

Community Health Needs Assessment

SEPTEMBER 2019



Approved by Springfield Medical Care Systems, Inc. and Springfield Hospital Board s of Directors, 9-10-19

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Special thanks to Laura Jensen, MPH, for her collaboration and expertise throughout this needs assessment research project.

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Executive Summary

Springfield Medical Care Systems, Inc. (SMCS) and Springfield Hospital (SH) engage in ongoing planning. This process includes a community health needs assessment (CHNA), conducted at least every three years, for the purpose of informing and improving the delivery of health center services, and addresses the following:

- Factors associated with access to care and health center utilization;
- The most significant causes of morbidity and mortality and associated health disparities; and,
- Any other unique health care needs or characteristics that impact health status, or access to or utilization of, primary care.

Community Health Needs Assessment for Charitable Hospital Organizations – Section 501(r)(3) requires hospital organizations to conduct a community health needs assessment every three years and to adopt an implementation strategy to meet the community health needs identified through the CHNA, taking into account input from persons who represent the broad interests of the community served by the hospital facility, including those with special knowledge of or expertise in public health; and making it widely available to the public.

SMCS and SH collaborate with several community organizations in this process, many of which participate on the planning committee. In addition, the SMCS Community Health Team partners meet monthly, and the Community Collaborative meets quarterly, to collaborate relative to community needs and to discuss available resources. A list of these Community Health Team partners and data outlining the impact of actions taken since our 2016 CHNA are included on pages 48 and 45, respectively.

THE COMMUNITY SERVED

SMCS serves a population base of approximately 50,000. The overall service area, which represents 80% of patient residence origin, includes Windsor County, northern Windham County, and small portions of Bennington County, VT, and Sullivan County and northern portions of Cheshire County, NH.

THE PROCESS

The purpose of this assessment is to identify community health concerns, priorities and opportunities for community health improvement.

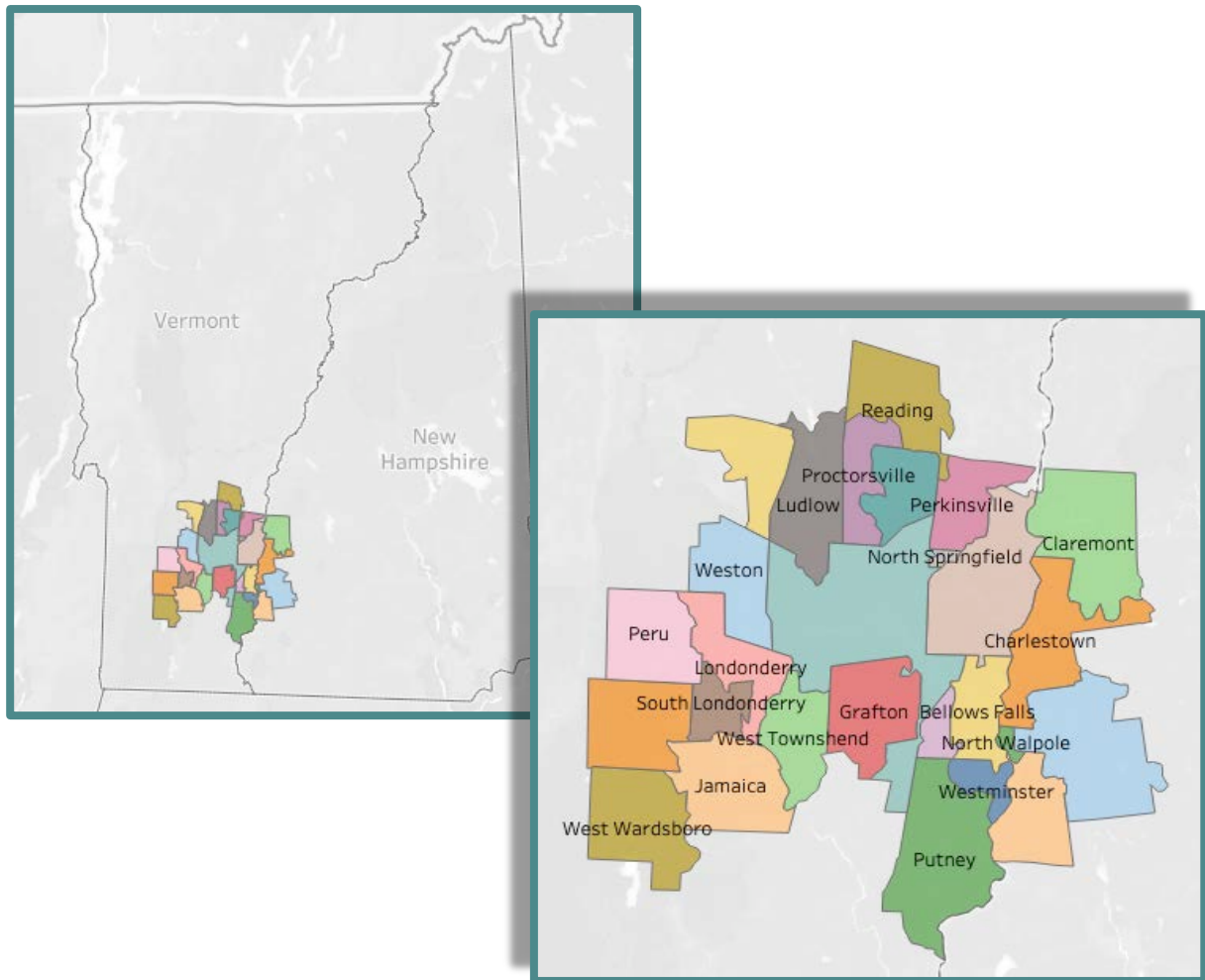
The process included focus groups in Springfield, Bellows Falls, Chester, Ludlow, Londonderry, VT, and Charlestown, NH. A community survey was distributed and promoted through newspapers, email and social media. A medical staff survey was also conducted. In-person community stakeholder interviews and a review of population demographics and health status indicators were conducted. Secondary data from Community Commons and Robert Wood Johnson County Health Rankings are reported at the county level. Secondary data also includes a variety of state and national resources, including Vermont's Behavioral Risk Factor Surveillance System, the Vermont Blueprint Community Profiles, and national sources such as the National Institute of Mental Health and the Centers for Disease Control and Prevention (CDC) among others.

