

Eastern Oklahoma Medical Center Community Health Needs Assessment Summary and Implementation Strategy



EOMC

**Eastern Oklahoma
Medical Center**

Oklahoma Office of Rural Health
OSU Center for Rural Health

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Introduction

New requirements for nonprofit, 501 (c)(3), hospitals were enacted under the Patient Protection and Affordable Care Act (ACA), passed on March 23, 2010. One of the most significant of the new requirements is the Community Health Needs Assessment (CHNA) that must be conducted during taxable years after March 23, 2012 and submitted with IRS form 990. A CHNA must then be completed every three years following.

While the requirements are fairly new, the IRS has made strides in defining hospitals that must complete the CHNA as well as details of what is expected in the CHNA report to be submitted. At this time the only entities that must complete the CHNA are hospital organizations defined as:

- An organization that operates a State-licensed hospital facility
- Any other organization that the Secretary determines has the provision of hospital care as its principal function or purpose constituting the basis for its exemption under section 501 (c)(3).

The general goal behind the requirement is to gather community input that leads to recommendations on how the local hospital can better meet and serve residents' needs. The community input is typically derived from a community survey and a series of open meetings. Local health data are presented. Community members then identify and prioritize their top health needs.

After listening to community input, the hospital defines an implementation strategy for their specific facility. The implementation strategy is a written plan that addresses each of the health needs identified in the community meetings. To meet Treasury and IRS guidelines an implementation strategy must:

- Describe how the hospital facility plans to meet the health need, or
- Identify the health need as one the hospital facility does not intend to meet and explain why the hospital facility does not intend to meet the health need¹

After the needs are identified that the hospital can address, the implementation strategy must take into account specific programs, resources, and priorities for that particular facility. This can include existing programs, new programs, or intended collaboration with governmental, nonprofit, or other health care entities within the community.²

¹ Internal Revenue Service. 2011. Notice and Requests for Comments Regarding the Community Health Needs Assessment Requirements for Tax-Exempt Hospitals. Internal Revenue Bulletin: 2011-30.

² Ibid

The facility must make the recommendations and implementation strategy widely available to community members. The facility must adopt the implementation strategy in that same taxable year.

Oklahoma Office of Rural Health Partnership

The Oklahoma Office of Rural Health makes this program available to all rural facilities in Oklahoma free of charge. The Oklahoma Office of Rural Health works closely with the hospital and community members to develop an economic impact of the local health sector, develop and analyze a local health services survey, and gather and analyze local health data. The community meetings are facilitated by a resource team that includes Corie Kaiser and Lara Brooks of the Oklahoma Office of Rural Health.

After the meetings conclude, the resource team assists the hospital in developing their implementation strategy. After implementation, the resource team will assist in evaluation of the strategies implemented and provide continued assistance with data and resources.

This document discusses the steps taken to conduct a CHNA for Eastern Oklahoma Medical Center in 2022. It begins with a description of the hospital's steps to addressing priorities identified during the 2019 CHNA along with the impacts, followed by a description of the medical service area, including a demographic analysis, and then summarizes each meeting that took place during the CHNA process. The report concludes by listing the recommendations that came out of the process and presenting the hospital's implementation strategy and marketing plan.

This report along with the implementation strategy was presented and approved by the governing board on June 21, 2022.

Previous Community Health Needs Assessment- Priorities, Implementation, and Evaluation

Eastern Oklahoma Medical Center worked with the Oklahoma Office of Rural Health in 2019 to complete their third Community Health Needs Assessment. During that time, health concerns were identified by community members and then prioritized by community members in focus group-style meetings. The following identifies each priority, implementation taken, and an evaluation or impact of the implementation.

It must be noted that the Covid-19 pandemic greatly impacted the implementation of some of the priorities and outreach opportunities during 2020 to present.

Area of concern: Mental health and substance abuse

Activity 1: Medical screening exams and tele-psych evaluations for mental health crisis patients. When patients arrive or are identified in the emergency department as needing a higher level of mental health care services, nursing and/or clinical staff provide individualized care and link the patient to tele-psych services through a collaboration with Carl Albert.. On average, 130 patients benefit from this service annually.

Activity 2: Outpatient Geropsych- The hospital implemented an outpatient geropsych program in late 2019. The pilot cohort included 16 participants. This program took a break in March 2020 due to Covid-19, and to date, has not been able to resume.

Area of concern: Access to specialty services

Activity 1: Eastern Oklahoma Medical Center collaborates with Baptist Health System in Ft. Smith, AR to provide a variety of specialty clinics in Poteau. In particular, specialists include OB/GYN, Neurology, Cardiology and Orthopedics. Over the previous 12 months, the following patients have benefited from this local offering that has helped alleviate travel burdens:

- Cardiology- 31 patients
- OB/GYN- 99 patients
- Neurology- 400 patients
- Orthopedics- 4 patients

Activity 2: Regional Brain Institute- Eastern Oklahoma Medical Center contracts with the Regional Brain Institute to provide acute stroke care and neurological consultations for ED and inpatients. Annually, this offering has benefited roughly 73 individuals.

Eastern Oklahoma Medical Center Medical Services Area Demographics

Figure 1 displays the Eastern Oklahoma Medical Center medical services area. Eastern Oklahoma Medical Center and all area hospitals are delineated in the figure. The surrounding hospitals are identified in the table below by county along with their respective bed count.

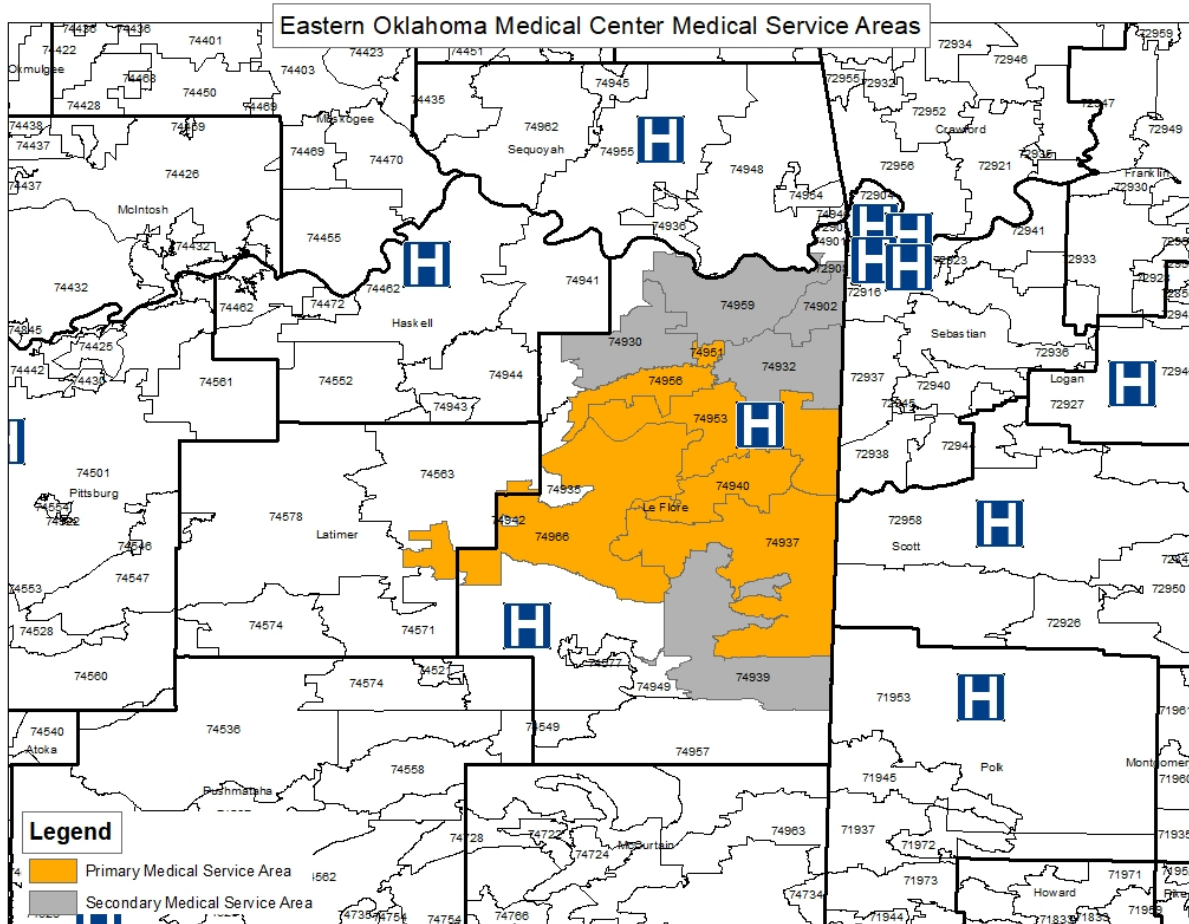


Figure 1. Eastern Oklahoma Medical Center Medical Service Areas

City	County	Hospital	No. of Beds
Stigler	Haskell	Haskell County Community Hospital	25
Poteau	Le Flore	Eastern Oklahoma Medical Center	25
Talihina	Le Flore	Choctaw Nation Health Care Center	44
McAlester	Pittsburg	McAlester Regional Health Center	149
Antlers	Pushmataha	Pushmataha County- Town of Antlers Hospital Auth.	23
Sallisaw	Sequoyah	Sequoyah County- City of Sallisaw Hospital Auth.	41
Booneville	Logan, AR	Mercy Hospital Booneville	n/a
Mena	Polk, AR	Mena Regional Health System	65
Waldron	Scott, AR	Mercy Hospital Scott County	n/a
Ft. Smith	Sebastian, AR	Baptist Health- Fort Smith	272
Ft. Smith	Sebastian, AR	Mercy Hospital Fort Smith	385
Ft. Smith	Sebastian, AR	Mercy Orthopedic Hospital Fort Smith	--

As delineated in Figure 1, the primary medical service area of Eastern Oklahoma Medical Center includes the zip code areas of Poteau, Panama, Shady Point, Howe, Heavener, and Wister. The primary medical service area experienced a population increase of 10.4 percent from the 2000 Census to the 2010 Census (Table 1). This same service area experienced a decrease in population of 1.7 percent from the 2010 Census to the latest available, 2013-2017, American Community Survey.

The secondary medical services area is comprised of the zip code areas Spiro, Pocola, Bokoshe, Cameron, and Hodgen. The secondary medical service area experienced a slight increase in population of 0.8 percent from 2000 to 2010 followed by another population increase of 3 percent from 2010 to the 2013-2017 American Community Survey.

