

# Ashley County Medical Center

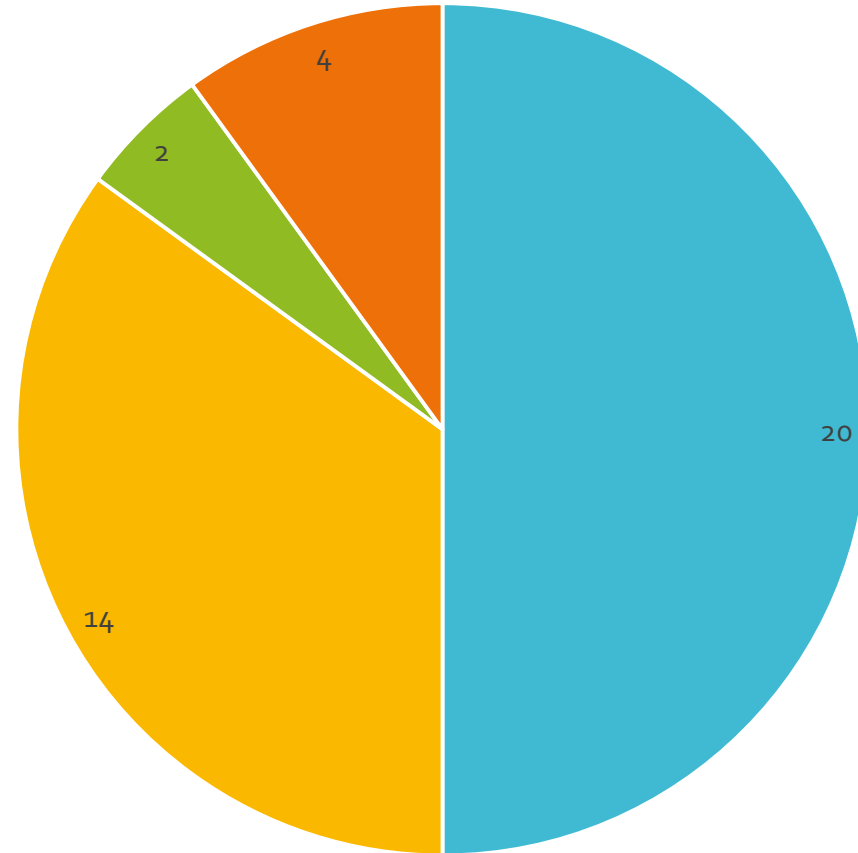
Community Health Needs Assessment 2016

Advisory Committee Meeting #2

# SURVEY RESULTS

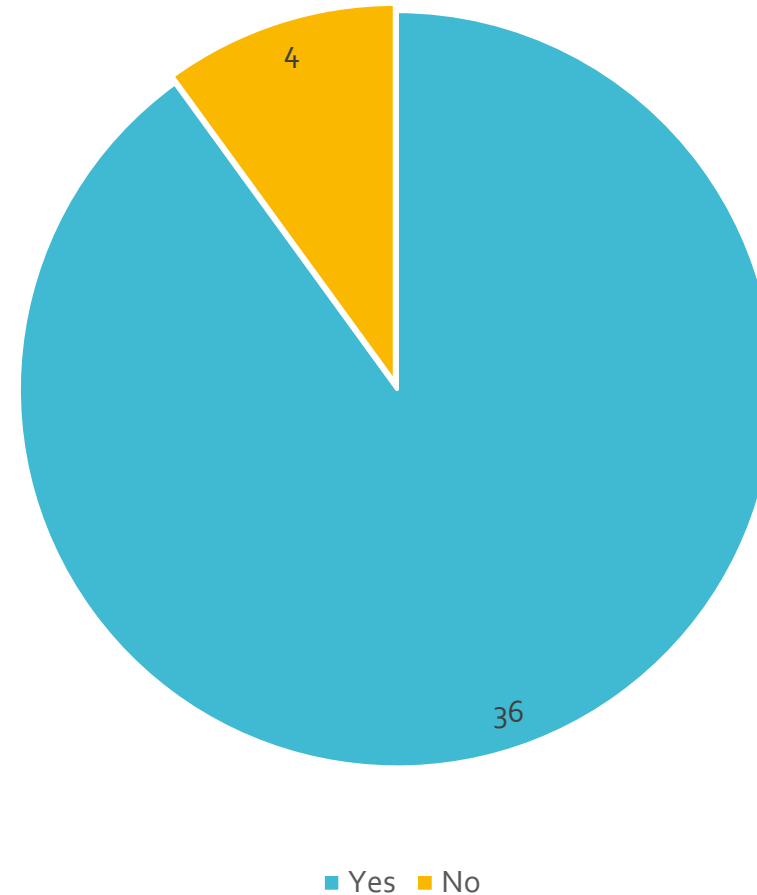
Overview- 40 respondents

## Residential Results of Respondents



■ Crossett ■ Hamburg ■ Portland ■ Other

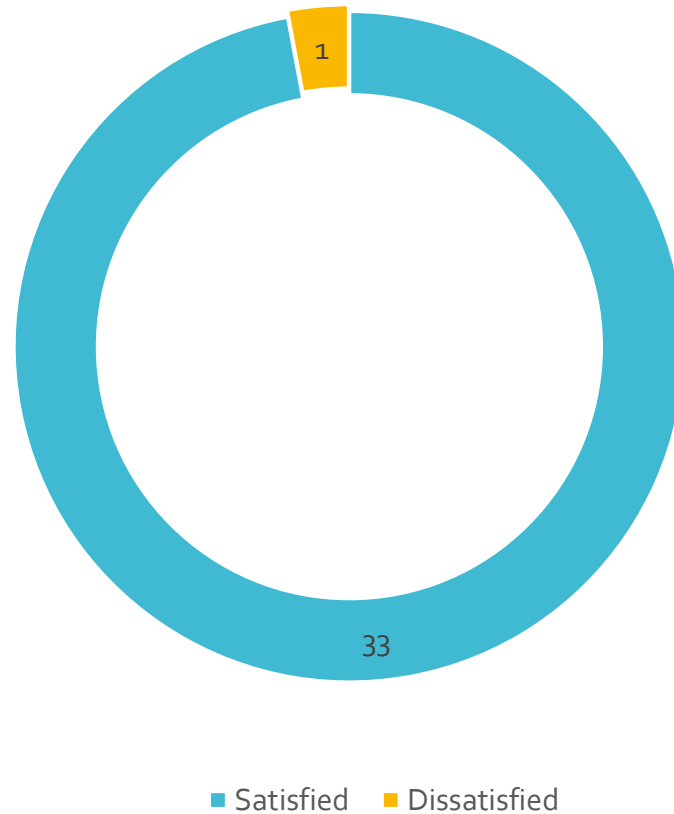
Have you or someone in your household used the services of a hospital in the past 24 months?



