



Community Health Needs Assessment Report

**Approved by Board of Directors
March 24, 2020**

Community Health Needs Assessment Report Executive Summary

MercyOne Primghar Medical Center is a 14 bed, not-for-profit Critical Access Hospital owned by the MercyOne Iowa Network and located in Primghar, Iowa. It is a 501(c) (3) corporation. The hospital programs include acute care, swing bed, respite care, twenty-four hour Emergency Room, ambulatory care, and many smaller programs that enhance the operation. Among those services are community wellness screenings, diabetic education, cardiac rehabilitation and community education. MercyOne Primghar Medical Center operates four provider-based Rural Health Clinics located in Primghar, Sutherland, Paullina and Hartley, Iowa, and a Fitness Center located in the clinic basement. The hospital has a Wound Center with hyperbaric chambers in a building across the street from the hospital.

The MercyOne Primghar Medical Center Community Health Needs Assessment was completed utilizing data obtained from the following sources:

- O'Brien County Public Health CHNA reports from 2015,
- Iowa Department of Public Health website, Healthy Iowans Report, Aug. 2019
- County Health Rankings & Roadmaps, 2019 Rankings Iowa, Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute,
- MercyOne Primghar Medical Center initiated a computer based survey available to anyone wishing to participate. Paper copies were available to anyone requesting one.
- Consulting with persons representing the community interests.

Our survey and consultations with area service providers defined a listing of community needs that includes:

- Expansion of mental health services for both acute and chronic care.
- Prevention, treatment and management of chronic illnesses such as cancer, diabetes, dementia, cardiovascular, pulmonary, and renal diseases centering on access to specialty care.
- Health-related education on a variety of topics including but not limited to safe recreational activities for children and teens, increased awareness of problems associated with vaping, other drug and alcohol use, prevention, treatment and management of obesity in citizens of all ages and understanding insurance, Medicare and Medicaid options/benefits, forms, covered services and co-payments.
- Support of Community Building Activities including but not limited to:
 - Emergency preparedness and provision of emergency response services

- Increased emphasis on the continuity of care with high quality, pleasant and safe options for persons unable to live independently in their own homes
- Maintenance of high quality child care options
- Provision of essential healthcare services close to home—primary care clinics and pharmacy services
- Transportation assistance
- Recreational opportunities for various age groups and needs.
- High quality and low cost essential healthcare services available to all regardless of ability to pay for services or level of insurance coverage.
- When survey respondents were asked to select the four most important factors for a Healthy Community they selected: Healthcare (52 responses), Emergency services—ambulance, fire and law enforcement (49), Job availability (35), Access to quality education (32) and Nursing Homecare/Assisted Living, Senior Housing (32).

MercyOne Primghar Medical Center CHNA Committee determined five significant community needs will be addressed in our Implementation Plan. The details of our Implementation Plan along with specific strategies being considered are contained in a separate document.

Priority Needs Identified	Objective to be Evaluated for Planning
1) Expansion of Mental Health Services	Improvement in the mental health landscape in our service area
2) Access to Healthcare	Improvement in access to care within our service area
3) Chronic Disease Prevention and Management	Increasing the level of prevention and management of chronic disease in our service area
4) Support for Community-based Volunteer Ambulance Services	Support for the Community-based Volunteer Ambulance Services to the extent possible to insure ambulance service is available in emergencies
5) Community Health and Wellness Education	Opportunities to offer community health education to all age groups

Commitment to Addressing Community Needs:

Annually in the budget process, MercyOne Primghar Medical Center and Clinics makes a commitment to services, personnel and facilities designed to meet the routine and emergency needs of the community. Beyond the basic commitment to function as a hospital with primary care clinics, Mercy One makes financial and personnel commitment to:

- Support associates and administrative staff serving on local, regional and state level health-related boards and community service organizations as representatives of the hospital.
- To provide medical directors for local ambulance services and long-term care units as requested.
- To subsidize the Fitness Center either directly or through assistance with administrative needs, monitoring of the center and supporting the employee-based Fitness Center Committee.
- To support community education and outreach activities, the hospital has a part-time associate assignment and operating budget for those activities.
- To offer and provide financial assistance to eligible patients with their healthcare payment obligations.

Adoption by Board of Directors:

At the Board of Directors meeting on March 24, 2020 the Board adopted the Community Health Needs Assessment Report by unanimous vote.

The Report was posted to the MercyOne Primghar Medical Center website <https://www.mercyone.org/primghar/> on March 25, 2020. Paper copies are available to anyone on request at the Business Office of MercyOne Primghar Medical Center, 255 North Welch Avenue, Primghar, IA 51245

Community Health Needs Assessment Report Index

Title	Page
Executive Summary	2
Index	5
Description of Hospital and Clinics	6
Mission, Vision, Values and Guiding Behaviors	10
Listing of Services Offered by Hospital	10
Demographics of the Community	16
Healthcare Services and Resources Available	20
Summary of 2017-2020 Accomplishments	23
Data Sources for CHNA Report	26
MercyOne Primghar Survey Results	26
Consulting with Organizations Representing Community Interests	29
Findings of Public Health CHNA Report	30
Iowa Department of Public Health Initiatives	37
County Health Rankings and Roadmaps	39
Community Health Needs 2020-2023	41
Method to Determine Priority Needs	42
2020-2023 Priority Needs Listing	42
Posting and Making CHNA Report Available	42
Request for Comments	43
Commitment of Resources	43
Adoption of CHNA Report by Board of Directors with Signatures	44



MercyOne Primghar Medical Center Community Needs Assessment Process:

MercyOne Primghar Medical Center organized an internal committee to prepare the Community Needs Assessment for FY 2020-2023. This committee consisted of the Director of Critical Access Hospital, Clinic Manager, Quality Improvement Coordinator, O'Brien County Public Health Department Administrator and was chaired by the Project Manager. Committee responsibilities included: creating systems to involve local leaders, persons of various ages and economic status, those who are healthy and those with special needs and those who provide services to the communities through their professional roles to develop an accurate assessment of the needs of the communities in the service area. Once the data was available, it was reviewed by the committee and a determination of significant health needs was made

Committee members are directly involved with the development and maintenance of the hospital's three critical management documents: The MercyOne Primghar Medical Center and Clinics Strategic Plan, the MercyOne Primghar Medical Center and Clinics Community Needs Assessment with Implementation Plan and the Critical Access Hospital Annual Program Review. Each of these documents is developed on a different time schedule and has a somewhat different focus, but needs to recognize the long term goals of the hospital (Strategic Plan), be responsive to the needs of the service area (Community Needs Assessment and Implementation Plan) and evaluate the quality of services provided (CAH Annual Program Review). The MercyOne Primghar Medical Center Board of Directors reviews and approves each of these documents and holds overall responsibility for the function of the hospital and clinics.

MercyOne Primghar Medical Center and Clinics:

MercyOne Primghar Medical Center is the result of over 100 years of community support and a strong commitment to having a hospital in Primghar. January 1, 2000 Baum Harmon Memorial Hospital was designated a Critical Access Hospital by the Centers for Medicare and Medicaid. In March of 2000, the hospital was purchased by the Mercy Health Network, Iowa Corp. and re-dedicated as MercyOne Primghar Medical Center on June 4, 2000.

The hospital is a 14 bed, not-for-profit Critical Access Hospital owned by the MercyOne Health Network, Iowa Corp. and located in Primghar, Iowa. It is a 501(c)(3) corporation. The hospital programs include acute care, swing bed, respite care, twenty-four hour Emergency Room, ambulatory care, and many smaller programs that enhance the operation. Among those services are community wellness screenings, a fitness center, diabetic education, and community

education. MercyOne Primghar Medical Center operates four provider-based Rural Health Clinics located in Primghar, Sutherland, Paullina and Hartley, Iowa, and a Fitness Center located in the Primghar Clinic on the lower level. The hospital also operates an advanced wound care center with hyperbaric chambers in a separate building across the street from the hospital.

The hospital is served and supported by four Provider-based Rural Health Clinics—MercyOne Primghar Family Medicine Clinic, MercyOne Paullina Family Medicine Clinic, MercyOne Sutherland Family Medicine Clinic and MercyOne Hartley Family Medicine Clinic. Jeannett Wu, MD, Soe Nyunt, MD, Miranda Gebhart, ARNP, Brooke Fiddelke, ARNP and Julie Beehler ARNP provide clinical services at the hospital and these clinic sites. Amanda Rausch ARNP provides clinical services at the Wound Center along with Ronald Kolgraff MD.

MercyOne Primghar Medical Center has had a Fitness Center in the clinic basement for over twenty years. It has grown from a few pieces of equipment to a Center with a significant investment in equipment. The Center provides the opportunity for members of the community to exercise for a very modest membership fee. The Fitness Center is open 24 hours per day, seven days per week via a membership card security system.



MercyOne Primghar Medical Center

Provider-based Rural Health Clinics



MercyOne Primghar Family Medicine



**MercyOne Paullina Family
Medicine**



**MercyOne Sutherland Family
Medicine**



MercyOne Hartley Family Medicine



MercyOne Primghar Wound Center



Hyperbaric Chamber at Wound Center



MercyOne Primghar Medical Fitness Center

Mission, Vision and Values:

Mission Statement

MercyOne serves with fidelity to the Gospel as a compassionate, healing ministry of Jesus Christ to transform the health of our communities.

Vision Statement

MercyOne will set the standard for a personalized and radically convenient system of health services.

Values

- **Reverence**
We honor the sacredness and dignity of every person
- **Integrity**
We are faithful to who we say we are
- **Commitment to Those who are Poor**
We stand with and serve those who are poor, especially those most vulnerable
- **Compassion**
Solidarity with one another, capacity to enter into another's joy and sorrow.
- **Excellence**
Preeminent performance, becoming the benchmark, putting forth our personal and professional best
- **Justice**
We foster right relationships to promote the common good, including sustainability of Earth
- **Stewardship**
We honor our heritage and hold ourselves accountable for the human, financial, and natural resources entrusted to our care

It is these principles that guide our Board and Staff in the provision of care to patients and the community.

Listing of Services Provided:

Hospital Provided Services:

Radiology: general digital radiology services with 24 hour coverage, on-site or on call, fluoroscopy, ultrasound, CT, EKG and Holter monitoring.

