

Weatherford Regional Hospital Community Health Needs Assessment Summary and Implementation Strategy



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 Weatherford Regional Hospital in 2023. It begins with a description of the hospital's steps to addressing priorities identified during the 2020 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 1, 2023.

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

Weatherford Regional Hospital worked with the Oklahoma Office of Rural Health in 2020 to complete their first 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 did impact the ability to complete community outreach during many of the months since the last CHNA.

Area of concern: Mental Health

Activity 1: Collaboration and Partnership with Red Rock Behavioral Services- The new Red Rock Behavioral Health facility opened in Weatherford in 2020. The hospital meets with them

monthly to discuss collaboration opportunities to provide a greater benefit to the community and patients at the hospital. A total of 78 referrals have been made since January 2021.

Area of concern: Transportation

Activity 1: Increased availability and utilization of telemedicine- During the Covid-19 pandemic, many services quickly shifted to virtual. This provided an opportunity for patients and community members to not only have the opportunity to stay in the medical service area, but many were able to stay within their homes to receive care. The number of visits increased to an average of 95 per month starting in October 2020. Overall, this was representative of 10-35% of all clinic visits in a month.

Weatherford Regional Hospital Medical Services Area Demographics

Figure 1 displays the Weatherford Regional Hospital medical services area. Weatherford Regional Hospital 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.

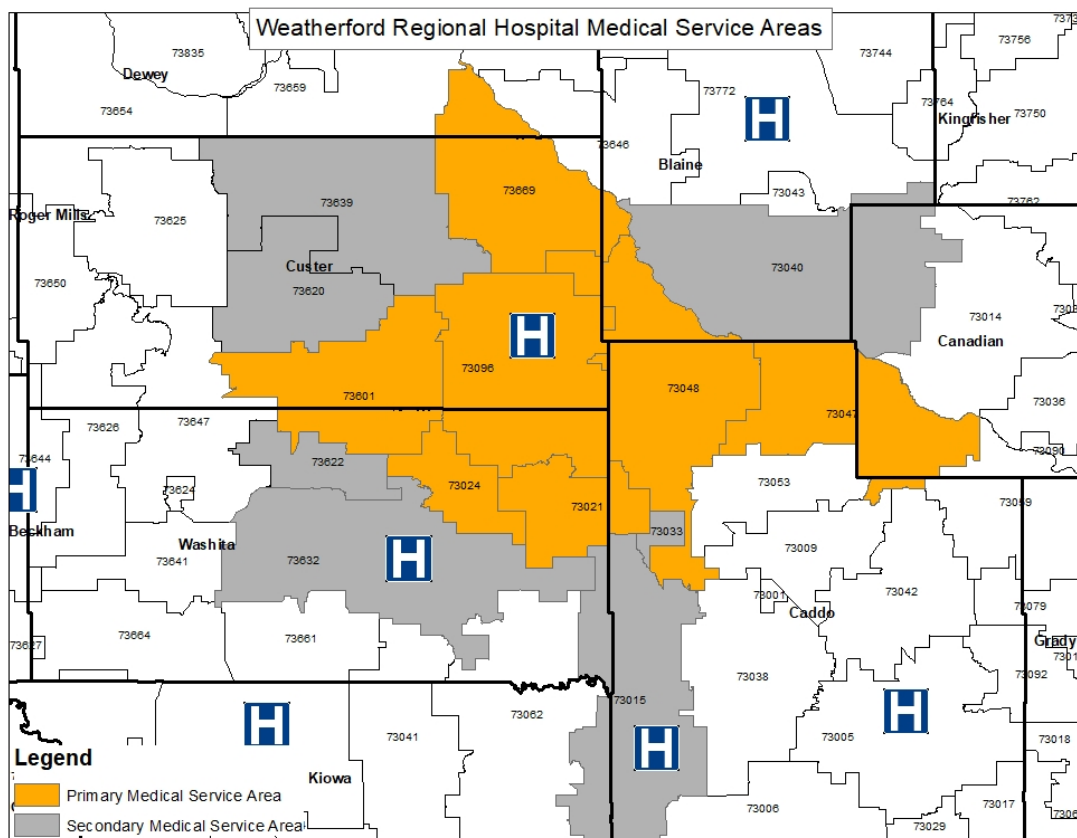


Figure 1. Weatherford Regional Hospital Medical Service Areas

City	County	Hospital	No. of Beds
Elk City	Beckham	Great Plains Regional Medical Center	62
Watonga	Blaine	Mercy Hospital Watonga	25
Anadarko	Caddo	The Physicians' Hospital in Anadarko	25
Carnegie	Caddo	Carnegie Tri-County Municipal Hospital	17
Weatherford	Custer	Weatherford Regional Hospital	25
Hobart	Kiowa	Elkview General Hospital	38
Cordell	Washita	Cordell Memorial Hospital	14

As delineated in Figure 1, the primary medical service area of Weatherford Regional Hospital includes the zip code areas of Weatherford, Thomas, Hydro, Hinton, Colony, Clinton and Corn. The primary medical service area experienced a population increase of 7.3 percent from the 2000 Census to the 2010 Census (Table 1). This same service area experienced another increase in population of 1.7 percent from the 2010 Census to the latest available, 2017-2021, American Community Survey.

The secondary medical services area is comprised of the zip code areas Geary, Eakly, Carnegie, Cordell, Bessie, Arapaho and Custer City. The secondary medical service area experienced a slight decline in population (2.4%) from the 2000 Decennial Census to the 2010. This same service area experienced another decrease of 3.1 percent from the 2010 Decennial Census to the latest available 2017-2021 American Community Survey.

Table 1. Population of Weatherford Regional Hospital Medical Service Area

Population by Zip Code	2000 Population	2010 Population	2017-2021 Population	% Change 2000-2010	% Change 2010-17-21
<i>Primary Medical Service Area</i>					
73096 Weatherford	12,106	13,037	14,036	7.7%	7.7%
73669 Thomas	1,596	1,675	1,666	4.9%	-0.5%
73048 Hydro	2,101	2,020	2,478	-3.9%	22.7%
73047 Hinton	3,711	4,774	4,816	28.6%	0.9%
73021 Colony	384	352	229	-8.3%	-34.9%
73601 Clinton	9,958	10,299	9,477	3.4%	-8.0%
73024 Corn	719	637	657	-11.4%	3.1%
	30,575	32,794	33,359	7.3%	1.7%
<i>Secondary Medical Service Area</i>					
73040 Geary	1,972	1,976	1,260	0.2%	-36.2%
73033 Eakly	300	387	572	29.0%	47.8%
73015 Carnegie	3,157	2,877	2,617	-8.9%	-9.0%
73632 Cordell	3,593	3,433	3,112	-4.5%	-9.4%
73622 Bessie	302	266	334	-11.9%	25.6%
73620 Arapaho	991	1,194	1,667	20.5%	39.6%
73639 Custer City	679	602	842	-11.3%	39.9%
Total	10,994	10,735	10,404	-2.4%	-3.1%

SOURCE: Population data from the U.S. Bureau of Census, Decennial Census 2000, 2010 and American Community Survey 2014-2018 (March 2020)

Table 2 displays the current existing medical services in the primary service area of the Weatherford Regional Hospital medical services area. The medical service area includes thirteen physician offices, seven dental offices, four optometry offices, one mental health/counseling location, and two EMS providers. The hospital provides radiology, CT, MRI, laboratory services, physical therapy, 24/7 emergency room, sleep lab, telemedicine services, swing bed, oncology services including chemotherapy, and labor and delivery services. A complete list of hospital services and community involvement activities can be found in Appendix A.

Table 2. Existing Medical Services in Weatherford Regional Hospital Medical Services Area

Count	Area	Service
1		Hospital: Weatherford
13		Regional Hospital
7		Physician offices
2		Home health providers
4		Dental offices
3		EMS providers
2		Optometry offices
2		Chiropractic offices
1		Assisted living facilities
4		Nursing homes
1		Mental health/Counselor
5		Physical therapy/Rehabilitation providers
		County Health Department
		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 Custer County in comparison to the state of Oklahoma. Overall, the over 65 age group has experienced an increase in population at the state and remained fairly level at the county level from the 2010 Census to the latest, 2017-2021 American Community Survey. This cohort accounted for 15.6 percent of the total population at the state level. In terms of the medical service areas, this age group accounted for 13.6 percent of the primary medical service area, 16.6 percent of the secondary medical service area, and 13.2 percent of the population of Custer County. The 45-64 age group accounts for the largest share of the population in the secondary (25.2%) service area. The 25-44 age group accounts for the largest primary (26.3%) service area and Custer County (24.6%).