Priority Needs Identified include:

- Dental Care / Oral Health
- Substance Use Disorder
- Mental Health
- Affordable Health Care

Figure 1

Service Area



Data Source: UDS Mapper

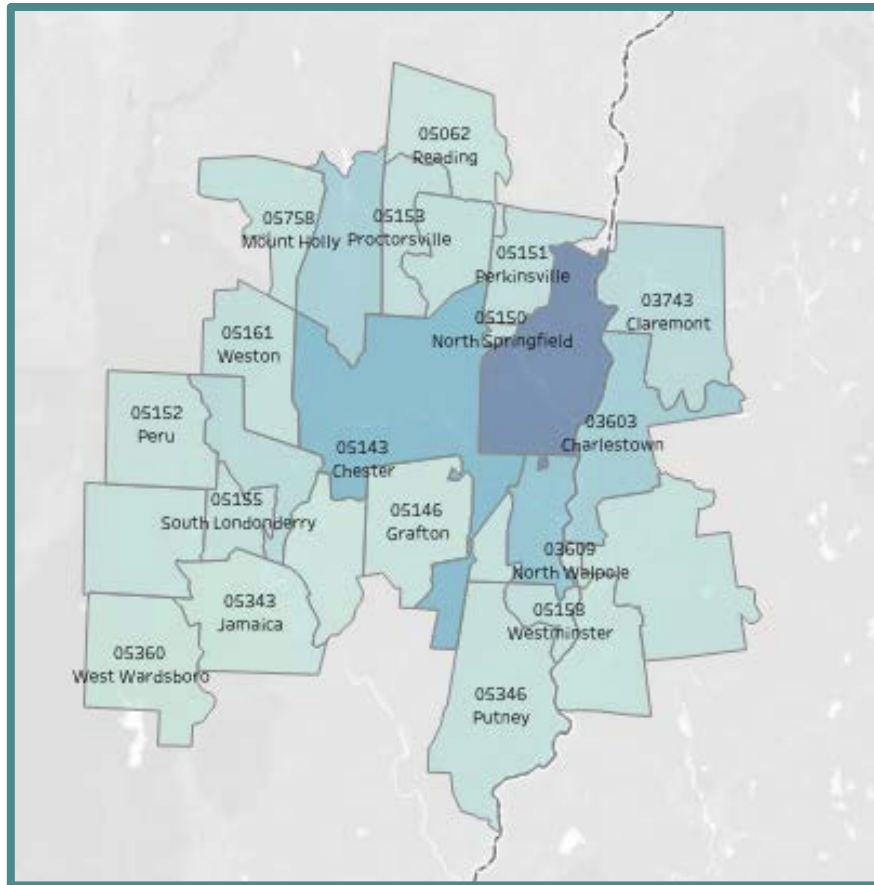
Vermont		New Hampshire	
Zip Code	Town / City	Zip Code	Town / City
05101	Bellows Falls	05152	Peru
05340	Bondville	05153	Proctorsville
05142	Cavendish	05346	Putney
05143	Chester	05062	Reading
05146	Grafton	05154	Saxtons River
05343	Jamaica	05155	South Londonderry
05148	Londonderry	05156	Springfield
05149	Ludlow	05359	West Townshend
05758	Mount Holly	05360	West Wardsboro
05150	North Springfield	05158	Westminster
05151	Perkinsville	05161	Weston
		03602	Alstead
		03603	Charlestown
		03743	Claremont
		03609	North Walpole
		03608	Walpole

Demographic and Socioeconomic Secondary Data Service Area

Figure 2

Service Area

Total Patients by Zip Code, 2017



Data Source: UDS Mapper

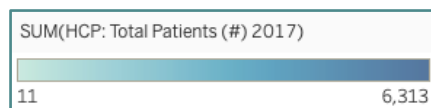
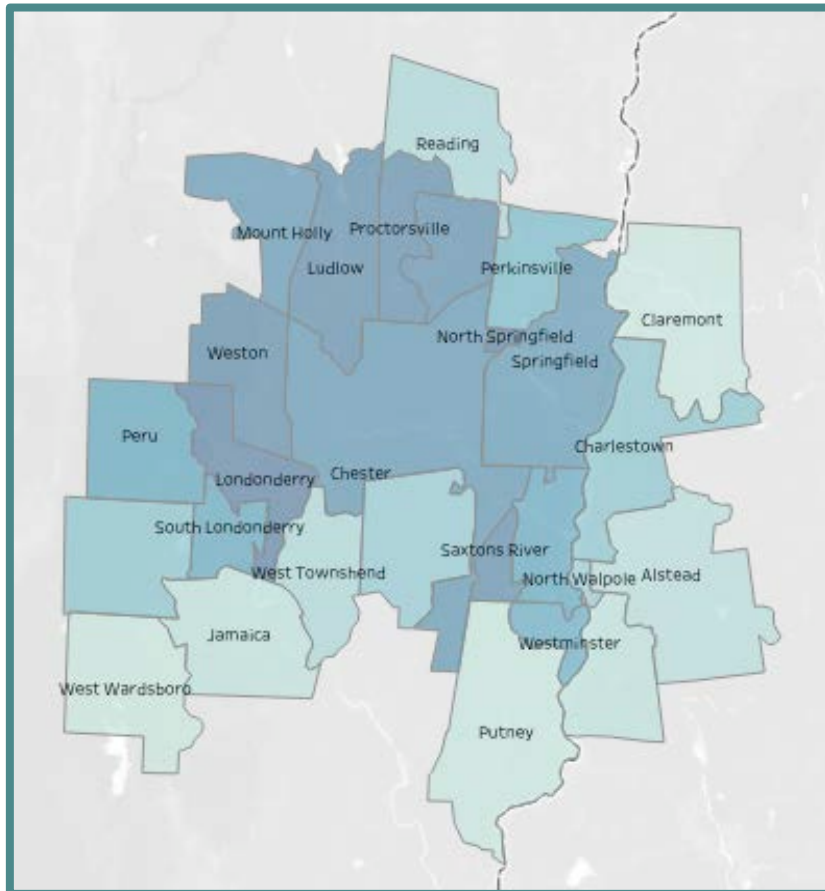


