assisted living. People are leaving the community because there is nowhere for people to stay.” Meeting the needs of the aging community was a major theme during the focus groups. Issues included a lack of nursing home beds, staffing to meet this growing need, and senior services such as home health and hospice. Other topics discussed were the need for a resident medical doctor and continued health education classes/programs for community members dealing with diabetes and stroke, and the number of local vets that have to travel great distances to access health services.

- *Opinion of services and quality of care at Roosevelt Medical Center:*

*Quality of Care-* Participants spoke very highly of the hospital and the clinic. “I’ve been a patient up there many times and I can’t say enough about it.” Many felt they were “extremely fortunate to have it in our small community” and that there are “excellent people up there.” One participant noted, “In the clinic, it’s excellent. Second to none.”

*Number of Services-* Participants indicated they like having the ER and lab services available in Culbertson. They also mentioned they really appreciate that those community members with cancer treatment needs are able to do follow up appointments in town. Other services that were praised were meals-on-wheels and the religious services provided at the hospital. Participants indicated “it would be nice if we had a visiting dentist, eye doctor and specialists” and “a visiting VA doctor again.”

*Hospital Staff-* Participants discussed hospital staff in terms of style of care and competence. Hospital staff was viewed very highly. There were many praising comments such as, “They are very good,” and “Excellent.” Participants feel that patients are being cared for very well, and the staff is very personable. One participant noted the hospital is “understaffed, but that’s just the labor shortage.”

*Hospital Board and Leadership-* The Hospital Board was either well known or not known at all. Some participants felt the hospital board is very approachable while others had a very different experience, “I heard some people who tried to speak with the board and felt they didn’t get a good response.” Participants indicated they feel the board is trustworthy and “they do the best with what they’ve got.” Participants indicated they would like to see the hospital post the minutes from the board meetings (or a brief synopsis). They felt this would be good “PR” for the hospital and more communication to the community.

Participants felt the community would like more information on why the last doctor left, “giving the community some more information would stop the rumors.” One participant noted, “There are personal issues that preclude telling the community what happened. There are confidentiality issues between employee and employer.”

*Business Office*- The business office staff are viewed as “managing very well. You can ask them a question and they’ll be honest with you.” Participants felt their bills were “easy enough to understand” and the only area discussed for improvement was the time it takes to get billing and insurance information updated in the system.

*Condition of Facility and Equipment*- Roosevelt Medical Center was described by participants as a “beautiful facility” and “well maintained,” “the hospital is always clean and kept nice.”

*Financial Health of the Hospital*- Participants indicated they “have no idea what-so-ever” about the financial health of the hospital. They indicated the community’s perception is “it’s not good.” They noted they greatly appreciate having the hospital in the area, but community discussion “only comes up when it gets desperate.” Participants indicated they are curious, it seems to go in cycles and it appears to be a struggle. One participant noted, “As a newer member of the community, I’m aware that there is an active fundraising campaign for the hospital. It’s very proactive and good to see they (the hospital) has a plan and are working toward the future.”

*Cost*- Participants felt that the cost of care is high, “everywhere you go it’s too much.” Some felt the cost of care was higher than other places, while the majority felt it was comparable.

*Office/clinic staff*- Office/clinic staff was well praised. Participants felt they are “very good” and “very nice.” Participants noted, “Clinic nurses are the hardest pressed than anyone down there. They put in really long days.”

*Availability*- Participants felt the clinic staff are very good and “try to work you in if they can.”

- *Opinion of local providers*- Participants indicated most of them use local providers as their or their family’s personal provider. They do so because of convenience, “They’re right here. It’s awesome;” the care they receive, “The PA’s are excellent;” out of loyalty to the hospital and clinic, “I want to keep the services here;” and because they trust the facility.
- *Emergency Room*- There was overwhelming agreement with participants rating the emergency room services as excellent. Participants feel the emergency room is “top notch” and feel fortunate to have it available in the community.

*Ambulance Service*- Participants feel ambulance services are “very good” and “excellent.” Participants spoke highly of the ambulance staff noting they are “well trained,” and “very dedicated.” Overwhelmingly the participants expressed how lucky they felt to have ambulance services in the community and how fortunate they were to have the volunteers in the community to provide the service. A concern expressed was on recruitment of volunteers, “We need more volunteers because the area covered is so big.”