Laboratory: General chemistry with limited immunochemistry, blood bank, blood gases, hematology and culture collection for sending out. 24 hour coverage, either on-site or on call.

Food and Nutritional Services: Meals for inpatients, outpatients, employees and guests.

Patient Services: Inpatient, emergency, outpatient, skilled, hospice, and respite care with 24 hour on-site nursing care. Surgical services with either on-site or on call coverage. Services are supported with utilization review, discharge planning, continuous quality improvement, risk management, safety program, activities program for skilled patients and central processing. Outpatient services include: ambulatory care (specialist clinics), cardiac rehabilitation, diabetes education, and pulmonary function testing. The MercyOne Wound Center is a collaborative

service with Healogics and provides outpatient services for patients with difficult to heal wounds.

Environmental service, maintenance and safety: housekeeping, routine maintenance and repairs, care of facility grounds and parking lots, courier services. 24 hour coverage either on-site or on call.

Finance: receptionist, patient billing, financial records, mail processing, and initial steps for initial process for accounts payable, and invoice support,. Also compliance. HIPAA and Corporate Compliance.

Health Information Management: management of patient records, transcription, coding and HIPAA/Privacy programs.

Hospital Administration: All local administration functions including the Director of CAH, department managers and service-line coordinators.

Contract Provided Services

Department	Contract Holder	Services Provided
Radiology	Northern Shared Medical Services, Madison, WI	MRI scanning , provide mobile equipment and technician
	Vascular Diagnostics, MercyOne Siouxland Medical Center, Sioux City	Vascular diagnostic services , equipment, technician and reporting of results
	Nuclear Imaging, Sioux Falls, SD	Nuclear medicine scanning , provide equipment, medications and technician & reporting
	Mercy Cardiology, MercyOne Siouxland Medical Center, Sioux City	Emergency and routine EKG interpretation and reporting
	Mercy Cardiology, MercyOne Siouxland Medical Center, Sioux City	Holter monitoring interpretation and reporting
	Diagnostic Radiology, PC.	All services
Laboratory	Sanford Health, Sioux Falls, SD	Pathology services, testing of tissue samples, interpretation and reporting, reference laboratory services, consulting and supervision of MercyOne Primghar laboratory
Laboratory	State Hygienic Laboratory, University of Iowa, Iowa City and Ankeny, IA	Reference laboratory services

	Dunes Laboratory, Dakota Dunes, SD	Reference laboratory services
	IBT, Lees Summit, MO	Reference laboratory services
	LifeServe Blood Center, Sioux City, IA	Blood banking services, blood and blood products
	Siemens Healthcare Diagnostics, Tarrytown, NY	Laboratory equipment repair and maintenance
	Beckman Coulter, Miami, FL	Laboratory equipment repair and maintenance
Nutritional Services	Food and Nutritional Services (FANS) Mercy One Siouxland Medical Center, Sioux City, IA	Dietician services for inpatient, outpatient, and SNF patients, consulting services for nutritional services dept., menus and substitution approval, nutritional counseling and diabetes education.
	Hobart, Lawton, IA	Dishwasher maintenance
Patient Services	Therapeutic Health Services, Maurice, IA	Physical therapists who provide services based on provider orders and consistent with their licenses, assist with Cardiac Rehab
	Therapeutic Health Services, Maurice, IA	Occupational therapists who provide services based on provider orders and consistent with their licenses
	Spencer Hospital, Spencer, IA	Speech pathologists who provide services based on provider orders and consistent with their licenses
	Spencer Hospital, Spencer, IA	Enterostomal and wound care therapy consistent with provider orders and their licenses and certifications
	SomniTech, Inc., Sioux Falls, SD	Sleep study services based on provider orders, they provide equipment, technician services and interpretation and reporting of results
	Thrifty White Drug, Paullina, IA	Consulting pharmacist services
	Sanford-Sheldon Hospital, Sheldon, IA	Anesthesia services consistent with their affiliate medical staff delineation of privileges

Patient Services	Sanford-Sheldon Home Health and Hospice, Sheldon, IA	Home Health and Hospice services based on provider orders
	St. Croix Hospice, Spencer, IA	Hospice Services based on provider orders
	Grape Tree Medical Staff, Milford, IA	Temporary Registered Nurse staffing assistance
	Strategic Staffing Solutions, Mercy Medical Center, Sioux City, IA	Temporary Registered Nurse staffing assistance
	Cherokee Regional Medical Center, Cherokee, IA	Consultant Social Worker services as requested
	Mercy One Siouxland Medical Center, Sioux City, IA	Pulmonary function test interpretation and reporting of locally administered testing services
	Family First Dental, Primghar, IA	Consultant Dentist services for SNF patients
Patient Services	Mindray North America, Mahwah, NJ	Scheduled and emergent services testing, maintenance and repairs of the anesthesia machine
	Iowa Donor Network, Des Moines, IA	Organ and Tissue Procurement services, staff education
	Nova Biomedical, Waltham, MA	Blood glucose meters
	Trinity Information Services, Trinity Health. Livonia, MI	Cerner Electronic Medical Record, implementation and ongoing services
	Olympus America, Center Valley, PA	Endoscope sales, preventive maintenance and repair services
	Avera eCare, Sioux Falls, SD	eEmergency consulting and support services in the hospital emergency rooms
Environmental Services, Maintenance and Safety	Air Gas, Spencer, IA Mathison TriGas, Sioux City, IA	Oxygen and medical gases supplier and small oxygen tank supplier.
Environmental Services,	Honeywell, Inc., Sioux Falls, SD	Heating and cooling system comprehensive services agreement

Maintenance and Safety		
	Getinge USA, Rochester, NY	Autoclave preventive maintenance and repair services
	Biomedical Department, Mercy One Siouxland Medical Center, Sioux City	General biomedical services, safety inspections and repair services
	Biomedical Equipment Specialists, Sioux City, IA	Biomedical services and repair services
	Stericycle, Northbrook, IL	Biohazard/medical waste disposal services
Environmental Services, Maintenance and Safety	Sioux Laundry, Inc., North Sioux City, SD	Hospital and specialized linen services, pick-up and delivery
	Town and Country, Primghar, IA	Dumpsters, general trash removal and cardboard recycling
	Culligan Water Conditioning, Spencer, IA	Drinking water coolers
	Feld Fire, Carroll, IA	Fire alarm testing, preventive maintenance and repair
Finance	Information Technology Services, Mercy One Siouxland Medical Center, Sioux City, IA and Trinity Health, Livonia, MI	Computer information technology hardware and software, maintenance and system protection including but not limited to servers, computers, email, Microsoft Office, specialty software and staff assistance through Resolution Center
	Mercy One Siouxland Medical Center, Sioux City	Payroll services including but not limited to the Kronos Time and Attendance System
	Mercy One Siouxland Medical Center, Sioux City, Human Resources Department	Human resources services including but not limited to job descriptions, hiring processes, disciplinary processes and management of the benefit programs
	Mercy One Siouxland Medical Center, Sioux City, Finance Department	Owned hospital financial reporting, tax filing and associated services
Finance	Pitney Bowes, Stanford, CT	Postage meter and support services

	UAPO Supply Chain	Purchasing, procurement and accounts payable system for equipment, supplies and services purchases
	Auxilio, Mercy One Information Services, Sioux City, IA	System contractor to provide copiers, copier maintenance and repair services
Medical Records	Mercy One Siouxland Medical Center, Sioux City	Provider credential services including but not limited to preparation of credential packages for all provider levels, record maintenance, background and license checks, privilege listings and all associated functions
	Mercy One Siouxland Medical Center, Sioux City, MercyOne Des Moines	Physician and provider peer review completion, reporting and all associated functions
	Livanta	Quality Improvement Organization for CMS provides chart reviews, provider peer review and associated functions
Wound Center	Healogics	Training, supervision and equipment for the Wound Center. Staff are employees of Healogics

Outpatient Physician Specialists:

Outpatient physician specialty clinics are provided at the hospital. Some physicians require a doctor’s referral and others will accept appointment made by patients directly to their clinics. Note: Physicians coming to MercyOne Primghar Medical Center change from time-to-time based on the availability of the various providers and their schedules.

<u>Specialty</u>	<u>Location</u>	<u>Address</u>	<u>Phone Number</u>
<u>General Surgery</u>			
Dr. William Jongewaard	Sanford	118 N 7th Ave, Sheldon, Iowa, 51201	712-324-6324
<u>Cardiology</u>			
Dr. Frank Addo	Mercy Cardiology	801 5th St., Sioux City, Iowa 51101	712-294-7020
<u>Nephrology</u>			
Dr. David Chua	Renal Associates, P.C.	600 4th St, Suite 103, PO Box 144, Sioux City, Iowa, 51101	712-255-7746

<u>Orthopedics</u>			
Dr. Steven Meyer	CNOS	575 Sioux Point Road, Dakota Dunes, SD, 57049	605-217- 2667
Dr. Jason Hough	NW Iowa Bone Joint/Sports Surgeons	1200 1 st Ave E, Ste C, Spencer, Iowa, 51301	712-262-7511
<u>Podiatry</u>			
Dr. Sara Oelke	Siouxland Podiatry Associates	714 Lincoln St. NE, Suite D, LeMars, Iowa 51031	712-546-7490
<u>Neurology</u>			
Dr. Ralph Reeder	CNOS	575 Sioux Point Road, Dakota Dunes, SD, 57049	605-217-2667
<u>Psychiatry</u>			
Dr. Beverly Allen	Telemedicine with ReGroup	Regroup TeleHealth, 4525 N. Ravenswood Ave, Chicago, IL 60640	712-957-2325
<u>Urology</u>			
Dr. David Christ	Northwest Iowa Urologists	1200 1 St Ave E, Suite B, Spencer, Iowa, 51301	712-262-6214