Table 3. Percent of Total Population by Age Group for Weatherford Regional Hospital Medical Service Areas, Custer County and Oklahoma

Age Groups	Primary Medical Service Area	Secondary Medical Service Area	Custer County	Oklahoma
2010 Census				
0-14	18.8%	21.3%	19.5%	20.7%
15-19	8.1%	6.6%	8.6%	7.1%
20-24	11.7%	5.3%	12.7%	7.2%
25-44	25.4%	22.5%	23.2%	25.8%
45-64	22.8%	26.1%	22.7%	25.7%
65+	<u>13.2%</u>	<u>18.1%</u>	<u>13.4%</u>	<u>13.5%</u>
Totals	100.0%	100.0%	100.0%	100.0%
Total Population	32,794	10,735	27,469	3,751,351
17-21 ACS				
0-14	20.5%	22.9%	21.1%	20.2%
15-19	7.9%	6.1%	8.3%	6.8%
20-24	10.3%	5.2%	11.7%	6.9%
25-44	26.3%	24.1%	24.6%	26.3%
45-64	21.4%	25.2%	21.2%	24.1%
65+	<u>13.6%</u>	<u>16.6%</u>	<u>13.2%</u>	<u>15.6%</u>
Totals	100.0%	100.0%	100.0%	100.0%
Total Population	33,359	10,404	28,564	3,948,136

SOURCE: U.S. Census Bureau, Decennial Census data for 2010 and American Community Survey data for 2017-2021 (www.census.gov [January 2023]).

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 2017-2021 suggest that this population group has experienced an increase to 11.2 percent of the total population. This trend

is evident in Custer County and both medical service areas. The share of the population identified as of Hispanic Origin accounted for 20.4 percent of the primary medical service area's population in 2017-2021 and 12.2 percent of the secondary medical service area during the same time period. The Hispanic Origin population accounted for 18.8 percent of the total population from 2017-2021 in Custer County.

Table 4. Percent of Total Population by Race and Ethnicity for Weatherford Regional Hospital Medical Service Areas, Custer County and Oklahoma

Race/Ethnic Groups	Primary Medical Service Area	Secondary Medical Service Area	Custer County	Oklahoma
2010 Census				
White	78.6%	78.4%	78.1%	72.2%
Black	3.5%	0.7%	3.0%	7.4%
Native American ¹	5.6%	12.6%	6.3%	8.6%
Other ²	8.3%	3.8%	8.6%	5.9%
Two or more Races ³	3.9%	4.5%	3.9%	5.9%
Hispanic Origin ⁴	14.3%	8.9%	13.9%	8.9%
Total Population	32,794	10,735	27,469	3,751,351
17-21 ACS				
White	76.4%	79.3%	75.8%	69.7%
Black	3.4%	1.1%	3.4%	7.2%
Native American ¹	4.3%	9.2%	4.3%	7.7%
Other ²	6.0%	3.6%	5.8%	7.4%
Two or more Races ³	9.9%	6.8%	10.6%	10.0%
Hispanic Origin ⁴	<u>20.4%</u>	<u>12.2%</u>	<u>18.8%</u>	<u>11.2%</u>
Total Population	33,359	10,404	28,564	3,948,136

SOURCE: U.S. Census Bureau, Decennial Census data for 2010 and American Community Survey data for 2017-2021 (www.census.gov [January 2023]).

Summary of Community Input for CHNA

Community input was gathered through a single community meeting. The meeting was held on March 7, 2023. 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 provided input:

- Weatherford Regional Hospital representatives
- Weatherford Regional Hospital Board members
- Local realtor

This meeting was held in conjunction with a hospital board meeting and strategic retreat where community members were invited to participate. Those invited to attend included hospital department managers and the Weatherford Regional Hospital board of trustees. Invitations were sent through the Chamber of Commerce as well as Kiwanis and Rotary. Key stakeholders were identified due to their expertise of health conditions and concerns in the Weatherford area along with the respective populations they represent. Significant efforts were made to include those who represented low-income and racially diverse populations. Custer County Health Department was not present for the in-person meeting on March 7, 2023; however, a representative was interviewed via email for their input.

Economic Conditions of Custer County and Economic Impact of Health Sector

Economic indicators for Custer County in comparison to Oklahoma and the United States are outlined in Table 5. Custer County tends to lag Oklahoma and the United States in terms of per capita income, or the total income divided by the population. Oklahoma as a state tends to lag the national average. The 2021 annual unemployment rate for Custer County was 3.2 percent. This rate is lower than the state (3.8%) and national (5.3%). All of these rates are non-seasonally adjusted. The most recent monthly estimates show Custer County to be lower than 2021 with a 2.1 percent rate. This is lower than the state (2.6%) and significantly lower than the national (3.3%) rates.

The share of individual captured below the poverty threshold for income and household size is calculated by the U.S. Census Bureau. In 2218, the poverty rate for all ages in Custer County was 17 percent. This is higher than the state and national rates. However, the share of children, or those under the age of 18, was very slightly higher than the state and higher than the national rate. All economic indicators can be found in Table 5.

Table 5. Economic Indictors for Custer County, the State of Oklahoma and the Nation

Indicator	County	State	U.S.
Total Personal Income (2021)	\$1,301,858,000	\$214,760,676,000	\$21,288,709,000,000
Per Capita Income (2021)	\$46,226	\$53,870	\$64,143
Employment (2021)	14,686	1,783,080	152,581,000
Unemployment (2021)	493	71,154	8,623,000
Unemployment Rate (2021)	3.2%	3.8%	5.3%
Employment (December 2022)*	14,552	1,833,267	158,872,000
Unemployment (December 2022)*	307	49,449	5,352,000
Unemployment Rate (December 2022)*	2.1%	2.6%	3.3%
Percentage of People in Poverty (2021)	17.0%	15.4%	12.8%
Percentage of Under 18 in Poverty (2021)	20.8%	20.5%	16.9%
Transfer Dollars (2021)	\$336,040,000	\$52,188,560,000	\$4,617,314,000,000
Transfer Dollars as Percentage of Total Personal Income (2021)	25.8%	24.3%	21.7%
Medical Benefits as a share of Transfer Payments (2021)	31.2%	25.8%	29.4%

*County and state estimates are considered preliminary

SOURCES: 2022 Bureau of Labor Statistics; 2021 Bureau of Economic Analysis; 2021 U.S. Census Bureau.

Table 6 displays various education variables for Custer County. The first three lines are education attainment percentages for the population aged 25 years and greater. In Custer County, 88.2 percent of the population has at least their high school diploma, 54.5 percent has at least some college, and 29.6 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 Custer County who are eligible for free and reduced lunches. Custer County's rate is 58 percent. This is lower than the state average of 59 percent. This is the 26th lowest rate in the state.

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

Indicator	County	State	Custer County Ranking
At Least High School Diploma	88.2%	88.7%	30th Highest
Some College	54.5%	49.7%	7th Highest
At Least Bachelor's Degree	29.6%	26.8%	8th Highest
Free and Reduced Lunch Rate	58.0%	59.0%	26th Lowest

Sources: U.S. Census Bureau, American Community Survey, 2017-2021, National Center for Education Statistics 2019-2020.

Table 7 includes payer source data for Custer County residents in comparison to the state. A ranking is also provided with the lowest percentages as the more favorable ranking. In 2020, 22 percent of individuals under the age of 65 were categorized as uninsured. This is higher than the state rate of 18.1 percent. In terms of children, or those under the age of 19, this rate was 13.4 percent. This was also higher than the state rate of 9.6 percent. In 2022, 16.8 percent of the population had Medicare as a payer for healthcare. This includes Medicare parts A, B and Advantage. In terms of Medicaid, 24 percent of the population in Custer 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 Custer County and the State of Oklahoma

Indicator	County	State	Custer County Ranking
2020 Uninsured rate (under 65)	22.0%	18.1%	59th Lowest
2020 Uninsured rate (under 19)	13.4%	9.6%	65th Lowest
2022 Medicare share of total population	16.8%	19.6%	4th Lowest
2020 Medicaid share of total population	24.0%	26.0%	23rd Lowest

Sources: U.S. Census Bureau Small Area Health Insurance Estimates, 2020; Centers for Medicare and Medicaid Services, Medicare Part A and B Recipients by State and County, September 2022; Oklahoma Health Care Authority, Total Enrollment by County, 2020

Table 8 below summarizes the overall economic impact of the health sector on the Custer County, Oklahoma economy. The local healthcare data outside of the hospital were collected by contacting local providers to gather their employment data. 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 Weatherford Regional Hospital medical service area employs 1,080 FTE individuals. After applying a county-specific employment multiplier to each respective sector, there is a total employment impact of 1,412 FTE employees. The same methodology is applied to income. The local health sector has a direct income impact of over \$52.6 million. When the appropriate income multiplier is applied, the total income impact is over \$62.4 million. The last two columns examine the impact this has on the retail sector of the local community. Recent data suggest that just 20.5% of personal income in Custer County 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 \$12.7 million spent locally, generating \$127,938 on a 1% tax. A copy of the meeting materials that were distributed can be found in Appendix C.