*Health Care Services for the Elderly-* Participants indicated a need for transportation assistance. Participants also appreciate and recognize the importance of home health services, nursing home and assisted living services in the area. Some participants indicated they would like to see senior meals be offered to anyone over 60 years of age.

*Public/County Health Department-* The public health department was not well known amongst participants but those who had utilized them appreciated the flu and pneumonia shot services as well as the blood pressure checks and foot clinics at the Senior Center.

*Health Care Services for the Poor-* Participants felt the community has been proactive in providing services and specifically mentioned the benefit of having the food bank and ministerial association. Participants felt the hospital does a good job of providing services to those in need and not refusing services to anyone. It was noted the “facility is good at educating people on services and what they can do.”

- *What Would Make Community a Healthier Place to Live-* Participants indicated they felt a stable doctor, a community foundation (or similar) and assisted living would make the community a healthier place to live. Participant's spoke of the Horizon's project and the work that was going on and indicated interest in having a community foundation which could help to build on the existing community efforts. Some participants were questioning what happened to the plan for an assisted living facility. They felt, “the community would like to know what's happening...It's a big need in the community.” An additional comment was with regards to the availability of fresh produce. It was noted, “There is only a very limited choice here- we went to Regina's farmers market because there is so little.”
- *Health Services Needed in the Community-* Several additional services needed in the community were identified. One need identified was transportation, especially those who live out of town, “right now neighbors take care of each other and check on each other but folks in the rural areas could get left out. We need a system to help take care of them too.” The availability of health and wellness activities and services were discussed such as an indoor running/walking area and a bike path. Additional health services identified were an eye doctor, dentist, dermatologist, pediatrician and mental health and substance abuse services.

## **IX. Summary**

---

Two hundred and forty one surveys were completed in the Roosevelt Medical Center's service area for a 30% response rate. Of the 241 returned, over 55% of the respondents were female, white, 46 years of age or older and have resided in the area for 21 or more years.

Respondents rated the overall quality of care at the hospital as good, scoring 3.3 out of 4.0 on a weighted scale of 4.0 being excellent and 1.0 being poor.

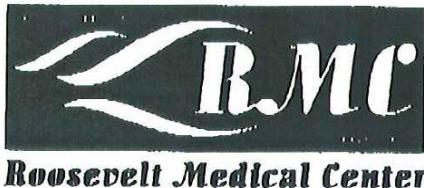
Seventy-seven percent of the respondents have seen a health care specialist during the past three years. The most frequent specialists seen were Dentists at 57.3% (n=98), Optometrist at 42.1% (n=72) and Radiologist with 29.2% (n=50).

Overall, the respondents within the Roosevelt Medical Center's service area are seeking hospital care at a rate that is typically seen in rural areas. Area residents recognize the major impact the health care sector has on the economic well-being of the area, with 77% of respondents identifying local health care services as "very important" to the economic well-being of the area.

The majority of participants appeared to have very favorable opinions of the services with most praising the care received. Participants were appreciative of the care available while identifying additional services or needs.

In summary, respondents report support for local health care and many prefer to seek care locally whenever possible for the convenience and out of trust for local providers.

## Appendix A- Survey Cover Letter



PO Box 419  
Culbertson, MT 59218  
Phone 406-787-6401  
Fax 406-787-6461

**Roosevelt Medical Center**

July 7, 2009

Dear Resident:

This letter and survey concern the future of health care in Culbertson and the surrounding area. Your help is critical in determining health priorities and future needs.

You are probably aware of many challenges facing health care. Two big issues are access to rural health care and affordability. Unfortunately, many of the same things that threaten health care services in other rural areas challenge our local health care system as well. We believe, with your help, we can continue to improve health care services in the eastern Roosevelt County area.

Your name has been randomly selected as a resident who lives in the Roosevelt Medical Center service area. **Your help is much appreciated in responding to this survey.** The purpose of the survey is to obtain information from a wide range of participants to assist in planning our programs, services, and facilities to meet present and future needs, in addition to identifying community health and wellness needs. Even if you don't use health care services with Roosevelt Medical Center, your input is valuable.

Please take a few moments to answer the important questions in the enclosed survey by **August 4, 2009**. Your response is very important because this survey is sent only to residents in the Roosevelt Medical Center service area and your comments will represent others in the area. **Your name was selected at random and your answers will be kept confidential.** We know your time is valuable so we have made an effort to keep the survey to about 15 minutes.

