



Klickitat County

Klickitat County Community Health Needs Assessment
Data and Findings
September 2011



The Washington State Department of Health and the Association of Washington Public Hospital Districts provided grant funding to conduct this assessment.

- ❑ The Department of Health funding was through its flex grant program.
- ❑ The AWPHD's interest is to define/refine a process that can be replicated in other communities to support the new IRS requirements associated with 501(c)(3) status. At this time, these requirements require that:
 - ❑ Non-profit hospitals conduct a Community Health Needs Assessment (CHNA) every three years and adopt an implementation strategy or community benefit plan to meet the community health needs identified through such assessment.



The IRS rules require that CHNA process include broad input and that the results be widely disseminated.

- ❑ The CHNA must:
 - ❑ Take into account input from persons who represent the broad interests of the community served by the hospital facility, including those with special knowledge of or expertise in public health, and
 - ❑ Be made widely available to the public.
- ❑ The CHNA may be based on current information collected by a public health agency or non-profit organizations and may be conducted together with one or more organizations, including related organizations.
- ❑ Hospitals must include in their Form 990 a description of how the organization is addressing the needs identified in each CHNA conducted and a description of any needs that are not being addressed, along with the reasons why the needs are not being addressed.



A two-phased process was agreed upon to collect, analyze, and report community needs. Phase 1 is the data collection and analysis, and Phase 2 is the process that will culminate in a CHNA.

□ Phase One

□ Data Collection

- General Demographics
- Area Hospital Use Rates
- Health Status

□ Survey Data – 3 different survey types: telephone, on-line, and paper.

- Broad understanding of community's concerns, perceptions, health needs, priorities, current use patterns for primary, specialty and hospital service.
- Community perceptions of health status and health behaviors.



This report presents Phase 1 findings. Phase 2 will be accomplished within next 30-45 days

❑ Phase Two

- ❑ Establish community benefit priorities.
- ❑ Share the priorities with Hospital District Boards, County Commissioners and the community at-large.
- ❑ Create dissemination plan.



County Demographics



By 2015, the County's overall population is expected to grow to 21,715, a 2.9% increase. The fastest growing age cohort is the "young elderly" (65–74), which is expected increase 20.3%. The entire County is older than the State(18.7% 65+ vs.12.3%). Interestingly, the cohort of women of child bearing age is also expected to grow.

**Klickitat County
Population 2000, 2010, 2015**

	2000 Census	Pct of Tot Pop	2010 Est	Pct of Tot Pop	Pct Chg 2000-2010	2015 Proj	Pct of Tot Pop	Pct Chg 2010-2015
Tot. Pop.	19,722	100.0%	21,102	100.0%	7.0%	21,715	100.0%	2.9%
Pop. By Age								
0-17	5,332	27.0%	4,734	22.4%	-11.2%	4,733	21.8%	0.0%
18-44	6,360	32.2%	6,672	31.6%	4.9%	6,897	31.8%	3.4%
45-64	5,325	27.0%	6,129	29.0%	15.1%	6,014	27.7%	-1.9%
65-74	1,481	7.5%	1,990	9.4%	34.4%	2,394	11.0%	20.3%
75-84	891	4.5%	1,083	5.1%	21.5%	1,140	5.2%	5.3%
85+	333	1.7%	494	2.3%	48.3%	537	2.5%	8.7%
Tot. 0-64	17,017	86.3%	17,535	83.1%	3.0%	17,644	81.3%	0.6%
Tot. 65 +	2,705	13.7%	3,567	16.9%	31.9%	4,071	18.7%	14.1%
Fem. 15-44	3,642	18.5%	3,714	17.6%	2.0%	3,812	17.6%	2.6%

Source: *Nielsen Claritas*



The population of the County is predominately white. The Hispanic population is the largest ethnic minority. The Hispanic population grew by nearly 41% between 2000 and 2010. Also, the population is older than the State and has fewer households with children.

	County	State
White	87.7%	72.5%
Hispanic	10.7%	11.2%
All County Median Age	45.3	37.3
All County Male	50.5%	49.8%
All County Female	49.5%	50.2%
Households with Children < 18	35.9%	45.2%
Households with Children <6	7.1%	10.9%
Median Household Income	\$38,722	\$55,379

Source: 2010 Census data from Office of Financial Management



Survey Results



Three survey instruments were used to collect health status and other data from county residents and county providers. Ultimately responses were received from 775 individuals.

❑ Telephone Survey:

- ❑ Calling period: August 10, 2011 through August 19, 2011.
- ❑ 333 surveys were completed.
- ❑ Maximum error rate the telephone survey at 90% level of confidence < 10%.
- ❑ Survey sampling was structured to be a broad representative of the County.
- ❑ Health care workers excluded.
- ❑ Results segmented by east and west ends of the County where appropriate.
 - There were 150 surveys from East County and 183 from West County.



Survey Methods

- ❑ Electronic Survey:
 - ❑ Email survey for health workers, county employees, and community leaders.
 - 281 responses
 - ❑ Responses analyzed by:
 - Providers (Physicians, PA-C, ARNP, Dentists, pharmacists, etc.).
 - Health care workers who provide direct patient care.
 - Health care and county workers who don't provide direct patient care.
 - Community members.
 - ❑ Shorter survey with 29 questions, overlaps with other surveys.



Survey Methods

- ❑ Paper Survey
 - ❑ Paper surveys were distributed at the Klickitat County Fair.
 - ❑ It was the same survey instrument as the Electronic survey.
 - ❑ 161 surveys were completed.
 - ❑ Target being people who had not been contacted by phone survey.
 - ❑ Results were integrated with electronic survey results for a total response rate of 442.



Telephone Survey Results



Nearly 85% of respondents reported having a Primary Care Provider (PCP). This level is typical based on other HFPD surveys. However, the percentage of respondents in the East with a PCP is significantly lower.

Q.5 Do you currently have a regular health care practitioner, including a physician, nurse practitioner, physician's assistant, or other medical practitioner; that is, someone you use regularly for your medical needs?

Area	Overall	East	West
Have Primary Care	84.6%	81.3%	87.4%
No Primary Care	15.1%	18.7%	12%
Don't Know/ No Response	.3%		.6%

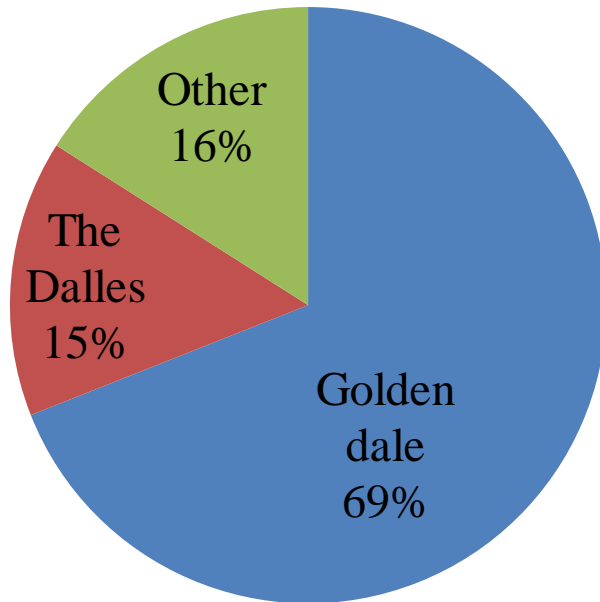


Respondents use local health care providers first.

Q.6 In what town or city is this practitioner's office located?