33 responded that they have used ACMC

9 responded that they have used other hospitals; including UAMS, Bastrop, Monticello, Baptist Health, Hot Springs, & El Dorado for reasons including Physician referral, quality of care, availability of specialty care, convenience

If you received care at ACMC, how satisfied were you or someone in your household with the services you received?



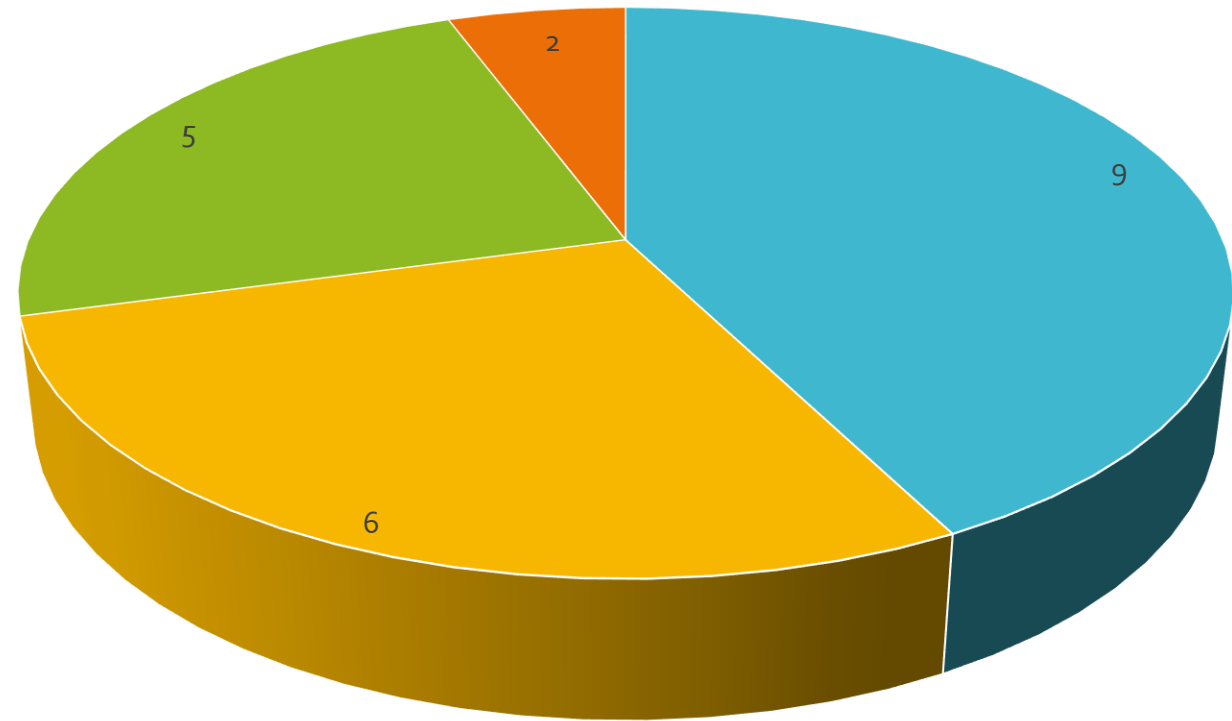
#### SATISFIED BECAUSE:

- Friendly and efficient staff
- Well taken care of by people we know
- Excellent admissions and radiology experience
- Let you know what is going on
- Best nurses
- Best mammogram- comfortable and NP competent
- Informative and professional staff

#### DISSATISFIED BECAUSE:

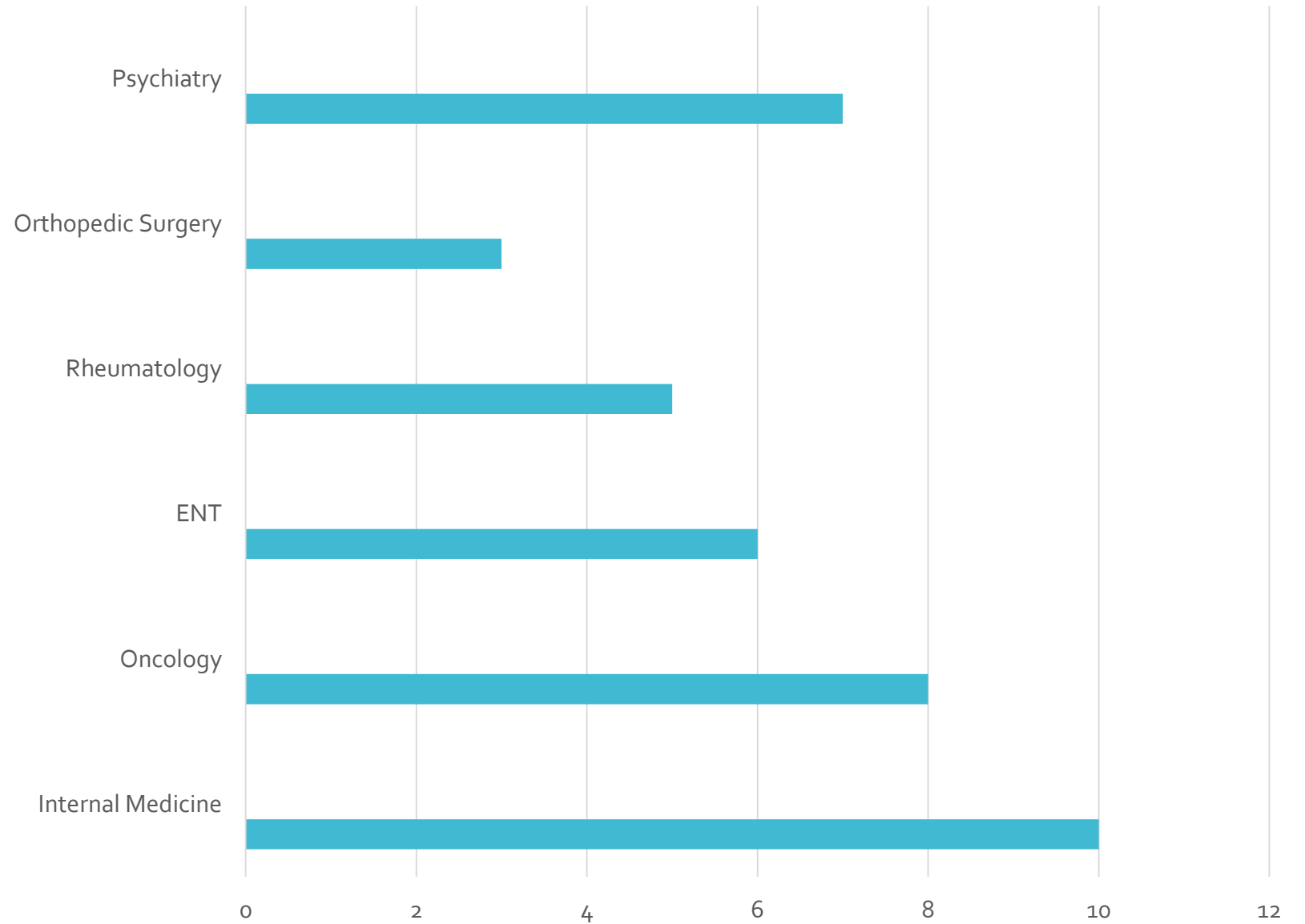
- ER Doctor could have been more personable
- ER too many different doctors- need doctors we know
- Only negative is going through financial counseling process before procedure is too long and stressful
- ER very slow to respond
- Non-certified provider in ER