Once you complete your survey, simply **return it in the enclosed self-addressed, postage paid envelope.** All survey responses will go to the Rural Health Resource Center in Duluth, Minnesota, who is assisting with this project. If you have any questions about the survey, please call Kami Norland at 1-800-997-6685, ext. 223. The overall results of the survey will be presented at a community forum in early fall.

Thanks for your assistance. We appreciate your effort.

Sincerely,

*Audrey Stromberg*

Audrey Stromberg, Administrator  
Roosevelt Medical Center



**A6.** In the past three years, have you or a household member seen a primary health care provider, such as a family physician, physician's assistant or nurse practitioner for health care services?

**A7.** Where was that primary health care provider located?

Culbertson, MT	Poplar, MT	Plentywood, MT
Billings, MT	Sidney, MT	Williston, ND
Glendive, MT	Wolf Point, MT	Other

**A8.** Why did you select the primary care provider you are currently seeing?

**(Check all that apply)**

Appointment availability	Recommended by family or friends
Clinic's reputation for quality	Referred by physician or other provider
Closest to home	Required by insurance plan
Cost of care	VA/Military requirement
Length of waiting room time	Other business/ shopping in that town
Prior experience with clinic	Other

**A9.** In the past three years, have you or a household member seen a health care specialist (other than your primary care provider) for health care services?

**A10. What type of health care specialist was seen? (Check all that apply)**

Cardiologist	Neurologist	Psychologist
Chiropractor	OB/GYN	Radiologist
Dentist	Optometrist	Rheumatologist
Dermatologist	Orthopedic surgeon	Social worker
Dietician	Oncologist	Substance abuse
ENT (ear/nose/throat)	Pediatrician	Ophthalmologist
General surgeon	Podiatrist	Urologist
Mental health counselor	Psychiatrist (M.D.)	Physical therapist
		Other

A11. Where was the health care specialist seen? (Check all that apply)

Culbertson, MT      Poplar, MT      Billings, MT      Sidney, MT  
Glendive, MT      Glasgow, MT      Williston, ND      Other

**A12.** The following services are available at Roosevelt Medical Center. Please rate the overall quality for each service. (**Please mark DK if you haven't used the service**)

*Excellent = 4   Good = 3   Fair = 2   Poor = 1   Don't Know = DK*

Emergency room/ Urgent care	4	3	2	1	DK
Laboratory	4	3	2	1	DK
Physical therapy	4	3	2	1	DK
Ambulance service	4	3	2	1	DK
Department of Transportation (DOT) physicals	4	3	2	1	DK
Gynecologic services	4	3	2	1	DK
Joint injections	4	3	2	1	DK
Long Term Care	4	3	2	1	DK
Mole & wart removal	4	3	2	1	DK
Nerve conduction studies	4	3	2	1	DK
Radiology	4	3	2	1	DK
Telemedicine	4	3	2	1	DK
Women Infant Children (WIC) program	4	3	2	1	DK
Meals on Wheels program	4	3	2	1	DK
School physicals	4	3	2	1	DK

**A13.** What additional health care services would you use if they were available locally?

(**Check all that apply**)

Dermatology	Acupuncture	Cancer care
Massage therapy	OB/GYN	Foot care clinic
Psychiatric services	Dental Clinic	Other _____

### **Awareness of Services**

**B1.** How do you rate your knowledge of the health services that are available at Roosevelt Medical Center?

Excellent                  Good                  Fair                  Poor

**B2.** How do you learn about the health services available in your community?

(**Check all that apply**)

Clinic/Hospital staff	Health fair	Presentations
Radio	The Searchlight	Hospital Newsletter
Yellow pages	Television	Other _____
Word of mouth	Website/ internet	

**B3.** Which community health resources, other than the hospital or clinic, have you used in the last three years? (**Check all that apply**)

Pharmacy	Senior center	Chemical dependency support services
Dentist	Public health	Meals-on-wheels
Mental health	Adult day care	Other _____

**B4.** In your opinion, what would improve your community's access to health care?  
**(Check all that apply)**

- |   |                                       |
|---|---------------------------------------|
| Greater health education services         | Outpatient services open longer hours |
| Improved quality of care at RMC           | Telemedicine                          |
| Interpreter services-cultural sensitivity | Childcare during parent visit         |
| More primary care providers               | Decreased insurance co-pays           |
| More specialists                          | Pharmacy                              |
| Transportation assistance                 | Other _____                           |