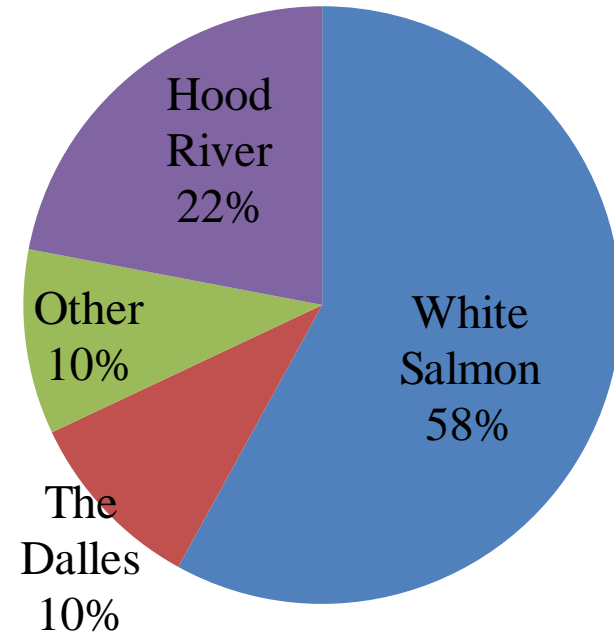
East County

Where is PCP?



West County

Where is PCP?



Wait times for non-urgent visits are generally less than one week. And Respondents indicate that these wait times are generally acceptable. East respondents perceive lower availability (measured as less access within one week) than do West respondents.

Q.8 On average, if you called your practitioner to schedule a NON-URGENT visit (a checkup for example), how long would you have to wait to see the doctor?

	Overall	East	West
Less Than 24 hours	9%	11%	7%
48 Hours	12%	10%	13%
Less Than One Week	44%	41%	47%
Less Than a Month	39%	47%	33%
More Than a month	5%	3%	7%
Wait Is Acceptable	83%	83%	83%



Overall, 70% of respondents stated they had visited a primary care physician in the last 12 months.

**Q.7 About how long has it been since you last visited a doctor for a routine checkup?
(A routine checkup is a general physical exam NOT for a specific injury, illness, or condition)**

Last Non-Urgent Primary Care Visit			
	Overall	East	West
Last 12 Months	70%	73%	67%
1 to 2 years	14%	10%	17%
2 to 5 years	8%	8%	7%
5 years or more ago	7%	6%	8%



Wait times for immediate care such as the flu or an ear ache, are generally less than 24 hours., but again are longer in East County.

Q. 10 On average, if you called your practitioner for an IMMEDIATE care need (flu, ear ache, etc.), how long would you have to wait to see the doctor?

	Overall	East	West
Less than 24 hours	61%	58%	63%
48 hours	11%	12%	11%
Less than 1 week	7%	8%	7%
Less than 1 month	1%	1%	2%
More than 1 month	1%	1%	1%
Wait is Acceptable	75%	72%	77%



Nearly 40% of those surveyed have used an ER in the past 12 months. Significantly more East County respondents had used the ER, which may speak to primary care access.

Q.13 In the last 12 months, how many times did you go to an emergency room to get care for your or anyone in your household?

East County

43% have visited an ER in last 12 months	
KVH	79%
Mid-Columbia MC	11%
Other	10%

West County

34% have visited an ER in past 12 months	
Skyline	61%
Providence Hood River	18%
Other	21%



The top physician specialties seen by respondents were ophthalmology, dermatology and OB/Gyn while 19% said they didn't receive any specialty care.

Q. 15 Within the past 12 months have you or a household member visited any of the following physician specialists?

Specialty	Percent of the time mentioned
Ophthalmology	13%
Dermatology	9%
OB/GYN	9%
Cardiology	8%
Orthopedics	8%
None	19%



Regardless of specialty, respondents most frequently traveled to Oregon for care.

	Ophthalmologist		Dermatology		OB/GYN		Cardiology		Orthopedics	
	East County	West County	East County	West County	East County	West County	East County	West County	East County	West County
Stayed Locally	27%	20%	22%	3%	0%	11%	21%	14%	9%	12%
Hood River	8%	37%	17%	72%	21%	46%	11%	17%	0%	28%
The Dalles	58%	27%	11%	8%	74%	20%	16%	14%	65%	24%
Portland	0%	10%	22%	11%	0%	14%	21%	45%	4%	12%
Yakima	4%	0%	6%	0%	0%	0%	16%	0%	17%	0%
Other	4%	6%	22%	6%	5%	9%	16%	10%	4%	24%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Most respondents are satisfied with the care received in the last 12 months from all doctors and other health care providers. Westside respondents gave a higher percentage of excellent ratings.

Q.17 On a scale of 1 to 5, with 1 meaning Poor and 5 meaning Excellent, how would you rate your overall health care in the last 12 months from all doctors and other health care providers?

Over 82% of the respondents rated health care received as Excellent or Very Good			
	Overall	East	West
Excellent	50%	44%	54%
Very Good	34%	38%	29%
Good	11%	12%	9%
Fair	4%	4%	4%
Poor	1%	1%	2%



Most respondents rate their overall health as very good or excellent- but East respondents tend to give a lower response than West (53% very good or excellent vs. 60%).

Q.18. Would you say that in general your health is:

	Overall	East	West
Excellent	17%	16%	18%
Very Good	40%	37%	42%
Good	30%	33%	28%
Fair	11%	12%	10%
Poor	2%	2%	2%



While it is recommended by the CDC that all people age 6 and over get an annual flu shot, less than 50% of the respondents indicated that they comply with this recommendation. Pneumonia Vaccine utilization is lower, which indicates a need for more education about its use.

Q.21 During the past 12 months, have you had a flu shot or nasal spray?			
Q.23 Have you had a pneumonia vaccine?			
Flu Vaccine		Pneumonia Vaccine	
Yes	No	Yes	No
42%	58%	30%	68%



While 28% of the respondents have BMIs that classify them as obese and 35% are classified as overweight; the percentages are consistent with state averages.

**Q.53 About how much do you weigh without shoes?
(lbs)**

Q.55 About how tall are you without shoes? (Ft/Inches)

Adult Body Mass Index Levels		
	Klickitat Co.	State
Not overweight or Obese	38%	37%
Over weight 25 – 29.9	34%	36%
Obese 30+	28%	27%



75% of the respondents did not have children under 18 living at home. As noted earlier this is higher than the state average.

Q.25 How many are under age 18?

Q.26 How many children do you have in the age group 0-5?

Q.30 How many children do you have in the age group 6-12?

Q.35 How many children do you have in the age group 13-18?

Households with Children Under 18			
	Overall	East	West
No Children < 18	75%	75%	75%
Children under 5	9%	9%	10%
Children 6 – 12	14%	11%	17%
Children 13 – 18	11%	11%	12%



For respondents with children under 5, 84% reported that their immunizations were up-to-date. Immunizations were most often received at a PCP office.

Q. 27 Are your children younger than 5 years of age up-to-date with their shots	
Yes – 84%	No – 16%
Q.29 Where did your child(ren) receive their last immunizations?	
Personal Doctor 77%	



Nearly a third of the respondents reported an impairment that limited daily activities.

Q.37 What is the major impairment or health problem that limits your activities?

Back or neck Pain	17%
Walking Problems	12%
Fracture, bone, joint injury	11%
Arthritis / rheumatism	11%
Eye / Vision Problems	6%
Lung / breathing problem	5%
Hypertension / high blood pressure	5%



Respondents reported higher than State average incidence of High Blood Pressure and High Cholesterol.

Q.39/Q.41 Have you or anyone in your household been told by a doctor, nurse or other health professional that your blood pressure /blood cholesterol was high?

	Klickitat County	State
High Blood Pressure	46%	26%
High Cholesterol	55%	33%

Source: Washington State Department of Health



Yet, respondents reported good daily practices for exercise and nutrition.