Figure 3

Service Area

Penetration of Total Population (%), 2017



Data Source: UDS Mapper

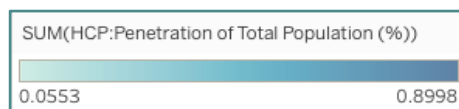
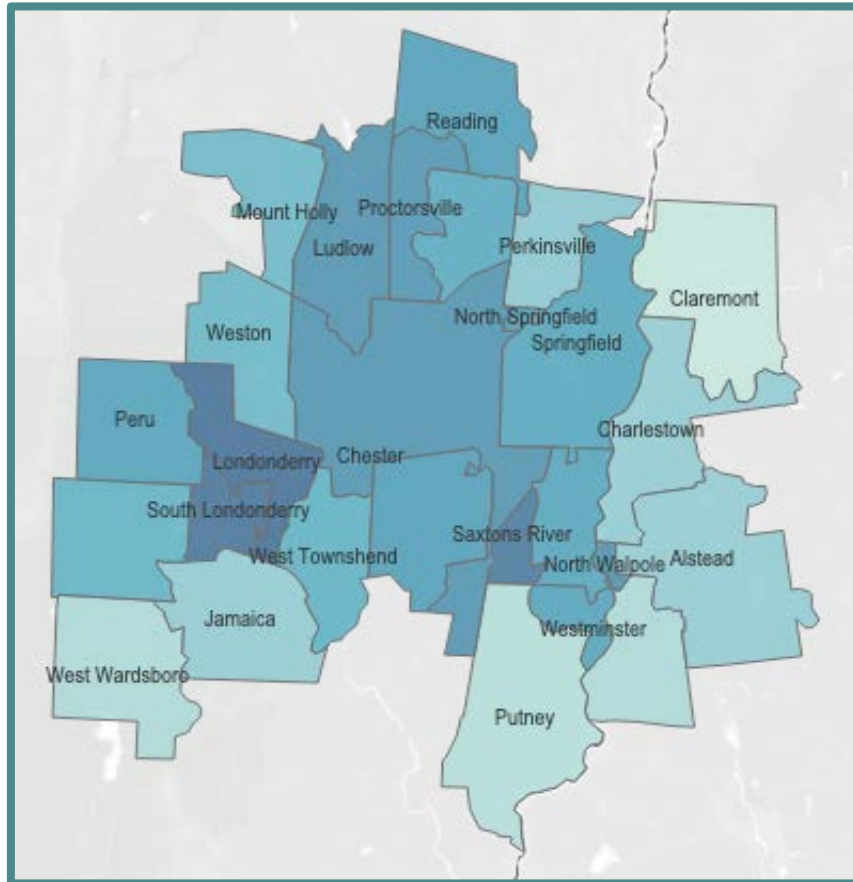


Figure 4
Service Area
Penetration of Medicaid/Public Insurance (%), 2017



Data Source: UDS Mapper

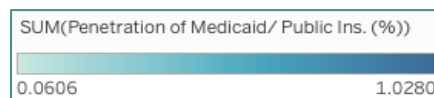


Table 1

Service Area

Regional Demographics and Socioeconomic Status

2-Year Population Trend

	April 1, 2010 Census	Population Est (as of July 1) 2012	Population Est (as of July 1) 2014	Population Est (as of July 1) 2016	Population Est (as of July 1) 2018	Population Change (%)
Charlestown Sullivan County, New Hampshire	5114	5045	5029	5016	5012	-1.99%
Bellows Falls Windham County, Vermont	3148	3090	3052	3024	3004	-4.57%
Londonderry Windham County, Vermont	1769	1759	1742	1708	1677	-5.20%
Chester Windsor County, Vermont	3154	3107	3064	3045	3032	-3.87%
Ludlow Windsor County, Vermont	1963	1941	1922	1897	1885	-3.97%
Springfield Windsor County, Vermont	9373	9280	9168	9044	8950	-4.51%

Source: AmericanFactFinder.org

Table 2

Service Area

Regional Demographics and Socioeconomic Status

Demographics - Age Groups

	Pop Under 18 (%) 2013-2017	Pop 18-64 (%) 2013-2017	Pop 65 and older (%) 2013-2017
Alstead	20.4%	61.4%	18.2%
Bellows Falls	21.0%	60.5%	18.5%
Bondville	15.8%	44.7%	39.6%
Cavendish	19.4%	62.7%	17.9%
Charlestown	20.1%	60.3%	19.5%
Chester	19.3%	60.5%	20.1%
Claremont	20.6%	61.5%	17.9%
Grafton	21.2%	53.7%	25.1%
Jamaica	17.5%	66.2%	16.4%
Londonderry	19.3%	63.1%	17.6%
Ludlow	15.0%	58.9%	26.1%
Mount Holly	13.0%	65.1%	21.9%
North Springfield	12.5%	52.9%	34.6%
North Walpole	21.7%	59.0%	19.3%
Perkinsville	16.2%	55.7%	28.0%
Peru	12.0%	55.4%	32.6%
Proctorsville	18.1%	57.1%	24.8%
Putney	15.2%	65.0%	19.8%
Reading	24.3%	56.1%	19.6%
Saxtons River	23.2%	66.1%	10.7%
South Londonderry	20.2%	52.0%	27.9%
Springfield	20.4%	60.4%	19.2%
Walpole	14.4%	64.7%	20.9%
West Townshend	17.0%	53.0%	30.0%
West Wardsboro	19.6%	44.7%	35.7%
Westminster	23.4%	56.3%	20.2%
Weston	15.1%	51.6%	33.3%
Summary	18.4%	58.1%	23.5%

