

**PIONEER MEDICAL
CENTER**

**SPECIAL POINTS
OF INTEREST:**

- Top rated health services offered at Pioneer Medical Center were:
 - Ambulance services
 - Hospice
 - Laboratory
 - Physical/ occupational/speech therapy
- Most utilized preventative services in the past year:
 - Blood screening
 - Immunizations/Flu shot
 - Cholesterol check
- Overall Quality of Care at PMC was rated "Excellent" to "Good" with a 3.1 out of 4.0
- 60.2% of respondents feel their knowledge of services available at PMC is "Good" and 18.1% rated their knowledge as "Excellent."
- 71.2% of respondents indicated that local healthcare services are very important to the economic well-being of the community.

Community Health Needs Assessment Findings

BIG TIMBER, MONTANA — APRIL 2015

Community Health Needs Assessment Process

Pioneer Medical Center (PMC) participated in the Frontier Medicine Better Health Partnership (FMBHP) project, which was formed to address the unique healthcare challenges in frontier/rural communities in Montana in order to develop solutions which can be applied nationwide. The Montana Office of Rural Health in Bozeman, Montana provided services to conduct a Community Health Needs Assessment (CHNA) in the community which included a mailed survey and focus groups to determine the community's perception of local healthcare services and identify important issues. The assessment was administered by the Montana Office of Rural Health and the National Rural Health Resource Center (NRHRC) in Duluth, Minnesota and funded through the Frontier Medicine Better Health Partnership (FMBHP) Grant.

Montana communities involved in FMBHP for 2014 include: Conrad, Baker, Libby, Columbus, Fort Benton, Forsyth, Glasgow, Philipsburg, Scobey, and Shelby.

Communities involved for 2013 were: Townsend, Dillon, Livingston, Polson, Plains, Red Lodge, Ronan, Roundup, Superior, and Whitefish.

FMBHP Mission:

"The FMBHP plans to develop, implement, test, refine and operate a model of healthcare delivery and payment for frontier/rural America based on community-validated best practices.

Focus Group Findings

Major issues/concerns:

- Lack of mental healthcare services
- High need for transportation assistance
- A growing need for home health services

- Need for Alzheimer's care to be available locally
- Lack of local specialty services result in patients leaving community

Services Needed:

- Ultrasound
- Mammography
- More visiting specialists
- Home health care services
- Assistance with Medicare/Medicaid



Office of Rural Health
Area Health
Education Center

Survey Results

The survey was sent to a random sample of 639 households in Pioneer Medical Center's service area during the month of October 2014.

71 surveys were undeliverable and 229 were returned for a 36% response rate.

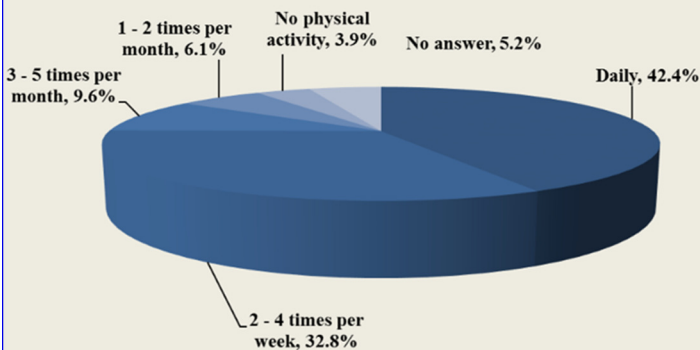
Survey demographics were as follows:

- 87.9% of respondents were from Big Timber, 5.4% from Greycliff & 4% were from Melville.

- 65.5% Female; 32.8% Male; 1.7% no response.
- 26.5% of respondents were between the ages of 56-65; 26.1% between 66-75; and 13.3% tied between ages 36-45 & 76-85
- 22% reported they or a member of their household did not get (or delayed) needed medical services.
- 54.8% reported they feel their community is somewhat healthy.
- The hospitals used most often in the last 3 years were Billings Clinic (29%), Pioneer Medical Center (25%), & St. Vincent (19.4%).
- The most utilized primary care providers were located in Big Timber (53.1%), Billings (19%), or Livingston (15.2%).
- Most respondents (65.5%) learn about health services through the Big Timber Pioneer or word of mouth/reputation (57.6%).
- The most utilized specialist was the dentist.

Healthy Communities...

Physical Activity Over the Past Month



Interest in Programs/ Classes:

1. Nutrition/health eating 28.4%
2. Fitness 27.7%
3. Weight loss 26.5%

Top 3 Components for a Healthy Community:

1. Access to healthcare and other services
2. Good jobs and a healthy economy
3. Healthy behaviors and lifestyles

Sweet Grass County's Top 3's

Top 3 Community Health Concerns:

1. Cancer 72.9%
2. Alcohol & Substance Abuse 41.0%
3. Heart disease 33.2%

Top 3 Desired Local Healthcare Services

1. On-site ultrasound 60.9%
2. Home health 10.9%
3. Women's health/ prenatal care 9.2%

Top 3 Ways to Improve Community's Access to Healthcare:

1. More primary care providers 42.8%
2. Improved quality of care 40.6%
3. More specialists 26.2%



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