Q. 45 How many days per week do you participate in these activities?

Regular Exercise	70%
> 4 days per week	44%
3 to 4 days per week	43%
1 to 2 days per week	13%

Q.48-51: Please tell me how many times per day you eat or drink:

Fruit, including juices, Fresh vegetables, Red meat, cheese, fried foods, Sweet foods

2 or more servings of fruit	68%
2 or more servings of fresh veg	67%
1 or less servings of red meat	54%
1 or less servings of sweet foods	64%



Respondents have varying rates of compliance with recommended prevention practices. With a high 85% for Mammograms and a low of 40% for breast self-exam. The low rate of prostate exams is also a concern.

Q. 56 In the past 12 months, have you had a dental exam or teeth cleaning?

Q.61 How long has it been since you had your last mammogram?

Q.62 How often would you say you perform self-breast examinations?

Q.64 How long has it been since your last Pap smear?

Q.65 Have you had a prostate exam in the past 12 months? A prostate exam may include a manual/ digital Prostate exam or a Prostate Surface Antigen (or PSA) test, which is a blood test for Prostate Cancer.”

Recommended Practice	Respondents
Dental Exam in the last 12 months	65%
Mammogram in the last in 2 - 3 last years	85%
Breast self-exam once or more per month	40%
Pap smear every 2 – 3 years	66%
Ever have a prostate exam or PSA (males over 45)	45%



Respondents reported low rates of smoking and alcohol consumption.

Q.57 About how long has it been since you last smoked cigarettes regularly, that is, daily?

Never smoked	52%
Not smoked in 15 years or longer	21%
Current smoker	13%

Q.58 Do you consume alcoholic beverages?

1 or more drinks per day	11%
2 or more per week	17%
Seldom / never	70%



There is strong agreement that ambulance services are critical. 64% of county respondents said they would support an EMS levy. A higher percentage of East County respondents felt these services were critical, but expressed similar levels of support of an EMS levy.

Q.68 Would you support additional tax levies to assure a reliable well-staffed EMS service?

	Overall	East	West
Ambulance services are critically important	78%	83%	75%
Would support an EMS levy	64%	65%	63%
Don't Know if would support levy	18%	18%	17%



Internet/Paper Survey

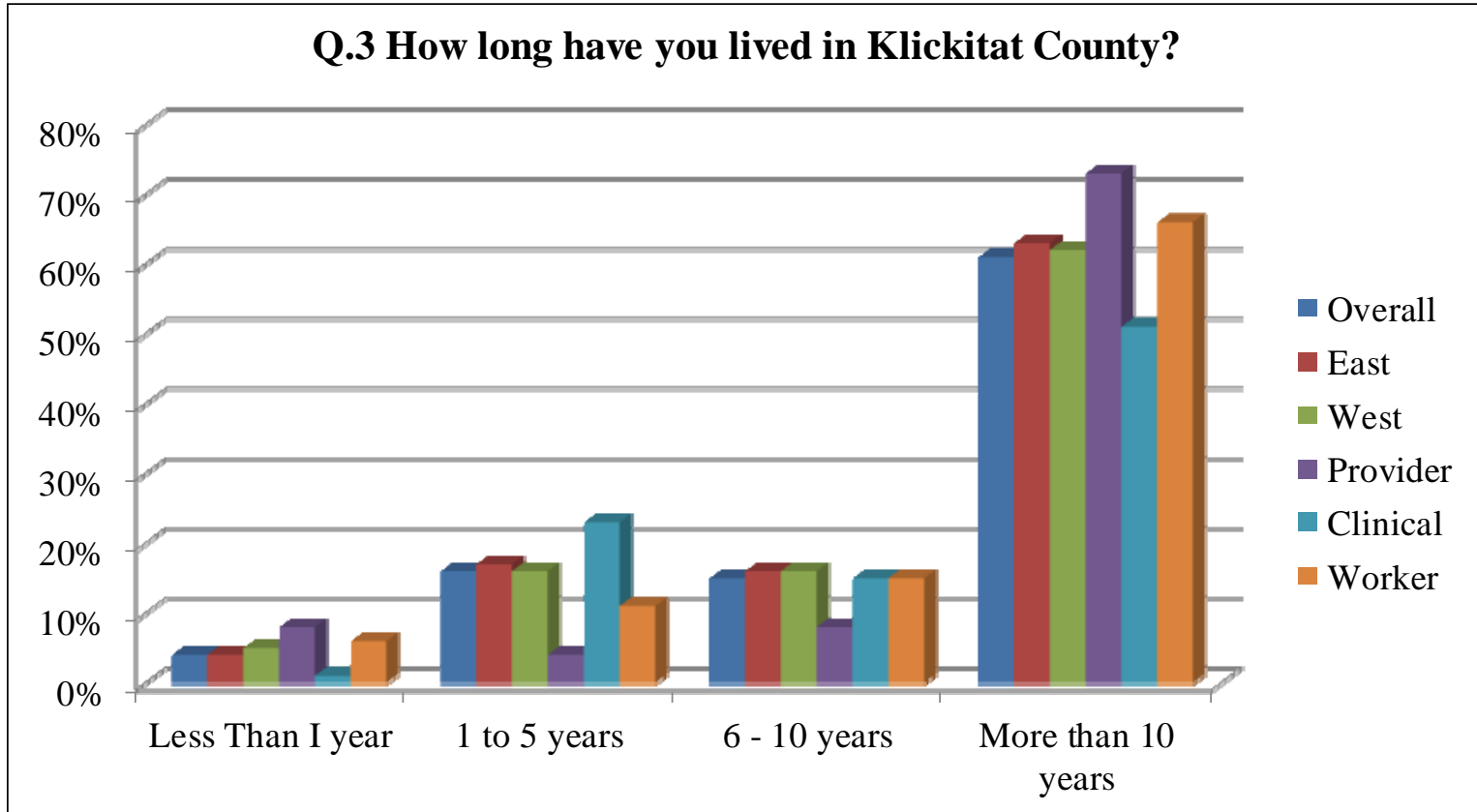


The email and the paper surveys were distributed across the county but there were more respondents from the East County.