Table 1. Population of the Eastern Oklahoma Medical Center Medical Service Area

Population by Zip Code	2000 Population	2010 Population	2016-2020 Population	% Change 2000-2010	% Change 2010-16-20
<i>Primary Medical Service Area</i>					
74953 Poteau	10,841	11,632	11,995	7.3%	3.1%
74951 Panama	1,722	1,504	1,460	-12.7%	-2.9%
74956 Shady Point	1,622	1,905	2,009	17.4%	5.5%
74940 Howe	2,328	2,697	3,159	15.9%	17.1%
74937 Heavener	5,296	5,959	5,545	12.5%	-6.9%
74966 Wister	3,016	3,719	3,670	23.3%	-1.3%
Total	24,825	27,416	27,838	10.4%	1.5%
<i>Secondary Medical Service Area</i>					
74959 Spiro	7,129	6,736	6,459	-5.5%	-4.1%
74902 Pocola	4,439	4,095	4,158	-7.7%	1.5%
74930 Bokoshe	1,727	2,155	2,169	24.8%	0.6%
74932 Cameron	1,919	2,286	2,454	19.1%	7.3%
74939 Hodgen	1,380	1,455	1,093	5.4%	-24.9%
Total	16,594	16,727	16,333	0.8%	-2.4%

SOURCE: Population data from the U.S. Bureau of Census, Decennial Census 2000, 2010 and 2016-2020 American Community Survey (March 2022)

Table 2 displays the current existing medical services in the primary service area of the Eastern Oklahoma Medical Center medical services area. Most of these services would be expected in a service area of Poteau’s size: ten physician offices, six dental offices, four optometry offices, two chiropractic offices, one nursing home, five home health providers, one EMS provider, a county health department, four mental health and counseling providers, and five pharmacies. Eastern Oklahoma Medical Center is a 25 bed critical access facility located in Le Flore County. A few of the services provided by the hospital include emergency and surgical services, radiology (MRI, CT, mammography, and X ray), swing bed, laboratory, physical therapy, certified wound care, telemedicine services, level 4 trauma center, and level 3 stroke center. A complete list of hospital services and community involvement activities can be found in Appendix A.

Table 2. Existing Medical Services in Eastern Oklahoma Medical Center Medical Services Area

Count	Service
1	Hospital: Eastern Oklahoma Medical Center
11	Physician offices and clinics
6	Dental offices
4	Optometry offices
2	Chiropractic offices
1	Nursing home
5	Home health providers
1	EMS provider
1	County Health Department: Le Flore County
4	Mental health and counseling providers
5	Pharmacies

In addition to examining the total population trends of the medical service areas, it is important to understand the demographics of those populations. Table 3 displays trends in age groups for the primary and secondary medical service areas as well as Le Flore County in comparison to the state of Oklahoma. Overall, the over 65 age group has experienced an increase in population across all geographies from the 2010 Census to the latest, 2016-2020 American Community Survey. This cohort accounted for 15.7 percent of the total population at the state level. In terms of the medical service areas, this age group accounted for 16.7 percent of the primary medical service area, 18.3 percent of the secondary medical service area, and 17.8 percent of the population of Le Flore County. The 25-44 age group accounts for the largest share of the population in the primary (24.9%) and secondary (27.1%) service areas and 25.3 percent of the population of Le Flore County. This is compared to the state share of 24.2 percent of the total population.

Table 3. Percent of Total Population by Age Group for Eastern Oklahoma Medical Center Medical Service Areas, Le Flore County and Oklahoma

Age Groups	Primary Medical Service Area	Secondary Medical Service Area	Le Flore County	Oklahoma
2010 Census				
0-14	21.9%	18.6%	20.5%	20.7%
15-19	7.5%	7.0%	7.1%	7.1%
20-24	6.7%	5.1%	6.0%	7.2%
25-44	24.2%	25.0%	24.3%	25.8%
45-64	25.4%	28.9%	26.9%	25.7%
65+	<u>14.3%</u>	<u>15.4%</u>	<u>15.2%</u>	<u>13.5%</u>
Totals	100.0%	100.0%	100.0%	100.0%
Total Population	27,416	16,727	50,384	3,751,351
2016-2020 ACS				
0-14	21.2%	18.6%	20.2%	20.2%
15-19	7.1%	5.3%	6.6%	6.7%
20-24	5.5%	6.9%	5.8%	7.0%
25-44	24.6%	23.8%	24.2%	26.3%
45-64	24.9%	27.1%	25.3%	24.2%
65+	<u>16.7%</u>	<u>18.3%</u>	<u>17.8%</u>	<u>15.7%</u>
Totals	100.0%	100.0%	100.0%	100.0%
Total Population	27,838	16,333	49,999	3,949,342

SOURCE: U.S. Census Bureau, Decennial Census data for 2010 and 2016-2020 American Community Survey (www.census.gov [March 2022]).

Changes in racial and ethnic groups can impact the delivery of healthcare services, largely due to language barriers and dramatically different prevalence rates for specific diseases, such as diabetes. A noticeable trend in Oklahoma is the growth in the Hispanic origin population. In 2010, those of Hispanic origin accounted for 8.9 percent of the total state

population. The latest American Community Survey data of 2016-2020 suggest that this population group has experienced an increase to 10.9 percent of the total population. This trend is also evident in Le Flore County and both medical service areas. The share of the population identified as of Hispanic Origin accounted for 10.1 percent of the primary medical service area's population in 2016-2020 and 4 percent of the secondary medical service area during the same time period. The Hispanic Origin population accounted for 7.2 percent of the total population from 2016-2020 in Le Flore County. Le Flore County (11.1%) and both medical service areas (primary, 9.8% and 10.1% of the secondary) also have a larger Native American share of the population in comparison to the state (7.7%).

Table 4. Percent of Total Population by Race and Ethnicity for Eastern Oklahoma Medical Center Medical Service Areas, Le Flore County and Oklahoma

Race/Ethnic Groups	Primary Medical Service Area	Secondary Medical Service Area	Le Flore County	Oklahoma
2010 Census				
White	74.0%	78.2%	75.1%	72.2%
Black	0.7%	4.8%	2.1%	7.4%
Native American ¹	11.9%	9.9%	12.3%	8.6%
Other ²	7.4%	1.4%	4.6%	5.9%
Two or more Races ³	6.0%	5.7%	6.0%	5.9%
Hispanic Origin ⁴	10.4%	2.8%	6.9%	<u>8.9%</u>
Total Population	27,416	16,727	50,384	3,751,351
2016-2020 ACS				
White	76.4%	73.5%	74.5%	71.1%
Black	0.8%	3.7%	1.8%	7.3%
Native American ¹	9.8%	10.1%	11.1%	7.7%
Other ²	3.8%	1.2%	2.6%	5.2%
Two or more Races ³	9.2%	11.5%	10.0%	8.7%
Hispanic Origin ⁴	<u>10.1%</u>	<u>4.0%</u>	<u>7.2%</u>	<u>10.9%</u>
Total Population	27,838	16,333	49,999	3,949,342

SOURCE: U.S. Census Bureau, Decennial Census data for 2010 and 2016-2020 American Community Survey (www.census.gov [March 2022]).

Summary of Community Input for CHNA

Due to the unprecedented Covid-19 pandemic, Eastern Oklahoma Medical Center was not able to host three community meetings to seek feedback from key stakeholders. In an effort to promote social distancing and following recommendations outlined the CDC's website, the hospital hosted one single community meeting to gather community feedback. The meeting was held on May 5, 2022. All stakeholders received all of the typical primary and secondary data prior to their respective meetings. The meeting presentations and handouts can be found in Appendices C-E. The Oklahoma Office of Rural Health facilitated the gathering of the secondary data, the completion of the survey, and the community meeting. Data summaries are provided in the following sections.

Community members who were included to provide input:

- Eastern Oklahoma Medical Center representatives
- Le Flore County Health Department representatives
- Local public school representative
- Kiamichi Tech representatives
- Local mayor
- Eastern Oklahoma Medical Center board members
- Local bankers
- Love Fostering Hope representatives
- Health & Wellness representatives
- New Hope Counseling representatives
- Local library
- TSET
- Choctaw Nation
- Second Chance Recovery

Those invited include: business leaders and those with significant involvement and understanding of the local community. Therefore, a significant effort was placed on including representatives from the public health sector and those who serve the underserved, low-income or racially diverse populations to gain their perspective of needs in the community.

Economic Conditions of Le Flore County and Economic Impact of Health Sector

Economic indicators for Le Flore County in comparison to Oklahoma and the United States are outlined in Table 5. Le Flore County tends to lag Oklahoma and the United States in many of the economic variables. In terms of per capita income, or the total income divided by the population, Le Flore County is less favorable than Oklahoma and the nation. Oklahoma as a state tends to lag the national average. In terms of employment and unemployment, there were many changes during 2020 and 2021. The 2021 annual unemployment rate for Le Flore County was 4.7 percent. This rate is higher than the state (3.8%) and the national (5.3%). All of these rates are non-seasonally adjusted. The most recent monthly estimates show Le Flore County to be lower than 2021 with a 3.7 percent rate. This is higher than the state (3.7%) and slightly lower than the national (3.8%) rate. The share of individual captured below the poverty threshold for income and household size is calculated by the U.S. Census Bureau. In 2020, the poverty rate for all ages in Le Flore County was 18.1 percent. This is higher than the state and national rates. The share of children, or those under the age of 18, followed a similar trend of being higher than both the state and national rates. All economic indicators can be found in Table 5.

Table 5. Economic Indicators for Le Flore County, the State of Oklahoma and the Nation

Indicator	County	State	U.S.
Total Personal Income (2020)	\$1,765,812,000	\$198,552,111,000	\$19,607,447,000,000
Per Capita Income (2020)	\$35,362	\$49,878	\$59,510
Employment (2021)	18,340	1,783,080	152,581,000
Unemployment (2021)	896	71,154	8,623,000
Unemployment Rate (2021)	4.7%	3.8%	5.3%
Employment (March 2022)*	18,780	1,827,948	158,106,000
Unemployment (March 2022)*	725	55,091	6,168,000
Unemployment Rate (March 2022)*	3.7%	2.9%	3.8%
Percentage of People in Poverty (2020)	18.1%	14.3%	11.9%
Percentage of Under 18 in Poverty (2020)	23.2%	18.6%	15.7%
Transfer Dollars (2020)	\$680,450,000	\$46,240,575,000	\$4,241,091,000,000
Transfer Dollars as Percentage of Total Personal Income (2020)	38.5%	23.3%	21.6%
Medical Benefits as a share of Transfer Payments (2020)	35.9%	32.2%	35.5%

*County and state estimates are considered preliminary

SOURCES: 2020 Bureau of Labor Statistics; 2020 Bureau of Economic Analysis; 2020 U.S. Census Bureau.

Table 6 displays various education variables for Le Flore County. The first three lines are education attainment percentages for the population aged 25 years and greater. In Le Flore County, 84.4 percent of the population has at least their high school diploma, 44.3 percent has at least some college, and 15.7 percent of the population has at least a bachelor's degree. The far-right handed column provides a ranking within the state based on the highest, or most favorable percentages. The free and reduced lunch rate is the share of children in Le Flore County who are enrolled in public school and eligible for free and reduced lunches. Le Flore County's rate is 71.2 percent. This is higher than the state average of 53.2 percent. This is the 58th lowest rate in the state.

Table 6. Education Data for Le Flore County and the State of Oklahoma

Indicator	County	State	Le Flore County Ranking
At Least High School Diploma	84.4%	88.4%	57th Highest
Some College	44.3%	57.1%	62nd Highest
At Least Bachelor's Degree	15.7%	25.9%	54th Highest
Free and Reduced Lunch Rate	71.2%	53.2%	58th Lowest

Sources: U.S. Census Bureau, American Community Survey, 2016-2020, National Center for Education Statistics 2018-2019.