Community Service Area Defined

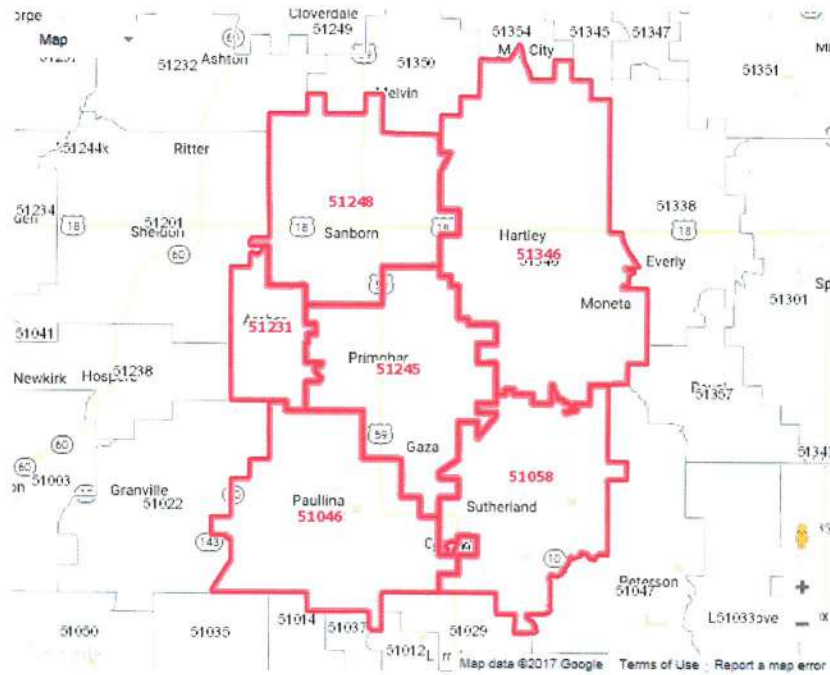
For purposes of the CHNA, MercyOne Primghar defined the service area as the four communities where operate primary care clinics and the hospital.

We also included the towns that are adjacent to these clinics and the hospital. This service area is home to over 95% of the patients served by the hospital and clinics as determined by the Iowa Hospital

Association inpatient and outpatient origin and destination tables published annually by IHA.

Population by Zip Code:	51245	Primghar	869
	51058	Sutherland	601
	51009	Calumet	159
	51346	Hartley	1587
	51046	Paullina	983
	51248	Sanborn	1387
	51231	Archer	122

MercyOne Primghar Medical Center and Clinics Service Area



MercyOne Primghar Medical Center is a member of the MercyOne Siouxland Regional Network. The Network includes primary care clinics, owned and managed hospitals and other organizations involved in the provision of healthcare in the region.



MercyOne Siouxland (outlined), and MercyOne Iowa Network includes all designated map areas

Demographics of County/Service Area

The 2010 population for O’Brien County is 14,398 people with a 4.7% decline from the 2000 census and consistent with the trend of previous census figures. Of the current estimated population of 13,840, 6.4% are under age 5 years, 23.8% are under age 18 years and 20.7% are age 65 years and older. Persons 65 years and older are 20.7% of the citizens of O’Brien County and are only 16.1% of the population of the state of Iowa. The table below shows the 2010 and estimated 2019 population data and contains data for O’Brien County and Iowa. Planning is in progress for the 2020 census to be conducted later this year.

People QuickFacts	O'Brien County	Iowa
Population, July 1, 2019 estimate	13840	3,155,070
Population, 2010 (April 1) estimates base	14,398	3,045,871
Population, percent change, April 1, 2010 to July 1, 2019	-3.9%	+3.6%
Population, 2010	14,398	3,046,355
Persons under 5 years, percent	6.4%	6.3%
Persons under 18 years, percent	23.8%	23.2%
Persons 65 years and over, percent	20.7%	17.1%
Female persons, percent	49.9%	50.2%
White alone, percent, (a)	96.5%	90.7%
Black or African American alone, percent, (a)	1.3%	4.0%
American Indian and Alaska Native alone, percent, (a)	0.4%	0.5%
Asian alone, percent, (a)	0.9%	2.7%
Native Hawaiian and Other Pacific Islander alone, percent, (a)	Z	0.1%
Two or More Races, percent,	1.0%	1.9%
Hispanic or Latino, percent, (b)	5.1%	6.2
White alone, not Hispanic or Latino, percent,	92.1%	85.3%
Education and Housing Characteristics		
Living in same house 1 year & over, percent, 2014-2018	87.8%	84.8%
Foreign born persons, percent, 2014-2018	2.6%	5.2%
Language other than English spoken at home, percent age 5+, 2014-2018	4.8%	8.0%
High school graduate or higher, percent of persons age 25+, 2014-2018	92.3%	92.0%
Bachelor's degree or higher, percent of persons age 25+, 2014-2018	19.9%	28.2%
Veterans, 2014-2018	1002	188,867
Mean travel time to work (minutes), workers age 16+, 2014-2018	16	18.9
Housing units, July 1, 2018	6,707	1,409,650
Owner-occupied housing unit rate, 2014-2018	71.9%	71.1%
Median value of owner-occupied housing units, 2014-2018	\$111,400	\$142,300
Households, 2014-2018	6,031	1,256,855
Persons per household, 2014-2018	2.24	2.41
Building permits—housing 2018	5	11,518
Health		
With a disability, under age 65, percent 2014-2018	9.2%	7.8%

Persons without health insurance, less than age 65, percent	5.6%	5.6%
Computer and Internet Use		
Households with a computer, percent 2014-2018	85.3%	87.6%
Households with broadband internet subscription, 2014-2018	76.1%	78.8%
Income and Poverty		
Per capita money income in the past 12 months (2018 dollars), 2014-2018	\$29,901	\$31,085
Median household income, 2014-2018	\$53,045	\$53,580
Persons below poverty level, percent, 2014-2018	9.1%	11.2%
Business QuickFacts		
	O'Brien County	Iowa
Total employer establishments, 2017	508	82,685
Total employment, 2017	5,262	1,353,681
Total employment, percent change, 2013-2014	0.2%	-0.1%
Non-employer establishments, 2017	973	211,320
Total employment, 2017	5262	
Total employment, percent change, 2016-2017	-0.9%	
Total number of firms, 2012	1,525	259,121
Men-owned firms 2012	724	135,382
Women-owned firms, 2012	533	82345
Manufacturers' shipments, 2012 (\$1000)	D	116,668,830
Merchant wholesaler sales, 2012 (\$1000)	776,706	62,318,301
Retail sales, 2012 (\$1000)	204,481	44,905,624
Retail sales per capita, 2012	\$14,429	\$14,607
Accommodation and food services sales, 2012 (\$1000)	D	5,468,687
Geography QuickFacts		
	O'Brien County	Iowa
Land area in square miles, 2010	573.04	55,857.13
Persons per square mile, 2010	25.1	54.5
FIPS Code *	19141	19
<i>(a) Includes persons reporting only one race.</i>		
<i>(b) Hispanics may be of any race, so also are included in applicable race categories.</i>		
<i>FN: Footnote on this item for this area in place of data</i>		
<i>NA: Not available</i>		
<i>D: Suppressed to avoid disclosure of confidential information</i>		
<i>X: Not applicable</i>		
<i>S: Suppressed; does not meet publication standards</i>		
<i>Z: Value greater than zero but less than half unit of measure shown</i>		
<i>F: Fewer than 100 firms</i>		
<i>* FIPS Code—Federal Information Processing Standard</i>		
Source: US Census Bureau State & County QuickFacts		

Existing healthcare facilities and resources available:

The listing of resources for O'Brien County was developed by the O'Brien County Public Health and O'Brien County General Assistance and distributed as the O'Brien County Resource Directory. When this report was prepared, MercyOne Primghar Medical Center edited and expanded the listing. This list is provided as a reference only and MercyOne Primghar Medical Center is not recommending or endorsing any group or service listed.

Abuse (Dependent Adult, Substance, Education)

Dept. of Human Services Abuse Hotline.....(800) 362-2178
Family Crisis Center of Northwest Iowa.....712-722-4404 or (800)382-5603
Iowa Sexual Abuse Hotline..... (800)284-7821
Elderbridge Agency on Aging.....712-262-1775
National Human Trafficking Hotline.....1-888-373-7888
Seasons Center for Behavioral Health.... (800) 242-5101
O'Brien County Human Services....712-957-5135
State Domestic Abuse Hotline.....800-942-0333

Consumer Assistance/Services

Better Business Bureau....(800)222-1600
Iowa Attorney General, Consumer Protection Office 515-281-5926, 888-777-4590
Iowa Compass for Disabled Persons..... (800)779-2001
Iowa Workforce Development.....712-262-1971
Iowa Concern Hotline....800-447-1985
Legal Aid Services(800) 352-0017, 712-852-4782
Love In the Name of Christ.....712-324-9707
O'Brien County General Assistance.....712-957-5985
O'Brien County ISU Extension.....712-957-5045
Iowa Long-term Care Ombudsman...800-532-3213
Mid-Sioux Opportunity....712-786-2001
Senior Health Insurance Info. Program.....(800) 351-4664
Upper Des Moines Opportunity.....712-957-1023

Counseling Services

Bethesda Christian Counseling.....(800)269-3160, 712-737-2635
Lutheran Social Services...712-262-4083
Seasons Center for Behavioral Health.....(800)242-5101
Catholic Charities, Spencer...712-580-4320
Creative Living Center, Rock Valley.....712-476-5245

Disaster/Emergency Assistance

O'Brien County Sheriff.....911 or non-emergent calls 712-957-3415
American Red Cross.....712-252-4081
O'Brien County General Assistance.....712-957-5985
O'Brien Co. Emergency Management.....712-757-4305

Home Health/Home Care Services

Home Instead Senior Care.....712-336-2740 or 712-262-0456
O'Brien County Public Health.....712-957-0105
Orange City Home Health.....712-737-5279
Sanford Home Health & Hospice.....712-324-6420 or (800)745-8506
Stay In Home Care LLC.....712-336-6495
Ultimate Nursing.....(800)283-0303, 712-324-4012

Hospitals

MercyOne Primghar Medical Center, Primghar.....712-957-2300
Sanford Sheldon Medical Center, Sheldon.....712-324-5041

Hospice

Iowa Hospice by Harden Health Care.....712-336-2941
Orange City Home Health/Hospice (30 mile radius of Orange City).712-737-5279
Sanford Home Health & Hospice.....712-324-6420 or (800)745-8506
St. Croix Hospice, Spencer....712-264-5674
Avera @ Home, Estherville....844-942-8372

Housing

Assisted Living Facilities

Cobble Creek Homes (Sheldon).....712-324-7404
Community Mem. Health Center (Hartley)..... 712-728-2524
Fieldcrest Assisted Living (Sheldon).....712-324-2338
Prairie View Inn (Sanborn).....712-930-3636

Housing Repair/Modifications/Weatherization

NW Iowa Planning & Development.....712-262-7225
NW Iowa Regional Housing (HUD).....712-262-7460
Upper Des Moines Opportunity.....712-957-1023
USDA Rural Development (FMHA).....712-546-5149

Retirement/Communities/Subsidized Apt.