<https://www.udsmapper.org/map/app.cfm#8x2P1aqn7b46IM3Bjb0L>

Table 3

Service Area

Regional Demographics and Socioeconomic Status

Demographics - Employment, Education, Income

	Not Employed (%) 2013-2017	Less Than High School Education (%) 2013-2017	Low-Income (%) 2013-2017
Alstead	37.1%	8.6%	24.9%
Bellows Falls	38.2%	15.3%	39.7%
Bondville	46.2%	3.8%	14.8%
Cavendish	35.5%	7.5%	39.9%
Charlestown	44.1%	7.8%	34.1%
Chester	40.2%	11.5%	31.9%
Claremont	41.3%	12.5%	33.1%
Grafton	43.6%	7.9%	30.6%
Jamaica	32.4%	4.2%	32.5%
Londonderry	37.1%	3.9%	10.3%
Ludlow	43.3%	10.4%	33.0%
Mount Holly	30.2%	8.4%	19.2%
North Springfield	64.7%	17.0%	57.3%
North Walpole	33.1%	7.4%	10.5%
Perkinsville	40.4%	11.5%	32.3%
Peru	41.4%	6.3%	22.8%
Proctorsville	41.9%	12.3%	33.7%
Putney	40.6%	6.3%	31.8%
Reading	32.8%	0.6%	33.8%
Saxtons River	36.0%	5.4%	42.0%
South Londonderry	47.7%	13.1%	42.6%
Springfield	45.7%	9.4%	32.3%
Walpole	35.7%	2.8%	10.9%
West Townshend	44.1%	4.3%	29.8%
West Wardsboro	45.1%	9.9%	24.6%
Westminster	48.3%	10.6%	30.3%
Weston	43.3%	8.1%	20.9%
Summary	41.1%	8.4%	29.6%

Table 4

Service Area

Regional Demographics and Socioeconomic Status

Demographics – Medical Insurance

	Pop: Medicaid/ Public Ins., est. (%) 2017	Pop: Medicare/ Private Ins., est. (%) 2017	Pop: Uninsured, est. (%) 2017
Alstead	11.9%	82.6%	5.5%
Bellows Falls	32.6%	62.3%	5.1%
Bondville	16.0%	79.4%	4.6%
Cavendish	26.7%	68.3%	5.1%
Charlestown	15.5%	77.8%	6.8%
Chester	23.3%	71.9%	4.7%
Claremont	15.9%	77.1%	7.0%
Grafton	23.7%	71.8%	4.5%
Jamaica	25.2%	70.0%	4.8%
Londonderry	21.1%	74.2%	4.6%
Ludlow	23.1%	72.2%	4.7%
Mount Holly	19.5%	74.4%	6.0%
North Springfield	27.3%	68.0%	4.7%
North Walpole	9.0%	86.2%	4.8%
Perkinsville	20.4%	75.2%	4.4%
Peru	16.1%	79.2%	4.7%
Proctorsville	26.7%	68.3%	5.0%
Putney	25.3%	69.6%	5.0%
Reading	22.9%	72.4%	4.7%
Saxtons River	27.4%	68.6%	4.1%
South Londonderry	21.9%	73.5%	4.6%
Springfield	26.7%	68.5%	4.8%
Walpole	9.0%	86.2%	4.8%
West Townshend	23.9%	71.6%	4.5%
West Wardsboro	24.9%	70.4%	4.7%
Westminster	24.4%	70.8%	4.8%
Weston	22.8%	72.4%	4.7%
Summary	21.6%	73.4%	5.0%

<https://www.udsmapper.org/map/app.cfm#8x2P1aqn7b46IM3Bjb0L>

Table 5

Service Area

Regional Demographics and Socioeconomic Status

Population Health Indicators

	Adults Ever Told Have Diabetes (%)	Adults Ever Told Have High Blood Pressure (%)	Adults Who Are Obese (%)	Adults with No Dental Visit in Past Year (%)	Adults Who Have Delayed or Not Sought Care Due to Cost (%)	Adults with No Usual Source of Care (%)
Alstead	8.1%	30.3%	24.9%	26.4%	11.7%	11.9%
Bellows Falls	6.7%	25.0%	21.1%	25.6%	11.1%	11.3%
Bondville	8.0%	28.7%	21.6%	29.9%	11.0%	9.2%
Cavendish	7.6%	29.0%	24.3%	27.9%	9.7%	12.6%
Charlestown	7.3%	31.1%	22.0%	28.5%	13.5%	12.6%
Chester	7.4%	29.0%	23.9%	27.2%	10.0%	12.0%
Claremont	7.6%	32.2%	23.0%	29.9%	14.1%	13.2%
Grafton	6.9%	25.7%	21.8%	26.2%	11.3%	11.5%
Jamaica	7.0%	25.5%	21.4%	26.2%	11.1%	11.1%
Londonderry	7.1%	25.9%	21.4%	26.9%	11.7%	11.3%
Ludlow	7.4%	28.9%	23.9%	27.1%	9.6%	12.1%
Mount Holly	7.1%	27.0%	26.4%	28.1%	10.5%	11.2%
N. Springfield	7.4%	29.4%	24.0%	26.9%	9.7%	12.0%
North Walpole	8.0%	29.7%	25.8%	24.6%	10.6%	11.1%
Perkinsville	7.5%	29.5%	24.1%	27.1%	9.7%	12.1%
Peru	7.9%	28.5%	21.5%	28.9%	10.4%	9.3%
Proctorsville	7.6%	29.0%	24.3%	27.9%	9.7%	12.6%
Putney	6.7%	25.6%	21.8%	25.8%	11.0%	11.6%
Reading	7.5%	29.8%	24.3%	27.3%	9.8%	12.2%
Saxtons River	6.6%	25.5%	21.8%	25.3%	10.8%	11.3%
S. Londonderry	7.0%	25.6%	21.3%	26.9%	12.0%	11.6%
Springfield	7.3%	28.3%	23.5%	26.6%	9.4%	12.0%
Walpole	8.3%	29.8%	25.5%	25.6%	10.9%	11.4%
W. Townshend	6.9%	25.5%	21.5%	26.1%	11.3%	11.4%
West Wardsboro	7.0%	25.2%	21.0%	25.9%	11.1%	10.9%
Westminster	6.7%	25.4%	21.5%	25.6%	10.9%	11.2%
Weston	7.5%	29.7%	24.3%	27.3%	9.8%	12.2%
Summary	7.3%	28.0%	23.0%	27.0%	10.8%	11.6%

Collection & Analysis of Primary Data

Collection of Primary Data

To ensure community engagement, a collaborative of community stakeholders was formed to govern the design, collection, and reporting of the community health needs assessment. Monthly meetings commenced beginning March 2019 to develop and implement needs assessment study design and implementation plan.