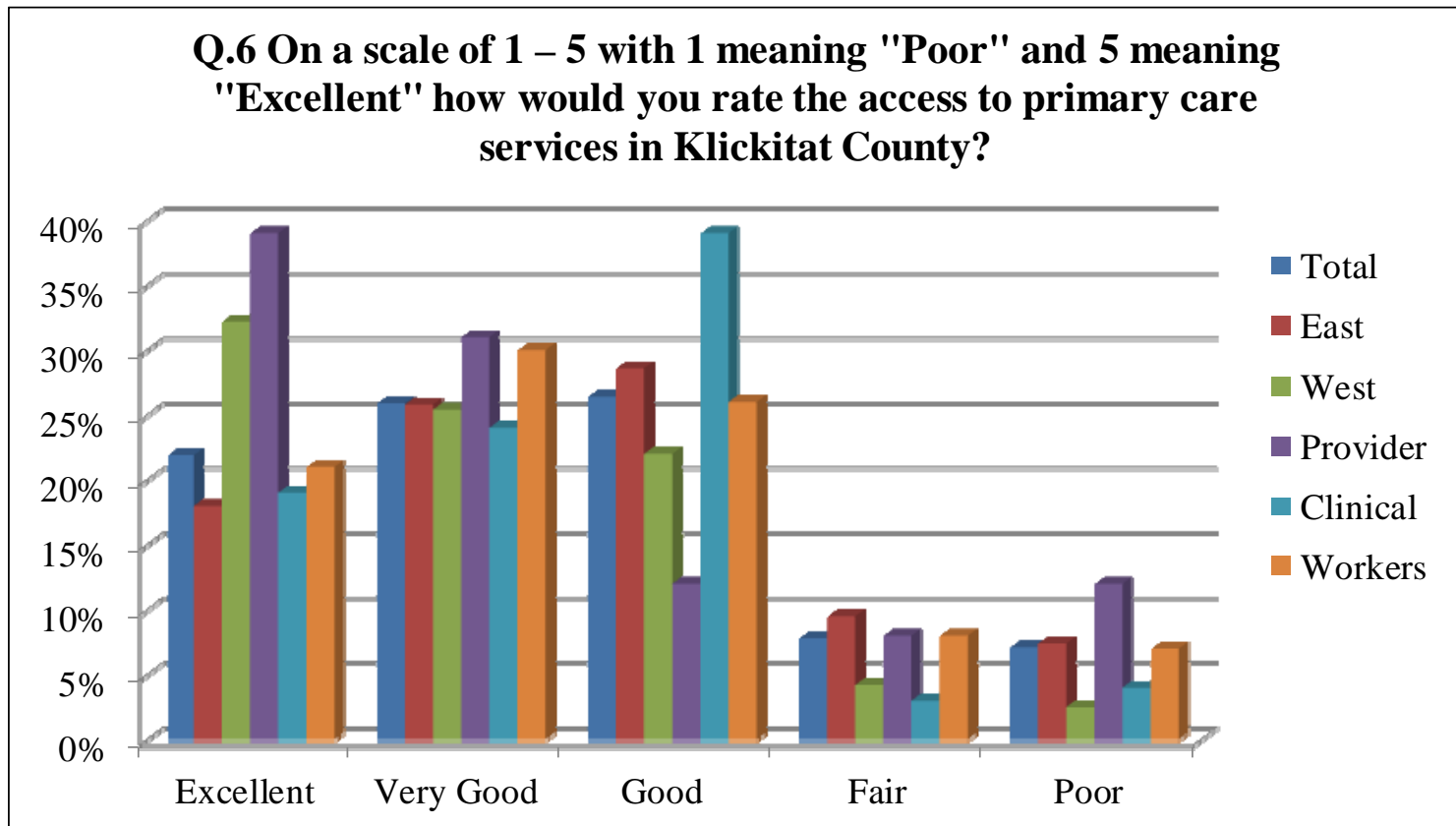
Email / Paper Survey Respondents	Total
East County	288
West County	120
Other (outside of the county, attending the county fair)	34
Total	442
Health care provider (MD, DO, PA-C, ARNP, Dentist, Pharm., Etc.)	26
Clinical worker (RN, CNA, Lab, PT, etc.)	76
Other county or hospital district worker	110
Community	230



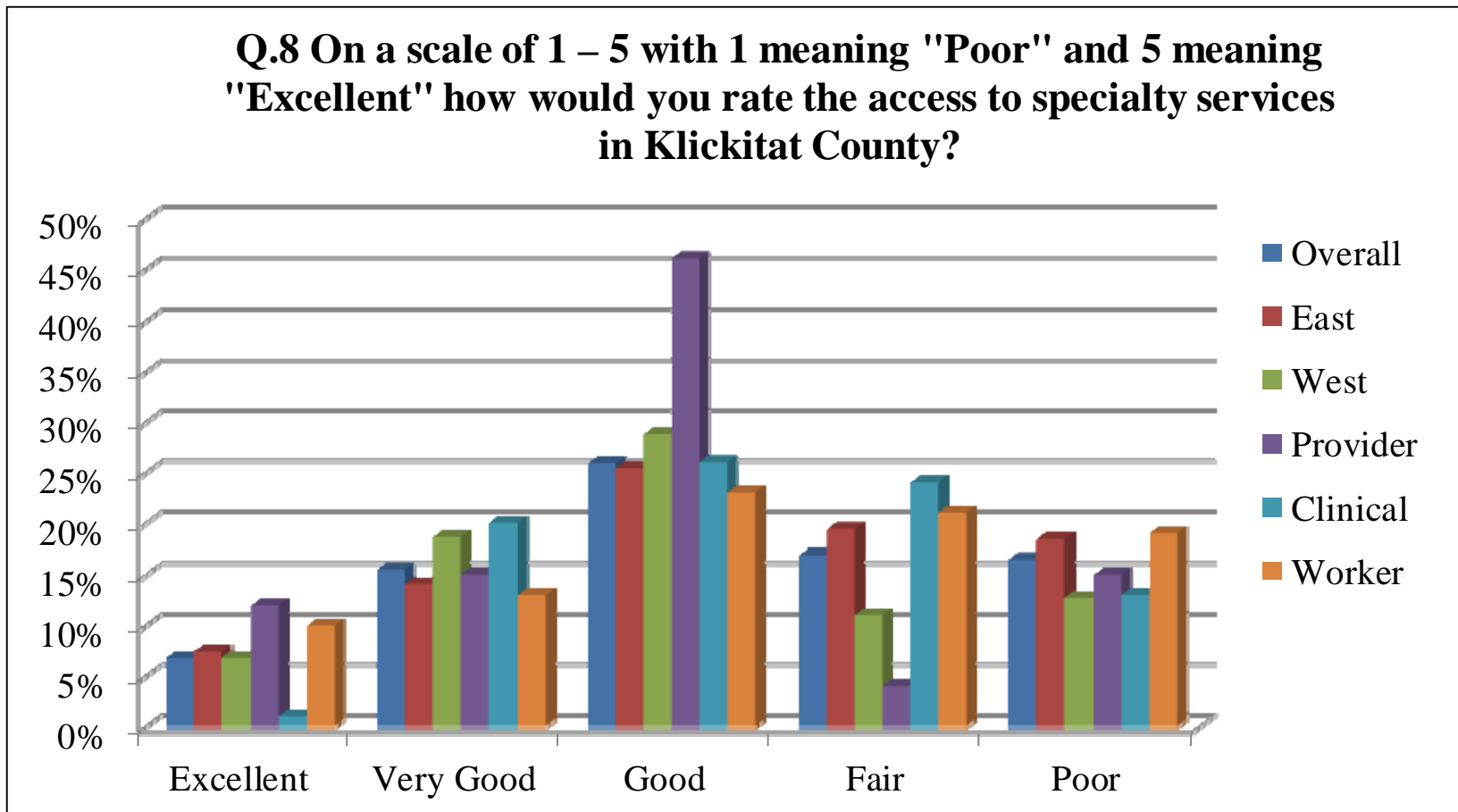
The majority of respondents have lived in Klickitat County more than 10 years.