Autumn Park Apartments (Sheldon).....712-324-4580
Christian Retirement Comm. (Sheldon).....712-324-2861
NW Iowa Regional Housing (HUD).....712-262-7460
Prairie View Manor (Sanborn).....712-930-5003
WillowWay (Sutherland).....712-446-2599
Morningside Estates (Hartley).....712-928-3424

Lifeline

Orange City Home Health/Hospice.....712-737-5279
Philips Lifeline.....(800)543-3546
Sanford Home Health & Hospice.....712-324-6420

Meals

Comm. Mem. Health Center (Hartley HDM*).....712-728-2428
Mom's Meals (HDM via FedEx or other service)....(866)204-6111

Primghar Care Center (HDM).....712-957-3655
 Primghar Dinner Date (Cong.**).712-957-8361
 Sanborn Dinner Date (Cong.).....712-930-3886
 Sheldon Meals on Wheels (HDM).....712-324-6031
 Sheldon Dinner Date (Cong.).....712-324-4425
 Pearl Valley Rehabilitation and Nursing at Sutherland (HDM).....712-446-3857
 Sutherland Dinner Date (Cong.).....712-446-2599
 * Home delivered meals
 **Congregate meals

Medical Equipment

Sanford Home Medical Equipment..... 712-324-4453 or (877)470-4846
 Wheelchair Dynamics.....712-324-4575

Long-Term Care/Rehabilitation/Nursing Homes

Community Memorial Health Center.....712-728-2428
 Prairie View 712-930-3228
 Pearl Valley Rehabilitation and Nursing at Primghar.....712-957-3655
 Sanford Sheldon Senior Care.....712-324-6450
 Pearl Valley Rehabilitation and Nursing at Sutherland...712-446-3857

Respite Services

In Home

Home Instead Senior Care....712-336-2740 or 712-262-0456
 Sanford Home Health & Hospice.....712-324-6420
 Senior Companion Program.....712-476-2628, 712-224-2610
 Stay In Home Care LLC ... 712-346-7019
 Ultimate Nursing.....800-283-0303

Out of Home Respite may be available from the above listed long-term care facilities

Senior Companion

Senior Companion Program.....712-476-2628, 712-224-2610

Other Agencies

Alzheimer’s Association.....(800)272-3900
 O'Brien County Department of Human Services..... 712-957-5135
 Elderbridge Agency on Aging....(800)242-5033 or 712-262-1775
 O’Brien County Veterans Affairs.....712-757-0031
 Social Security Administration.....866-273-6050

Support Groups

Alcoholics Anonymous.....712-252-1333
 Greater Iowa Chapter, Alzheimer's Assoc.800+272-3900
 National Alliance for Mental Illness.....712-262-9438
 Al-Anon—Family Members Group, Sheldon, IA
 Senior Companion Program.....712-476-2628, 712-224-2610
 Foster Grandparents Program.....712-476-2610 or 712-224-2610

Transportation

Love In the Name of Christ (for medical appts. only)712-324-9707
O'Brien Co. Veterans Affairs.....712-757-0031
Regional Transit Authority (RIDES).....(800)358-5037, 712-262-7920
YES Center..... 712-225-5777

Summary of the 2017-2019 Community Needs Assessment Report with Accomplishments:

The top four significant health needs addressed and the impact of actions taken by MercyOne Primghar Medical Center since conducting the previous 2017 CHNA and Implementation Strategy include:

Significant Health Need #1	1. Expansion of Mental Health care for acute and chronic conditions
Significant Health Need #2	2. Access to primary and specialty care for acute and chronic conditions
Significant Health Need #3	3. Community Health Education for people of all ages
Significant Health Need #4	4. Community Building Activities that support the health and well-being of community members.

Actions utilized to address Significant Health Need #1: *Expansion of Mental Health care for acute and chronic conditions*

1. Utilize the resources of eEmergency to assist with the evaluation of mental health patients in crisis—**accomplished and continuing.**
2. Increase the effectiveness of referral networks to assist people in crisis to receive appropriate care and minimize the number of legal committals required with assistance from e-Emergency—**accomplished and continuing.**
3. Increase the capacity of the hospital to manage mental health patients in crisis until appropriate referrals can be made—**in progress and a continuing challenge.**
4. Increase the opportunity for patients to utilize local services for medication monitoring and laboratory follow-ups, especially for Pride Group residential care facility clients—**in progress and a continuing challenge**
5. Access grant funding and services available for a telemedicine option for the provision of mental health services to patients and families—**accomplished continuing utilizing a telemedicine system for psychiatrist appointments on a weekly basis.**

Actions utilized to address Significant Health Need #2: *Access to primary and specialty care for acute and chronic conditions*

1. Maintain consistent access to primary care at the four MercyOne primary care clinics for urgent and routine health needs—**accomplished and continuing.**
2. Identify and reach out to at risk patients: those with two or more ER visits in 12 months or a hospital readmission within 30 days of discharge—**continuing challenge.**

3. Continue and grow the number of and participation in community health screenings for lipids and blood glucose, vascular screening and prostate cancer—**accomplished and continuing**. Consider adding screenings for skin cancer—**not done as unable to identify an appropriate and willing provider**.
4. Increase the use of healthcare coaches to assist those with chronic diseases to better manage their illnesses. Targeting 3 chronic diseases for improved management—diabetes, hypertension and COPD—**accomplished and continuing to be a challenge**.
5. Collaborate with O'Brien County Public Health to meet the immunization recommendations for both children and adults—**accomplished and ongoing**.
6. Preventative measures to improve population health management:
 - Mammogram recall for women 40 and older—**accomplished for most of CHNA implementation period. Mammography services were discontinued on 1-31-2020 due to insufficient number of scans and the inability to provide 3D mammography at our hospital**.
 - Colonoscopy recall age 50 and older—**being recommended to individuals based on their assessments at wellness visits, recall is being done by physician provider's office**.
 - Flu shot reminders and possibly smoking cessation—**in progress, no client interest established for provision of a local smoking cessation program**.
7. Increase specialists available in the outpatient clinics and services being provided—**accomplished and continuing**.
8. Opened a Wound Healing Center with hyperbaric therapy when appropriate in a separate building and aggressively market to services to potential patients and other practice groups that are unable to provide similar services to their patients—**accomplished and successful continuing operation**.

Actions utilized to address Significant Health Need #3: Community Health Education for people of all ages

1. Provide video monitors in exam rooms in the hospital and clinics with health related messaging and other information about services provided at MercyOne Primghar Medical Center and Clinics (part promotion and part community benefit). Utilize the services of Accent Health to provide healthy lifestyle messaging on the television sets in the clinic waiting rooms—**accomplished and continuing with periodic updates**.
2. Host a booth at the O'Brien County Fair annually with health and wellness education for adults and special programming for 4-14 year old children promoting bike safety and healthy lifestyles (good food choices, exercise, and staying tobacco free) with token prizes for answering health related questions—**accomplished annually with an estimated 400 contacts each year and project continuing**.
3. In collaboration with another hospital and several other organizations, sponsor a biannual End of Life Conferences for healthcare providers and members of the public—**accomplished for two years, did not participate in 2020 due to insufficient staffing for this project**.
4. In collaboration with Iowa State University Extension, MercyOne Primghar Medical Center and Clinics sponsors, facilitate and deliver an Exploring Medicine Camp for students entering grades 6, 7, and 8. This camp explores all facets of patient care and healthcare careers as well as promotes good choices by the participants (not texting while driving, bicycle and scooter safety) by following "patients" from EMS services through all hospital departments with hands-on experiences in many areas of the hospital. A

maximum of 12-20 students participating each summer in the camp that runs 4 consecutive afternoons in early August—**accomplished and well received in the years hosted by MercyOne Primghar Medical Center 2016 and 2018, camp occurred at another facility in the county in 2017.**

5. Making CPR and First Aid classes available on request to other organizations—**accomplished and continuing.**

Actions utilized to address Significant Health Need #4: *Community Building Activities that support the health and well-being of community members.*

1. Support organizations such as the local chambers and business community organizations through contributions of time and dollars to specific projects benefiting these small towns—**accomplished and continuing.**
2. Support the provision of childcare services and early childhood education in an area known to be short of state-certified daycare facilities and especially daycare for infants—hospital owned daycare was transitioned to a community-based LLC in 2018—**accomplished and continuing.**
3. Support for local school districts with activities promoting safe recreational opportunities and sports participation—**accomplished and continuing.**
4. Financial support for the local EMS services by assisting with the purchase of specific types of equipment (monitor/defibrillators, power cots and stair chairs as examples)—**accomplished and continuing.**

Significant health needs that were not addressed in the 2017-2019 Implementation Strategy:

MercyOne Primghar Medical Center and Clinics acknowledges the wide range of priority health issues that emerged from the CHNA process, and determined that it could effectively focus on only those health needs which it deemed most pressing, under-addressed, and within its ability to influence and the capacity and resources of the hospital to address.

- Prevention, treatment and management of obesity in citizens of all ages
- Promotion of healthy lifestyles and increased acceptance of personal responsibility for health outcomes
- Emergency preparedness and provision of emergency response services
- High quality and low cost essential healthcare services available to all regardless of ability to pay for services or level of insurance coverage. MercyOne provides consistent access to care at the hospital and clinics and offers financial assistance to those in need. However, many patients have difficulty understanding the ever-changing health insurance requirements and limitations, the new Medicaid system in Iowa and the Medicare coverages and limitations.
- Environmental health—safe water, safe communities
- Vibrant and safe communities with good schools (currently exist but hampered by tight budgets), job opportunities (somewhat limited in small town, rural Iowa), affordable housing (somewhat limited in small towns, rural Iowa), and high quality child and senior care options (varies with the community being considered).
- Increased emphasis on the continuity of care with high quality, pleasant and safe options for persons unable to live independently in their own homes

Comments on 2017-2019 Community Health Needs Assessment:

MercyOne Primghar Medical Center Administration has received no written comments on the Community Health Needs Assessment which has been posted on the hospital website since shortly after it was approved in 2017. Paper copies were available to anyone requesting them.