Weatherford Regional Hospital 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	222	1.52	338	\$7,825,975	1.28	\$10,055,673	\$2,061,413	\$20,614
Physicians, Dentists, & Other Medical Professionals	148	1.26	186	\$11,806,912	1.16	\$13,665,210	\$2,801,368	\$28,014
Nursing Homes and Home Health	556	1.23	686	\$24,247,344	1.17	\$28,422,417	\$5,826,595	\$58,266
Other Medical & Health Services	100	1.37	137	\$5,197,338	1.15	\$5,980,124	\$1,225,925	\$12,259
Pharmacies	54	1.23	66	\$3,535,632	1.21	\$4,285,363	\$878,499	\$8,785
Total	1,080		1,412	\$52,613,200		\$62,408,787	\$12,793,801	\$127,938

SOURCE: 2021 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 Custer County taxable sales and income (20.5%) – from 2022 Sales Tax Data and 2021 Personal Income Estimates from the Bureau of Economic Analysis.

Custer County Health Indicators and Outcomes

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.

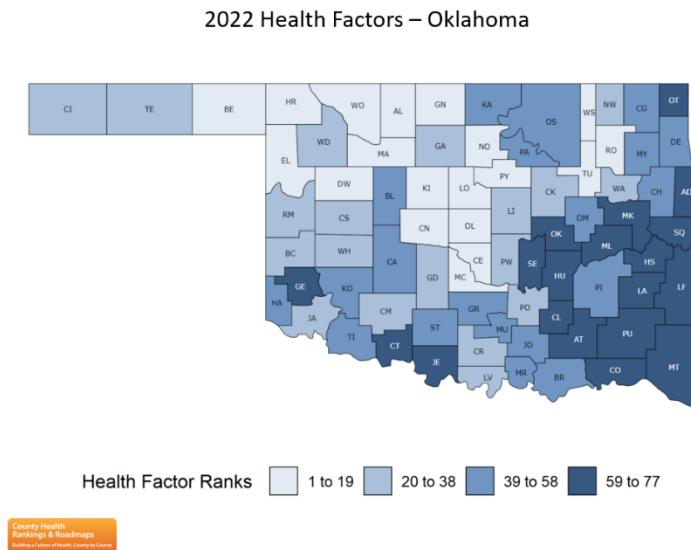
Health factors, considered tomorrow's health, are comprised of health behaviors (rank: 37), clinical care (rank: 27), social and economic factors (rank: 21), and physical environment (rank: 68). Custer County's overall health factors rank is 29. Areas of concern include Custer County's smoking rate, adult obesity rate, physical inactivity rate, sexually transmitted infections and uninsured rate. All health factors variables are presented in Table 9 along with Custer 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 Custer County ranks very poorly compared to the national benchmark) while the green highlighted categories are the areas where Custer County does well, or are viewed as areas of strength.

Table 9. Health Factors (Overall Rank 29)

Category (Rank)	Custer County	Error Margin	Oklahoma	United States
Health Behaviors (37)				
Adult Smoking	19%	17-21%	19%	16%
Adult Obesity	41%	40-42%	37%	32%
Food Environment Index	6.6		5.8	7.8
Physical Inactivity	38%	35-41%	33%	26%
Access to Exercise Opportunities	53%		65%	80%
Excessive Drinking	14%	13-15%	14%	20%
Alcohol-Impaired Driving Deaths	23%	13-33%	27%	27%
Sexually Transmitted Infections	810		594	551
Teen Births	32	28-36	31	19
Clinical Care (27)				
Uninsured	20%	18-23%	17%	11%
Primary Care Physicians	1,810:1		1,630:1	1,310:1
Dentists	1,910:1		1,600:1	1,400:1
Mental Health Providers	160:1		240:1	350:1
Preventable Hospital Stays	4,402		4,346	3,767
Mammography Screening	39%		40%	43%
Flu Vaccinations	48%		47%	48%
Social & Economic Factors (21)				
High School Graduation	87%	85-90%	89%	89%
Some College	62%	55-70%	60%	67%
Unemployment	5.4%		6.1%	8.1%
Children in Poverty	16%	10-23%	19%	16%
Income Inequality	5.7	4.7-6.7	4.6	4.9
Children in Single-Parent Household	22%	15-30%	26%	25%
Social Associations	16.2		11.3	9.2
Violent Crime Rate	153		428	386
Injury Deaths	87	72-102	95	76
Physical Environment (68)				
Air-Pollution- Particulate Matter	8.5		9.5	7.5
Drinking Water Violations	Yes			
Severe Housing Problems	19%	15-22%	14%	17%
Driving Alone to Work	85%	81-88%	82%	75%
Long Commute- Driving Alone	20%	16-24%	27%	37%

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. Custer County's health is comparable to most of the neighboring counties of Washita and Roger Mills. Custer County fares more favorable than Caddo and Blaine Counties, but has a less favorable ranking than Dewey County.



In terms of health outcomes, considered, today's health, Custer County's ranking is 22nd 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.

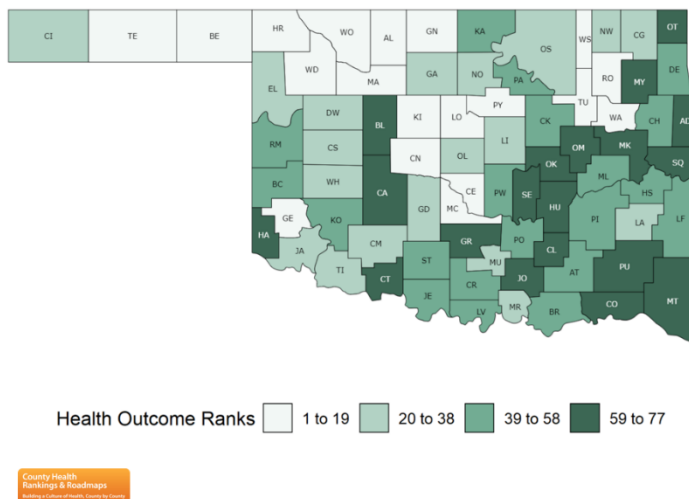
Table 10. Health Outcomes (Overall Rank 22)

Category (Rank)	Custer County	Error Margin	Top U.S. Performers	Oklahoma
Length of Life (25)				
Premature Death	9,400	8,200-10,600	9,400	7,300
Quality of Life (21)				
Poor or Fair Health	23%	21-26%	21%	17%
Poor Physical Health Days	4.7	4.4-4.9	4.6	3.9
Poor Mental Health Days	4.9	4.7-5.2	5	4.5
Low Birth Weight	7%	6-8%	8%	8%

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

Custer County's rank is comparable to Dewey and Washita Counties and is more favorable than Roger Mills, Blaine and Caddo Counties.

2022 Health Outcomes – Oklahoma



Community Survey Methodology and Results

A survey was designed to gauge hospital usage, satisfaction, and community health needs. The survey was available in web format using the Survey Monkey platform as well as hard copy. The electronic survey link was placed shared on social media. Hospital department managers each received the link and were encouraged to share it with their friends, family and neighbors. The survey link was also shared with hospital board members who were also asked to share the link widely. Information regarding the community health needs assessment process was shared with various community partners through the Weatherford Chamber of Commerce. A copy of the survey form and results can be found in Appendix E.

The survey ran from January 23, 2023 through February 17, 2023. A total of 107 surveys from the Weatherford Regional Hospital medical service area were completed. Of the completed surveys, 19 were hard copy responses.

Table 11 below shows the survey respondent representation by zip code. The largest share of respondents was from the Weatherford (73096) zip code with 77 responses or 72 percent of the total. Hydro followed with 9 responses, and Thomas had 5 responses.

Table 11. Zip Code of Residence

Response Category	No.	%
73096- Weatherford	77	72.0%
73048- Hydro	9	8.4%
73669- Thomas	5	4.7%
73021- Colony	4	3.7%
73062- Mountain View	4	3.7%
73601- Clinton	2	1.9%
73632- Cordell	2	1.9%
73112- Oklahoma City	1	0.9%
73626- Canute	1	0.9%
73024- Corn	1	0.9%
73015- Carnegie	1	0.9%
Total	107	100.0%

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

Primary Care Physician Visits

- 82.2% of respondents had used a primary care physician in the Weatherford service area during the past 24 months
- 93.2% of those responded being satisfied
- Only 53 respondents or 46.7% believe there are enough primary care physicians practicing in Weatherford
- Similarly, 48.6% responded they were able to get an appointment, within 48 hours, with their primary care physician when they needed one
- When asked what type of medical provider surveys respondents use for routine care, 63.9 percent of respondents selected primary care physician. Urgent care/Walk in clinic (18.8%) and Mid-level clinic and Specialist (6.6% each) followed.
- Survey respondents were also asked if they have used the services of a walk-in clinic, urgent care or after hours clinic in the past 24 months. 72 individuals or 67.3 percent of the total have used these services in the past 24 months.
- Survey respondents were then asked if they would utilize a walk in and/or after hours clinic if offered in Weatherford. 86 individuals or 80.4 percent of the total replied they would.