**B5.** In your opinion, how important are local health care services to the economic well-being of the local area?

Very important      Important      Not important      Don't know

### **Community Health**

**C1.** How would you rate your community as a healthy community to be living in?

Very healthy      Healthy      Somewhat healthy      Unhealthy      Very Unhealthy

**C2.** In the following list, what do you think are the **three** most serious health concerns in your community? **(Check 3 that apply)**

- |                         |                               |                         |
|-------------------------|-------------------------------|-------------------------|
| Alcohol/substance abuse | Heart disease                 | Mental health issues    |
| Cancer                  | Lack of access to health care | Obesity                 |
| Child abuse/neglect     | Lack of dental care           | Stroke                  |
| Diabetes                | Lack of exercise              | Tobacco use             |
| Domestic violence       | Underage alcohol use          | Motor vehicle accidents |
|                         |                               | Other _____             |

**C3.** Check the **three** items below that you believe are most important for a healthy community:  
**(Check 3 that apply)**

- |  |                                |
|--|--------------------------------|
| Access to health care and other services | Low crime/safe neighborhoods   |
| Affordable housing                       | Low death and disease rates    |
| Arts and cultural events                 | Low level of domestic violence |
| Clean environment                        | Parks and recreation           |
| Community involvement                    | Religious or spiritual values  |
| Good jobs and healthy economy            | Strong family life             |
| Good schools                             | Tolerance for diversity        |
| Healthy behaviors and lifestyles         | Other _____                    |

### **Health Insurance**

**D1.** What type of medical insurance covers the majority of your household's medical expenses?

- |                    |                |                         |
|--------------------|----------------|-------------------------|
| None               | CHIPS/BlueCare | Self Paid               |
| Employer sponsored | Medicaid       | High deductible plan    |
| Medicare           | VA/ Military   | Medical Savings Account |
| State/ Other       | Indian Health  | Other _____             |

**D2.** How well do you feel your health insurance covers your health care costs?

Excellent      Good      Fair      Poor

**D3.** If you do NOT have medical insurance, why? (**check all that apply**)

Cannot afford to pay for medical insurance  
Choose not to have medical insurance  
Cannot get medical insurance due to medical issues  
Employer does not offer insurance  
Other \_\_\_\_\_

**D4.** Are you aware of programs that help people pay for health care bills?

Yes    Yes, and I use them      No      Not sure

### **Demographics**

*All Information is kept confidential and your identity is not associated with any answers.*

**E1.** Where do you currently live by zip code?

59218- Culbertson      59212- Bainville      59226- Froid  
59242- Homestead      59213- Brockton      Other \_\_\_\_\_

**E2.** What is your gender?

Male      Female

**E3.** What is your age range?

18-25	36-45	56-65	78-85
26-35	46-55	66-75	85+

**E4.** What is your employment status?

Work full time      Student      Not currently seeking employment  
Work part time      Collect disability      Other \_\_\_\_\_  
Retired      Unemployed, but looking

**E5.** What ethnicity do you identify most with?

African American      Hispanic      White  
Asian      Native American      Other \_\_\_\_\_

**E6.** How long have you lived in the area?

0-5 years      6-10 years      11-15 years      16-20 years      20+ years

**Please return in the postage paid envelope enclosed with this survey or mail to:**  
Rural Health Resource Center, 600 East Superior Street, Suite 404 Duluth MN 55802

**THANK YOU VERY MUCH FOR YOUR TIME**

**Please note that all information will remain confidential**

## **Appendix C- Responses to Other and Comments**

A2. If yes, what were the three most important reasons why you did not receive health care services?

- Not open Saturdays
- High deductible
- Want a M.D. on staff and there for appointments (2)
- Insurance eventually covered it after initially denying
- Inconsistency of care available
- I had good care
- Lab not open
- Don't drive a car
- Do not trust providers/healthcare workers
- Would not accept due to too many health needs

A4. If yes, where was the hospital located?

- Miles City, MT
- Watertown, SD
- Glendive
- Wolf Point, MT (2)
- Bismarck, SD
- Fort Harrison
- Minnesota
- Dillon, MT
- Referral
- Minot, ND (4)
- Denver, CO
- Great Falls
- Hazen, ND

A5. Thinking about the hospital you were at most frequently, what were the three most important reasons for selecting that hospital?