2020-2022 Community Needs Assessment:

How data was obtained:

Data for the MercyOne Primghar Medical Center Community Health Needs Assessment was obtained from the following sources:

- MercyOne Primghar Medical Center initiated survey that was posted online for anyone who wished to participate. The survey could be accessed from Facebook and was posted on the hospital website. Flyers were hung in the clinics and a number of local businesses that allow such postings. A paper survey was available for anyone who requested one.
- Consulting by telephone with persons representing the community interests with emphasis on those that are poverty-stricken and/or underserved and the visiting websites of community services providers,
- O'Brien County Public Health CHNA reports from February 2016,
- Iowa Department of Public Health website, Healthy Iowans Report, and
- County Health Rankings & Roadmaps, 2019 Rankings Iowa, Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute
- The Trinity Health Data Hub website.
- United States Census Bureau
- Iowa State University Data for Decision Makers

Information gaps:

In any process such as this, there will be some gaps in information and they are often not easily identified. This Community Health Needs Assessment was done in a manner designed to limit the gaps and to ask those participating in the survey and those representing community-based service providers to look beyond their individual needs and focus on the broader community.

Identification of the Health Needs of the Community:

MercyOne Primghar Medical Center initiated survey:

The CHNA Committee of the hospital reviewed the survey that was utilized in the previous MercyOne Primghar Medical Center and Clinics Community Needs Assessment and decided to use a streamlined version of that survey. The Survey was conducted utilizing a Google Survey Instrument with the questions developed by the CHNA Committee and the Public Relations Department at MercyOne Siouxland Medical Center. The survey was delivered to the public utilizing the hospital website, Facebook invitations and locally posted signage. Paper surveys were available to anyone that requested one from the hospital or any of the affiliated clinics. The survey was available from November 4, 2019 through November 24, 2019. There were 72 respondents to the survey.

Community Health Needs Assessment Results by Item:

Throughout the CHNA Survey Summary, the numbers are the total of individual answers to each item.

What is your zip code?

Calumet, 51009—1 Marcus, 51035—1 Paullina, 51046—13, Sutherland, 51058—4
Primghar, 51245—34 Sanborn, 51248—6 Sibley, 51249—1 Hartley, 51346—10

In general, how would you rate the overall quality of healthcare delivered in your area/community? 21—very good 30—good 14—fair 4—poor 1—very poor

How satisfied are you with each of the following:

Ambulance service: 28—very good 25—good 12—fair 4—poor 1—very poor

Child care: 18—very good 27—good 14—fair 6—poor 1—very poor

Emergency Room Care: 25—very good 36—good 13—fair 5—poor

1—very poor

Mental Health Services: 6—very good 8—good 29—fair 23—poor

13—very poor

Nursing home care: 8—very good 15—good 23—fair 16—poor 13—very poor

Pharmacy availability: 12—very good 24—good 18—fair 9—poor 8—very poor

Primary Care Clinics: 27—very good 26—good 9—fair 4—poor 2—very poor

Public Health Department: 12—very good 43—good 10—fair 2—poor 1—very poor

Specialist physician care: 13—very good 30—good 16—fair 4—poor 4—very poor

Transportation to medical services: 6—very good 30—good 13—fair 10—poor

7—very poor

Does your household have a provider that you use for primary care: 60—yes 10—no

What are your two top health needs/problems?

The answers to this question varied significantly. Respondents answered with specific health issues: general health care to address minor acute problems and ongoing preventive exams, mental health, Crohn's disease, renal failure, cardiovascular issues, COPD, hypertension, diabetes, arthritis, obesity, chronic bronchitis, back pain, cancer, prostate problems and migraines. Others were less specific and answered with a need for more providers and staff at

the clinics, maternal-child health services, women's health services, wellness programs and the need for urgent care in addition to an emergency room. The lack of the specialists in general was noted as well as a specific need for these specialists: orthopedics, sports medicine, adult and pediatric gastroenterology, eye care specialists and neurology.

What barriers do you have to meeting your health needs?

Many of the barriers cited were related to problems associated with the open provider positions over the past 2 years leading to inconsistency with the providers being seen by patients and some scheduling problems. The clinic hours of service were mentioned several times with "nothing open after 5 pm". Four respondents mentioned issues with travel and several others specifically financial and insurance coverage issues as barriers to meeting their healthcare needs. The lack of specialists available locally and the time and distance to receive specialty care was noted. The lack of specialized cancer treatment options, non-specific "testing equipment" and the need for 3 D mammography were also listed.

Over the past 2 years, did you or your household receive healthcare services outside of your area/community? 56—yes 14—no (Note: 13 of the 14 answering "no" to this question checked services sought outside of the community in the next question)

What services did you seek outside of your area/community? (Check all that apply)

10—routine medical care 12—hospitalization 52—specialist care
14—laboratory tests 11—routine dental services 14—radiology tests

What healthcare services need to be added in your community/ area?

The service to be added requested most often was mental health care for individuals of all ages (18), another physician (7), more specialists with these specifically mentioned: OB/gynecology (6), pediatrician (2), neurology (2), single mention of the following specialty providers: ENT, weekly orthopedics, dermatology, pediatric gastroenterology, adult gastroenterology, oncology, optometry, and rheumatology. Other services needed included: Urgent care/clinic weekend hours (7), childcare (2), new hospital (2), pharmacy in Primghar (2), and assisted living (2). Single mentions included: 3-D mammography, transportation services, improved nursing home care, ALS ambulance, more screenings and community education options, and low income services.

In general, how would you best describe your health?

18—very good 43—good 9—fair 1—poor 0—very poor

Have you had a physical in the last 12 months?

56—yes 15—no

Over the past 4 weeks, have your activities been reduced due to mental or emotional problems? 10—yes 60—no

What two health-related topics would you like to learn more about?

Topics listed included specific disease processes: diabetes, cancer, Crohn's disease, adult and adolescent mental illness, asthma, arthritis, hypothyroidism, menopause, cardiovascular health, diet, weight loss and exercise appropriate for age, and preventive healthcare. An interest was

expressed in learning about medical marijuana and using oils as a substitute for over the counter medications.

From the list, please choose the 4 most important factors for a Healthy Community? Number of responses for each factor is shown.

27—Affordable housing 52—Healthcare 25—Childcare services
49—Emergency response services (ambulance police, fire) 16—Healthy food sources
32—Access to quality education 32—Nursing home care/assisted living/senior housing
35—Job availability 11—Parks and recreation facilities

Demographic information:

What is your age? 7—25 years or younger 27—26-50 years 26—51-65 years
11—66 years or older

How would you identify yourself?

70—Caucasian/white American 0—African/black American
0—Latino/Hispanic American 0—American Indian/Native Alaskan
0—Asian American/Pacific Islander 0—Multicultural/Multiracial

Consulting with persons from organizations representing the community interests:

As part of the Community Needs Assessment process, MercyOne Primghar Medical Center CHNA Committee members have consulted by telephone with representatives of the O'Brien County Emergency Management, O'Brien County Office of the Department of Human Services, O'Brien County Healthcare Coalition, O'Brien County Public Health, O'Brien County Sheriff, Sanford Home Health and Hospice, Upper Des Moines Opportunity, Inc., O'Brien County General Assistance, Season's Center, Elderbridge, Centers Against Abuse and Sexual Assault (CAASA), the Pride Group Residential Care, Seasons Center for Behavioral Health, Iowa Lakes Community College TRIO, Northwest Iowa Community College TRIO, YES Center, O'Brien County Love, Inc., O'Brien County EMS, HMS Middle School Guidance Counselor, South O'Brien Community School Nurse, Rosencrance Jackson Center, Noah's Ark Preschool, His Little Ones Preschool, Kingdom Kids Preschool and Praising Paws Preschool. Contacts to all of these organizations representing community interests were made in December, 2019. Websites associated with some of these agencies and others with relevant information were visited at varying times from August, 2019 through January, 2020.

A description of the representatives who were consulted and a summary of the information gleaned from those representing community interested are included below.

O'Brien County Emergency Management

O'Brien County Emergency Management coordinates and assists with the following functions for the county to meet FEMA National Preparedness Goals:

- Mitigation planning to reduce risk before an event occurs,
- Prevention activities in coordination with other units of government and business organizations avert disasters,

- Protection of county public and private assets,
- Preparedness—taking actions to plan, organize, equip, train and exercise to build and sustain the capabilities of response organizations to prevent, respond to and mitigate the harmful effects of natural and man-made disasters,
- Response—coordinating response actions to save lives, protect property and the environment and meet basic human needs after an incident
- Recovery—coordinates actions necessary to assist communities affected by an incident to recover effectively.

Consistent with these responsibilities, the O’Brien County Emergency Manager meets regularly with hospital representatives to address functions of mutual interest—coordinated training and exercises, and response and recovery planning.

O’Brien County Emergency Management is also involved directly with the Volunteer Fire and Ambulance teams that serve O’Brien County. The EMS teams are challenged by a lack of the number of volunteers required to provide 24 hour services, an increase in the number of ambulance calls/requests for assistance and/or facility to facility transfers. Expanding initial and continuing education requirements makes recruiting more difficult also.

O’Brien County Public Health

O’Brien County Public Health (712-957-0105) is a unit of county government responsible to the O’Brien County Board of Health and ultimately to the O’Brien County Board of Supervisors. They serve individuals of all ages with the majority of the clients being lower income families, the elderly and first-time mothers. They provide immunizations for children and adults, and have collaborative relationships with other organizations to service as a community resource. They investigate communicable disease outbreaks that come under the jurisdiction of the Health Department, do school immunization compliance audits, injury prevention education, foot care for eligible clients, conduct health screenings and disaster response planning. The Department is involved in providing specific services for county jail inmates.

The public health department administrator stated her clients biggest concerns center on the cost of healthcare, the lack of knowledge or involvement of the community in activities and services to those of lower income. County Health Departments are required to conduct a Community Needs Assessment at least every 5 years. Below are the findings from the O’Brien County Public Health Department’s most recently updated CHNA report.