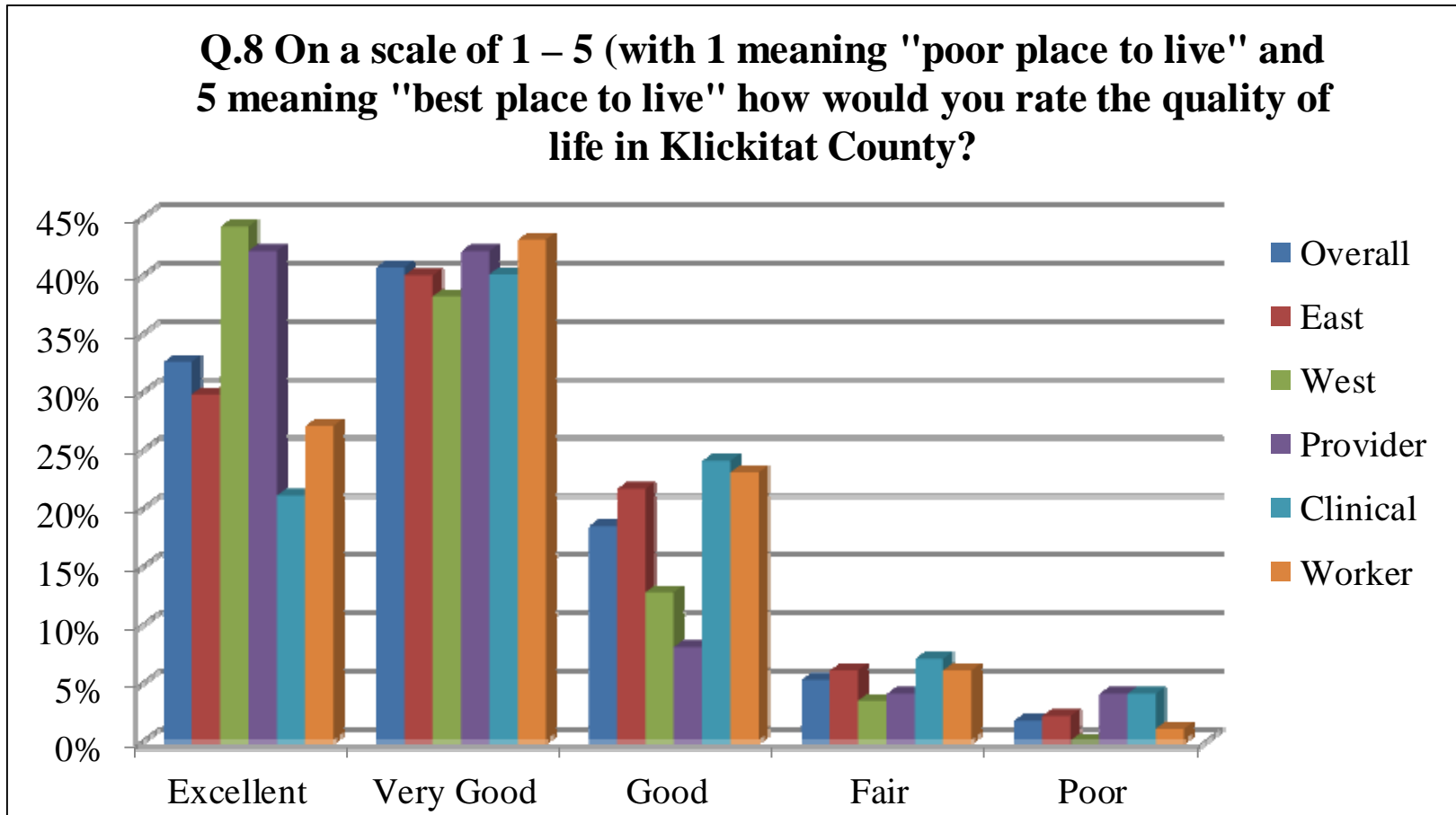
East County respondents rated access to primary care lower than the West County. For the East County 44% said access was excellent or very good, compared to 64% on the West County.



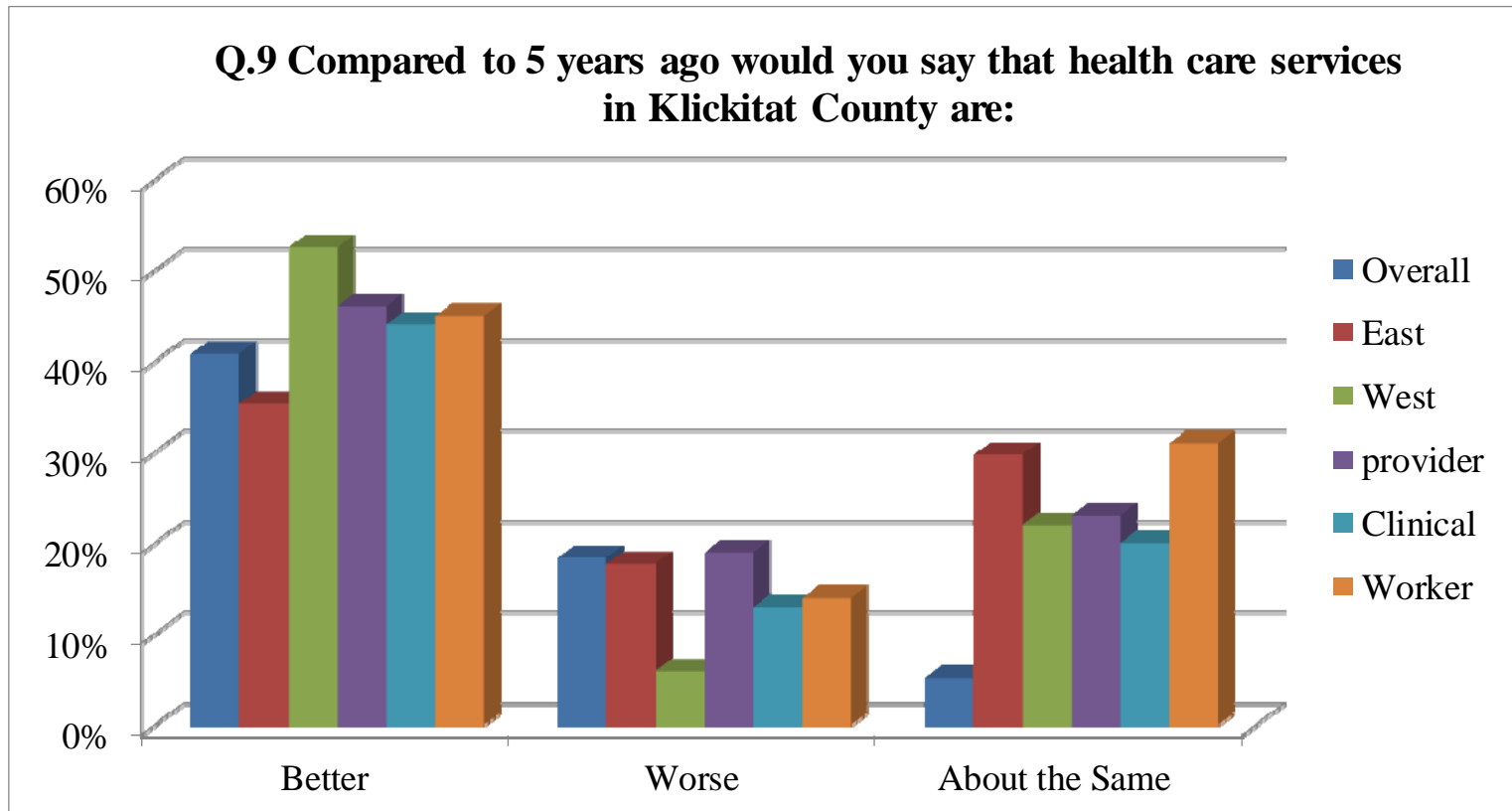
The most common description of access to specialty services is “good”, but 34% described access as being fair or poor. Again the East County (25% good) gave lower access ratings than the West County (29% good).