If you received care at another hospital, why did you or your family member choose that hospital?



■ Availability of Speciality Care   ■ Physician Referral   ■ Closer, more convenient   ■ Other

Additional physician services you would like to see offered in Ashley county?



- Keep expanding health services
  - Add counseling for drug and alcohol abuse
  - Help with health education in the schools
  - More outreach
  - Encourage healthier lifestyles
  - Wellness center run by professionals
  - Nutritional counseling
  - Smoking cessation
  - Promote services that are available
  - Make sure ER has preferred provider physicians
  - Programs to motivate kids to exercise and eat healthy
  - Need therapists
  - Demonstrate the benefits of being healthy to the community

**What can Ashley County Medical Center do to help change the poor health statistics and health issues in the county?**

# How you rated Ashley County to ...

	Poor	Fair	Good	Excellent
Raise Children	1	5	17	14
Earn a living	2	10	20	4
Shop	12	9	9	1
Start a business	9	15	9	3
Educate your children	3	6	18	9
Receive quality healthcare	1	2	16	17
Receive quality emergence care	1	4	17	14
Access for quality physician care	0	4	15	16
Eat healthy	6	12	16	2
Have exercise options	5	7	19	6
Receive health education	5	5	19	7



## Why do you think the health statistics in Ashley County are poor?

- High drug abuse
- Poor education
- Not enough access to free health and exercise services
- Economics- income disparities, poor access to food, lack of employment opportunities
- Poor diet
- Lack of exercise
- Lack of motivation
- Poor compliance to medications and doctor's orders
- Exposure to high levels of environmental chemicals
- Southern culture
- People are complacent
- Population needs motivation
- They are not poor, they are good

# What concerns you most about health care in Ashley County?.

- Lack of PCPs
- Inpatient hospitalist rotations and continuity of care
- Health education of the community
- People want to get the “most up-to-date care, so want UAMS or Baptist, but the request/demand inferior care”
- Other specialists needed like ENT
- Concerned about the extremely high percentages of chronic disease explained at presentation. We need solutions to fix this
- Losing family doctors
- People need to use the facilities and services first in Ashley County before they shop out of town
- Getting information out to our citizens all over the county; especially the Delta
- Inability to follow instructions and listen to the reason needing this facility
- Cost
- Consistent hospitalist
- Lack of drug treatment with rising drug use in county
- The number of patients being transferred to out of town hospitals
- Poor air quality
- People are not educated to what ACMC has to offer
- Proximity to a larger medical center- care within the county is excellent
- Loss of population and loss of tax base equals loss of providers

# What services would you like to see offered in Ashley County?

- Mental health therapists besides delta counseling for a wide spectrum of ages
- Larger maternal child services
- Psychiatrist-therapy-mental health all ages
- Cardiothoracic surgeon
- Lactation consultant
- ENT
- Rheumatologist
- Electronic Medical Records
- Free exercise facility
- Transportation services other than SEAT to ACMC clinics
- Drug treatment- help with narcotic addictions
- Get rid of hospitalist program and use family doctors
- More OB services and another general surgeon
- More services for aging community
- Ophthalmology

# What do you think Ashley County Medical Center can do to help improve the health of our community?

- Keep expanding health services
- Help educate in schools
- Encourage healthier lifestyles
- Drug and alcohol counseling
- Wellness center needs to be run by professionals
- Nutritional counseling
- Need therapists
- Health education
- Smoking cessation
- Promote services available
- Make sure ER has preferred provider physicians
- Educate young people
- Demonstrate benefits to public of health
- Boost economy and job growth
- Silver slippers (sneakers);
- Programs to motivate kids to exercise and become conscious of their nutrition
- Advertising- creative incentives to encourage citizens
- Educate people in the Delta about what ACMC has to offer
- Community center that offers exercise and nutritional courses
- Work with local officials to bring in more businesses to the area for more employment opportunities

Now....

We need a plan!!!