Table 7 includes payer source data for Le Flore County residents in comparison to the state. A ranking is also provided with the lowest percentages as the more favorable ranking. In 2019, 22.4 percent of individuals under the age of 65 were categorized as uninsured. This is higher than the state rate of 16.8 percent. In terms of children, or those under the age of 19, this rate was 11.5 percent. This was also higher than the state rate of 8.6 percent. In 2019, 22.1 percent of the population had Medicare as a payer for healthcare. This includes Medicare parts A, B and Advantage. In terms of Medicaid, 33 percent of the population in Le Flore County had Medicaid as a payer source. The Medicare and Medicaid data were gathered from different sources, and duplicates have not been removed.

Table 7. Payer Source Data for Le Flore County and the State of Oklahoma

Indicator	County	State	Le Flore County Ranking
2019 Uninsured rate (under 65)	22.4%	16.8%	71st Lowest
2019 Uninsured rate (under 19)	11.5%	8.6%	60th Lowest
2019 Medicare share of total population	22.1%	18.7%	38th Lowest
2020 Medicaid share of total population	33.0%	26.0%	60th Lowest

Sources: U.S. Census Bureau Small Area Health Insurance Estimates, 2019; Centers for Medicare and Medicaid Services, Medicare Part A and B Recipients by State and County, 2019; Oklahoma Health Care Authority, Total Enrollment by County, 2020

Table 8 below summarizes the overall economic impact of the health sector on the Le Flore County, Oklahoma economy. Local providers were asked to share their employment levels and of those employees how many were physicians/optometrists/dentists/pharmacists/etc. When available, payroll information was also collected from the establishments. When payroll information was not available, payroll was estimated using state level averages from the Bureau of Labor Statistics.

The health sector in the Eastern Oklahoma Medical Center medical service area employs 655 FTE individuals. After applying a county-specific employment multiplier to each respective sector, there is a total employment impact of 898 FTE employees. The same methodology is applied to income. The local health sector has a direct income impact of over \$39 million. When the appropriate income multiplier is applied, the total income impact is over \$49.5 million. The last two columns examine the impact this has on the retail sector of the local community. Recent data suggest that just 23.6% of personal income in Oklahoma will be spent on taxable goods and services locally. Therefore, if we just examine the impact made on retail from those employed in the health sector, this would account for over \$11 million spent locally, generating \$116,878 on a 1% tax. A copy of the meeting materials that were distributed can be found in Appendix C.

Table 8. Eastern Oklahoma Medical Center Medical Service Area Health Sector Impact on Employment and Income, and Retail Sales and Sales Tax

Health Sectors	Employment			Income			Retail	1 Cent
	Direct	Multiplier	Impact	Direct	Multiplier	Impact	Sales	Sales Tax
Hospitals	183	1.71	312	\$10,579,525	1.33	\$14,056,380	\$3,317,306	\$33,173
Physicians, Dentists & Other Medical Professionals	131	1.25	163	\$11,331,577	1.23	\$13,966,171	\$3,296,016	\$32,960
Nursing Home & Home Health	132	1.19	157	\$6,719,320	1.21	\$8,115,291	\$1,915,209	\$19,152
Other Medical & Health Services	150	1.29	193	\$7,129,503	1.20	<u>\$8,578,653</u>	\$2,024,562	\$20,246
Pharmacies	<u>59</u>	1.24	<u>73</u>	<u>\$4,017,960</u>	1.20	<u>\$4,807,875</u>	<u>\$1,134,658</u>	<u>\$11,347</u>
Total	655		898	\$39,777,885		\$49,524,371	\$11,687,751	\$116,878

SOURCE: 2020 IMPLAN database, Minnesota IMPLAN Group, Inc.; Local data for employment, employee compensation and proprietor's income; income estimated based on state average incomes if local data not available; employment data from local survey.

* Based on the ratio between Oklahoma taxable sales and income (23.6%) – from 2021 Sales Tax Data and 2020 Personal Income Estimates from the Bureau of Economic Analysis.

Health Data

Various sources of health data were examined including data from the County Health Rankings and Roadmaps Program through the University of Wisconsin Population Health Institute, and the Robert Wood Johnson Foundation. The County Health Rankings program evaluates and ranks counties based on two distinct areas: Health Factors and Health Outcomes. Along with these two areas counties receive an overall rank within their state; therefore 1=best and 77=worst.

Health factors, considered tomorrow's health, are comprised of health behaviors (rank: 63), clinical care (rank: 66), social and economic factors (rank: 60), and physical environment (rank: 69). Le Flore County's overall health factors rank is 66. This suggests, in general, the health status of Le Flore County residents is somewhat comparable to that of neighboring counties. Areas of concern include Le Flore County's smoking rate, obesity rate, physical inactivity rate, access to exercise opportunities, teen birth rate, uninsured rate, share of primary care physicians to the population, preventable hospital stays of the Medicare population, and mammography screening rate of Medicare beneficiaries are all less desirable than the top U.S. performers. All health factors variables are presented in Table 9 along with Le Flore County specific data, the top U.S. performers, and the state average. The yellow highlighted categories are the areas identified by the County Health Rankings and Roadmaps as areas to explore (generally where Le Flore County ranks poorly compared to the national benchmark). The green highlighted areas are identified by County Health Rankings and Roadmaps as areas of strength for Le Flore County.

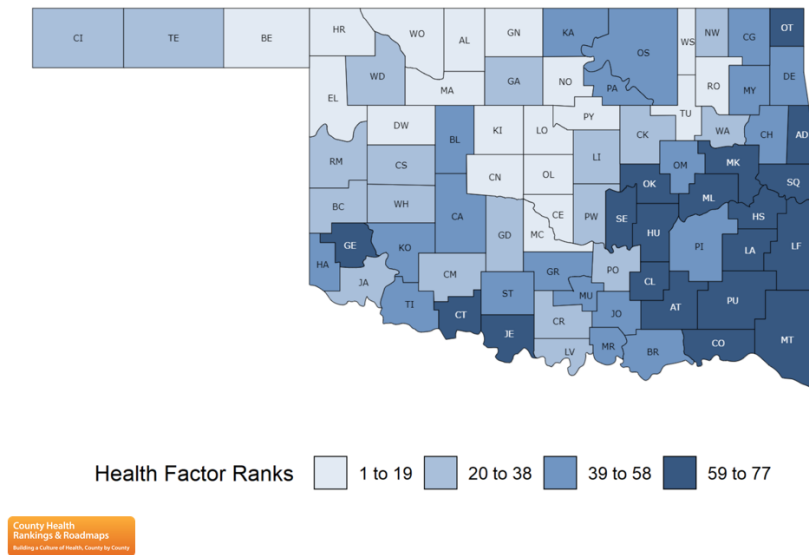
Table 9. Health Factors (Overall Rank 66)

Category (Rank)	Le Flore County	Error Margin	Top U.S. Performers	Oklahoma
Health Behaviors (63)				
Adult Smoking	25%	22-27%	15%	19%
Adult Obesity	39%	38-41%	30%	37%
Food Environment Index	6.4		8.8	5.8
Physical Inactivity	42%	39-45%	23%	33%
Access to Exercise Opportunities	26%		86%	65%
Excessive Drinking	14%	13-14%	15%	14%
Alcohol-Impaired Driving Deaths	31%	25-38%	10%	27%
Sexually Transmitted Infections	397		162	594
Teen Births	41	37-45	11	31
Clinical Care (66)				
Uninsured	22%	20-24%	6%	17%
Primary Care Physicians	3,560:1		1,010:1	1,630:1
Dentists	3,330:1		1,210:1	1,600:1
Mental Health Providers	290:1		250:1	240:1
Preventable Hospital Stays	6,453		2,233	4,346
Mammography Screening	36%		52%	40%
Flu Vaccinations	43%		55%	47%
Social & Economic Factors (60)				
High School Graduation	84%	83-86%	94%	89%
Some College	47%	43-50%	74%	60%
Unemployment	7%		4%	6%
Children in Poverty	23%	14-32%	9%	19%
Income Inequality	4.4	4.1-4.8	3.7	4.6
Children in Single-Parent Household	26%	22-29%	14%	26%
Social Associations	7.6		18.1	11.3
Violent Crime Rate	255		63	428
Injury Deaths	106	93-119	61	95
Physical Environment (69)				
Air-Pollution- Particulate Matter	10.3		5.9	9.5
Drinking Water Violations	Yes			
Severe Housing Problems	12%	10-13%	9%	14%
Driving Alone to Work	86%	84-87%	72%	82%
Long Commute- Driving Alone	31%	29-34%	16%	27%

Source: County Health Rankings & Roadmaps; University of Wisconsin Population Health Institute; Robert Wood Johnson Foundation

The following figure depicts each county’s rank by shade. Le Flore County’s ranking is comparable to that of all neighboring counties.

2022 Health Factors – Oklahoma



In terms of health outcomes, considered, today’s health, Le Flore County’s ranking is 56th in the state. Health outcomes are comprised of two areas: length of life and quality of life. The variables for each of these sections are presented in Table 10.

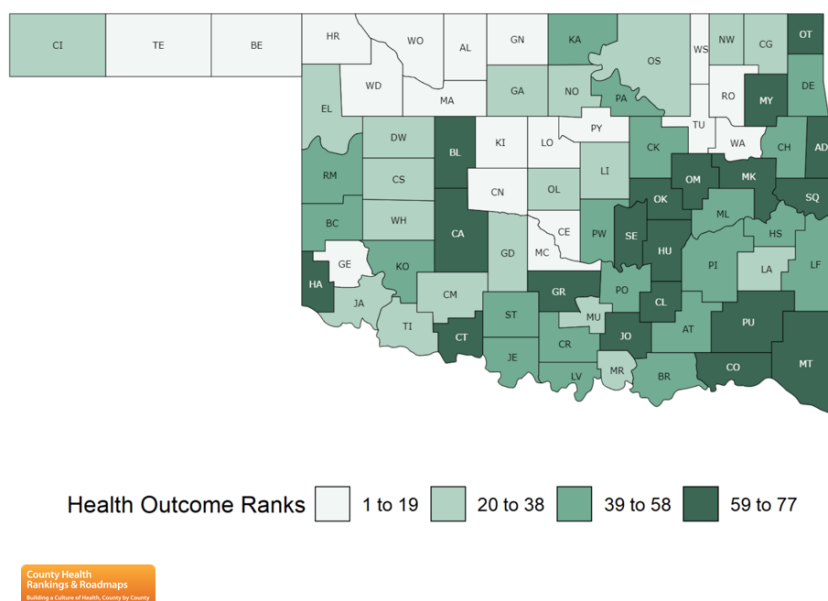
Table 10. Health Outcomes (Overall Rank 56)

Category (Rank)	Le Flore County	Error Margin	Top U.S. Performers	Oklahoma
Length of Life (56)				
Premature Death	11,500	10,500-12,600	5,600	9,400
Quality of Life (62)				
Poor or Fair Health	26%	24-29%	15%	21%
Poor Physical Health Days	5.2	4.9-5.5	3.4	4.6
Poor Mental Health Days	5.5	5.2-5.7	4	5
Low Birth Weight	8%	7-9%	6%	8%

Source: County Health Rankings & Roadmaps; University of Wisconsin Population Health Institute; Robert Wood Johnson Foundation

The following figure shows county health outcomes rankings by shades. Le Flore County’s ranking is more favorable than Sequoyah, McCurtain and Pushmataha Counties. Le Flore County’s ranking is comparable to Haskell County and less favorable than Latimer County.