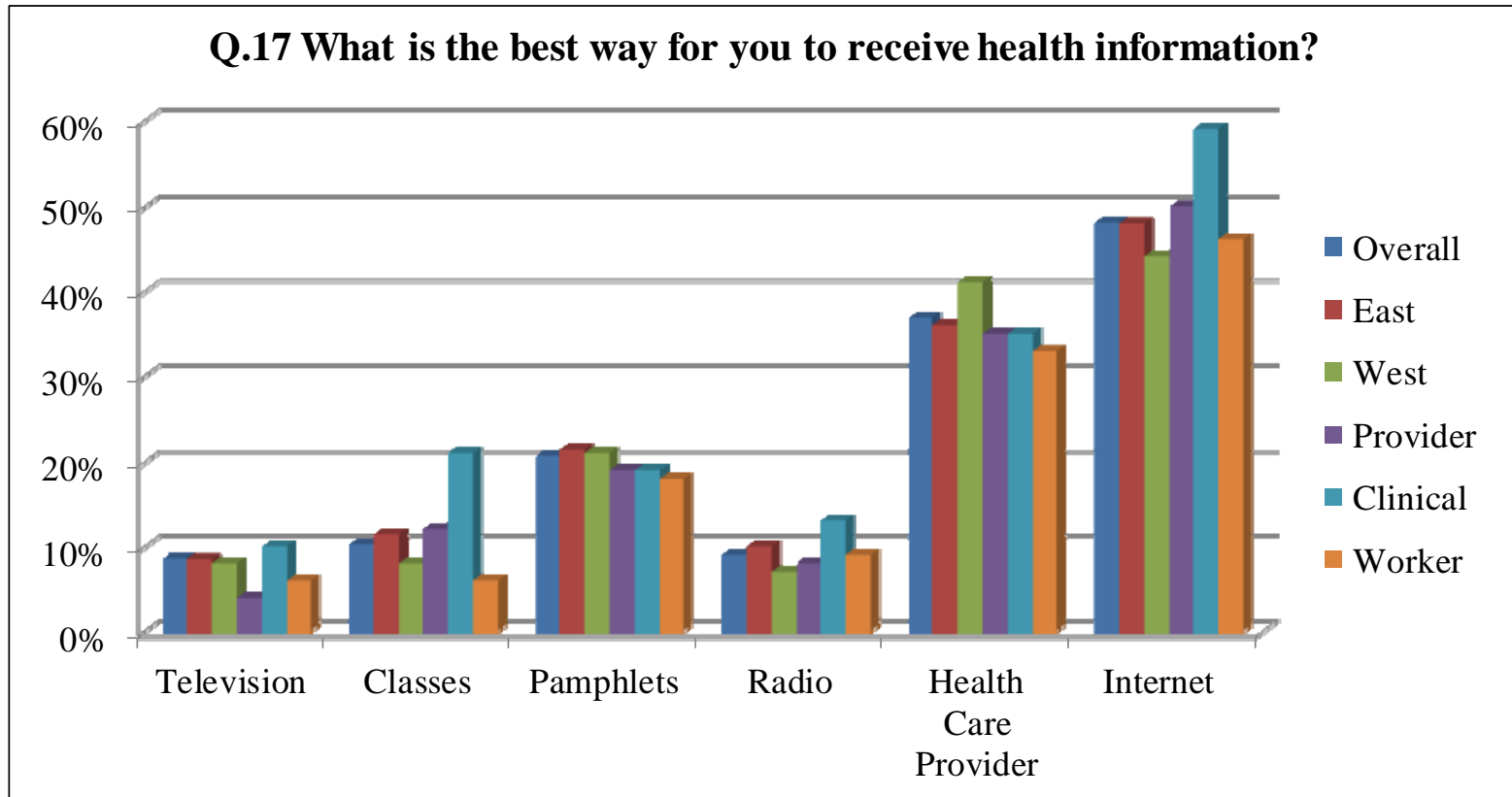
74% of respondents felt that Klickitat County was an Excellent or Very good place to live.



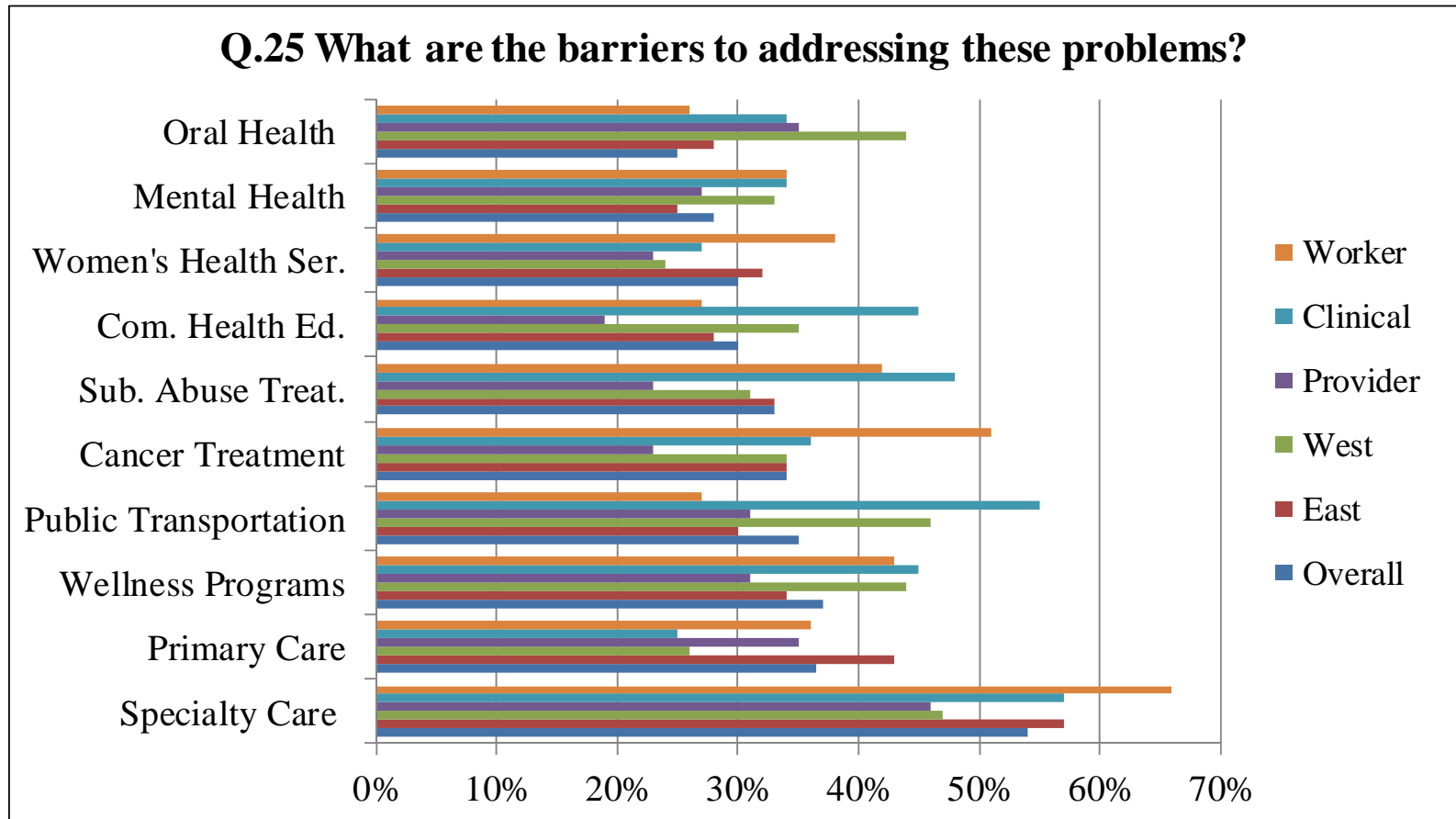
It is generally agreed that health care services are better now than 5 years ago. 41% of all respondents felt things were better. Again there were differences between East County and West County responses, 53% of West County respondents felt services were better compared to the East County where 35% felt services were better.



All respondent groups considered the internet to be the best way to receive health information followed by a health care provider. Classes ranked low for all groups but clinical.



The most common health care concern mentioned was access to specialty care, other concerns included access to primary care, public transportation and wellness programs.



While there are similarities between health care concerns in East and West County, there differences in the levels of concern.