- Knew services needed could be provided
- I live between Culbertson and Williston. Williston is much larger with multiple doctors, more facilities, resident specialists, etc.
- Prior experience (2)
- Trust them
- Doctors (3)
- Only one with both preferred provider hospital and Dr. within 50 miles

- Local business
- Daughter is an RN there
- Closest hospital for my surgery
- Transplant hospital for daughter
- Had services needed
- Specialist
- Need a surgeon (2)
- Could not get a referral from Culbertson

A7. Where was that primary health care provider located?

- Miles City
- SD
- Wolf Point
- Trenton, ND
- VA
- Minnesota
- Tulsa
- AZ
- TX
- Glasgow (2)

A8. Why did you select the primary care provider you are currently seeing?

- I live between Culbertson and Williston. Williston is much larger with multiple doctors, more facilities, resident specialists, etc.
- Williston- Pediatrician
- Like the Dr. (2)
- No OB/GYN in Culbertson so I go to Williston
- On vacation
- Had a licensed physician (3)
- I am an enrolled Chippewa and Trenton is their clinic in the area
- Provides long term relationship with same physician (4)
- Friendliness of staff
- Female
- Specialist (2)
- Local business
- Closest for family in area
- Daughter is an RN there
- Closest to work (2)

- Lived in Williston between 1997 and 2007
- IHS
- School CDL physician
- Been going there for 54 years
- Dr. not available at all times
- PA not covered by insurance

A10. What type of health care specialist was seen?

- Not sure
- Nurse
- Gastroenterologist
- Sleep clinic
- VA
- General practitioner
- Ophthalmologist
- Cardiac surgeon
- Transplant surgeon
- Asthma
- Wound clinic
- Internal medicine

A11. Where was the health care specialist seen?

- Plentywood, MT (11)
- Williston, ND
- Wolf Point (5)
- Miles City (2)
- SD
- Minnesota
- Sidney Dr. traveled to Culbertson for appointments
- Trenton, ND
- VA
- Bismarck, ND (6)
- Yakima
- Bullhead City, AZ
- Minot, ND (5)
- TX
- IHS
- Denver, CO
- MN
- Great Falls

A13. What additional health care services would you use if they were available locally?

- Optometrist (6)
  - Diabetes education
  - Neurology
  - Would not go in Culbertson
  - Chiropractor
  - PT
  - All the services are available locally for me- mainly Williston, ND
  - I have no need for these at this time
  - Cardiologist
  - Pulmonologist
  - Chelation Therapy
  - M.D.
  - Urology
  - Mental counseling
  - Health and nutrition – overall wellness
- 

B2. How do you learn about the health services available in your community?

- Employed there (3)
- I am an EMT and many runs are made to RMC
- Wife works there

B3. Which community health resources, other than that hospital or clinic, have you used in the last three years?

- Routine physical
- IHS
- A good cleaning lady
- Blood work done annually

B4. In your opinion, what would improve your community's access to health care?

- Saturday a.m. clinic hours, orthopedic services
  - Lower costs
  - A medical Dr. (16)
  - Resident M.D.
  - Walk-in doctor's office
  - Not as many hoops to get insurance to pay
  - Billing
-

- Indoor fitness track and equipment
  - Dental/ optometry
  - Better nursing staff
  - Accept more insurance companies (2)
- 

C2. In the following list, what do you think are the three most serious health concerns in your community?

- Respiratory
  - Housing for Senior Citizens close to a hospital
  - Vision care
  - Healthcare costs
  - No gym/health center
  - Age of community
- 

D1. What type of medical insurance do you currently have?

- HAMHA
- BS-BC
- Flex Plan
- AARP (2)
- Supplement (4)
- Private Insurance
- Union Insurance
- Medicare
- County employee/MNIA

D3. If you do NOT have medical insurance, why?

- VA
- Christian Care Medi-Share dropped MT because of a law suit.
- Checking for more

D4. What type of dental insurance do you currently have?

- Union

D5. If you do NOT have dental insurance, why?

- False teeth
  - Don't need it
  - Dentures (3)
  - Not a good deal
  - Dental Insurance doesn't help keep costs down.
  - Looking – can't find any
- 

E1. Where do you currently live by zip code?

- 59341
- 98837

E9. What is your employment status?