2022 Health Outcomes – Oklahoma



Community Survey Methodology and Results

A survey was designed to gauge hospital usage, satisfaction, and community health needs. The survey link was made available on the hospital’s website and Facebook page and emailed to available email lists including the local Chamber of Commerce. Hard copy surveys were available at the hospital, clinics, schools, local banks, and the courthouse. A copy of the survey form and results can be found in Appendix E. Community members were asked to return their completed surveys to Eastern Oklahoma Medical Center.

The survey ran from December 15, 2021 to January 28, 2022. A total of 320 surveys from the Eastern Oklahoma Medical Center medical service area were completed. Of the surveys returned, all were completed via Survey Monkey.

Table 11 below shows the survey respondent representation by zip code. The largest share of respondents was from the Poteau (74953) zip code with 176 responses or 55 percent of the total. Heavener (74937) followed with 35 responses, and Wister (74966) had 24 responses.

Table 11. Zip Code of Residence

Response Category	No.	%
74953- Poteau	176	55.0%
74937- Heavener	35	10.9%
74966- Wister	24	7.5%
74940- Howe	22	6.9%
74956- Shady Point	15	4.7%
74951- Panama	8	2.5%
74902- Pocola	7	2.2%
74930- Bokoshe	7	2.2%
74932- Cameron	7	2.2%
74954- Roland	2	0.6%
72956- Van Buren, AR	2	0.6%
72936- Greenwood, AR	2	0.6%
74563- Red Oak	1	0.3%
74137- Tulsa	1	0.3%
73627- Carter	1	0.3%
73101- Oklahoma City	1	0.3%
72950- Parks, AR	1	0.3%
71953- Mena, AR	1	0.3%
74571- Talihina	1	0.3%
74834- Chandker	1	0.3%
74941- Keota	1	0.3%
74944- McCurtain	1	0.3%
74949- Muse	1	0.3%
No Response	2	0.6%
Total	320	100.0%

The survey focused on several health topics of interest to the community. Highlights of the results include:

Primary Care Physician Visits

- 78.1% of respondents had used a primary care physician in the Poteau service area during the past 24 months
- 90.4% of those responded being satisfied
- Only 88 respondents or 27.5% of the survey respondents believe there are enough primary care physicians practicing in the Poteau area
- 44.1% responded they were able to get an appointment with their primary care physician when they needed one
- 65% of respondents indicated that they have used the services of an urgent care in the past 12 months
- 75.6% responded that they would utilize urgent care or after hours services offered in Poteau

Specialist Visits

Summary highlights include:

- 61.1% of all respondents report some specialist visit in past 24 months
- Most common specialty visited are displayed in Table 12
- Seven visits occurred in Poteau

Table 12. Type of Specialist Visits

Type of Specialist	No.	Percent
<i>Top 5 Responses</i>		
Orthopedist/Orthopedic Surg. <i>(0 visits in Poteau)</i>	41	16.8%
Cardiologist <i>(0 visits in Poteau)</i>	34	13.9%
Neurologist/Neurosurg. <i>(0 visits in Poteau)</i>	20	8.2%
OB/GYN <i>(0 visits in Poteau)</i>	16	6.6%
Endocrinologist <i>(0 visits in Poteau)</i>	15	6.1%
All others <i>(7 visits in Poteau)</i>	<u>118</u>	<u>48.3%</u>
Total	<u>244</u>	<u>100.0%</u>

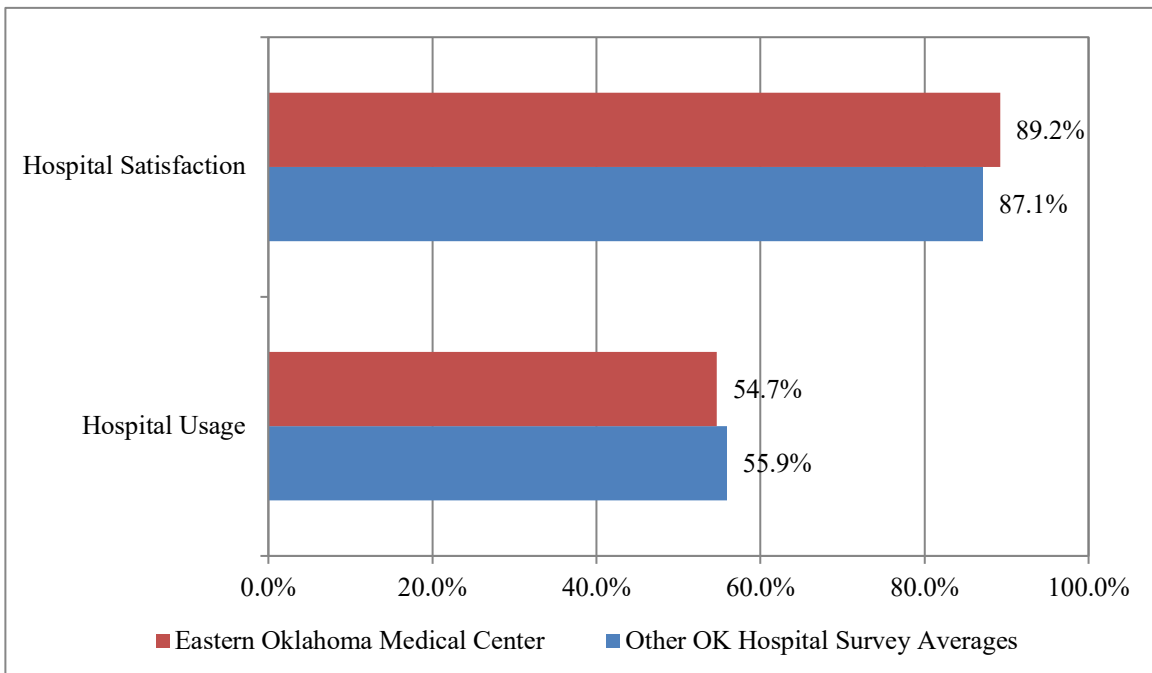
Some respondents answered more than once.

Hospital Usage and Satisfaction

Survey highlights include:

- 54.7% of survey respondents that have used hospital services in the past 24 months used services at Eastern Oklahoma Medical Center
 - o Mercy Hospital Fort Smith, AR (17.5%) and Baptist Health, Fort Smith, AR (11.7%) followed
 - o The most common response for using a hospital other than Eastern Oklahoma Medical Center was availability of specialty care (including surgery and labor and delivery, ICU) (42.8%) and physician referral/Transferred (18.3%)
 - o The usage rate of 54.7% was lower than the state average of 55.9% for usage of other rural Oklahoma hospitals surveyed
- 89.2% of survey respondents were satisfied with the services received at Eastern Oklahoma Medical Center
 - o This is higher than the state average for other hospitals (87.1%)
- Most common services used at Eastern Oklahoma Medical Center:
 - o Diagnostic Imaging (X-ray, CT, Ultrasound, MRI) (25.9%)
 - o Emergency room (23.2%)
 - o Laboratory (22.5%)

Figure 2. Summary of Hospital Usage and Satisfaction Rates



Local Healthcare Concerns and Additional Services

Survey respondents were asked what concerns them most about health in their community. The most common response was mental health (13.7%) followed by substance abuse (13.5%) and accessing specialty services (10.2%). Table 13 displays all responses and the frequencies.

Table 13. Top Healthcare Concerns in the Poteau Area

	No.	%
Mental health	147	13.7%
Substance abuse	145	13.5%
Accessing specialty services	110	10.2%
Diabetes	102	9.5%
Obesity	93	8.6%
Heart disease	90	8.4%
Accessing primary care	76	7.1%
Cancers	70	6.5%
Dental	62	5.8%
Suicide	61	5.7%
Teen pregnancy	40	3.7%
Motor vehicle crashes	31	2.9%
Availability of OB/Labor and Delivery services	9	0.8%
None	2	0.2%
More physicians	2	0.2%
Everything	1	0.1%
Accessing quality health care	1	0.1%
Hospitality in the hospital	1	0.1%
Covid tests before treatment	1	0.1%
Pediatric services/Services for premature babies	1	0.1%
Trauma care	1	0.1%
Surgeries	1	0.1%
Pain management and narcotic prescribing	1	0.1%
Addressing youth sexuality in a timely manner	1	0.1%
Don't know/No response	27	2.5%
Total	1076	100.0%

Survey respondents also had the opportunity to identify what additional health and wellness services they would like to see offered in their community. The most common response was specialists with a collective response of 20.6 percent. Don't know/no additional services followed with 10.7 percent, and mental health/inpatient behavioral health/substance abuse services/services for children followed with 8.9 percent of the total. Table 14 displays the full listing of responses.

Table 14. Additional Health and Wellness Services Respondents Would Like to See Offered in the Poteau Area

Response Category	No.	%
Specialists in general (20); Cardiologist (15); Orthopedist (12); OB/GYN (9); Pediatrician (9); Dermatologist (5); Neurologist (4); Endocrinologist (4); Otolaryngologist (4); Surgeon (3); Urologist (3); Psychiatrist (3); Pulmonologist (2); Rheumatologist (1); Oncologist (1); Geriatrician (1); Gastroenterologist (1); Pain Management (1)	98	25.5%
Don't know/No additional services	41	10.7%
Mental health/Inpatient mental health/Mental health counseling in schools/Geropsych/Affordable, free mental health/Improved mental health services/Bilingual care/Pediatric psychologist/Insurance supported marriage counseling	32	8.3%
Labor and delivery/OB services	23	6.0%
Surgery/Outpatient surgery/Anesthesia for surgeries/Colonoscopies	16	4.2%
After hours care/Urgent care/24 hour walk in	13	3.4%
Substance abuse/Drug rehab/Services for women/Services for geriatric patients	11	2.9%
Dental/Orthodontics	8	2.1%
More primary care physicians	8	2.1%
Diabetic Education/Nutrition Education/Dietician	6	1.6%
Physical fitness/Gym access/Pool/Free fitness opportunities	6	1.6%
Income based care/Dental/Vision	6	1.6%
Higher level of care so patients don't have to be transferred or referred	4	1.0%
Improved ED care/Time to be seen	3	0.8%
Weight loss clinic/Program	3	0.8%
Pediatric urgent care	3	0.8%
Any/All	3	0.8%
Athletic rehab/Physical therapy	2	0.5%
Speech therapy	2	0.5%
Healthy lifestyle	2	0.5%
Cancer clinic/Chemo	2	0.5%
Diabetic clinic/Juvenile Diabetic clinic	2	0.5%
Women's care	2	0.5%

Table 14. Additional Health and Wellness Services Respondents Would Like to See Offered in the Poteau Area (Continued)

Response Category	No.	%
Suicide prevention	1	0.3%
Functional medicine	1	0.3%
Healthcare services for teachers	1	0.3%
Interventional cardiology	1	0.3%
Optometrist	1	0.3%
Physician making hospital rounds	1	0.3%
Geriatric care	1	0.3%
Lumbar injections	1	0.3%
Hospitalist	1	0.3%
Draw stations	1	0.3%
Adult ADHD care	1	0.3%
Acupuncture	1	0.3%
Ear or hearing services	1	0.3%
Easier Covid testing	1	0.3%
ICU	1	0.3%
Proper contact information listing	1	0.3%
Tribal Care ER	1	0.3%
Vape Information	1	0.3%
No response	70	18.2%
Total	384	100.0%

Community Health Needs- Identification of Priorities

As mentioned previously, due to COVID-19, community meetings were not able to be held to present data and gather data in a town-hall style meeting. Instead, a single community meeting was utilized to gather community input. A meeting of community stakeholders was held on May 5, 2022. The OK Office of Rural Health presented and facilitated the meeting. A complete listing of individuals who participated is included in Appendix B.