551

Community members within the health service area and surrounding towns participated in completing an extensive survey garnering high-level needs and actionable interventions to address identified needs.

34

To ensure the voices of community residents were represented within the community health needs assessment, focus groups were conducted. Six focus groups were held in central locations within each primary service area. Participants ranked health-related need(s) by level of influence on personal health and wellbeing.

43

Key stakeholders, including healthcare practitioners, provided information on patient care needs, barriers to access, and the affect of social determinants of health outcomes.

Data collection began during May 2019. Focus groups were held in central locations within each local service area. Moderators and data recorders were trained prior to conducting focus groups by an experienced qualitative researcher. One-on-one interviews with key stakeholders were conducted by phone by a trained researcher. Surveys were administered in June 2019 as electronic and paper formats. Both formats were shared widely amongst community organizations, businesses, social media networks, and local newspapers. Data collection closed July 2019. During, and directly prior to, the data collection period, SMCS and Springfield Hospital experienced notable financial challenges. The healthcare organization prioritized public transparency with regard to financial status and proceedings. The concurrent period of data collection may have influenced participation rate and /or responses, the degree of which cannot be reliably measured. The research design employed methodological triangulation as a means to provide valid results of regional community health needs.

Priority Needs

The four priority needs identified by this process are as follows :

- Dental Care / Oral Health
- Substance Use Disorder
- Mental Health
- Affordable Health Care

Figure 5 Image of a Thriving Community

Survey participants were asked, “When you imagine a strong, vibrant, healthy community, what are the most important features to you?”

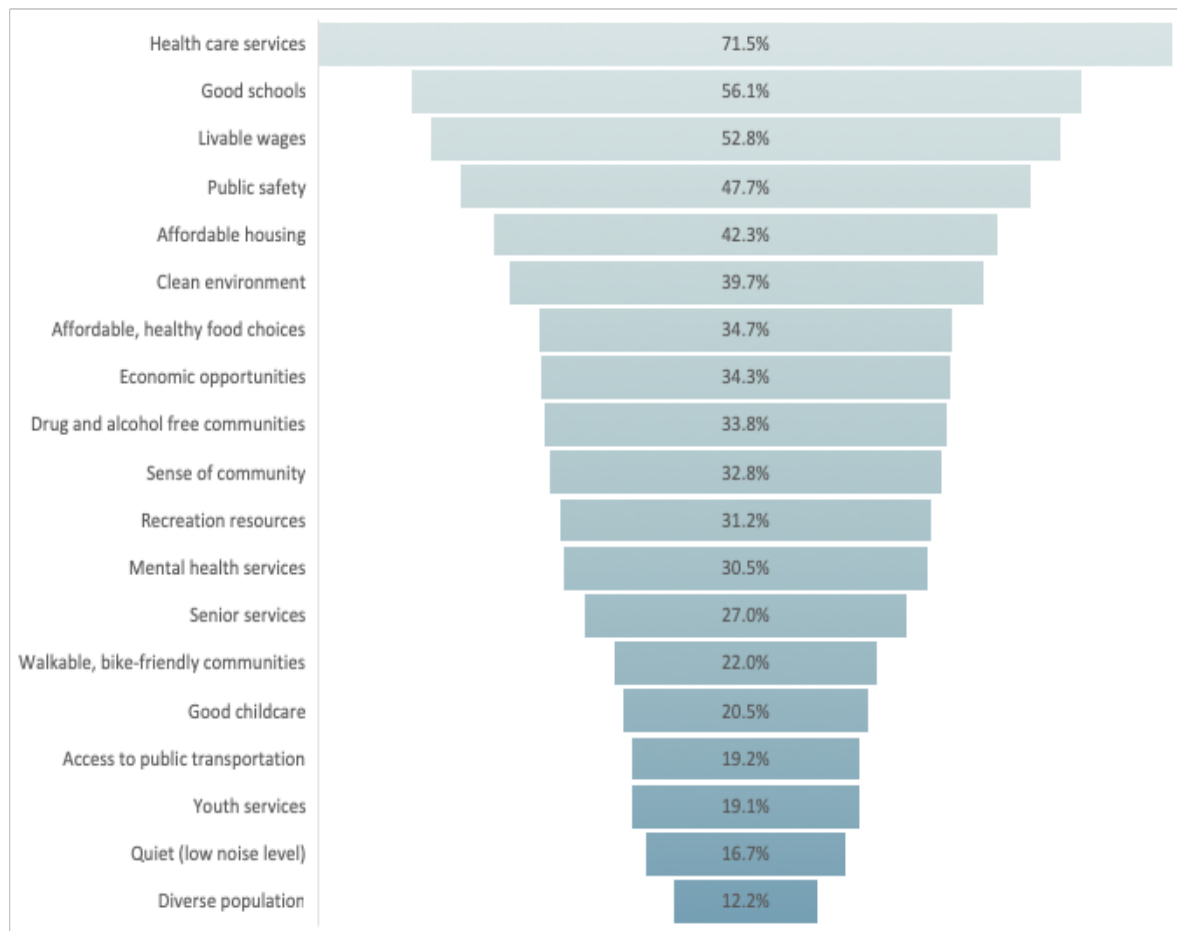


Figure 6

Community Concerns

Survey participants were asked, "When you think of challenges in the community where you live, what are you most concerned about?"