- Self-employed

## **Appendix D- Focus Group Questions**

1. What would make this community a healthier place to live?
2. What do you think are the most important local health care issues? (Probe question: What do you think are the biggest issues facing local health care services?)
3. We are now going to ask you for your views about the hospital. What do you think of the hospital in terms of:
  - Quality of care
  - Number of services
  - Hospital staff (style of care, competence)
  - Hospital board and leadership/ management (good leaders, trustworthy)
  - Business office
  - Condition of facility and equipment
  - Financial health of the hospital
  - Cost
  - Office/clinic staff
  - Availability
4. Are any of the local physician's assistants, nurse practitioners your personal primary care provider to you or your family members? Why?
5. What do you think about these local services:
  - ER
  - Ambulance service
  - Health care services for the elderly
  - Health care services for the poor
  - City/county health department
6. What other healthcare services are needed in the community?

## **Appendix E- Focus Groups Notes**

### **Culbertson Community Group**

Wednesday, July 30, 2008, 7:00pm – Town Hall

1. “What would make this community a healthier place to live?”

- A stable doctor.
- We have a very safe community. We are blessed we don’t have drug and gang issues.
- People keep up their property- there is a lot of community pride.
- This is a very caring community.
- Assisted living...What happened to that plan? It’s a big need in this community.
- The community would like to know what’s happening with the Assisted Living situation. I’d say if there is a particular rub or complaint it would be about the “west wing”- it was built for assisted living and no one knows what happened with that.
- It would be nice to have a community foundation
- What happened with the Horizon’s project?
- We need easier access to fresh produce. Especially organic. There is only a very limited choice here- we went to Regina’s farmers market because there is so little.

2. “What do you think are the most important local health care issues?”

- A resident medical doctor.
- People get discharged quickly here or shipped out because they can’t do it here.
- More nursing home beds.
- We’re an aging community. There will be a need for more nursing home beds and assisted living. People are leaving the community because there is nowhere for people to stay.
- A home health program.
- Continued health promotion/health education programs and classes.
- We do have a telemedicine program that does some of that and it’s great- but no one comes.

3. “What do you think of the hospital in terms of...?”

→ Quality of care:

- Excellent people up there.
- I’ve been a patient up there many times and I can’t say enough about it.
- We’re extremely fortunate to have it in our small community.
- We have a great Physical Therapist.
- We know someone who went to Williston and they sent them home- didn’t think there was a problem. They came to the hospital here and they admitted them right away. The hospital is really good.

→ Number of Services

- It would be nice to have a visiting dentist.
- I had x-rays taken here about a year ago- then went to Sidney and they were bad. Couldn't read them. I had to pay for fees twice.
- The religious services provided at the hospital are wonderful.
- Meals-on-wheels is great. Great for people who don't get out.
- Hospice would be nice- but I think staffing would be difficult.
- The nursing home has a very nice beauty shop.

→ Hospital Staff

- Excellent
- People are being taken of very well
- People are doing continuing education and staying current
- Lab was great. I have gone other places and they always have trouble getting blood and here they had no problems at all.
- They diagnosed my heart issue. I could have had a heart attack.
- They have good coverage with the traveling doctors.

→ Hospital board and leadership

- There should be more PR from the Hospital Board. They could post the minutes from the meetings or a brief synopsis.
- One doctor who was here for a short time and left- people liked him and no one knows why he left. We'd like to know both sides. Or at least giving the community some information would stop the rumors.
- I think the Hospital Board is very approachable.

→ Business office

- I think they manage very well. You can ask a question and they'll be honest with you.
- I don't like their computers. It takes forever for them to update your information. I changed insurance and they still don't have it right and my old insurance is getting billed.
- I think the bills are easy enough to understand.

→ Condition of the facility and equipment

- It's a beautiful facility
- Its well maintained
- Sometimes you go in places and they have the hospital smell or the nursing home smell and we don't have that.
- There is always equipment that dates itself out but it's a money issue. I think they are doing a good job keeping things current.

→ Financial health

- Oof
- Now, how are we supposed to know?
- No idea what-so-ever.
- The community's perception is that it's not good.
- It comes up when it gets desperate.
- It would be good PR to let us know
- It's a bit frustrating to see a lot of positions open for hire in the paper- they've been open for a long time.
- It makes us panic because we don't know. We'd feel more confident with more information.
- As a new member of the community- I'm aware that there is an active fundraising campaign for the hospital. It's very proactive and good to see they have a plan and are working toward the future.
- There is a lot of community involvement with the hospital. There are all the volunteers in the beauty shop, the 4H group that did a beautification project and it was furnished by Eastern Star.

→ Cost of care

- Too much!
- Everywhere you go it's too much
- I had a \$100 basic office visit and I've never had one that high. I went in and complained and have never had one that high again- but they never did lower the first one- I had to pay it.
- I think it's comparable

→ Office/ Clinic staff

- Very good
- Very nice

→ Appointment availability

- Very good
- If you have an emergency they see you right away.