During the community meeting process, participants were asked the following three questions:

- What are the top health needs of the patients/clients I serve?
- What are the top health needs of the greater community (outside of the hospital or clinic setting)?
- What am I most proud of in the Poteau community?

The concerns listed were:

- (4) Mental health including: Access to behavioral health services and substance abuse, lack of inpatient beds for mental health patients; treatment for those without insurance
- No homeless shelter available- safe place, food to eat
- Geriatric population that needs attention
- Lack of specialty care
- High obesity rates- lack of healthy foods, exercise opportunities
- High vaping rates with student population
- Availability of and lack of regulation of medical marijuana
- psychosis cases
- People still do not know about expanded Medicaid within local school/college
- More no than yes for telemed visits

Poteau does have many strengths. Some of the sources of pride noted by community members include:

- Chamber and coalition strong in connecting people
- More local PCPs available in community
- ER services provided
- Positive relationship with local PCPs for mental health services
- Proud to still be open and in the fight
- Mobile maternity health program- started in February
- Proud of facility and services offered, technology
- Good buy in with community leaders and schools
- Community steps up when needed
- Telemedicine services in local schools and soon to be provided in all 17 school districts in the county

Eastern Oklahoma Medical Center Administration utilized these responses to generate the list of priorities based on the frequencies of responses, potential impact the hospital can have on these items, and the opportunity to collaborate with existing organizations and providers in the community. The following items were identified as priorities:

- **Mental Health** – This concern was mentioned much in the community input meeting as well as the survey. The hospital understands the need, but also understands greater hurdles and lack of resources in the community, area and state to fully address this concerns. In terms of actionable items the hospital can implement, the hospital will continue and grow the medical screening exams and tele-psych evaluations for those patients identified in a mental health crisis. The hospital provides nursing and other clinical staff provide one on one care to monitor patients in need until they appropriate care is identified, and the patients are then transferred. The hospital is currently working with their local state representative to locate and open a juvenile mental health stabilization facility to be located in southeast Oklahoma. The hospital has offered lease space for this project.
- **Telehealth-** The hospital’s goal is to have school-based telemedicine services in all 17 school districts in LeFlore county within five years. Currently, 6 schools have telemedicine services. The hospital has applied and is the recipient of a grant through Southwestern Oklahoma State University to place equipment and services in six more additional schools. The immediate goal is to get these six schools in place and onboarded in the 2023/2024 school year. The hospital will also continue to look for funding opportunities to add additional 5 schools during the next three years.

- **Access to specialty care** – The hospital currently contracts with Regional Brain Institute to provide acute stroke care and neurological consultations both in the ED and inpatient. The hospital also currently provides tele-psych services through Carl Albert Mental Health. In addition, onsite clinics for OB/Gyn, Neurology, Cardiology and Orthopedics through our relationship with Baptist Health System are all available in Poteau. The hospital will continue to promote and market these services to local residents to help alleviate travel burdens for patients and caregivers.
- **Re-open Outpatient Surgery**- Due to COVID, and the pause on elective surgeries, the hospital suspended outpatient surgery services. It has been a goal of the hospital's administrative team to re-open and be able to provide outpatient surgeries. While this concern was not directly mentioned in the community meetings, hospital administration understands the travel burden faced by residents, patients and caregivers. Therefore, the goal for re-opening outpatient surgeries is late 2022/early 2023.

Community Health Needs Assessment Marketing Plan

The hospital will make the Community Health Needs Assessment Summary and Implementation Strategy Plan available upon request at Eastern Oklahoma Medical Center, and a copy will be available to be downloaded from the hospital's website (<https://eomchospital.com/>). This document will also be available on the OSU Center for Rural Health blog site: (<http://osururalhealth.blogspot.com/p/chna.html>).

Appendix A- Hospital Services/Community Benefits

Eastern Oklahoma Medical Center Services and Community Activities

Hospital Services

- Emergency Services
- Surgical Services
- Medical Surgical Unit
- Swing Beds/Skilled Nursing
- IV Infusion Clinic
- Certified Wound Care
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Radiology- (MRI, CT, Mammography, General X-ray, Nuclear Medicine)
- Respiratory Therapy
- Laboratory
- Pharmacy (Inpatient)
- Telemedicine Services
- Family Medical Clinic
- Heavener Medical Clinic
- Cavanal Walk In Clinic
- Level 4 Trauma Center
- Level 3 Stroke Center

Community Activities

- EOMC Blood Drive Host Site
- Chamber of Commerce Trash Off Sponsor and Team
- Balloon Fest Sponsor & Volunteers
- Poteau Chamber of Commerce Banquet Sponsor
- Boys and Girls Club Sponsor
- Rotary Club Sponsor
- Choices Pregnancy Center Sponsor
- Special Olympics – Polar Plunge Sponsor
- Community Back to School Bash – Host
- TSET Certified Healthy Business
- School Telemedicine
- ARCOM Partnership
- LeFlore County Jr. Livestock Auction Sponsor
- Dinners for PD and Women’s Shelter
- Auxiliary Bears
- Poteau Baseball/Softball Sponsor
- Talihina Chamber of Commerce Sponsor
- Talihina Poker Run Sponsor
- Training site for healthcare professionals in all fields (CASC, EOSC, KTC, OCU ARCOM, OSU)
- Translation Services provided for non-English speaking patients
- Wound Care Certified
- Public school athletic physicals

- Chamber Golf Sponsor
- LeFlore County Youth Services Member
- Love Fostering Hope Sponsor
- Patrick Lynch Library Board
- LeFlore County Development Collation
- UAFS Advisory Committee
- Regional Stroke Committee

Committees and Associations

- Student Services & Career Connections @ KTC
- Talihina Chamber
- Business Education Council @ KTC (LPN Program)
- Business Education Council @ KTC (Health Careers)
- Poteau Fire Department
- Business Education Council @ KTC (Biomedical Sciences Program)
- Poteau Dug Out Club
- Oklahoma Nurses Association
- American Nurses Association
- OHPCA Board of Directors (past membership)
- Power One Workforce Advisor Committee
- APIC (Association for Professionals in Infection Control and Epidemiology)
- EPIC (Epidemiologists and Preventionists in Infection Control)
- Poteau Police Wives
- Poteau Chamber of Commerce Board of Directors
- Business Education Council @ KTC
- Regional Trauma Advisory Board
- Regional Medical Planning Group
- Poteau Chamber Banquet Committee
- Leadership Leflore County
- Home Based Services- Board Member
- Western Arkansas Human Resource Association
- Northeast Health Systems
- Oklahoma Hospital Association
- National Association of Rural Health Clinics

Appendix B Community Input Participants

Poteau Community Health Needs Assessment

Meeting Attendees

5-May-22

Name	Title	Organization
Brandon Bullard	CFO	Eastern OK Medical Center
Debbie Brewer	Admin Asst.	Eastern OK Medical Center
Misty Mead	Compliance Officer	Eastern OK Medical Center
Darla Ford	CNO	Eastern OK Medical Center
Amy Graves	Coordinator	LCYS/TSET
Cody Wann	Asst. Coordinator	LCYS/TSET
Donna Dallis	System Quality & Risk	NHS-Tahlequah
Desiray Moore	LMFT	Choctaw Nation
Melanie Ward	Clinic Manager	Eastern OK Medical Center
Cassie Hempen	Patient Financial Services Manager	Eastern OK Medical Center
Brenda Dalton	Director of Student Services	Poteau Schools
Terri Sanchez	CEO	Second Chance Recovery
Marie Tustin	Manager/Owner	Pro-Care Family Health
Lathena Cox	Asst. Cashier/Branch Mgr.	First National Bank
Holly Barmann	Marketing Director	Carl Albert
	Board Member	
Logan Hayes	COO	Eastern OK Medical
Garry Ivey	Board Member	Eastern OK Medical Center
Misty Newby	Asst. Director Nurse Manager	OSDH District 9
Lynn Tackett	Children First Leader	OSDH District 9
Tess Marshall	Community Health Worker	OK Dept of Health
Michael Culwell	Director	Kiamichi Tech
Cory Wood	Asst. Director	Kiamichi Tech
Scotty White	Mayor	City of Poteau
Linda Brinlee	Program Grant Consult.	Health Dept
Leslie Langley	Patrick Lynd Library Manager	Southeast OK Library Systems
Amy Lomon	Marketing	Eastern OK Medical Center
Travis Clem	Member	Love Fostering Hope
Marie Clem	Director	Love Fostering Hope
Crystal Walker	Clinical Director	New Hope Counseling
Kristi Duncan	Exec. Director	New Hope Counseling
Ted Sheets		Arvest Bank
Brenda Sheets	VP Marketing	Community State Bank
Gage Crook	Outreach & Enrollment Specialist	Health & Wellness Center
Kiera Waggoner	Admin. Asst.	Health & Wellness Center
Bob Carter	CEO	Eastern OK Medical Center
Beth Hites	Physician	Eastern OK Medical Center

Appendix C- Economic Impact

Eastern Oklahoma Medical Center Economic Impact



EOMC
Eastern Oklahoma
Medical Center

Healthcare, especially a hospital, plays a vital role in local economies.

Eastern Oklahoma Medical Center, including the Rural Health Clinics, **directly** employs **183** individuals with an annual payroll of over **\$10.5 million** including benefits

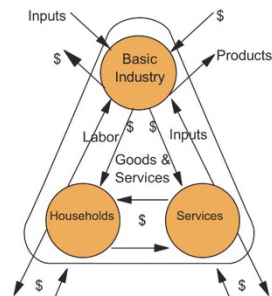
- These employees and income create an additional **129** jobs and nearly **\$3.5** in income as they interact with other sectors of the local economy
- **Total impacts= 312 jobs and over \$14 million**
- Other segments of the healthcare sector (Pharmacies, EMS, etc.) provide another **472 jobs** and an additional **\$29.1 million** in wages
- Their interactions and transactions within the local economy including the hospital's impact create:
 - **Total health sector impacts= 898 jobs and \$49.5 million**
 - Over **\$11.6 million** in retail sales generated from the presence of the health sector

Healthcare and Your Local Economy:

- Attracts retirees and families
- Appeals to businesses looking to establish and/or relocate
- High-quality healthcare services and infrastructure foster community development
- Positive impact on retail sales of local economy

Consider what could be lost without the hospital:

- Pharmacies
- Other Healthcare Providers and Services
- Physicians/Specialists
- Potential Retail Sales



Source: Doeksen, G.A., T. Johnson, and C. Willoughby. 1997. Measuring the Economic Importance of the Health Sector on a Local Economy: A Brief Literature Review and Procedures to Measure Local Impacts

For additional information, please contact:

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Corie Kaiser, Director, corie.kaiser@okstate.edu

Oklahoma Office of Rural Health

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This project is/was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U2WRH33319 and title: Medicare Rural Hospital Flexibility Grant Program for \$673,496, 0% financed with nongovernmental sources. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

Multipliers were derived from IMPLAN 2020, sales tax data were derived from County FY2021 Oklahoma Tax Commission data, and 2020 personal income estimates from Bureau of Economic Analysis.