Specialist Visits

Summary highlights include:

- 72% of all respondents report some specialist visit in past 24 months
- Most common specialty visited are displayed in Table 12
- Only 8.6% of specialist visits occurred in Weatherford

Table 12. Type of Specialist Visits

Type of Specialist	No.	Percent
<i>Top 5 Responses</i>		
Cardiologist (0 visits in Weatherford)	19	16.4%
Orthopedist/Orthopedic Surg. (2 visits in Weatherford)	16	13.8%
OB/GYN (1 visit in Weatherford)	15	12.9%
Rheumatologist (0 visits in Weatherford)	9	7.8%
Neurologist/Neurosurg. (0 visits in Weatherford)	8	6.9%
All others (7 visits in Weatherford)	<u>49</u>	<u>42.2%</u>
Total	<u>116</u>	<u>100.0%</u>

Some respondents answered more than once.

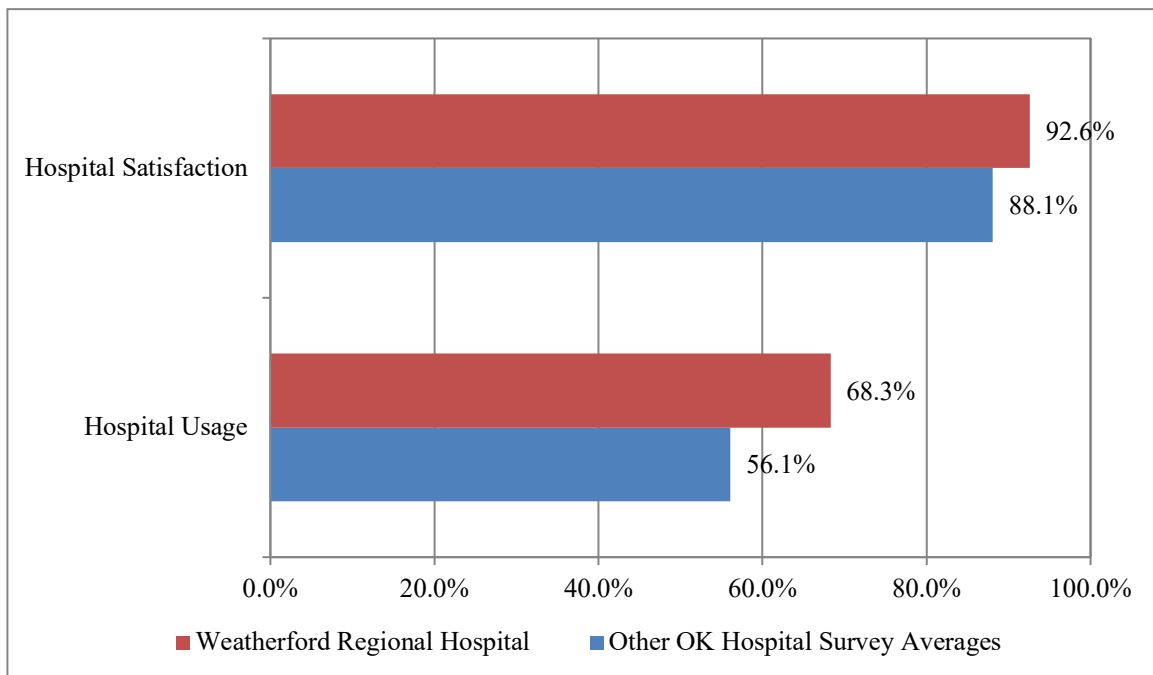
Hospital Usage and Satisfaction

Survey highlights include:

- 68.3% of survey respondents that have used hospital services in the past 24 months used services at Weatherford Regional Hospital
 - o INTEGRIS Baptist Medical Center, Oklahoma City (4.2%), INTEGRIS Canadian Valley Hospital, Yukon (2.5%), and Mercy Hospital Oklahoma City (2.5%) followed
 - o The most common response for using a hospital other than Weatherford Regional Hospital was availability of specialty care (including surgery) (43.5%), Physician referral/Transferred (15.2%) and Insurance reasons (15.2%)
 - o The usage rate of 68.3% was higher than the state average of 56.1% for usage of other rural Oklahoma hospitals surveyed

- 92.6% of survey respondents were satisfied with the services received at Weatherford Regional Hospital
 - This is above the state average for other hospitals (88.1%)
- Most common services used at Weatherford Regional Hospital:
 - Laboratory (26.8%)
 - Diagnostic Imaging (X-ray, CT, Ultrasound) (23.8%)
 - Convenient care/Walk in clinic (16%)

Figure 2. Summary of Hospital Usage and Satisfaction Rates



Telemedicine

Survey respondents were asked if they have used telemedicine services, either by telephone or video with their provider in the past year. 450 individuals or 42.1 percent of the total responded that they had. Those respondents were then asked how satisfied they were with the care received via telemedicine. 93.3 percent replied that they were satisfied. 6.6 percent each indicated they were dissatisfied or didn't know.

Local Healthcare Concerns and Additional Services

Survey respondents were asked what concerns them most about healthcare in their community. The most common response was mental health with 51 responses. Accessing specialty services (47 responses) followed along with heart disease and substance abuse (36 responses each). Table 13 displays all responses and the frequencies.

Table 13. Top Health Concerns in the Weatherford Area

	No.	%
Mental health	51	15.3%
Accessing specialty services	47	14.1%
Heart disease	36	10.8%
Substance abuse	36	10.8%
Cancers	33	9.9%
Accessing primary care	30	9.0%
Obesity	28	8.4%
Diabetes	26	7.8%
Suicide	9	2.7%
Teen pregnancy	8	2.4%
Dental	8	2.4%
Motor vehicle crashes	5	1.5%
Emergency room services/Pediatric care in emergency room	3	0.9%
Labor and Delivery/Women's health	2	0.6%
Dermatology	1	0.3%
Affordable care	1	0.3%
Quality of care	1	0.3%
Primary care physicians accepting new patients	1	0.3%
More specialists coming to area	1	0.3%
None/Don't know	2	0.6%
No response	4	1.2%
Total	333	100.0%

Survey respondents also had the opportunity to identify what additional services they would like to see offered in the Weatherford area. The most common response was specialists with a collective share of 36 percent of the total. Don't know/No additional services was the next most common response of 10.4 percent. Table 14 displays the full listing of responses.

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

Response Category	No.	%
Specialists: Dermatologist (13); Pediatrician (8); Neurologist (4); Specialists in general (3); OB/GYN (3); Endocrinologist (2); Pulmonologist (2); Orthopedist (2); Gastroenterologist (2); Rheumatologist (2); Hematologist (1); Otolaryngologist (1); Cardiologist (1); Oncologist (1)	45	36.0%
Don't know/No additional services	13	10.4%
Mental health/Christian mental health/Counseling services with availability/Mental health urgent care	10	8.0%
Urgent care 24/7/More convenient care/Another convenient care provider	6	4.8%
Primary care/Family doctor	5	4.0%
Dialysis	3	2.4%
Community health outreach/Prevention/Wellness with buy in	3	2.4%
Women's health/Aging women's health	2	1.6%
Improved ED care/Equipment	2	1.6%
Surgeries/Urology surgeries	2	1.6%
Nutritionist	2	1.6%
Free clinics	2	1.6%
Diabetes	1	0.8%
Geriatric care	1	0.8%
Health Choice Select Facility	1	0.8%
Infusion treatment	1	0.8%
Support groups for breast cancer survivors and caring for ones with Dementia an Alzheimer's	1	0.8%
Holistic health care	1	0.8%
Trauma care	1	0.8%
Wisdom tooth extraction	1	0.8%
No response	22	17.6%
Total	125	100.0%

Community Health Needs- Identification of Priorities

To gather community input, a single community meeting was held. An in-person meeting was held as part of a hospital board and strategic retreat event. This meeting was held on March 7, 2023. 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 Weatherford?

The concerns discussed were:

- Growth and sustainability of healthcare in community
 - Space concerns at the hospital and clinics- there is no room to add specialists, primary care providers, etc.
 - Residents traveling to OKC for treatments and care including radiation treatments. Chemo and infusion are available, but not radiation.
 - There are concerns about sustainability and keeping staffing levels and staff at the local facility.
 - Staffing at the hospital- maintaining staff
- Mental health (2)- rise in fentanyl use, opioid use
 - More drug, alcohol and mental health
 - This is a statewide concern
- Prevention and Wellness
 - Ethos of the state is not interested in wellness. Motto ends with where wellness is promoted. This has been a struggle
 - Exercise and prevention
- Family crisis- families on the edge with limited resources and few resources to help.
- Healthcare for the underserved

Weatherford has many strengths. Some of the sources of pride noted by community members include:

- Proud that there are not more concerns.
- Weatherford is a great community. The hospital really does serve the community very well with a fantastic facility.
- There are a large number of providers in the community for the community size.
- Collegiality of staff and physicians and the overall hospital spirit
- Weatherford has a marvelous facility
- Proud of people in community
- Growth and increase in food resource center and schools
- All of the positive changes at the hospital

Interview Process

Representatives from Custer County Health Department were not present at the in-person meeting on March 7, 2023. OK Office of Rural Health staff worked to interview (via email) representatives for their public health expertise. The interview included the same questions as shared during the community meeting.