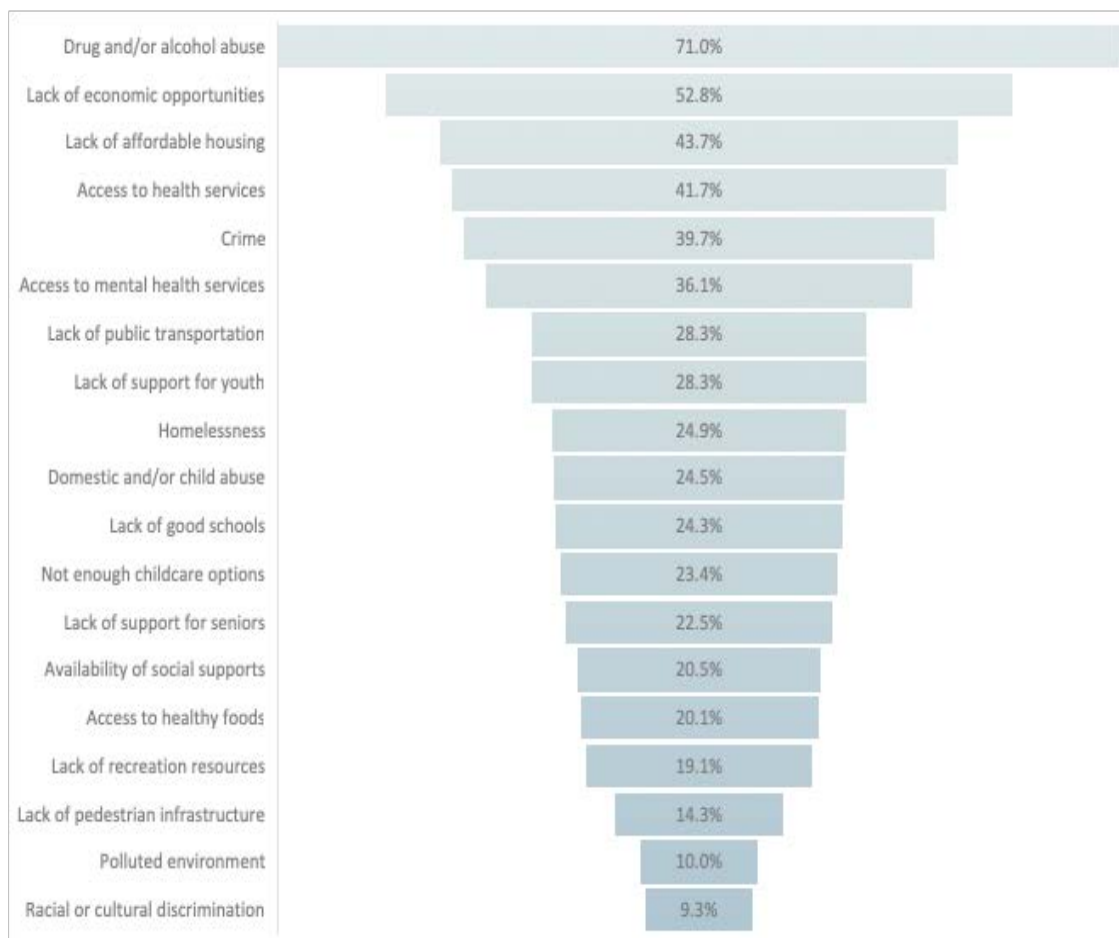


Figure 7

Social Determinants of Health

Survey participants were asked, “Which of the following do you believe are having a negative effect on your health?” (Check all that apply)

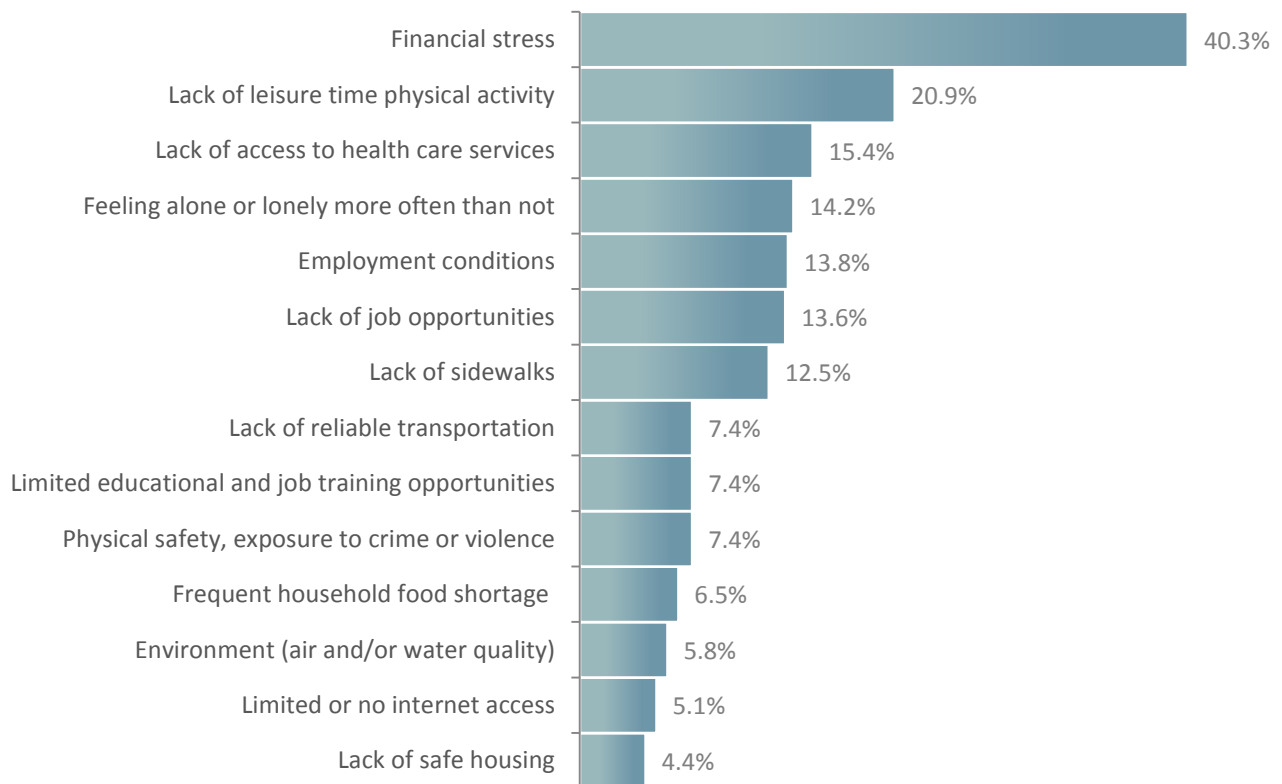
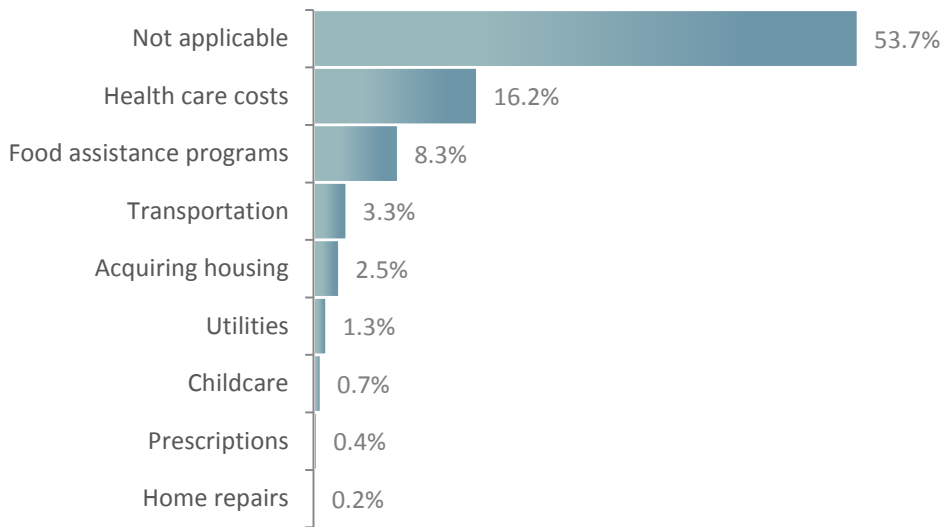