Appendix D- Le Flore County Health Indicators and Outcomes

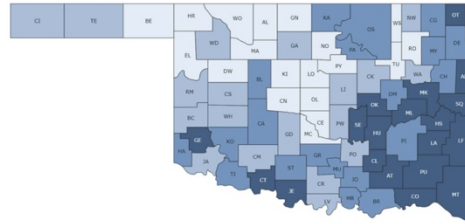
Health Indicators and Outcomes for Le Flore County As part of the Community Health Needs Assessment

Table 1. Health Factors (Overall Rank 66)

Category (Rank)	Le Flore County	Error Margin	Top U.S. Performers	Oklahoma
Health Behaviors (63)				
Adult Smoking	25%	22-27%	15%	19%
Adult Obesity	39%	38-41%	30%	37%
Food Environment Index	6.4		8.8	5.8
Physical Inactivity	42%	39-45%	23%	33%
Access to Exercise Opportunities	26%		86%	65%
Excessive Drinking	14%	13-14%	15%	14%
Alcohol-Impaired Driving Deaths	31%	25-38%	10%	27%
Sexually Transmitted Infections	397		162	594
Teen Births	41	37-45	11	31
Clinical Care (66)				
Uninsured	22%	20-24%	6%	17%
Primary Care Physicians	3,560:1		1,010:1	1,630:1
Dentists	3,330:1		1,210:1	1,600:1
Mental Health Providers	290:1		250:1	240:1
Preventable Hospital Stays	6,453		2,233	4,346
Mammography Screening	36%		52%	40%
Flu Vaccinations	43%		55%	47%
Social & Economic Factors (60)				
High School Graduation	84%	83-86%	94%	89%
Some College	47%	43-50%	74%	60%
Unemployment	7%		4%	6%
Children in Poverty	23%	14-32%	9%	19%
Income Inequality	4.4	4.1-4.8	3.7	4.6
Children in Single-Parent Household	26%	22-29%	14%	26%
Social Associations	7.6		18.1	11.3
Violent Crime Rate	255		63	428
Injury Deaths	106	93-119	61	95
Physical Environment (69)				
Air-Pollution- Particulate Matter	10.3		5.9	9.5
Drinking Water Violations	Yes			
Severe Housing Problems	12%	10-13%	9%	14%
Driving Alone to Work	86%	84-87%	72%	82%
Long Commute- Driving Alone	31%	29-34%	16%	27%

Source: County Health Rankings & Roadmaps; University of Wisconsin Population Health Institute; Robert Wood Johnson Foundation

2022 Health Factors – Oklahoma



Health Factor Ranks 1 to 19 20 to 38 39 to 58 59 to 77

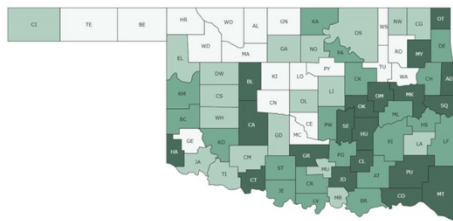
County Health Rankings & Roadmaps

Table 2. Health Outcomes (Overall Rank 56)

Category (Rank)	Le Flore County	Error Margin	Top U.S. Performers	Oklahoma
Length of Life (56)				
Premature Death	11,500	10,500-12,600	5,600	9,400
Quality of Life (62)				
Poor or Fair Health	26%	24-29%	15%	21%
Poor Physical Health Days	5.2	4.9-5.5	3.4	4.6
Poor Mental Health Days	5.5	5.2-5.7	4	5
Low Birth Weight	8%	7-9%	6%	8%

Source: County Health Rankings & Roadmaps; University of Wisconsin Population Health Institute; Robert Wood Johnson Foundation

2022 Health Outcomes – Oklahoma



Health Outcome Ranks 1 to 19 20 to 38 39 to 58 59 to 77

County Health Rankings & Roadmaps

For additional information, please contact:

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Oklahoma Office of Rural Health



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Appendix E- Survey Form and Survey Results

Eastern Oklahoma Medical Center Local Health Services Survey

Please return completed survey by January 28, 2022

The zip code of my residence is: _____

What is your current age: _____

1. Has your household used the services of a hospital in the past 24 months?
 Yes (*Go to Q2*) No (*Skip to Q7*) Don't know (*Skip to Q7*)

2. At which hospital(s) were services received? (*please check/list all that apply*)
 Eastern Oklahoma Medical Center (*Skip to Q4*) Other (*Please specify Hospital and City, then go to Q3*)

If you responded in Q2 that your household received care at a hospital other than Eastern Oklahoma Medical Center, why did you or your family member choose that hospital? (*Please answer then skip to Q6*)

3. Physician referral Quality of care/Lack of confidence
 Closer, more convenient location Availability of specialty care
 Insurance reasons Other (*Please list below*)

If you responded in Q2 that your household received care at Eastern Oklahoma Medical Center, what hospital service(s) were used?

4. Diagnostic imaging (X-ray, MRI, CT, Ultrasound) Hospital Inpatient
 Laboratory Skilled nursing (swing bed)
 Outpatient infusion/Shots Emergency room (ER)
 Physician services Respiratory Therapy/Pulmonary Function Test
 Physical, speech, or occupational therapy Other (*Please list below*)

5. How satisfied was your household with the services you received at Eastern Oklahoma Medical Center?
 Satisfied Dissatisfied Don't know

6. Has your household been to a specialist in the past 24 months?
 Yes No (*Skip to Q10*) Don't know (*Skip to Q10*)

What type of specialist has your household been to in the past 24 months and in which city were they located?

7.

Type of Specialist	City

8. Did the specialist request further testing, laboratory work and/or x-rays?
 Yes No Don't know

9. If yes, in which city were the tests or laboratory work performed?

Continue on reverse side...

10. What kind of medical provider do you use for routine care *(Please select all that apply)* ?
- | | |
|---|--|
| <input type="checkbox"/> Primary Care physician | <input type="checkbox"/> Mid-Level Clinic (Nurse Practitioner or PA) |
| <input type="checkbox"/> Tribal Health Center | <input type="checkbox"/> Emergency Room/Hospital |
| <input type="checkbox"/> Income Based Health Center | <input type="checkbox"/> Specialist |
| <input type="checkbox"/> Urgent care/Walk in clinic | <input type="checkbox"/> Other <i>(Please list below)</i> |
| <input type="checkbox"/> Health Department | |
-

11. Has your household been to a primary care (family) doctor in the Poteau area?
- | | | |
|---|--|--|
| <input type="checkbox"/> Yes <i>(Go to Q12)</i> | <input type="checkbox"/> No <i>(Skip to Q13)</i> | <input type="checkbox"/> Don't know <i>(Skip to Q13)</i> |
|---|--|--|

12. How satisfied was your household with the quality of care received in the Poteau area?
- | | | |
|------------------------------------|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Don't know |
|------------------------------------|---------------------------------------|-------------------------------------|

13. Do you think there are enough primary care (family) doctors practicing in the Poteau area?
- | | | |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|

14. Are you able to get an appointment, within 48 hours, with your primary care (family) doctor when you need one?
- | | | |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|

15. Have you used the services of a walk-in, urgent care or after hours clinic in the past 24 months?
- | | | |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|

16. Would you utilize a walk in and/or after hours clinic if offered in Poteau?
- | | | |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|

17. What concerns you most about health in the Poteau area *(Please select all that apply)* ?
- | | |
|---|---|
| <input type="checkbox"/> Heart disease | <input type="checkbox"/> Substance abuse |
| <input type="checkbox"/> Cancers | <input type="checkbox"/> Obesity |
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Accessing primary care |
| <input type="checkbox"/> Dental | <input type="checkbox"/> Accessing specialty services |
| <input type="checkbox"/> Teen Pregnancy | <input type="checkbox"/> Motor vehicle crashes |
| <input type="checkbox"/> Suicide | <input type="checkbox"/> Other |
| <input type="checkbox"/> Mental health | |
-

18. What additional health and wellness services would you like to see offered in the Poteau area?
-

19. Has your household used telemedicine services, a visit either by telephone or video with your provider, in the past year?
- | | | |
|------------------------------|--|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No <i>(Skip to Q21)</i> | <input type="checkbox"/> Don't know <i>(Skip to Q21)</i> |
|------------------------------|--|--|

20. How satisfied was your household with the quality of care received via telemedicine?
- | | | |
|------------------------------------|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Don't know |
|------------------------------------|---------------------------------------|-------------------------------------|

21. How would you prefer to be notified of community events?
(Please select all that apply)
- | | | |
|------------------------------------|----------------------------------|---------------------------------------|
| <input type="checkbox"/> Newspaper | <input type="checkbox"/> Email | <input type="checkbox"/> Social Media |
| <input type="checkbox"/> Radio | <input type="checkbox"/> Website | |

Please mail completed survey to:
Eastern Oklahoma Medical Center
 105 S Wall St.
 Poteau, OK 74953

Eastern Oklahoma Medical Center Survey Results

Corie Kaiser, Director
Lara Brooks, Rural Health Analyst

Oklahoma Office of Rural Health



CENTER FOR
RURAL HEALTH
OSU Center for Health Sciences

Photo Courtesy of David Waters

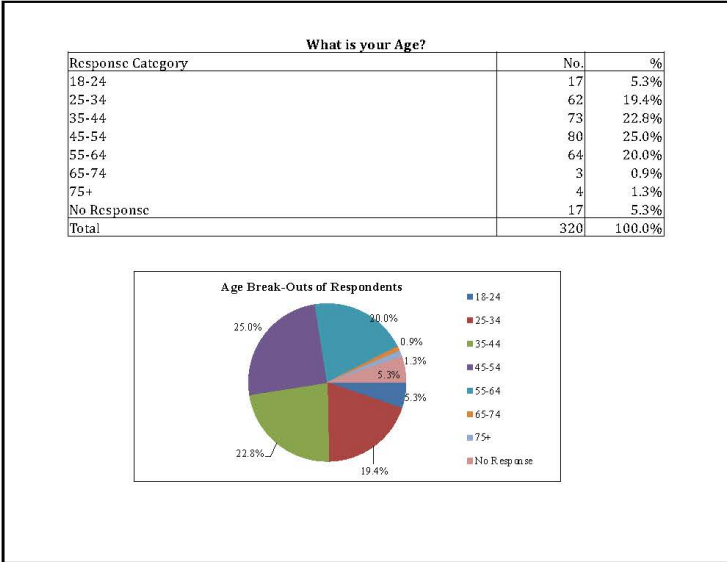
OSU Center for Rural Health • Tulsa, Oklahoma • @osururalhealth • <http://ruralhealth.okstate.edu>