- What are the top health needs of the patients/clients I serve?
 - Mental health care is a huge need for a lot of our clients. We are fortunate to have a local social worker that is able to connect clients to care but it sometimes becomes a challenge when our clients are under/uninsured. A lot of our clients also have difficulty finding access to primary care for the same reasons. We do offer Medicaid enrollment at our office to help people acquire insurance and have access to this care.
- What are the top health needs of the greater community (outside of the hospital or clinic setting)?
 - Maternity care can be difficult to access for the Custer County community outside of the Weatherford area. With Clinton's Hospital recently closing its doors, communities such as Thomas and Arapaho have to travel farther for this type of care. This can become an issue if a person does not always have access to a car or mode of transportation.
- What am I most proud of in the Weatherford/Custer County community?
 - I am the most proud of our school system as well as our local university, SWOSU. They were both very helpful and accommodating during the pandemic and it has not ended. I also believe that our first responders are wonderful and respond to emergencies quickly and efficiently. Lastly, I am proud of the Custer County Health departments for offering several services to our community.

Implementation Strategy

Weatherford Regional Hospital 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:

- Food insecurity- This priority addresses parts of two concerns mentioned during the community meeting: prevention and wellness and family crisis.
 - The hospital will partner/collaborate with the Weatherford Food Resource Center, a local food pantry that provides quality, fresh foods. The hospital will ask patients upon discharge if they have access to quality foods. This will have an impact on the patients discharged from the hospital to have access to

better foods resulting in improved health outcomes. This screening will be implemented as part of a greater social determinants of health assessment of patients. This food pantry option is available most days of the week. Participants need to register to participate and determine the frequency (and amount) of resources.

- The Weatherford Ministerial Alliance Food Pantry is also available as a resource for providing quality food options for those in need. This will be another option for community members who need resources at that moment. This resource can provide catastrophic resources (immediately).
- Growth and sustainability in the healthcare community
 - Staffing recruitment and retention- The hospital is implementing new pay scales for nursing staff to help alleviate the usage of agency staffing. This will help in attraction of new staff and retention of current staff.
 - The hospital will partner with local universities for internships and scholarship opportunities. The hospital currently partners with SWOSU. The hospital is starting to partner greater with Chisholm Trail Tech Center to have students rotate through as a clinical site.
 - The hospital is planning to implement career growth opportunities for existing employees through schedule flexibility, scholarship opportunities as a goal to help staff members to advance their career while within the organization.

The hospital understands the high need of mental health services and care in the area. The hospital plans to continue to collaborate with local resources and provide services to patients. However, due to limited resources available across the state, this concern would be difficult to make a measurable change during the next three years.

Community Health Needs Assessment Marketing Plan

The hospital will make the Community Health Needs Assessment Summary and Implementation Strategy Plan available upon request at Weatherford Regional Hospital, and a copy will be available to be downloaded from the hospital's website (www.weatherfordregional.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

Weatherford Regional Hospital Services and Community Outreach

Inpatient Services:

Acute Inpatient
Swing Bed
Physical Therapy
Occupational Therapy
Laboratory
Radiology
CT, MRI, Ultrasound
EKG
Pharmacy
Wound Care
Social Services
Dietary
Telemedicine Program
Respiratory Therapy
Lactation Consultant
Obstetrics
Newborn nursery
Dietician/Nutrition
Blood Bank

Outpatient Services:

Laboratory
Oncology treatments
Radiology
Observation
Telemetry
Dietician Education
Stroke Center
Diabetic Education Site
Respiratory Therapy
Blood Bank
DOT Physicals
Drug Screens
Ultrasound
Nuclear Medicine
Emergency Department
Sleep Lab
Pulmonary Function Test
Wound Care
Physical Therapy- Pediatrics and Adult
Occupational Therapy
Social Services
Convenient Care clinic
Family Practice Clinic

Specialty Clinics:

Cardiology
General Surgery
Hematology/Oncology
ENT
Nephrology
Obstetrics
Oncology treatments (chemotherapy and infusions)
Orthopedic
Pace Maker
Pain Management
Urology
Diabetic

Community Activities:

Blood Testing Clinic with the Church of Christ annually

Mammograms- Free mammograms are provided in partnership with a community charity partner

Agape Clinic (free Clinic) cards sent for free labs for cholesterol, blood sugar or blood pressure.

Month of October offer discounted Mammograms

Chamber of Commerce Health Fair – free blood pressure, sugars, cholesterol, and BMI checks

SWOSU health fair - free blood pressure checks, BMI checks, blood sugars and cholesterol

Offer PALS and ACLS and Basic Life Support for the Physician offices and staff.

Diabetic classes for the public with SWOSU

Flu Clinics and shots offered

Department of Human Services – Angel tree

Food Drive for local food bank

Obstetrics – education class and tours

Blood Drives

Wellness Screens

Appendix B Community Participants- Attendees
Weatherford Regional Hospital
Community Health Needs Assessment
3/7/23

Attendance:

Board Members:

Blake Badgett, MD
Brad Berrong
Andy Carruth
Doug Misak
Elissa Saunders

Hospital Administration:

Brian Denton
Monica Dew
Lindsey Zimmerman

Department Managers:

Rebecca Prater- Radiology
Kelli Landers- Surgery
Blair Makescry- Materials Management
Lyndsay Roper- Therapy
Kayle Byrd- Laboratory
Kayla Glasscock- Women Center
Elizabeth Weichel- Outpatient Services/ Office Manager
Lorrie Hollingsworth- Infection Control
Annette Scholtz- Dietary
Jeremy Garrett- Pharmacy
Bobbie Jo Smith- Respiratory Therapy

Medical Staff:

Dr. Hensley, MD- OB
Keri McDaniel, PA -ER
Dr. Huser III, MD- Family Practice/OB
Dr. Ogar, MD- Family Practice/OB
Dr. M. Huser, IV, MD- Family Practice/OB

Others:

Nick Davis, Davis Properties
Lara Brooks

Appendix C- Economic Impact

Weatherford Regional Hospital Economic Impact



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

Weatherford Regional Hospital **directly** employs **222** individuals with an annual payroll of over **\$7.8 million** including benefits

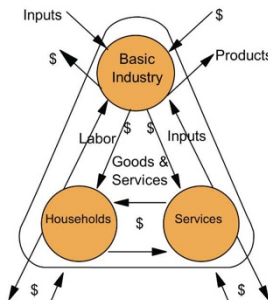
- These employees and income create an additional 116 jobs and over \$2.2 million in income as they interact with other sectors of the local economy
- **Total impacts= 338 jobs and over \$10 million**
- Other segments of the healthcare sector (Pharmacies, home health, etc.) provide another **858 jobs** and an additional **\$44.7 million** in wages
- Their interactions and transactions within the local economy including the hospital's impact create:
 - **Total health sector impacts= 1,412 jobs and \$62 million**
 - Over **\$12.7 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:

Lara Brooks, Rural Health Analyst, lara.brooks@okstate.edu
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 2021, sales tax data were derived from County FY2022 Oklahoma Tax Commission data, and 2021 personal income estimates from Bureau of Economic Analysis.

Appendix D- Health Data

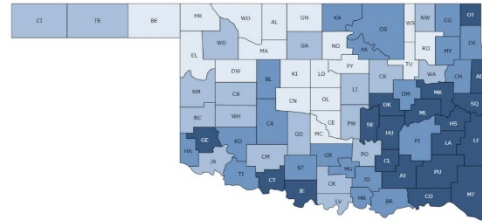
Health Indicators and Outcomes for Custer County As part of the Community Health Needs Assessment

Table 1. Health Factors (Overall Rank 29)

Category (Rank)	Custer County	Error Margin	Oklahoma	United States
Health Behaviors (37)				
Adult Smoking	19%	17-21%	19%	16%
Adult Obesity	41%	40-42%	37%	32%
Food Environment Index	6.6		5.8	7.8
Physical Inactivity	38%	35-41%	33%	26%
Access to Exercise Opportunities	53%		65%	80%
Excessive Drinking	14%	13-15%	14%	20%
Alcohol-Impaired Driving Deaths	23%	13-33%	27%	27%
Sexually Transmitted Infections	810		594	551
Teen Births	32	28-36	31	19
Clinical Care (27)				
Uninsured	20%	18-23%	17%	11%
Primary Care Physicians	1,810:1		1,630:1	1,310:1
Dentists	1,910:1		1,600:1	1,400:1
Mental Health Providers	160:1		240:1	350:1
Preventable Hospital Stays	4,402		4,346	3,767
Mammography Screening	39%		40%	43%
Flu Vaccinations	48%		47%	48%
Social & Economic Factors (21)				
High School Graduation	87%	85-90%	89%	89%
Some College	62%	55-70%	60%	67%
Unemployment	5.4%		6.1%	8.1%
Children in Poverty	16%	10-23%	19%	16%
Income Inequality	5.7	4.7-6.7	4.6	4.9
Children in Single-Parent Household	22%	15-30%	26%	25%
Social Associations	16.2		11.3	9.2
Violent Crime Rate	153		428	386
Injury Deaths	87	72-102	95	76
Physical Environment (68)				
Air-Pollution- Particulate Matter	8.5		9.5	7.5
Drinking Water Violations	Yes			
Severe Housing Problems	19%	15-22%	14%	17%
Driving Alone to Work	85%	81-88%	82%	75%
Long Commute- Driving Alone	20%	16-24%	27%	37%