4. “Do you use local providers as family doctors (midlevel providers) or do you go out of town? Why did you decide to use those providers?”

- Yes
- It's convenient
- They're right here. It's awesome.
- The cost of gas is outrageous- you have to be able to get care here.
- The PA's (Physician's Assistants) are really good at contacting others if they don't know or need help.
- I go here out of loyalty and I want to keep the services here.
- The PA's are excellent.

5. What do you think about these local services:

→ ER

- Haven't had to use it yet- fingers crossed.
- I'm very grateful its there!
- I can say from personal experience that it's very good.
- I think it's one of the more important parts of the facility
- They are always on call.

→ Ambulance services

- Excellent!
- They are very dedicated. We are fortunate to have them here.
- They are well trained and keep updating
- They serve the whole area.

→ Health care services for the elderly

- Important in this community
- Having home health, assisted living is really important here.
- We need transportation aid- we use to have "Rambling Rosie" but it stopped because of staffing, cost of gas and insurance.
- In another place I lived they had (provided by the state) a bus that serviced all rural areas for seniors.

→ Public/County Health Department

- I know we have a county nurse.
- I don't know quite what she does.
- They have a new office being built in town.
- They help with flu shots and I think the hospital does WIC.

→ Health care services for the poor

- We have the food bank
- The hospital doesn't turn anyone away for care.
- We do have a ministerial association that helps provide services. They did a winter coat drive in the past and the response was great. So that shows there definitely is a need.
- I'm not sure what services are needed but we do need an advocate.

6. What other healthcare services are needed in the community?

- Eye doctor
- Dentist
- Dermatologist
- Pediatrician
- I'd say a pediatrician too!
- Mental health and addiction services
- Indoor running/walking area
- A biking path

## **Bainville Community Group**

Wednesday, July 30, 2008, 7:00pm – Bainville School

1. “What would make this community a healthier place to live?”
  - Bainville and Culbertson are pretty healthy but not as much on the reservation.
  - County health nurse keeps good track of immunizations
  - Good ambulance crew, they do a good job.
2. “What do you think are the most important local health care issues?”
  - Older people who are up and around are healthy, they are more health wise.
  - Some obese issues and it causes more health problems, but it’s hard to address.
3. “What do you think of the hospital in terms of...?”
  - Quality of care:
    - Most people in Bainville go to Williston
    - Some people like Culbertson better
  - Number of Services
    - No eye doctor, no specialists, no dentists
    - They have a good ER
    - People use the lab
  - Hospital Staff
    - They had a nice young doctor and he left because his wife didn’t like it.
  - Hospital board and leadership
    - Don’t know the board members.
  - Condition of the facility and equipment
    - The hospital is clean and kept nice
    - You have to be careful during flu season to keep unhealthy people out.
  - Financial health
    - No idea
    - Seems like the nursing home is full
  - Cost of care
    - Too much!
  - Office/ Clinic staff
    - Costs are standard.
4. “Do you use local providers as family doctors (midlevel providers) or do you go out of town? Why did you decide to use those providers?”
  - I don’t currently use physician/PA because when the doctor left I started going to Williston.
  - Other people need specialists.

5. What do you think about these local services:

→ ER

- They do good things.

→ Ambulance services

- All volunteer in Bainville and Culbertson- they are very good.

→ Health care services for the elderly

- There is going to be a meeting in Glendive – an action council about additional services needed.
- The nursing home is as usual- some good and some complaints.
- My husband had good care. I thought the floor was dirty but it's usually clean. Most of the aids are good.
- I think we should have a personal care home rather than assisted living.
- There is some transportation available through Wolf Point. But most people have family to take them.
- The hospital has a bus, but people want to go when they want to go.
- Home health and homemaking services are available through the Senior Program.

→ Public/County Health Department

- There is a new Public Health Nurse- they have been really good about flu and pneumonia shots.

6. What other healthcare services are needed in the community?

- Senior meals where anyone over 60 can come.

## **Froid Community Group**

Thursday, July 31, 2008, 7:15am – Froid School

1. “What would make this community a healthier place to live?”
  - Rural Eastern Montana is one of the healthiest places in the US to live.
  - People stay active
  - We don’t have pollution.
  - People look out for one another
  - Strong or stronger spiritually
  - Could be better economically- we probably don’t have as much as we want, but we have what we need.
  