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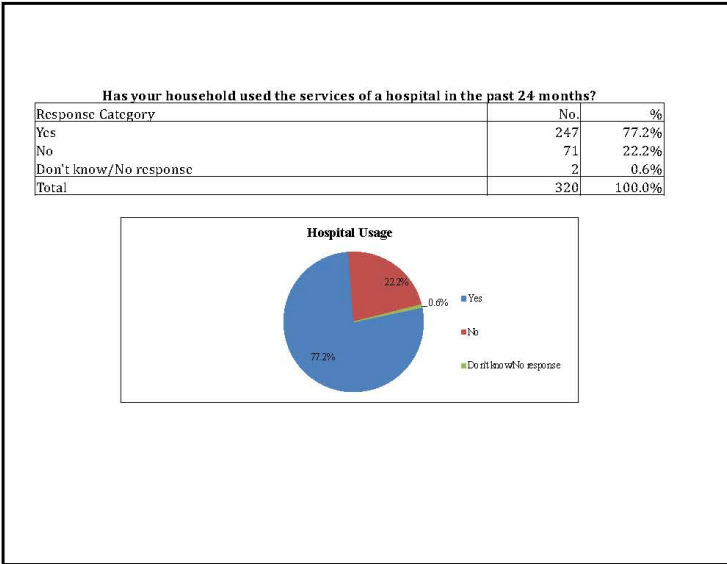
Zip Code of Residence		
Response Category	No.	%
74953- Poteau	176	55.0%
74937- Heavener	35	10.9%
74966- Wister	24	7.5%
74940- Howe	22	6.9%
74956- Shady Point	15	4.7%
74951- Panama	8	2.5%
74902- Pocola	7	2.2%
74930- Bokoshe	7	2.2%
74932- Cameron	7	2.2%
74954- Roland	2	0.6%
72956- Van Buren, AR	2	0.6%
72936- Greenwood, AR	2	0.6%
74563- Red Oak	1	0.3%
74137- Tulsa	1	0.3%
73627- Carter	1	0.3%
73101- Oklahoma City	1	0.3%
72950- Parks, AR	1	0.3%
71953- Mena, AR	1	0.3%
74571- Tahihina	1	0.3%
74834- Chandler	1	0.3%
74941- Keota	1	0.3%
74944- McCurtain	1	0.3%
74949- Muse	1	0.3%
No Response	2	0.6%
Total	320	100.0%

*274 Responses in 2019

2



3



4

Where did you receive hospital services?		
Response Category	No.	%
Eastern Oklahoma Medical Center, Poteau	191	54.7%
Mercy Hospital Fort Smith, AR	61	17.5%
Baptist Health, Fort Smith, AR	41	11.7%
Choctaw Nation Health Care Center, Tahlequah	13	3.7%
St. Francis Hospital, Tulsa	5	1.4%
McAlester Regional Hospital, McAlester	4	1.1%
McBride Orthopedic Hospital, Oklahoma City	2	0.6%
Choctaw Nation Rubin White Health Clinic, Poteau	2	0.6%
Baylor Scott and White Medical Center, Waco, TX	1	0.3%
Bristow Medical Center, Bristow	1	0.3%
Cavanal Medical Clinic, Poteau	1	0.3%
Arkansas Children's Hospital, Little Rock, AR	1	0.3%
Mena Regional Health System, Mena, AR	1	0.3%
Tulsa Spine and Specialty Hospital, Tulsa	1	0.3%
OSU Medical Center, Tulsa	1	0.3%
Oklahoma Children's Hospital, OU, Oklahoma City	1	0.3%
Poteau Community Care, Poteau	1	0.3%
Northeastern Health System Sequoyah, Sallisaw	1	0.3%
SSM Health St. Anthony Hospital, Shawnee	1	0.3%
The Children's Hospital at Saint Francis, Tulsa	1	0.3%
Haskell Regional Hospital, Stigler	1	0.3%

5

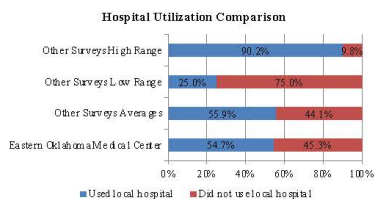
Where did you receive hospital services? (Continued)		
Response Category	No.	%
Texas Health Alliance Hospital, Keller, TX	1	0.3%
Union Pines Surgery Center, Tulsa	1	0.3%
Fort Smith VA Clinic, Fort Smith, AR	1	0.3%
Washington Regional Medical Center, Fayetteville, AR	1	0.3%
Cherokee Nation WW Hastings Hospital, Tahlequah	1	0.3%
VA Fayetteville, AR	1	0.3%
Saint Francis Hospital Muskogee	1	0.3%
Hillcrest Hospital South, Tulsa	1	0.3%
Ascension St. John Jane Phillips, Bartlesville	1	0.3%
Arkansas Center for Ear, Nose, Throat and Allergy, Ft. Smith, AR	1	0.3%
VA Central Arkansas Health Care, Little Rock, AR	1	0.3%
No facility name, Ft. Smith, AR	1	0.3%
Walk in clinic, no location	1	0.3%
VA facility, no location	1	0.3%
Emergency room in AR, no location	1	0.3%
SSM St. Anthony, No location	1	0.3%
No response	1	0.3%
Total*	349	100.0%

*Some respondents answered more than once. Average hospitals visited per respondent = 1.41

6

Hospital utilization comparison- Eastern Oklahoma Medical Center compared to previous community surveys

Survey Area	Used local hospital	Did not use local hospital
Eastern Oklahoma Medical Center	54.7%	45.3%
Other Surveys Averages	55.9%	44.1%
Other Surveys Low Range	25.0%	75.0%
Other Surveys High Range	90.2%	9.8%



*The usage rate was 61.2% in 2019

7

If you responded in question 2 that your household received care at a hospital other than Eastern Oklahoma Medical Center, why did you or your family member choose that hospital?

Response Category	No.	%
Availability of specialty care (Including surgery, labor and delivery, ICU for Covid)	77	42.8%
Physician referral/Transferred	33	18.3%
Insurance reasons/Tribal care	24	13.3%
Quality of care/Lack of confidence	20	11.1%
Closer, more convenient location	18	10.0%
Emergency care	5	2.8%
Where my doctor works	2	1.1%
Where patient works	1	0.6%
Total*	180	100.0%

*Some respondents selected more than one category.

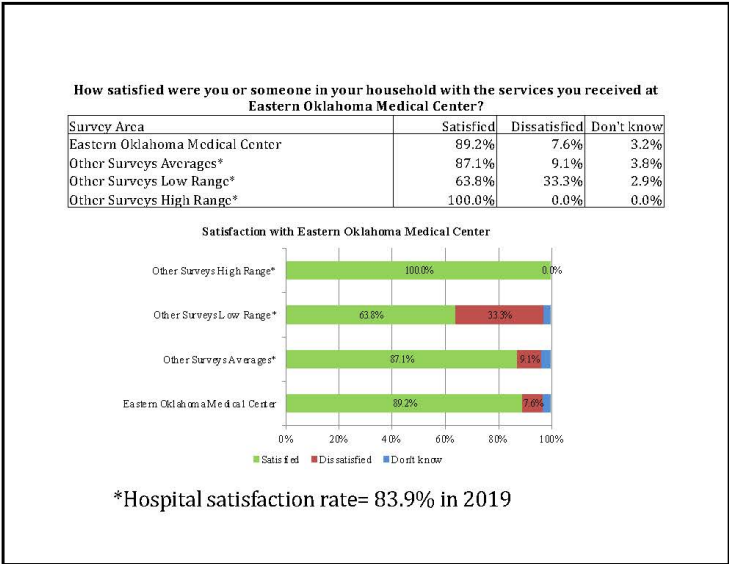
8

What hospital services were used at Eastern Oklahoma Medical Center?

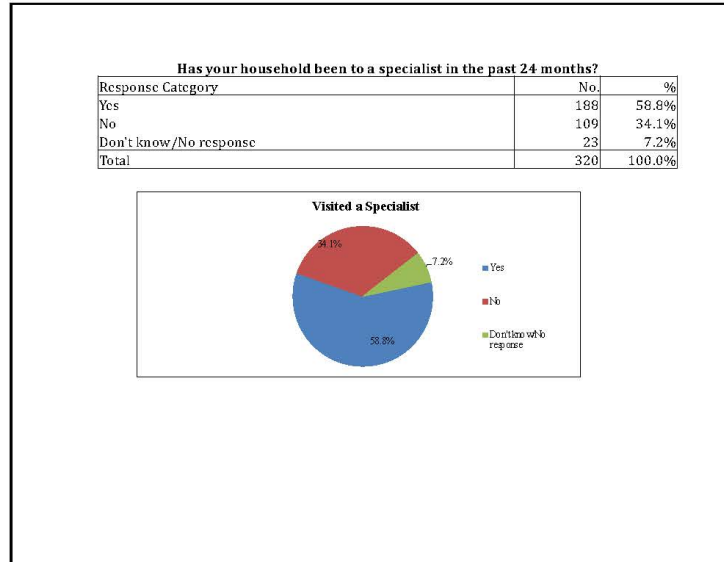
Response Category	No.	%
Diagnostic imaging (X-ray, CT, MRI, Ultrasound)	136	25.9%
Emergency room (ER)	122	23.2%
Laboratory	118	22.5%
Physician services	76	14.5%
Outpatient services	23	4.4%
Physical, speech or occupational therapy	16	3.0%
Hospital inpatient	16	3.0%
Walk in clinic/Primary care	7	1.3%
Skilled nursing/Swing bed	5	1.0%
Surgical services	3	0.6%
24 hour observation	1	0.2%
Covid test	1	0.2%
Transferred patient	1	0.2%
Total*	525	100.0%

*Some respondents selected more than one category. Average number of services used per respondent = 2.75

9



10



11

What type of specialist has your household been to and in which city did you receive that care?

Type of Specialist	City	No.	%
Orthopedist/Ortho Surg	No location (19); Fort Smith, AR (12); Tulsa (5); Oklahoma City (2); Fayetteville, AR (1); Springdale, AR (1); Little Rock, AR (1)	41	16.8%
Cardiologist	No location (15); Fort Smith, AR (14); Tulsa (3); McAlester (1); Little Rock, AR (1)	34	13.9%
Neurologist/Neurosurg	No location (7); Fort Smith, AR (6); Tulsa (4); Oklahoma City (3)	20	8.2%
OB/GYN	Fort Smith, AR (8); No location (4); Tahihina (3); Fayetteville, AR (1)	16	6.6%
Endocrinologist	No location (7); Fort Smith, AR (5); Oklahoma City (1); Tulsa (1); Springdale, AR (1)	15	6.1%
Urologist	No location (5); Fort Smith, AR (4); Tulsa (2); Oklahoma City (1)	12	4.9%
Dermatologist	No location (6); Fort Smith, AR (5)	11	4.5%
Otolaryngologist	Fort Smith, AR (6); No location (3)	9	3.7%
Gastroenterologist	No location (5); Tulsa (2); Fort Smith, AR (2)	9	3.7%
Nephrologist	Fort Smith, AR (5); No location (2); Tulsa (1); McAlester (1)	9	3.7%
Rheumatologist	Fort Smith, AR (3); Oklahoma City (2); Tulsa (2); No location (1)	8	3.3%
Surgeon	Fort Smith, AR (3); No location (3); Springdale, AR (1)	7	2.9%

*Top 3 Specialists in 2019: Orthopedist/Ortho Surg, (34); Cardiologist (32); Neurologist/Neurosurg, (20)