Top Healthcare Concerns – East

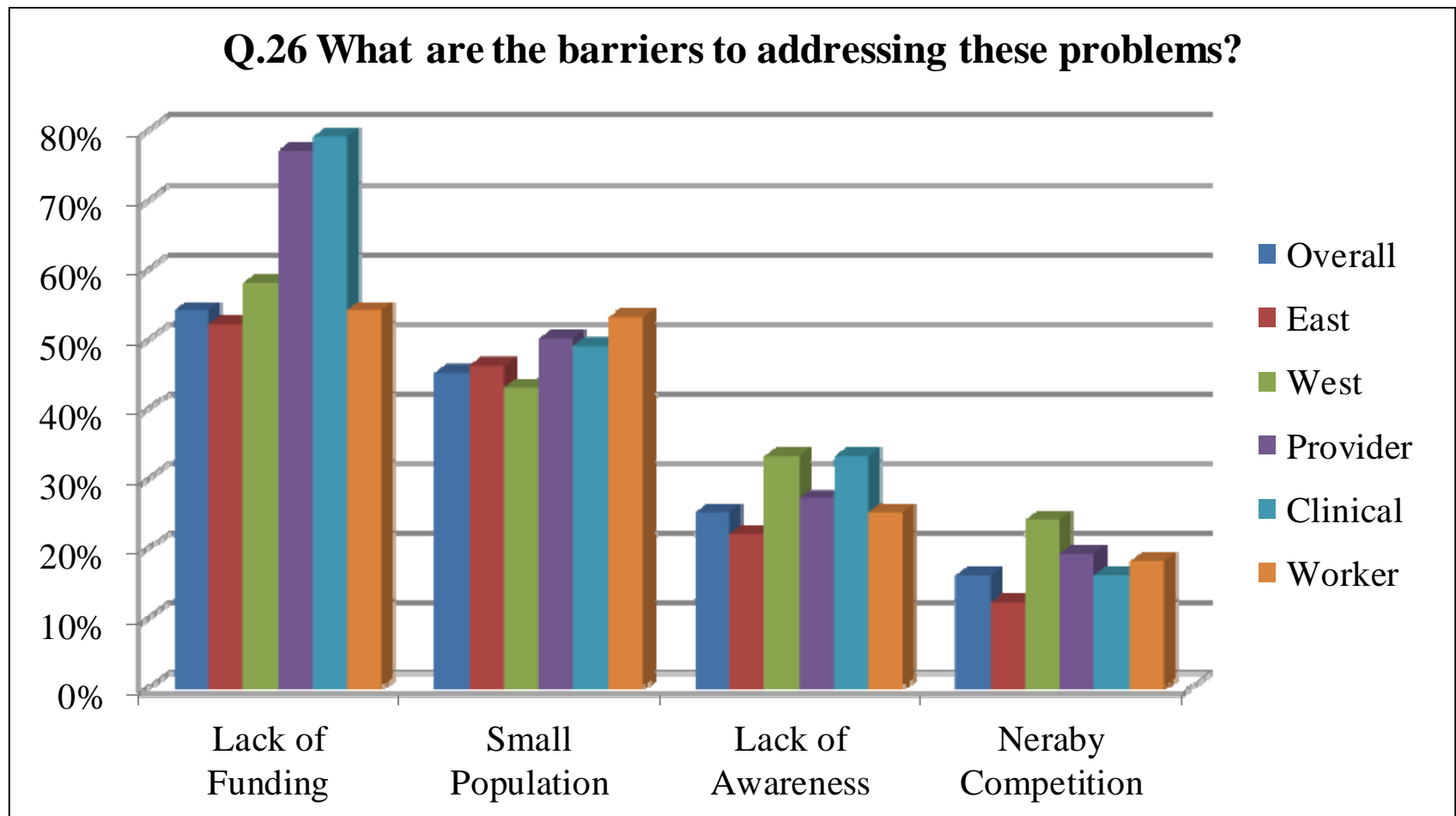
Concern	Frequency
Specialty Care	57%
Primary Care	43%
Wellness programs	34%
Cancer Care	34%
Substance Abuse	33%
Women’s Health	32%
Public Transportation	30%
Oral Health	28%

Top Healthcare Concerns – West

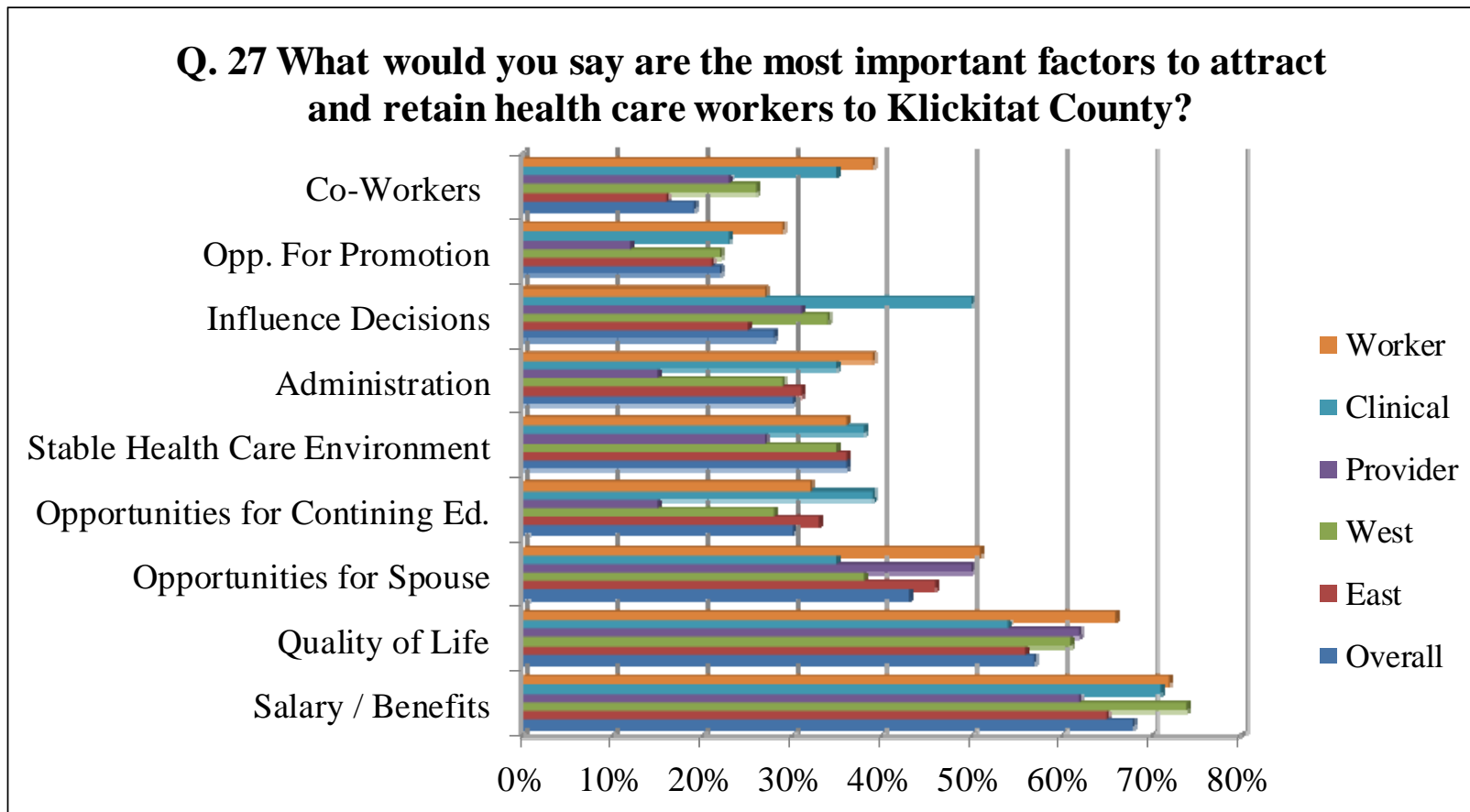
Concern	Frequency
Specialty Care	47%
Public Transportation	46%
Wellness Programs	44%
Oral Health	44%
Com. Health Ed.	35%
Cancer Care	34%
Mental Health	33%
Substance Abuse Treatment	31%



