



Carson Valley Medical Center

2016 Community Health Needs Assessment

Areas of Opportunity for Carson Valley Medical Center (Implementation Plan 2017-2019)

Areas that contribute to health and wellbeing of community:

ANALYSIS OF DATA	CVMC RESPONSE
<p>Access to good medical care increased from 5.9% 2013 to 10.1% in 2016.</p> <p>Top responses included:</p> <ul style="list-style-type: none"> • Sense of Community • Access to community parks, trails, events, and facilities • Access to outdoor activities 	<p>Continue to reinforce message that CVMC's healthcare delivery contributes to quality of life in the Carson Valley.</p> <p>Continue and expand support of programs that maintain these activities in our community.</p>

Top Health Needs in our Community:

From 2013 – 2016, the survey identified similar top health needs in our community, however the percentages have reduced during this period.

ANALYSIS OF DATA	CVMC RESPONSE
<p>Cost of Healthcare (Decreased from 44.8% in 2013 to 13.5% in 2016)</p>	<p>Expand wellness programs that give patients options for affordable healthcare screenings and resources.</p>
<p>Substance Abuse (Decreased from 56.6% in 2013 to 12.4% in 2016)</p>	<p>Strengthen strategic partnership with Partnership of Community Resources – a local nonprofit designed to address substance abuse problems, awareness and prevention.</p> <ul style="list-style-type: none"> • Ensure CVMC executive sits on the PCR board of directors. • Implement annual meeting of CVMC Executive Team and the PCR Executive Director to discuss issues and trends.

**Access to Healthcare
(Decreased from 24.1% in 2013 to 10.4% in 2016)**

- CVMC to look at extended hours for outpatient services.
- CVMC to expanding outreach programs that bring services to key groups in the community (i.e. workplace wellness program, potential services to youth via school or after school programs).
- Assess local transportation barriers for senior population needing healthcare services.
- Assess insurance contracts at CVMC.
- Recruit primary care providers to reduce wait time for primary care appointments.

**Mental Illness
(Decreased from 23.5% in 2013 to 8.9% in 2016)**

Continue to offer senior mental health services through Vitality for Life. Consider expansion of these services to hospital patients and or other populations.

**Obesity
(Decreased from 24.6% in 2013 to 8.3% in 2016)**

Continue community education and outreach focused on nutrition.

Healthcare Utilization:

ANALYSIS OF DATA	CVMC RESPONSE
79.2% have one person they think of as their personal doctor (reduced slightly from 82.1% in 2013.	Opportunity for CVMC to reinforce the role of the primary care provider through marketing and outreach.
Reliance on Emergency Room vs. Urgent Care is consistent with CVMC Urgent Care addition and growth since last survey.	Continue to grow CVMC Urgent Care.
Small decrease in response to primary destination for health care needs in both Minden and Gardnerville.	CVMC to assess outmigration and market share.
Reason's for going somewhere besides CVMC for your healthcare needs include:	
<ul style="list-style-type: none"> • Services not available • Insurance Coverage • Convenience 	<ul style="list-style-type: none"> • Assess potential new service lines as put forth in the CVMC strategic plan. • Assess insurance contracts at CVMC. • Reinforce "convenience" messaging in communications. Ensure appointment wait times and process is patient-friendly.

<ul style="list-style-type: none"> • Physician Referral • Cost • Quality of Care <p>While almost half of the respondents indicated no barriers to receiving healthcare when they needed it, the responses of potential barriers included insurance, hours, and convenience.</p>	<ul style="list-style-type: none"> • Ensure education and materials regarding CVMC services are available to local and regional physicians. • Review cost comparisons with outpatient services. • Develop initiatives to exceed quality measurements and benchmarks. <p>Continue to increase access by expanded hours, outreach programs, and convenient scheduling process.</p>
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Services Needed in our Community

<i>ANALYSIS OF DATA</i>	<i>CVMC RESPONSE</i>
<p>One third of respondents indicated they would like to see more services locally. Including:</p> <ul style="list-style-type: none"> • Pediatrics • OB/GYN • Cardiology 	<p>CVMC to assess potential service lines to meet community need.</p>

Community Health Status (Secondary Data)

<i>ANALYSIS OF DATA</i>	<i>CVMC RESPONSE</i>
<p>Areas of strength (where Douglas County is better than statewide measures) include: poverty, active lifestyle, teen pregnancy rate, mental health.</p> <p>Areas for improvement for Douglas County include:</p> <ul style="list-style-type: none"> • Substance Abuse • Nutrition • Vaccinations 	<ul style="list-style-type: none"> • See earlier notes regarding key strategic partnership with PCR. • Continue nutrition outreach. Consider options for expanding CVMC garden or supporting community garden projects. • Expand child vaccination program available through CVMC clinics.

The 2016 Community Health Needs and this 2017-2019 Implementation Plan were approved by the CVMC Board of Directors on November 18, 2016.