12

**What type of specialist has your household been to and in which city did you receive that care?
(Continued)c**

Type of Specialist	City	No.	%
Oncologist	Fort Smith, AR (4); Tulsa (1); No location (1)	6	2.5%
Physical, Speech, or Occupational Therapy	Poteau (3); No location (2)	5	2.0%
Ophthalmologist	Poteau (1); Tulsa (1); Fort Smith, AR (1); No location (1)	4	1.6%
Podiatrist	No location (2); McAlester (1); Fort Smith, AR (1)	4	1.6%
NICU	Fort Smith, AR (2); Little Rock, AR (1)	3	1.2%
Allergist	No location (2)	2	0.8%
Audiologist	Fort Smith, AR (2)	2	0.8%
Pulmonologist	No location (2)	2	0.8%
Pain Management	Poteau (1); Sallisaw (1)	2	0.8%
Pediatric Cardiologist	Tulsa (2)	2	0.8%
Internal Medicine	Fort Smith, AR (1); No location (1)	2	0.8%
Mental health	No location (2)	2	0.8%
Neonatologist	Fort Smith, AR (2)	2	0.8%
Pediatric Neurologist	Springdale, AR (2)	2	0.8%

13

What type of specialist has your household been to and in which city did you receive that care? (Continued)

Type of Specialist	City	No.	%
Fetal Medicine	No location (1)	1	0.4%
Hematologist	No location (1)	1	0.4%
Sleep Study	No location (1)	1	0.4%
Wound Care	No location (1)	1	0.4%
Oral Surgeon	No location (1)	1	0.4%
Orthodontist	No location (1)	1	0.4%
Pediatric Ophthalmologist	Fort Smith, AR (1)	1	0.4%
Pediatric Gastroenterologist	Oklahoma City (1)	1	0.4%
High Risk Newborn	Little Rock, AR (1)	1	0.4%
Maternal Fetal Medicine	Springdale, AR (1)	1	0.4%
Pediatrician	No location (1)	1	0.4%
Primary Care	Poteau (1)	1	0.4%
Psychiatrist	Poteau (1)	1	0.4%
Total*		244	100.0%

*Some respondents answered more than once. 188 respondents had seen a specialist. Those 188 respondents reported visiting an average of 1.3 specialists.

14

Did the specialist request further testing, laboratory work and/or x-rays?

Response Category	No.	%
Yes	125	66.5%
No	61	32.4%
Don't know/No response	2	1.1%
Total	188	100.0%

If yes, in which city were the tests or laboratory work performed?

Response Category	No.	%
Fort Smith, AR	77	55.0%
Poteau	23	16.4%
Tulsa	13	9.3%
Oklahoma City	7	5.0%
Talihina	5	3.6%
Springdale, AR	3	2.1%
Little Rock, AR	3	2.1%
Muskogee	2	1.4%
McAlester	2	1.4%
Tablequah	1	0.7%
Rogers, AR	1	0.7%
Fayetteville, AR	1	0.7%
No response	2	1.4%
Total*	140	100.0%

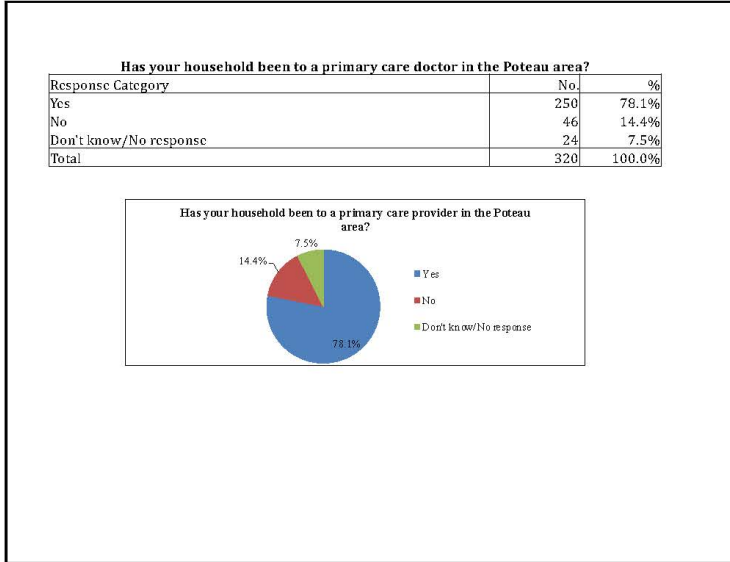
*Some respondents answered more than once. Average responses equal 1.12

15

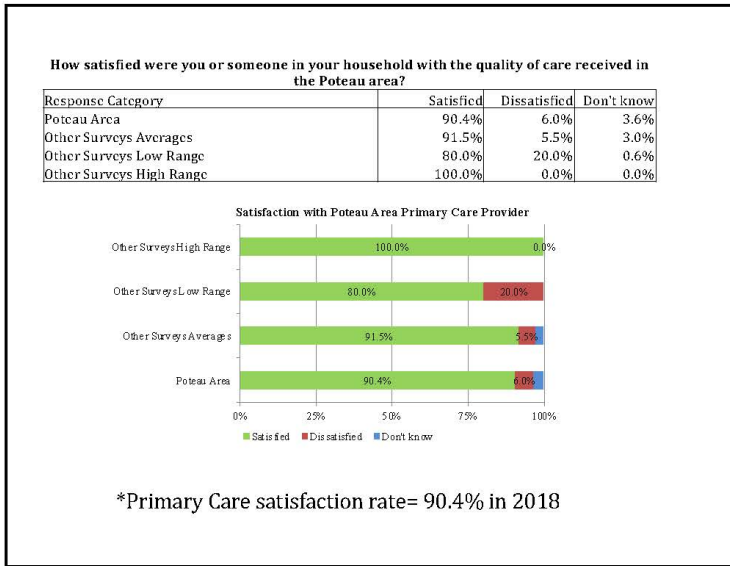
What type of medical provider do you use for routine care?

Response Category	No.	%
Primary care physician	220	45.5%
Mid-level clinic (nurse practitioner or PA)	83	17.1%
Urgent care/Walk in clinic	71	14.7%
Tribal health center	46	9.5%
Specialist	19	3.9%
Emergency room/hospital	11	2.3%
Health department	4	0.8%
Income based health center	3	0.6%
VA	2	0.4%
No routine care	1	0.2%
Telehealth	1	0.2%
No response	23	4.8%
Total	484	100.0%

16



17



18

Do you think there are enough primary care (family) doctors practicing in the Poteau area?

Response Category	No.	%
Yes	88	27.5%
No	157	49.1%
Don't know/No response	75	23.4%
Total	320	100.0%

Are you able to get an appointment, within 48 hours, with your primary care doctor when you need one?

Response Category	No.	%
Yes	141	44.1%
No	118	36.9%
Don't know/No response	61	19.1%
Total	320	100.0%

19

Have you used the services of a walk-in, urgent care or after hours clinic in the past 24 months?

Response Category	No.	%
Yes	208	65.0%
No	83	25.9%
Don't know/No response	29	9.1%
Total	320	100.0%

Would you utilize a walk in and/or after hours clinic if offered in Poteau?

Response Category	No.	%
Yes	242	75.6%
No	17	5.3%
Don't know/No response	61	19.1%
Total	320	100.0%

20

What concerns you most about health in the Poteau area?		
	No.	%
Mental health	147	13.7%
Substance abuse	145	13.5%
Accessing specialty services	110	10.2%
Diabetes	102	9.5%
Obesity	93	8.6%
Heart disease	90	8.4%
Accessing primary care	76	7.1%
Cancers	70	6.5%
Dental	62	5.8%
Suicide	61	5.7%
Teen pregnancy	40	3.7%
Motor vehicle crashes	31	2.9%
Availability of OB/Labor and Delivery services	9	0.8%
None	2	0.2%
More physicians	2	0.2%
Everything	1	0.1%
Accessing quality health care	1	0.1%
Hospitality in the hospital	1	0.1%
Covid tests before treatment	1	0.1%
Pediatric services/Services for premature babies	1	0.1%
Trauma care	1	0.1%
Surgeries	1	0.1%
Pain management and narcotic prescribing	1	0.1%
Addressing youth sexuality in a timely manner	1	0.1%
Don't know/No response	27	2.5%
Total	1076	100.0%

21

What additional health and wellness services would you like to see offered in the Poteau area?		
Response Category	No.	%
Specialists in general (20); Cardiologist (15); Orthopedist (12); OB/GYN (9); Pediatrician (9); Dermatologist (5); Neurologist (4); Endocrinologist (4); Otolaryngologist (4); Surgeon (3); Urologist (3); Psychiatrist (3); Pulmonologist (2); Rheumatologist (1); Oncologist (1); Geriatrician (1); Gastroenterologist (1); Pain Management (1)	98	25.5%
Don't know/No additional services	41	10.7%
Mental health/Inpatient mental health/Mental health counseling in schools/Geropsych/Affordable, free mental health/Improved mental health services/Bilingual care/Pediatric psychologist/Insurance supported marriage counseling	32	8.3%
Labor and delivery/OB services	23	6.0%
Surgery/Outpatient surgery/Anesthesia for surgeries/Colonoscopies	16	4.2%
After hours care/Urgent care/24 hour walk in	13	3.4%
Substance abuse/Drug rehab/Services for women/Services for geriatric patients	11	2.9%
Dental/Orthodontics	8	2.1%
More primary care physicians	8	2.1%
Diabetic Education/Nutrition Education/Dietician	6	1.6%
Physical fitness/Gym access/Pool/Free fitness opportunities	6	1.6%
Income based care/Dental/Vision	6	1.6%
Higher level of care so patients don't have to be transferred or referred	4	1.0%
Improved ED care/Time to be seen	3	0.8%
Weight loss clinic/Program	3	0.8%
Pediatric urgent care	3	0.8%
Any/All	3	0.8%

22

What additional health and wellness services would you like to see offered in the Poteau area?
(Continued)

Response Category	No.	%
Athletic rehab/Physical therapy	2	0.5%
Speech therapy	2	0.5%
Healthy lifestyle	2	0.5%
Cancer clinic/Chemo	2	0.5%
Diabetic clinic/Juvenile Diabetic clinic	2	0.5%
Women's care	2	0.5%
Suicide prevention	1	0.3%
Functional medicine	1	0.3%
Healthcare services for teachers	1	0.3%
Interventional cardiology	1	0.3%
Optometrist	1	0.3%
Physician making hospital rounds	1	0.3%
Geriatric care	1	0.3%
Lumbar injections	1	0.3%
Hospitalist	1	0.3%
Draw stations	1	0.3%
Adult ADHD care	1	0.3%
Acupuncture	1	0.3%
Ear or hearing services	1	0.3%
Easier Covid testing	1	0.3%
ICU	1	0.3%
Proper contact information listing	1	0.3%
Tribal Care ER	1	0.3%
Vape Information	1	0.3%
No response	70	18.2%
Total	384	100.0%

23

Has your household used telemedicine services, a visit either by telephone or video with your provider, in the past year?

Response Category	No.	%
Yes	85	26.6%
No	203	63.4%
Don't know/No response	32	10.0%
Total	320	100.0%

How satisfied was your household with the quality of care received via telemedicine?

Response Category	No.	%
Satisfied	72	84.7%
Dissatisfied	10	11.8%
Don't know/No response	3	3.5%
Total	85	100.0%

24

How would you prefer to be notified of community events?

Outlet	No.	%
Social Media	223	39.9%
Email	107	19.1%
Website	89	15.9%
Newspaper	67	12.0%
Radio	38	6.8%
Text	2	0.4%
No Response	33	5.9%
Total	559	100.0%