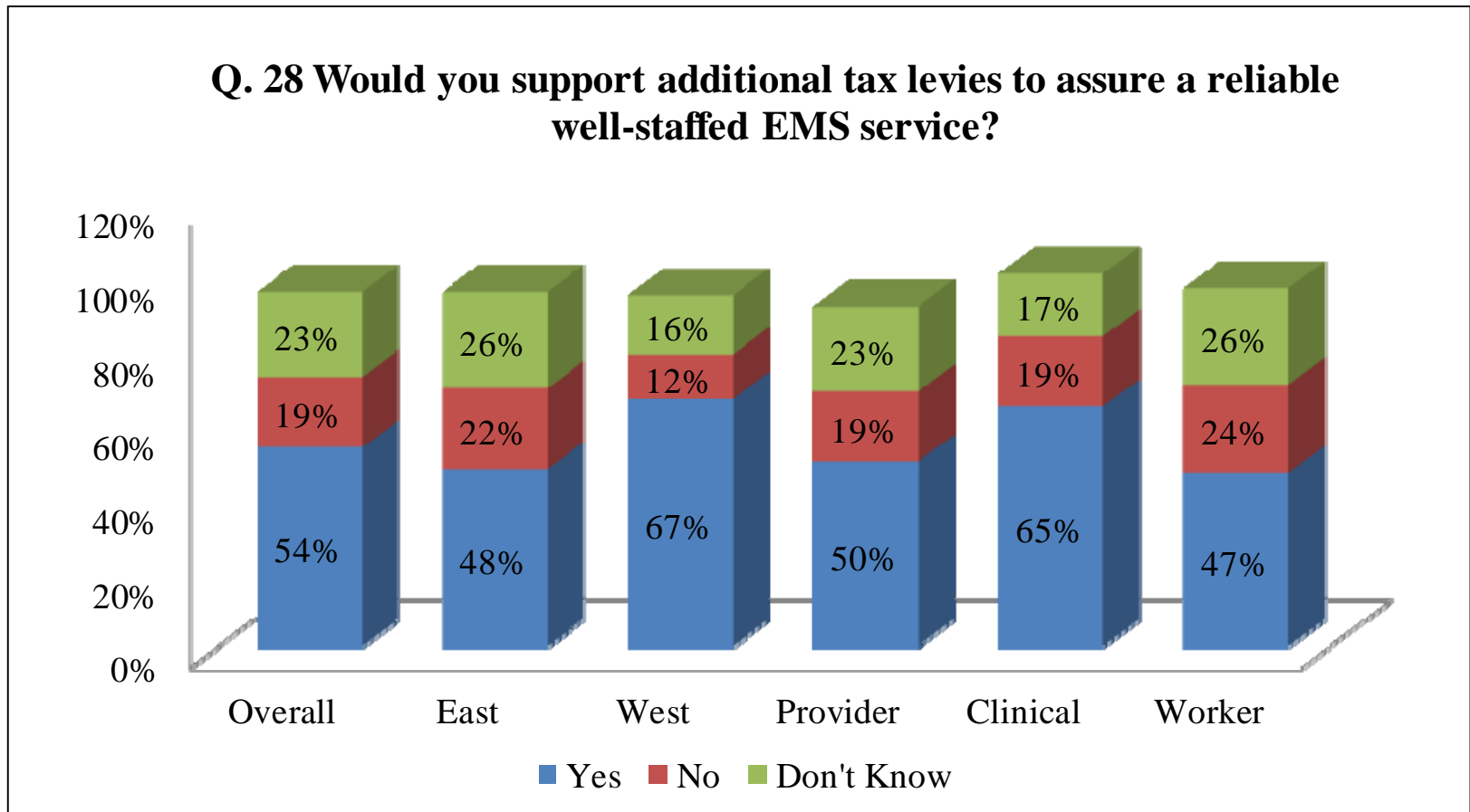
All respondent groups considered lack funding to be the most significant barrier to addressing health care problems.



Good salary and benefits, quality of life and opportunities for spouses are seen as significant factors in attracting retaining health care workers.



Support for an EMS levy varies from group to group with two groups having less than a 50% approval rate. Overall 23% of the respondents are undecided about their support. Overall support was lower in this survey than the telephone survey



Summary of Open-ended Questions Responses



“In your own words, what would you say are the top health care problems in your community” (telephone survey; 15-20% said none).

Top 5 Health Care Problems Reported by Telephone Survey Respondents	
East County	West County
Alcohol/Drugs/Substance Abuse	Obesity
Access to Healthcare/Hospitals	Alcohol/Drugs/Substance Abuse
Obesity	Access to Healthcare/Hospitals
Affordability/Cost of Health Care	Elderly/Aging
Elderly/Aging	Affordability/Cost of Health Care



“Is there anything else that should be considered as we are evaluating the health care needs of Klickitat County?”
(email/paper survey).

- ❑ Common themes were:
 - ❑ Access to low cost medications (need to travel the The Dalles or Hood River)
 - ❑ Poor access to care for the uninsured or underinsured
 - ❑ The Overall cost of care inhibits access to service
 - ❑ Access to OB services, particularly in East County
 - ❑ There were many comments about the billing process at KVH
 - ❑ Lack of skilled nursing facility beds
 - ❑ The turnover of physicians results in a lack of trust and people leaving the community for care.



Key Findings/ Take-Aways:

- ❑ Access to primary care is a concern, particularly for East County respondents.
- ❑ Access to specialty services is a concern throughout the County.
- ❑ Lack of funding and the size of the area were seen as obstacles to addressing these concerns.
- ❑ Use patterns of health care services in Klickitat County are impacted by the proximity of services in The Dalles, Hood River, and Portland. Residents often leave the area for care.
- ❑ Respondents feel they are in very good or excellent health (57%). With only 13% rating their health care fair or poor.



Key Findings

- ❑ 62% of respondents reported body mass index levels that indicate they are overweight or obese. While these levels are consistent with statewide averages it is still an area of concern. Obesity was mentioned frequently as a concern in open-ended questions
- ❑ Nearly a third of respondents stated that they had an impairment that limits daily activities.
- ❑ Despite respondents stating good nutrition, exercise, smoking and alcohol consumption habits, they also report blood pressure and cholesterol rates above the state averages.



Key Findings

- ❑ The internet was considered the best way to obtain health information. Followed closely by a health care provider. Traditional classes received a low rating.
- ❑ Good salaries and benefits, quality of life and opportunities for spouses were considered the best ways to attract and retain health care providers and workers.



Key Findings

- ❑ While access to EMS services was considered to be critical by nearly 80% of respondents to the telephone survey and support for a levy was at 64% overall, 18% of the respondents were undecided.
- ❑ Support of an EMS levy was lower among the email/paper group with 54% overall saying they would support a levy. In this survey only 48% of the respondents on the East County said they would support a levy.
- ❑ For the open-ended questions, common concerns that emerged from all respondents included:
 - ❑ Obesity
 - ❑ Affordability of care
 - ❑ Services for the elderly
 - ❑ Alcohol and substance abuse
 - ❑ Local access to affordable medications, particularly for Medicaid patients