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

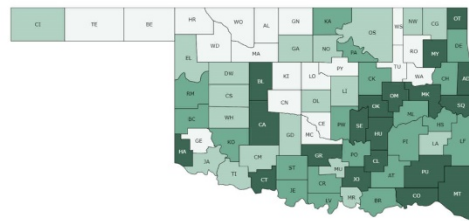
County Health Rankings & Roadmaps

Table 2. Health Outcomes (Overall Rank 22)

Category (Rank)	Custer County	Error Margin	Oklahoma	United States
Length of Life (25)				
Premature Death	9,400	8,200-10,600	9,400	7,300
Quality of Life (21)				
Poor or Fair Health	23%	21-26%	21%	17%
Poor Physical Health Days	4.7	4.4-4.9	4.6	3.9
Poor Mental Health Days	4.9	4.7-5.2	5	4.5
Low Birth Weight	7%	6-8%	8%	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 Results

Weatherford Regional Hospital Local Health Services Survey

Please return completed survey by February 10, 2023

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*)
☐ Weatherford Regional Hospital (*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 Weatherford Regional Hospital, why did

3. you or your family member choose that hospital? (*Please answer then skip to Q6*)
☐ 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 Weatherford Regional Hospital, what hospital service(s) were used?

4. ☐ Diagnostic imaging (X-ray, CT, Ultrasound) ☐ Hospital Inpatient
☐ Laboratory ☐ Skilled nursing (swing bed)
☐ Outpatient infusion/Shots ☐ Emergency room (ER)
☐ Physician services ☐ Surgical services
☐ Physical or speech therapy ☐ Convenient care/Walk in
☐ Other (*Please list below*)

-
5. How satisfied was your household with the services you received at Weatherford Regional Hospital?
☐ 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 Weatherford area?

- ☐ Yes *(Go to Q12)* ☐ No *(Skip to Q13)* ☐ Don't know *(Skip to Q13)*

12. How satisfied was your household with the quality of care received in the Weatherford area?

- ☐ Satisfied ☐ Dissatisfied ☐ Don't know

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

- ☐ Yes ☐ No ☐ Don't know

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

- ☐ Yes ☐ No ☐ Don't know

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

- ☐ Yes ☐ No ☐ Don't know

16. Would you utilize a walk in and/or after hours clinic if offered in Weatherford?

- ☐ Yes ☐ No ☐ Don't know

17. What concerns you most about health in the Weatherford 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 Weatherford area?

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

- ☐ Yes ☐ No *(Skip to Q21)* ☐ Don't know *(Skip to Q21)*

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

- ☐ Satisfied ☐ Dissatisfied ☐ 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:**

Weatherford Regional Hospital
3701 E Main St.
Weatherford, OK 73096

**Or, return to hospital
administration**

Weatherford Regional Hospital Survey Results

Corie Kaiser, Director
Lara Brooks, Rural Health Analyst

Oklahoma Office of Rural Health



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Photo Courtesy of David Waters

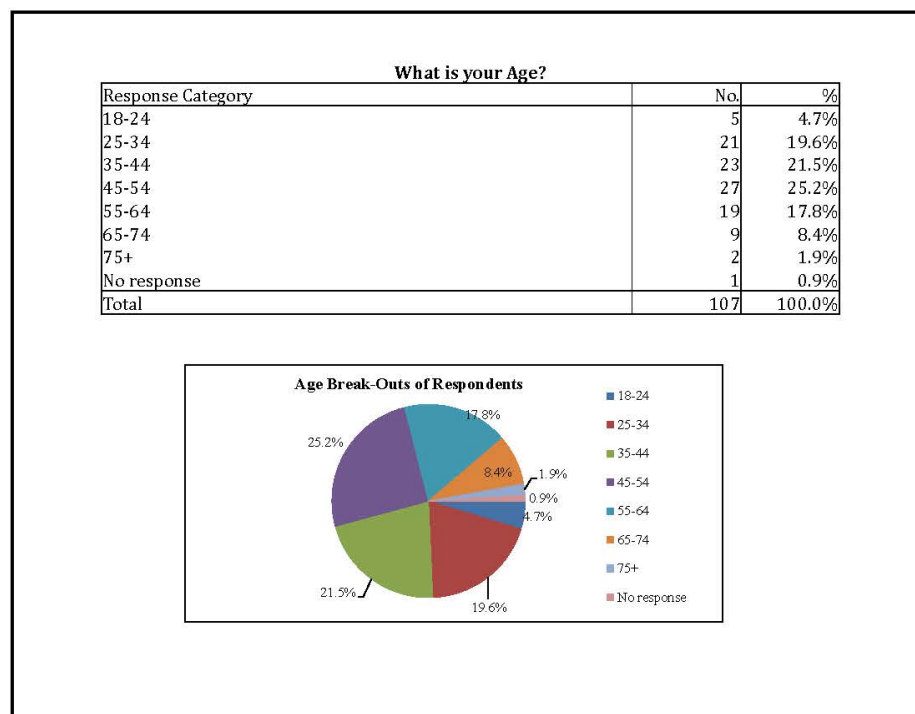
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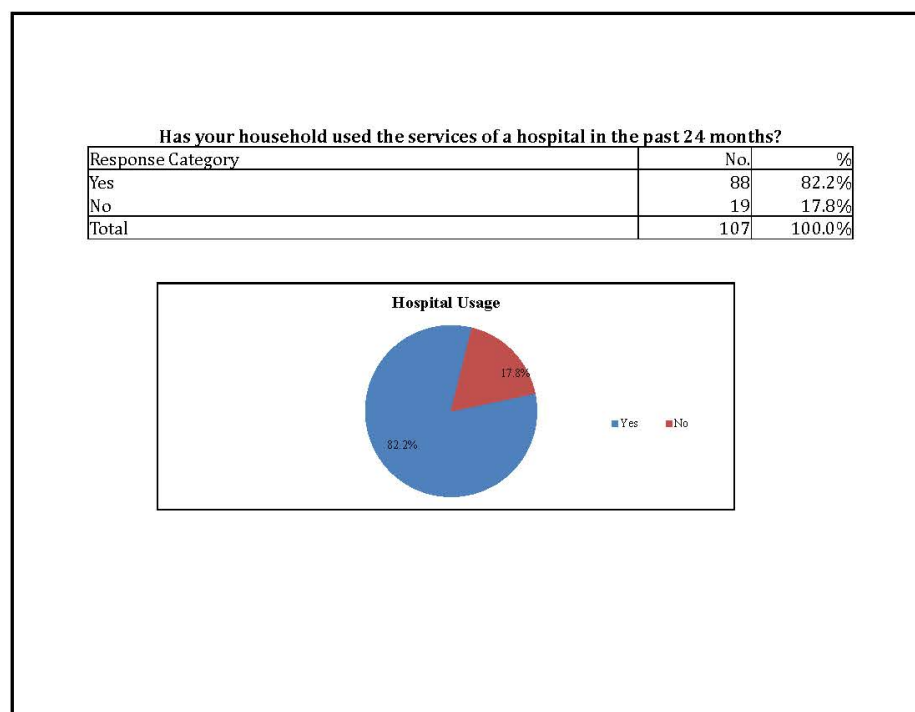
Zip Code of Residence		
Response Category	No.	%
73096- Weatherford	77	72.0%
73048- Hydro	9	8.4%
73669- Thomas	5	4.7%
73021- Colony	4	3.7%
73062- Mountain View	4	3.7%
73601- Clinton	2	1.9%
73632- Cordell	2	1.9%
73112- Oklahoma City	1	0.9%
73626- Canute	1	0.9%
73024- Corn	1	0.9%
73015- Carnegie	1	0.9%
Total	107	100.0%