Findings from the O’Brien County Public Health CHNA Report:

In the fall of 2015, the O’Brien County Department of Public Health surveyed 328 persons in O’Brien County with a 137 respondents. This survey found the top resident concerns were:

- Promote Healthy Living Assessment
 - Physical activity—noted many options available and the lack of a swimming pool in Primghar—not a Health Improvement Plan (HIP) priority
 - Nutrition—concern with providing healthy meals—not a HIP priority
 - Substance abuse—a concern to 40% of residents surveyed—a HIP priority
 - Pesticide use in the Community—concern noted and other commented—not a HIP priority
- Prevent Injuries and Violence Assessment
 - Access to EMS services—a concern noted—not a HIP priority

- Road safety—many thought it is an issues for bikers and walkers—not a HIP priority
- Protect Against Environmental Hazards Assessment
 - Water quality a concern to 38% of survey respondents—not a HIP priority
- Present Epidemics and the Spread of Disease Assessment
 - Not addressed in the survey
- Prepared for, Respond to and Recover from Public Health Emergencies Assessment
 - Not addressed in the survey
- Strengthen the Health Infrastructure Assessment
 - Access to health services—60% indicated understanding of services available, comments on need for more mental health services— not a HIP priority
 - Transportation—82% felt transportation options were adequate—not a HIP priority
 - Job opportunities—39% felt adequate, others felt opportunities were lacking—not a HIP priority
 - Housing—45% felt there were enough options, other cited need for assisted living and more rental options—not a HIP priority
 - Educational opportunities—satisfactory opportunities for grade and high school students—not a HIP priority
 - Childcare services—41% stated need for more after school programs and for kids with ADHD and Autism Spectrum Disorders—not a HIP priority

O'Brien County Public Health Improvement Plan states increasing community partnership and community awareness of substance abuse is the primary goal for O'Brien County Public Health through 2020.

O'Brien County Office of the Department of Human Services

The O'Brien County Office of the Department of Human Services in Primghar had limited input into the CHNA report as their responsibilities are limited to the investigation and follow-up of child and dependent adult abuse reports. Persons needing the other services of the Department of Human Services are referred to the Spencer office of the Iowa Department of Human Services for assistance. The Department of Human Services offers to qualifying adults and families the in need of assistance: Family Investment Program (FIP), Refugee Cash Assistance, Food Assistance and/or Medical Assistance in the form of Medicaid or eligibility for the Hawk-I (Healthy and Well Kids in Iowa) program. Assistance with child care is also available to qualifying low income working families.

O'Brien County General Assistance Office

The O'Brien County General Assistance Office (712-344-2000) representative provides two distinct functions for the citizens of O'Brien County—General Assistance and the Regional Judicial Mental Health Advocate.

The General Assistance functions to provide emergency assistance to residents of O'Brien County as mandated by Iowa Code Section 252.1. Assistance includes rent, shelter, utilities, medical attention, prescription drugs, emergency dental services and burial. Assistance may be provided to individuals who are residents of O'Brien County, at least eighteen years of age and who meet the current income and resource guidelines. The biggest challenges their clients face is the lack of financial resources to meet immediate needs.

Regional Judicial Mental Health Advocate:

The Regional Judicial Mental Health Advocate (712-344-2000) is appointed by the Court to advocate for persons under a mental health court commitment per Chapter 229 of the Iowa Code. When the advocate is appointed, they assist people with the following: understanding and following the court's commitment order, providing information regarding the rights of a committed person, giving support, answering questions, investigating concerns, making needed referrals and informing the court if the services of an attorney are necessary. The Regional Judicial Mental Health Advocate for Northwest Iowa Care Connections serves Clay, Dickinson, Lyon, O'Brien Osceola, and Palo Alto Counties.

This court officer states living in a rural area comes with unique challenges for clients. Transportation seems to be the big issue for most of the clients; either the client does not drive or cannot afford their own personal transportation. Other problems include a general lack of resources and the inability of clients to access screening for eligibility for services. Some clients have an inability to understand services available and when involved with institutional care to adjust to the transfer of care between units or facilities.

O'Brien County Sheriff

The O'Brien County Sheriff's Department is led by the elected County Sheriff. It is the responsibility of this department to enforce laws to help assure the safety and well-being of residents and those visiting in the county. They are responsible for investigations of incidents, crimes and accidents, all aspects of the operation of the jail and the Communications/911 Call Center. In addition, the department provides community education/safety training and prevention activities.

In response to the question about the biggest healthcare challenge for those coming in direct contact with the Sheriff's Office, the sheriff stated mental health care. Many of the incidents investigated as well as many of the jail inmates have unaddressed and /or recurrent mental health conditions that lead to erratic behavior and the attention of the Sheriff's Department and the legal system.

Sanford Home Health and Hospice

Sanford Home Health and Hospice is the home care agency of Sanford Sheldon in Sheldon, IA and provide the majority of home care services in O'Brien County. Services include: home health care, homemaker aide program, hospice services, Best Care for Better Babies and Lifeline. Their primary clients are homebound, low income, those with limited resources and the elderly. Costs of services are covered by insurance, Medicare, Medicaid, and private pay with a sliding fee schedule. Home health services include a long list of professional nursing and in-home therapy services designed the medical needs of each client and hospice services tailored to meet the needs of the clients and family members dealing with end of life care. Homemaker aide services can include personal care and limited meal preparation but not housekeeping services. Best Care for Better Babies provides pre- and post-natal care for expectant mothers and assistance with newborn care and monitoring of the child's growth and development. Potential clients are provider and/or family referred. The biggest challenge for home health and hospice clients beyond managing their qualifying medical conditions is navigating the payment systems given their requirements and limitations.

TRIO

TRIO can be found at Iowa Lakes Community (712-851-5302) and Northwest Iowa Community College (800-352-4907) as well as other community colleges. It is a program designed to assist first generation, low income or disabled students to attend and graduate from a community college and transfer to a university for a bachelor's degree. TRIO provides tutoring, academic advising, financial literacy workshops, cultural awareness, referral and transfer information as well as other workshops. These students' biggest challenges are financial resources sufficient to meet daily needs, lack of health insurance and limited personal transportation options.

Upper Des Moines Opportunity, Inc.,

Upper Des Moines Opportunity, Inc., services low income families and individuals, qualified elderly and disabled families and individuals and has programs for children in low income homes. O'Brien County Outreach Office is 712-957-1023.

Services include:

- Low Income Home Energy Assistance Program (LIDEAP)—supplemental assistance with winter heating bills
- LIHEAP Crisis Assistance—assistance in a life-threatening situation for temporary shelter, fuel, blankets, heaters, and furnace repair. In some cases furnace replacement assistance to homeowners.
- Weatherization—assistance with stopping infiltration of cold air into a home. This can include caulking, weather-stripping and attic insulation.
- Chore Service—funds chores for income eligible applicants age 60 and older. This service is sponsored by Elderbridge Agency on Aging
- Emergency Vouchers—provides eligible applicants with limited financial help for basic emergency needs
- Emergency Food Pantries—a three to five day supply of food for those who are out of food and have limited resources to purchase or obtain food
- Food Bank—donation based system that provides a variety of food and other items to those with needs.
- Referral Services—information on a wide variety of services available in Northwest Iowa for those faced with situations they find difficult to solve.
- Client Advocacy—assistance when help is needed with providers, organizations or difficult situations
- Budget Counseling—help for those experiencing difficulty managing their financial obligations
- Angel Fund—limited financial help meeting the needs of children.
- Special Projects—holiday food baskets and gifts, school supplies, winter coats, back to school supplies etc. based on need and availability.

The biggest challenges for Upper Des Moines Opportunity clients is not having health insurance and being unable to qualify for Title 19 followed by not being able to understand and manage the deductibles, co-payments and co-insurance needs by Medicare recipients.

Elderbridge Agency on Aging

The primary role of Elderbridge Agency on Aging is providing services for persons age 60 and over and people with disabilities from 18 to 59 years that help the individuals to remain in their own homes. Services include case management for elderly, nutrition programs, information and

assistance to access a variety of special focus programs, family caregiver support, protection of elder rights and an older worker program. A couple of their unique programs center on fall prevention and improvement in balance. Clients can self-refer to Elderbridge for help or be referred by family members or healthcare providers.

Elderbridge maintains a large database of elder support services throughout Iowa and can assist qualifying individuals—those with limited income or lacking family or community support--with the identification of beneficial services and the contact information needed for the client to utilize services available.

O'Brien County Love Inc.

Love, Inc., is a social services provider in partnership with local churches. They provide services to persons in need—services can include rides to and from appointments, furniture, food assistance and mentoring. Skills building classes offered include financial management, parenting, basic life skills, cooking, healthy relationships, learning English and Bible study opportunities. The biggest challenges facing their clients are meeting out of town transportation needs, dealing with Medicare, Medicaid and having the resources to meet daily needs and pay for needed medications.

South O'Brien Community Schools (SOS) and Hartley Melvin, Sanborn Community Schools (HMS)

Both schools provide K-12 education to local students with a wide variety of age-appropriate classes, social activities, fine arts and athletic activities. Healthcare issues of greatest concern are those of chronic illness (diabetes, mental health issues and physical and mental disabilities). Challenges for families include lack of insurance leading to neglect of dental and vision care with medical care limited to times of illness only.

Centers Against Abuse and Sexual Assault (CAASA)

The local CAASA organization provides sexual assault victim services in Clay, Palo Alto and O'Brien Counties. Services include individual and group counseling, crisis intervention, victim-focus legal and court hearing assistance and referral for appropriate additional services. CAASA can be accessed at any time by dialing their Hope Line: 1-877-362-4612.

A Sexual Assault Response Team, or SART, is a multi-disciplinary team consisting of advocates, law enforcement, medical personnel, and prosecutors. This team focuses on the acute medical response to sexual assault & forensic evidence collection, while also focusing on the potential for the victim to report the crime they have experienced. The process is victim-centered, and therefore the victim can choose the level of response/care that is provided.

What are the benefits of SART Team?