2. “What do you think are the most important local health care issues?”
  - Staffing
  - The average age of the population- we will have specialized needs for that demographic
  - Issues are probably diabetes and stroke.
  - We’re close to the reservation.
  - The woman PA draws in a big area for female health
  - We used to have a VA doctor who came to town. It would be good if we could have that again. We have lots of local area vets. They used to take people by van to Miles City. Now there’s the clinic in Lewistown, Helena and referrals to Salt Lake City, UT.
  
3. “What do you think of the hospital in terms of...?”
  - Quality of care:
    - Good. I’ve found if they don’t know what they’re doing they refer out.
    - In the clinic it’s excellent- second to none.
    - They have no problem with referring.
    - I had back surgery in the last two years and had a quick diagnosis and referral.
    - I don’t feel that because there is not a doctor here that I wouldn’t get just as good of care.
  
  - Number of Services
    - Well you always want more. What you can afford is another issue.
    - Everything has become a lot more technical and so you have to refer people out.
    - Great for broken bones, colds etc.
    - For cancer and stuff it’s nice you can be referred for treatment and then do follow up appointments here.
    - Would be nice to have a visiting VA doctor again.
  
  - Hospital Staff
    - Very good
    - Understaffed but that’s just the labor shortage
    - Very personable
    - It’s a small town so you know them all- you get personal care.
    - I’ve heard sometimes hospital staff is afraid to express their opinion because they are afraid they’d lose their job.

→ Hospital board and leadership

- I trust them. I've been on the board before and I know the ins and outs.
- They do the best they can with what they've got (staff shortage, shortage of money). They have to put the money where regulation requires and the public doesn't always understand that.
- When the doctor left, a lot of people didn't know why. There should have been a public meeting; people wanted to understand what went on.
  - Personal issues preclude telling the community what happened. There are confidentiality issues between employee and employer.
- I heard some people who tried to speak with the board and felt they didn't get a good response.

→ Business office

- Fine.

→ Condition of the facility and equipment

- Again, they do the best they can do with what they've got.
- As needed they replace things- not as wanted.
- Having newer equipment would probably improve patient care (not having to transfer out) but I don't know that that would be feasible.

→ Financial health

- It's nice to have a hospital in the area
- It's a struggle
- Seems like it goes in cycles
- I've been curious about it- What are the numbers

→ Cost of care

- How do you know? We don't go "ER" shopping when you need it.
- My guess is it's not as high because it's a Critical Access Hospital
- Probably about what it would cost anywhere- comparable.

→ Office/ Clinic staff

- Very good staff
- Clinic nurses are the hardest pressed than anyone down there. They put in really long days.
- I have a question- is the clinic open 5 days a week? I thought it was only 3. There are probably a lot of people confused about what the hours are. I use to often run to Sidney or Williston. I'd rather go to Culbertson than Williston or Sidney.
- The Board Meetings are open to the public- 4<sup>th</sup> Tuesday of every month. People can come in and ask questions any time.

→ Appointment availability

- They try to work you in if they can.

4. "Do you use local providers as family doctors (midlevel providers) or do you go out of town? Why did you decide to use those providers?"

- I start here and then go out if needed.
- I use the VA in Williston. They're pretty good.
- I like to support the hospital
- Its convenient
- I trust them

5. What do you think about these local services:

→ ER

- Haven't heard any complaints
- Its excellent
- Top notch
- Compared to similar towns, like Williston- they have nothing to brag about compared to Culbertson and I could give you examples!

→ Ambulance services

- We need more volunteers because the area covered is so big.
- They keep well trained
- Funding- again they do the best they can with what they've got.
- With the recruitment effort- only 1 new person in the last 4 years.
- It's a lot for people to stay current- everyone has full time jobs.

→ Health care services for the elderly

- Doing a good job
- Don't know what I'd improve or change.

→ Public/County Health Department

- They do blood pressures and foot clinics every month at the Senior Center
- I didn't know they did those services.

→ Health care services for the poor

- They're not refused services
- Facility is good at educating people on services and what they can do.

6. What other healthcare services are needed in the community?

- Transportation- right now neighbors take care of each other and check on each other but folks in the rural areas could get left out- we need a system to help take care of them too.
- Folks from the reservation like to come to Culbertson because there is no wait- they can get in quick.
- I think making people more aware of what is available at the hospital/clinic would help