*127 Responses in 2020

2



3

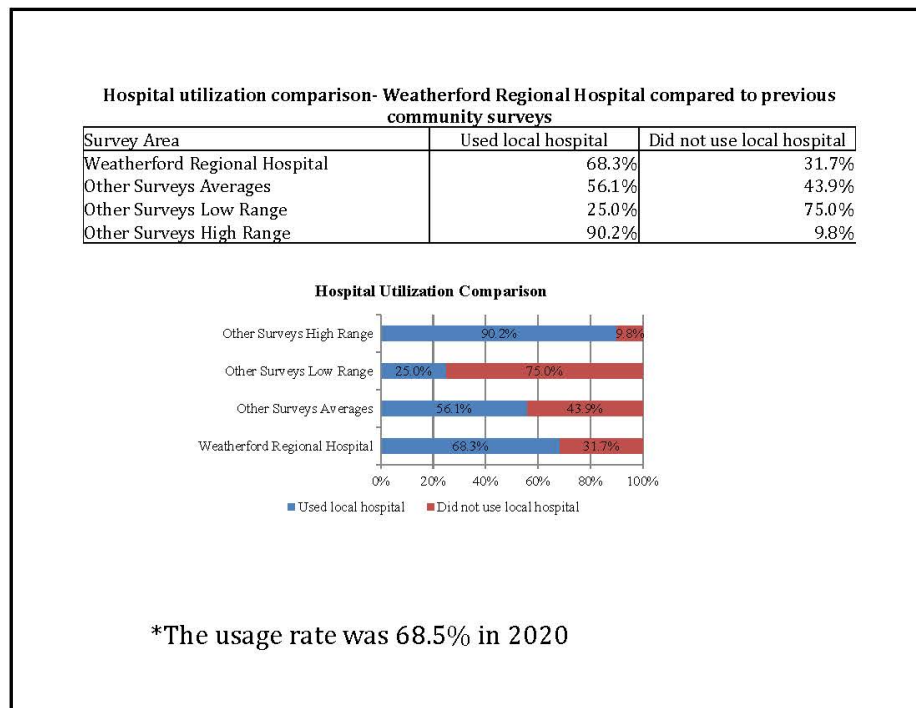


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Where did you receive hospital services?		
Response Category	No.	%
Weatherford Regional Hospital, Weatherford	82	68.3%
INTEGRIS Baptist Medical Center, Oklahoma City	5	4.2%
INTEGRIS Canadian Valley, Yukon	3	2.5%
Mercy Hospital Oklahoma City	3	2.5%
AllianceHealth Clinton	2	1.7%
Great Plains Regional Medical Center, Elk City	2	1.7%
OU Medical Center, Oklahoma City	2	1.7%
SSM Health St. Anthony Hospital, Oklahoma City	2	1.7%
The Children's Hospital at OU Medical Center, Oklahoma City	2	1.7%
OU Medical Center, Edmond	1	0.8%
Oral Surgery Specialists of Oklahoma City	1	0.8%
Grady Memorial Hospital, Chickasha	1	0.8%
Norman Regional Health System, Norman	1	0.8%
Oklahoma Heart Hospital, Oklahoma City	1	0.8%
Cordell Memorial Hospital, Cordell	1	0.8%
Comanche County Memorial Hospital, Lawton	1	0.8%
MD Anderson Cancer Center, Houston, TX	1	0.8%
McBride Orthopedic Hospital, Oklahoma City	1	0.8%
Xpress Wellness Urgent Care, no location	2	1.7%
No location	6	5.0%
Total*	120	100.0%

*Some respondents answered more than once. Average hospitals visited per respondent = 1.36

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6

If you responded in question 2 that your household received care at a hospital other than Weatherford Regional Hospital, why did you or your family member choose that hospital?

Response Category	No.	%
Availability of specialty care (Including surgery)	20	43.5%
Physician referral/Transferred	7	15.2%
Insurance reasons	7	15.2%
Closer, more convenient location	6	13.0%
Quality of care/Lack of confidence	4	8.7%
Flexibility/Hours/Convenient care was closed	2	4.3%
Total*	46	100.0%

What hospital services were used at Weatherford Regional Hospital?

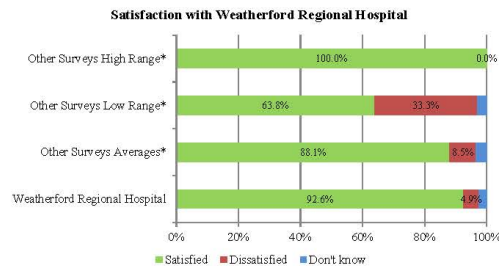
Response Category	No.	%
Laboratory	62	26.8%
Diagnostic imaging (Xray, CT, MRI, Ultrasound)	55	23.8%
Convenient care/Walk in Clinic	37	16.0%
Emergency room (ER)	32	13.9%
Physician services	23	10.0%
Physical, speech or occupational therapy	6	2.6%
Hospital inpatient	5	2.2%
Surgical services	5	2.2%
Outpatient services	4	1.7%
Skilled nursing (Swing bed)	1	0.4%
Labor and delivery	1	0.4%
Total*	231	100.0%

*Some respondents selected more than one category. Average number of services used per respondent = 2.81

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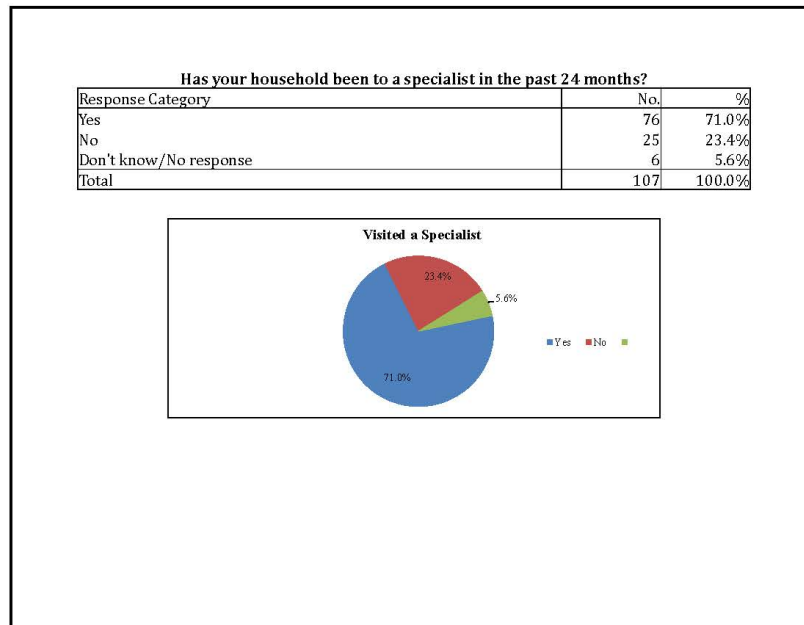
How satisfied were you or someone in your household with the services you received at Weatherford Regional Hospital?

Survey Area	Satisfied	Dissatisfied	Don't know
Weatherford Regional Hospital	92.6%	4.9%	2.5%
Other Surveys Averages*	88.1%	8.5%	3.4%
Other Surveys Low Range*	63.8%	33.3%	2.9%
Other Surveys High Range*	100.0%	0.0%	0.0%



*Hospital satisfaction rate= 90.9% in 2020

8



9

What type of specialist has your household been to and in which city did you receive that care?			
Type of Specialist	City	No.	%
Cardiologist	Oklahoma City (10); No location (8); Norman (1)	19	16.4%
Orthopedist/Ortho Surg	Oklahoma City (9); Edmond (3); Weatherford (2); Ardmore (1); Yukon (1)	16	13.8%
OB/GYN	Oklahoma City (7); No location (3); Yukon (2); Edmond (2); Weatherford (1)	15	12.9%
Rheumatologist	No location (3); Elk City (2); Oklahoma City (2); Edmond (1); Yukon (1)	9	7.8%
Neurologist/Neurosurg.	No location (4); Oklahoma City (2); Edmond (1); Norman (1)	8	6.9%
Oncologist	Oklahoma City (3); No location (2); Weatherford (1); Edmond (1); Houston, TX (1)	8	6.9%
Endocrinologist	Oklahoma City (5); Weatherford (1); No location (1)	7	6.0%
Otolaryngologist	Weatherford (3); Oklahoma City (1); No location (1)	5	4.3%
Gastroenterologist	No location (2); Edmond (1); Norman (1); Oklahoma City (1)	5	4.3%
Dermatologist	No location (2); Yukon (1)	3	2.6%
Ophthalmologist	Weatherford (1); Oklahoma City (1); No location (1)	3	2.6%
Urologist	Oklahoma City (2); No location (1)	3	2.6%
Pulmonologist	Oklahoma City (1); Fort Worth, TX (1)	2	1.7%
Allergist	Yukon (1)	1	0.9%
Counselor	Edmond (1)	1	0.9%
Hematologist	Weatherford	1	0.9%
Infectious Disease	Oklahoma City (1)	1	0.9%
Nephrologist	Oklahoma City (1)	1	0.9%
Oral Surgeon	Oklahoma City (1)	1	0.9%
Pain Management	Oklahoma City (1)	1	0.9%
Pediatric Oncologist	Oklahoma City (1)	1	0.9%
Pediatric Orthopedist	Oklahoma City (1)	1	0.9%
Pediatric Otolaryngologist	Oklahoma City (1)	1	0.9%
Podiatrist	No location (1)	1	0.9%
Sleep Apnea	No location (1)	1	0.9%
Urogynecologist	Oklahoma City (1)	1	0.9%
Total		116	100.0%

*Some respondents answered more than once. 76 respondents had seen a specialist. Those 76 respondents reported visiting an average of 1.53 specialists.