- For the Victim--Coordinated response, sensitive intervention and information about options.
- Medical--Increase training on forensic and medical care. Clear direction on best practice for victim care. Increased collaboration with victim-serving community partners.
- Law Enforcement--Increase reporting. Specialized training protocol for investigation. Better access to victims for follow-up.
- Prosecution—Victims better informed about their options. Better reports from law enforcement and medical staff. Victims are supported well in cases that proceed.

- Community—Increased community safety through increased reports and/or prosecution for survivors.

The biggest challenges faced by their clients are meeting their mental health needs when those are greater than the resources directly associated with CAASA services and the lack of safe housing.

Pride Group Residential Care Facility

The Pride Group of Northwest Iowa assists individuals with mental illness (schizophrenia, bipolar disease, a history of substance abuse) and disability in achieving an excellent quality of life. They believe in providing services in the most independent setting possible; designing programs that will address the specific needs of all residents while recognizing the importance of interdependent relationships with people in the community setting. At Pride Group, they help others help themselves. Food, shelter, personal development and social activities are provided in a positive environment with 24 hour assistance for the individuals who reside in a Residential Care Facility. Professional health support services are also offered along with adult basic education and work program opportunities. Independent living skill development is offered on an individualized basis for all participants as well as health support services and community integration.

Pride Group offer Residential Care Services in the following locations: Okoboji, Le Mars and Primghar, Iowa. The most difficult challenges faced by Pride Group clients' center around their inability to pay for basic needs (medications, housing, and food) as well as having access to transportation to medical appointments and other essential services.

Seasons Center for Behavioral Health

Seasons is a comprehensive Behavioral Health Center offering a broad range of psychiatric and behavioral health services to the people and communities in Northwest Iowa since 1959. Seasons is a registered 501(c)(3) organization, (800-242-5101). Seasons Center firmly believes that each individual, family, group, or couple is treated with the utmost respect in their care. Seasons Center believes that recovery is self-directed, individualized, and person-centered. They help to empower the client by using a strengths-based and value-based approach that instills hope, respect, and responsibility to their own care and direction in their lives. The Center believes and practices strict privacy and confidentiality as well as gives honor to the patient's journey and advocates on behalf of the patient whenever possible. Services include counseling, psychiatric care, medication management, substance abuse services, psychological testing and community outreach.

At Camp Autumn, the Center weaves together the therapeutic aspects of nature, trauma-informed care, and evidence-based behavioral health programs and services to create a safe space that promotes health, healing, hope, and fun for our kids. Through our regional children's center, located in Spencer, Iowa, we serve children and families. The passionate professionals at Autumn's Center provide comprehensive treatment for our children in an environment that promotes hope, healing, and bright futures.

Seasons Center clients struggle with lack of insurance, transportation issues and the overall shortage of mental health care providers in their services areas.

Rosecrance Jackson Center

The Rosecrance Jackson Center (800-472-9018) provides inpatient/outpatient care for children, adolescents and adults with substance abuse, other addictions and behavioral health needs. Each client is cared for by a team of specialists who have committed their careers to addressing substance abuse and related disorders. The treatment programs at Rosecrance Jackson Centers are grounded in the 12-step principles and focus on helping adolescents and adjust and develop essential skills to build positive and healthy relationships. Dealing with their addictions and behavioral health issues is the biggest challenge facing Rosecrance Jackson Center patients.

YES Center

The YES Center is a Maximum Security Juvenile Detention Center located in Cherokee IA. The Center serves 13 counties in Northwest Iowa and has 15 resident beds, providing services to males and females. Among services provided are suicide threat assessments, advocacy, evaluations, and other juvenile court requested services. They also are available to provide transportation for non-violent individuals for appointments and other needs for a service fee.

The YES Center is primarily a juvenile detention center and the staff person interviewed stated their biggest challenge is meeting the mental health needs of their clients.

Area Education Agency 12

Area Education Agency 12, www.nwaea.org serves most of northwest Iowa including O'Brien County. They serve children with special needs from birth to age 21. Among services provided are hearing and vision tests, assessments of physical growth, other types of potential developmental delays, and literacy appropriate to the child's age. Many of their resources are devoted to special needs children who can benefit from physical and occupational therapy, parent-lead developmental activities, and support through the school systems. All AEA services are provided without charge. Parents can self-refer or obtain a physician or a school district referral to become eligible for AEA services.

The biggest challenges include giving parents and other family members the tools, training and confidence to assist their developmentally challenged children and to be able to advocate for the child's special needs. Often the AEA can be a source of hope for families of children after overwhelming diagnoses. In addition to services for individuals, the AEA is a source to assist school districts with school improvement activities, and they provide media services to teachers.

Praising Paws Preschools, Kingdom Kids Preschool, His Little Ones and Noah's Ark Preschool

Representatives of these four preschools were interviewed. Each organization provides pre-school to children aged 3-5 years during the typical educational year. Two of the schools serve lower income families who often seek medical services from the Community Health Centers and the local public health agencies for immunizations. Even with this support, there are a few families that have financial challenges in meeting the healthcare needs of their children.

Websites with State-wide Health Resources and Statistical Information:

Iowa Department of Public Health Website

The Iowa Department of Public Health website: www.idph.state.ia.us has a wealth of information on disease prevalence in Iowa, causes of death, vital statistics, health promotion, and numerous other topics including the IDPH Data Warehouse. Much of the data is available for the state and can also be obtained for a specific county. Below is a screenshot of the home page of the IDPH website.



What does Public Health do?

Public health is a partnership of local public health, IDPH, non-profit organizations, health care providers, policymakers, businesses and many others working together to protect and improve the health of Iowans. Public health strives to improve the quality of life for all Iowans by assuring access to evidence-based population-health programs, services and activities in the following areas:

- Promote healthy living;
- Prevent injuries and violence;
- Protect against environmental hazards;
- Assure access to quality health services;
- Prevent epidemics and the spread of disease;
- Improve and support public health performance; and
- Prepare for, respond to, and recover from emergencies.

The Iowa Department of Public Health in “Healthy Iowans—Iowa Health Improvement Plan 2017-2021” outlined their initiatives.



Healthy Iowans 2017-2021 Plan

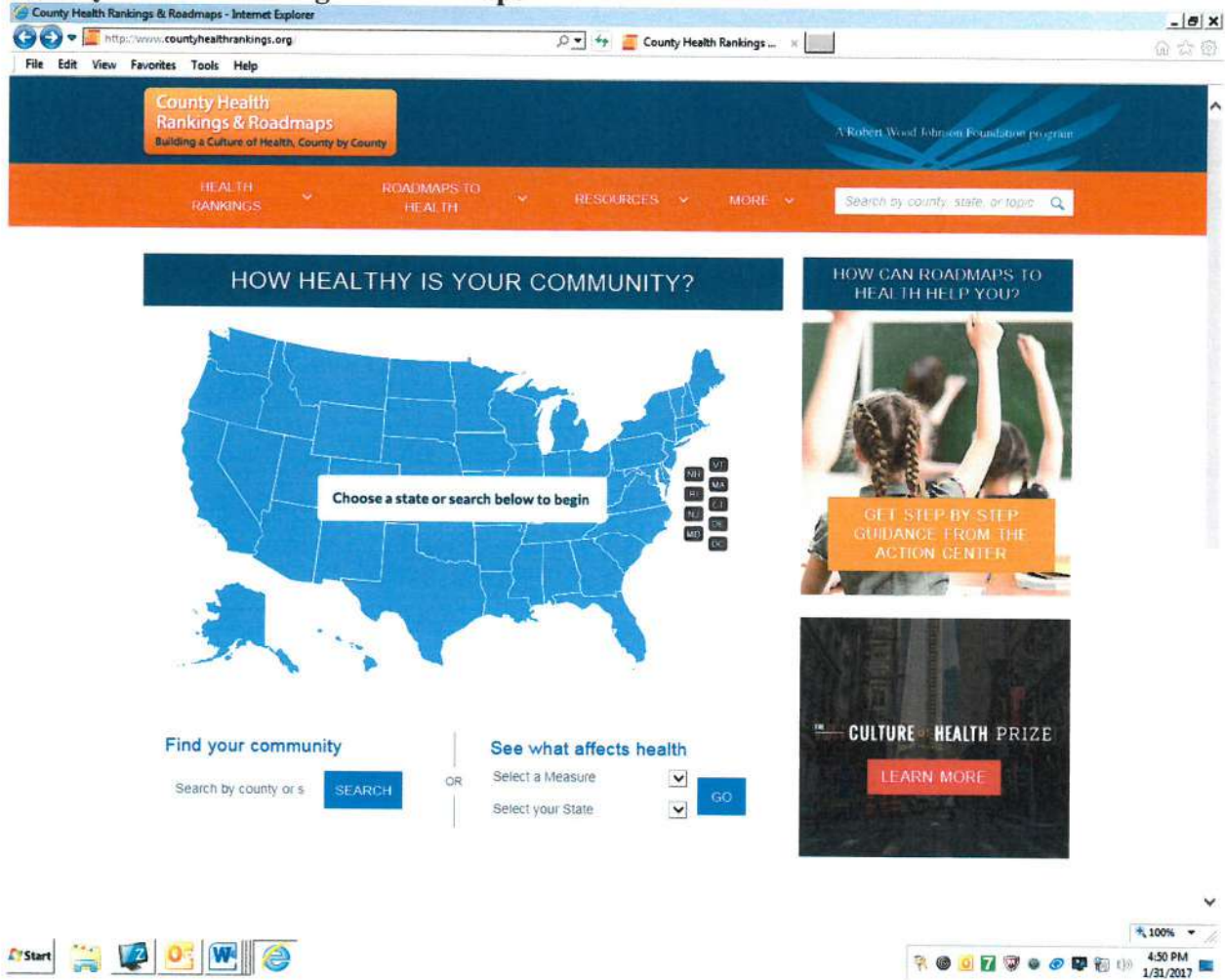
The 26 top health issues are grouped into 11 focus areas. They are not mutually exclusive. For example, motor vehicle crashes strongly relate to substance abuse. Obesity (Healthy Living focus area) affects diabetes, heart disease and cancer (Chronic Disease focus area).

The focus areas follow:

- Health Equity/Social Determinants of Health
- Life Course
- Health System Improvement
- Acute Disease
- Addictive Behaviors
- Chronic Disease
- Disaster Preparedness
- Environmental Health
- Healthy Living
- Injury & Violence
- Mental Health, Illness, & Suicide
- Iowa Hospital Association

Each focus area includes a list of its top health issues, measures documenting health improvement (*Measures of Health Improvement*) and action Iowa is taking to address each issue (goals). Measures of Health Improvement are the health-related outcomes we expect to achieve by 2021. They are measures of progress for each focus area and are influenced by the achievement of the goals, objectives, and strategies documented in action plans for each issue. Because health equity, life course, and health system improvement are overarching issues, measures of health improvement in each focus area include identified disparities where the data sources include comparisons, such as those by race/ethnicity, gender, income, age, and location (e.g., rural or urban). As this report is being finalized in March 2019, many of the efforts of IDPH are directed toward a multi-faceted response to the pandemic coronavirus (COVID-19).

County Health Rankings & Roadmaps



Health data for individual counties anywhere in the United States can be found on the website: www.countyhealthrankings.org sponsored by the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute. Below is the 2019 O'Brien County data compared to the Iowa data and the top US performers. Rankings are based on health outcomes (morbidity and mortality), and health factor of clinic care, health behaviors, physical environment and social and economic factors. Individual counties are compared to national benchmarks and state averages leading to identification of areas that need improvement.

COUNTY HEALTH RANKING DATA—2019

Rank of 40 (99 counties in state)

Measures	O'Brien	Iowa	Top US Performers
Health Outcomes	10/99*		
<i>Length of Life</i>	12/99*		
Premature death /100,000	4700	6200	5400
<i>Quality of Life</i>	16/99*		

% Adults reporting fair or poor health	12%	13%	12%
Avg. physically unhealthy days/month	2.9	2.9	3.0
Avg. mentally unhealthy days/month	3.2	3.3	3.1
% Live births with low birth weight <2500g	5%	7%	6%
Health Factors	25/99*		
<i>Health Behaviors</i>	39/99*		
% Adults report currently smoking cigarettes	15%	17%	14%
% Adults obesity	32%	26%	26%
Food environment index	8.1	8.2	8.7
% Adults physical inactivity	24%	23%	19%
% Pop. with access to exercise opportunities	81%	83%	91%
% Adults reporting excessive drinking	21%	22%	13%
% Alcohol-impaired driving deaths	29%	28%	13%
Sexually transmitted infections	150.2	415.6	152.8
Teen birth rate /1,000 female pop., ages 15-19	22	20	14
<i>Clinical Care</i>	50/99*		
% Pop. under age 65 without health insurance	5%	5%	6%
Ratio of pop. to primary care physicians	1,750:1	1,390:1	1,039:1
Ratio of pop. to dentists	1,130.1	1,260:1	1,260:1
Ratio of pop. to mental health providers	2,760:1	700:1	310.1
% Flu vaccinations	33%	51%	52%
% Screening mammography	48%	49%	49%
<i>Social & Economic Factors</i>	25/99*		
% high school graduation	84%	91%	96%
% with some college education	65%	70%	73%
% Unemployment rate	2.4%	3.1%	2.9%
% Children in poverty	10%	13%	11%
Income inequality	4.1	4.3	3.7
% Children in single parent households	21%	29%	20%
Violent crime /100,000	219	282	63
Injury mortality /100,000	59	67	57
<i>Physical Environment</i>	2/99*		
Avg. daily fine particulate matter in micrograms/cubic meter (PM2.5)	8.5	9.0	6.1
% Pop. potentially exposed to water exceeding a violation limit /yr.	0		
% Households with severe housing problems	7%	12%	9%
% Workforce driving alone to work	74%	81%	72%
% Commuting 30+ minutes to work, driving alone	20%	20%	15%

*Rank of O'Brien County with all counties in Iowa

Iowa Hospital Association Economic Impact Study

The Iowa Hospital Association Economic Impact Study shows how hospitals generate significant economic impact directly and indirectly. Using the IMPLAN model developed by the U.S. Forest Service, the Iowa Hospital Association has modeled the primary and secondary impact of healthcare on the economy of O'Brien County. This data was collected from the AHA Annual Survey, the Iowa Department of Revenue and Finance, The U.S. Census Bureau and the Bureau of Economic Analysis.

The economic impact of the health sector upon the economy of O'Brien County is tremendous. The health sector employs a large number of residents, similar to a large industrial firm. The secondary impact occurring in the community is also large and measures the total impact of the health sector. In 2019, the Iowa Hospital Association reported MercyOne Primghar Medical Center and Clinics had 5.3 million dollars directly from payroll and proprietor income with an impact of 7.01 million dollars. Another almost 1.1 million was generated in retail sales and 68 thousand in sales tax revenues. When the health sector increases or decreases in size, the medical health of the community as well as the economic health of the community is greatly affected. Often overlooked is the fact that a prosperous health sector also contributes to the economic health of the community.

Community Health Needs for 2020-2022:

Our survey and consultations with area service providers defined a listing of community needs that includes:

- Expansion of mental health services for both acute and chronic care.
- Prevention, treatment and management of chronic illnesses such as cancer, diabetes, dementia, cardiovascular, pulmonary, and renal diseases centering on access to specialist care.
- Health-related education on a variety of topics including but not limited to safe recreational activities for children and teens, increased awareness of problems associated with vaping, other drug and alcohol use, prevention, treatment and management of obesity in citizens of all ages and understanding insurance, Medicare and Medicaid options/benefits, forms, covered services and co-payments.
- Community Building Activities including but not limited to:
 - Emergency preparedness and provision of emergency response services
 - Increased emphasis on the continuity of care with high quality, pleasant and safe options for persons unable to live independently in their own homes
 - Maintenance of high quality child care options
 - Provision of essential healthcare care services close to home—primary care clinics and pharmacy services
 - Transportation assistance
 - Recreational opportunities for various age groups and needs
- High quality and low cost essential healthcare services available to all regardless of ability to pay for services or level of insurance coverage.
- When survey respondents were asked to select the four most important factors for a Healthy Community they selected: Healthcare (52 responses), Emergency services—ambulance, fire and law enforcement (49), Job availability (35), Access to quality education (32) and Nursing Homecare/Assisted Living, Senior Housing (32).

Method for Determination of Priority Community Health Needs:

The MercyOne Primghar Medical Center Community Needs Assessment Committee blended together all of the data sources and recognized the importance of input from the O'Brien County Health Department CHNA Report, consultation with organizations and units of local government that provide services to those who are low income or have special needs and to the results of our Internet Survey.

Needs were evaluated using the following criteria: Severity, Magnitude, Urgency; Feasibility and Effectiveness of Possible Interventions; Potential Impact on Greatest Number of People, Importance of Addressing the Need; Outcomes within 3 years that are Measurable and Achievable; and BHMH Capacity and Capability to Address the Need. The members of the MercyOne Primghar Medical Center Community Needs Assessment Work Group and members of our Board of Directors were invited to individually score each of the Community Health needs resulting from the review of the community survey results and consultations. It was with this scoring tool that the final prioritization was done.

2020-2022 Community Needs Priorities:

MercyOne Primghar Medical Center CHNA Committee has determined this order of priority for Significant Community needs that will be further evaluated for our Implementation Plan. **The details of our Implementation Plan with specific strategies are contained in a separate document.**

Priority Needs Identified	Objective to be Evaluated for Planning
1) Expansion of Mental Health Services	Improvement in the mental health landscape in our service area
2) Access to Healthcare	Improvement in access to care within our service area
3) Chronic Disease Prevention and Management	Increasing the level of prevention and management of chronic disease in our service area
4) Support for Community-based Volunteer Ambulance Services	Support for the Community-based Volunteer Ambulance Services to the extent possible to insure ambulance service is available in emergencies
5) Community Health and Wellness Education	Opportunities to offer community health education to all age groups

Request for Comments:

The MercyOne Primghar Medical Center Community Needs Assessment and the associated Implementation Plan are both available on paper from the hospital Business Office or on the website: <https://www.mercyone.org/primghar/> Comments should be addressed to Misty Dulin, Director of Critical Access Hospital at 712-957-2300 or by letter to Misty Dulin, Director of Critical Access Hospital, 255 North Welch Avenue, P.O. Box 528, Primghar, Iowa 51245.

Commitment of Resources

MercyOne Primghar Medical Center's Board of Directors in the Strategic Plan established these Pillars for the organization: People, Best People, Spiritual Workplace; Quality, Excellence in the Care Experience; Stewardship, Financial Accountability; Mission, Community Benefit Ministry; and Growth, Growth and Collaboration.

Annually in the budget process, MercyOne Primghar Medical Center and Clinics make a commitment to services, personnel and facilities designed to meet the routine and emergency needs of the community for healthcare services.

Beyond this basic commitment to function as a hospital with primary care clinics and a wound healing center, MercyOne Primghar Medical Center makes financial and personnel commitment to:

- Support associates and administrative staff serving on local, regional and state level health-related boards and community service organizations as representatives of the hospital
- To provide medical directors for local ambulance services and long-term care facilities as requested
- To provide subsidized screening clinics—diabetes, cholesterol, prostate and vascular on a consistent basis with additional options to be considered as the need occurs
- To collaborate with other community organizations and units of government in emergency preparedness planning, exercise and education
- To subsidize the Fitness Center either directly or through assistance with administrative needs, monitoring of the center and supporting the employee-based Fitness Center Committee
- To support community education and outreach activities with a part-time associate assignment and operating budget
- To offer and provide financial assistance to eligible patients to help them meet their healthcare payment obligations

Adoption of CHNA Report by the MercyOne Primghar Medical Center Board of Directors


At the Board of Directors meeting on March 24, 2020, the Board adopted the Community Health Needs Assessment Report by unanimous vote.

Following approval, the CHNA Report will be posted to the MercyOne Primghar Medical Center website: <https://www.mercyone.org/primghar/>. Paper copies are available to anyone on request at the Business Office of MercyOne Primghar Medical Center, 255 North Welch Avenue, Primghar, IA 51245.



Misty Dulin, Director CAH, MercyOne Primghar Medical Center

3/24/20
Date



Rob Stowe, Executive Director, Rural Hospital Operations

4/20/20
Date



Andy Schierholz DC, Chairperson, MercyOne Primghar Medical Center Hospital Board of Directors

4/15/20
Date