*Top 3 Specialists in 2020: Cardiologist (14); Orthopedist/Ortho Surg (10); OB/GYN (10)

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Did the specialist request further testing, laboratory work and/or x-rays?		
Response Category	No.	%
Yes	62	81.6%
No	14	18.4%
Total	76	100.0%

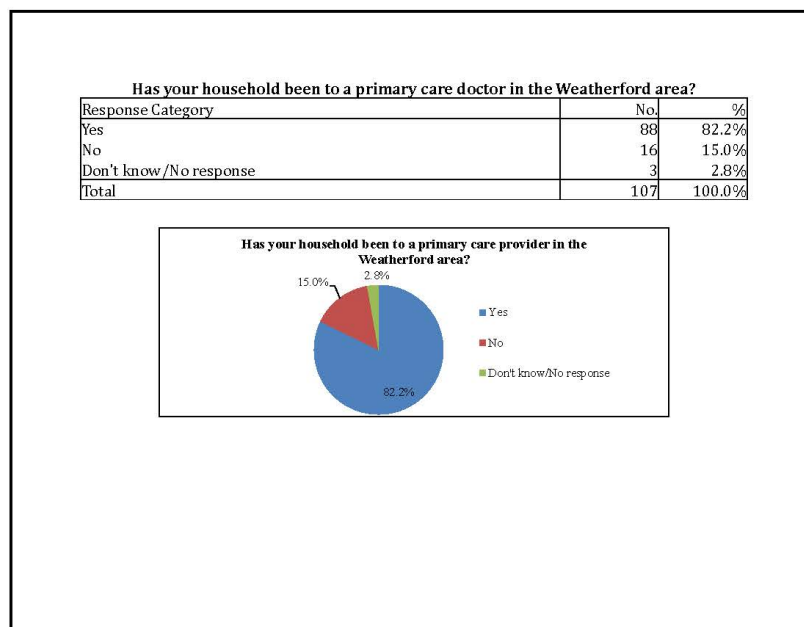
If yes, in which city were the tests or laboratory work performed?		
Response Category	No.	%
Oklahoma City	35	46.7%
Weatherford	24	32.0%
Edmond	5	6.7%
Yukon	4	5.3%
Clinton	3	4.0%
Norman	1	1.3%
Chickasha	1	1.3%
Anadarko	1	1.3%
Houston, TX	1	1.3%
Total*	75	100.0%

*Some respondents answered more than once. Average responses equal 1.21

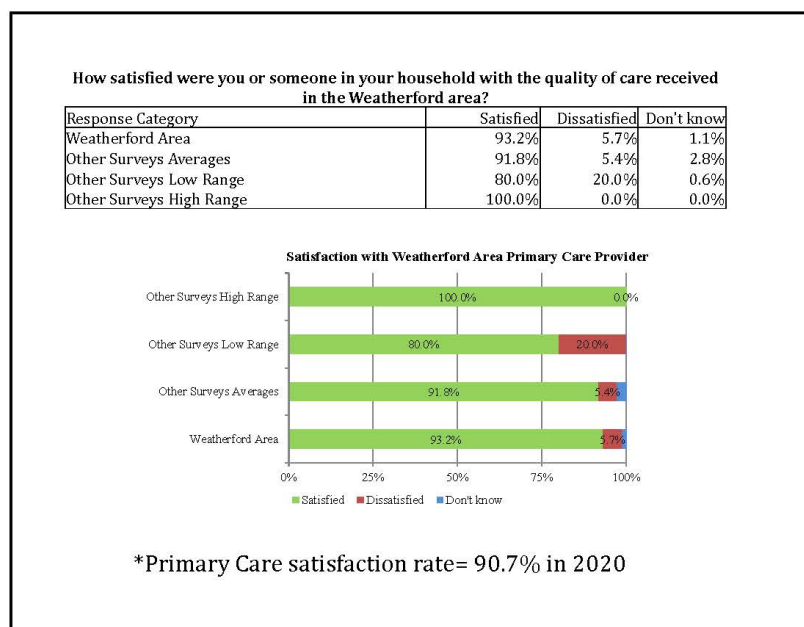
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What type of medical provider do you use for routine care?		
Response Category	No.	%
Primary care physician	92	63.9%
Urgent care/Walk in clinic	27	18.8%
Mid level clinic (Nurse practitioner or PA)	8	5.6%
Specialist	8	5.6%
Emergency room/Hospital	3	2.1%
Tribal health center	1	0.7%
Health department	1	0.7%
None	1	0.7%
No response	3	2.1%
Total	144	100.0%

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13



14

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

Response Category	No.	%
Yes	50	46.7%
No	40	37.4%
Don't know/No response	17	15.9%
Total	107	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	52	48.6%
No	40	37.4%
Don't know/No response	15	14.0%
Total	107	100.0%

15

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

Response Category	No.	%
Yes	72	67.3%
No	32	29.9%
Don't know/No response	3	2.8%
Total	107	100.0%

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

Response Category	No.	%
Yes	86	80.4%
No	9	8.4%
Don't know/No response	12	11.2%
Total	107	100.0%

16

What concerns you most about health in the Weatherford area?		
	No.	%
Mental health	51	15.3%
Accessing specialty services	47	14.1%
Heart disease	36	10.8%
Substance abuse	36	10.8%
Cancers	33	9.9%
Accessing primary care	30	9.0%
Obesity	28	8.4%
Diabetes	26	7.8%
Suicide	9	2.7%
Teen pregnancy	8	2.4%
Dental	8	2.4%
Motor vehicle crashes	5	1.5%
Emergency room services/Pediatric care in emergency room	3	0.9%
Labor and Delivery/Women's health	2	0.6%
Dermatology	1	0.3%
Affordable care	1	0.3%
Quality of care	1	0.3%
Primary care physicians accepting new patients	1	0.3%
More specialists coming to area	1	0.3%
None/Don't know	2	0.6%
No response	4	1.2%
Total	333	100.0%

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What additional health and wellness services would you like to see offered in the Weatherford area?		
Response Category	No.	%
Specialists: Dermatologist (13); Pediatrician (8); Neurologist (4); Specialists in general (3); OB/GYN (3); Endocrinologist (2); Pulmonologist (2); Orthopedist (2); Gastroenterologist (2); Rheumatologist (2); Hematologist (1); Otolaryngologist (1); Cardiologist (1); Oncologist (1)	45	36.0%
Don't know/No additional services	13	10.4%
Mental health/Christian mental health/Counseling services with availability/Mental health urgent care	10	8.0%
Urgent care 24/7/More convenient care/Another convenient care provider	6	4.8%
Primary care/Family doctor	5	4.0%
Dialysis	3	2.4%
Community health outreach/Prevention/Wellness with buy in	3	2.4%
Women's health/Aging women's health	2	1.6%
Improved ED care/Equipment	2	1.6%
Surgeries/Urology surgeries	2	1.6%
Nutritionist	2	1.6%
Free clinics	2	1.6%
Diabetes	1	0.8%
Geriatric care	1	0.8%
Health Choice Select Facility	1	0.8%
Infusion treatment	1	0.8%
Support groups for breast cancer survivors and caring for ones with Dementia an Alzheimer's	1	0.8%
Holistic health care	1	0.8%
Trauma care	1	0.8%
Wisdom tooth extraction	1	0.8%
No response	22	17.6%
Total	125	100.0%

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

Response Category	No.	%
Yes	45	42.1%
No	59	55.1%
Don't know/No response	3	2.8%
Total	107	100.0%

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

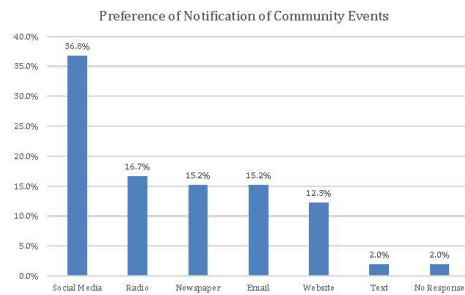
Response Category	No.	%
Satisfied	42	93.3%
Dissatisfied	2	4.4%
Don't know/No response	1	2.2%
Total	45	100.0%

***Telemedicine satisfaction rate= 80% in 2020**

19

How would you prefer to be notified of community events?

Outlet	No.	%
Social Media	75	36.8%
Radio	34	16.7%
Newspaper	31	15.2%
Email	31	15.2%
Website	25	12.3%
Text	4	2.0%
No Response	4	2.0%
Total	204	100.0%



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