Figure 8

Financial Assistance

Survey participants were asked, “In the past 12 months, have you needed financial assistance for any of the following?”



Survey participants were asked, “If you need assistance accessing services (for example housing, transportation, healthcare), do you know who to contact?” (Choose one)

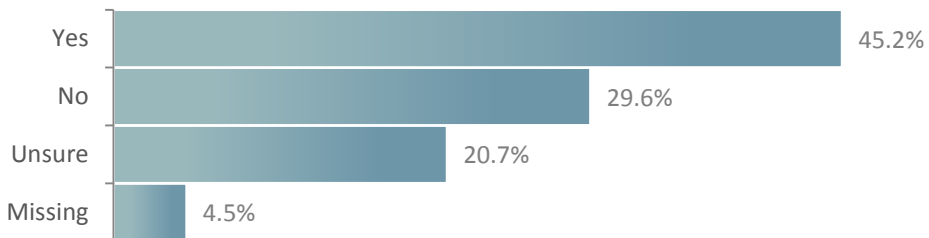


Figure 9

Community Programs

Survey participants were asked, “Which of the following programs would you or your family use if it were more available in your area?” (Check all that apply)

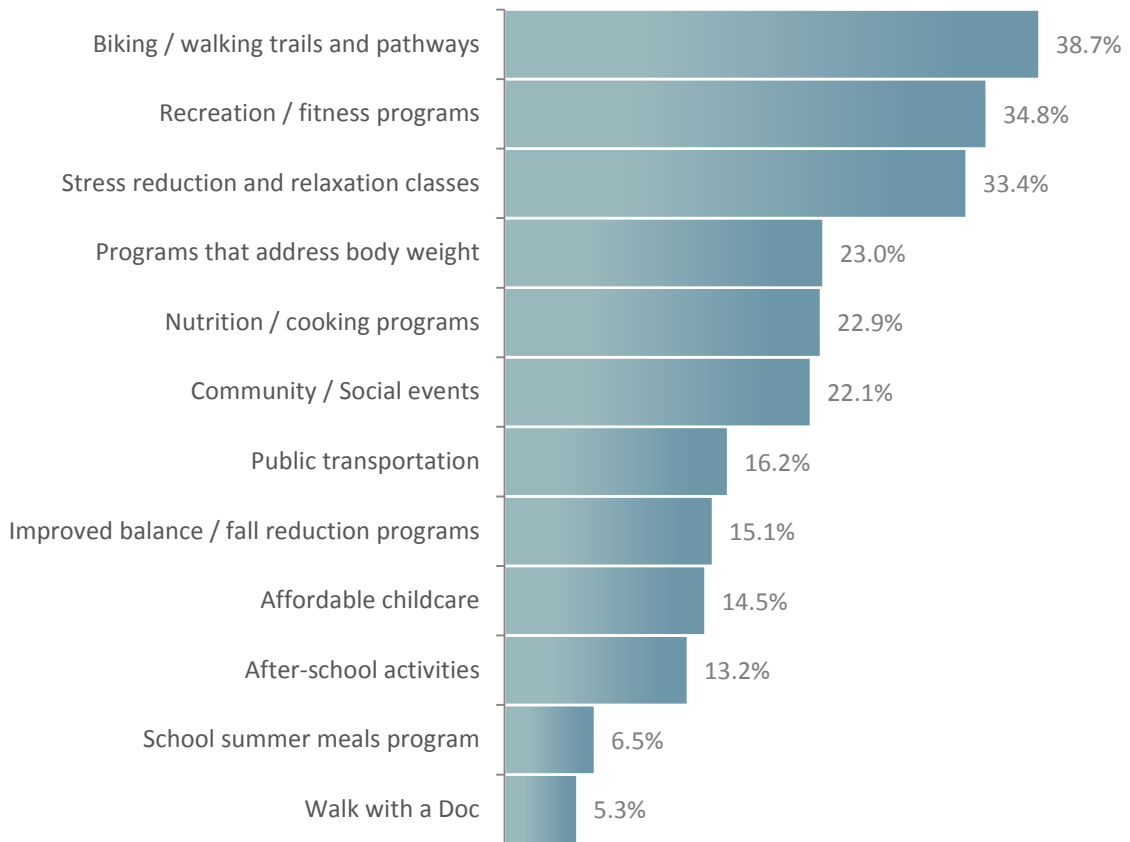
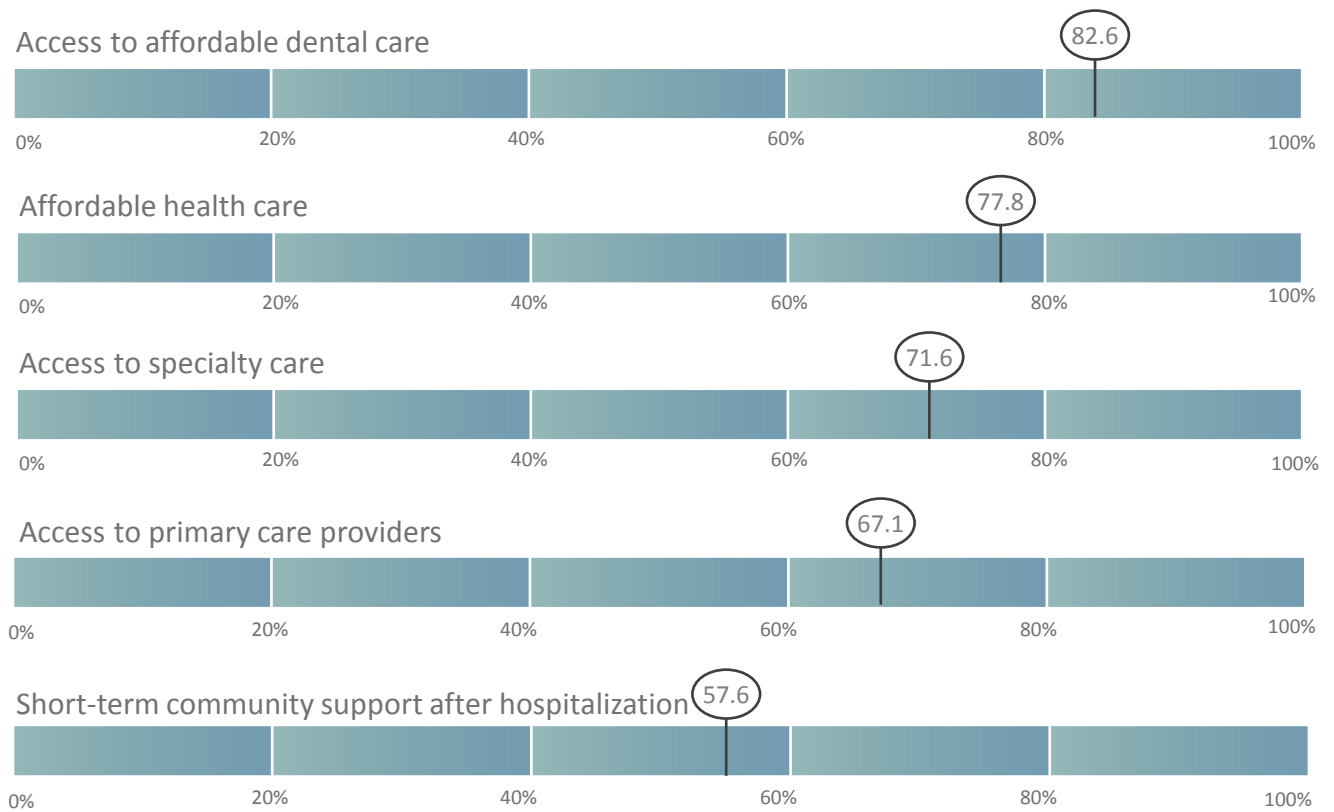


Figure 10

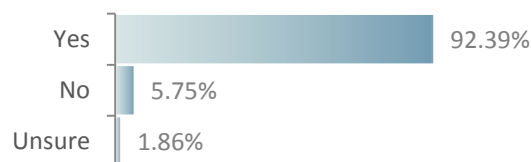
Healthcare Services

Survey participants were asked to rank the level of need (high, moderate need, some need, little need, no need, unsure) for health care services in the community.

Health Care Ranked Moderate to High Need - Percent of Total Responses



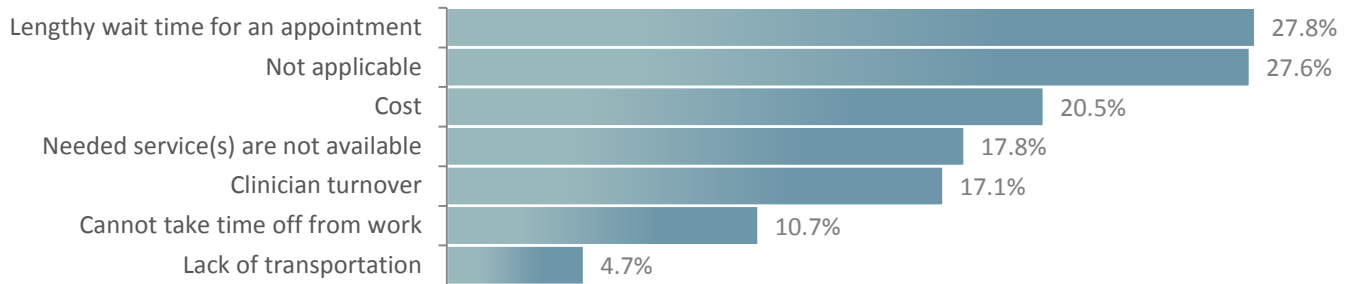
Do you have a Primary Care Provider?



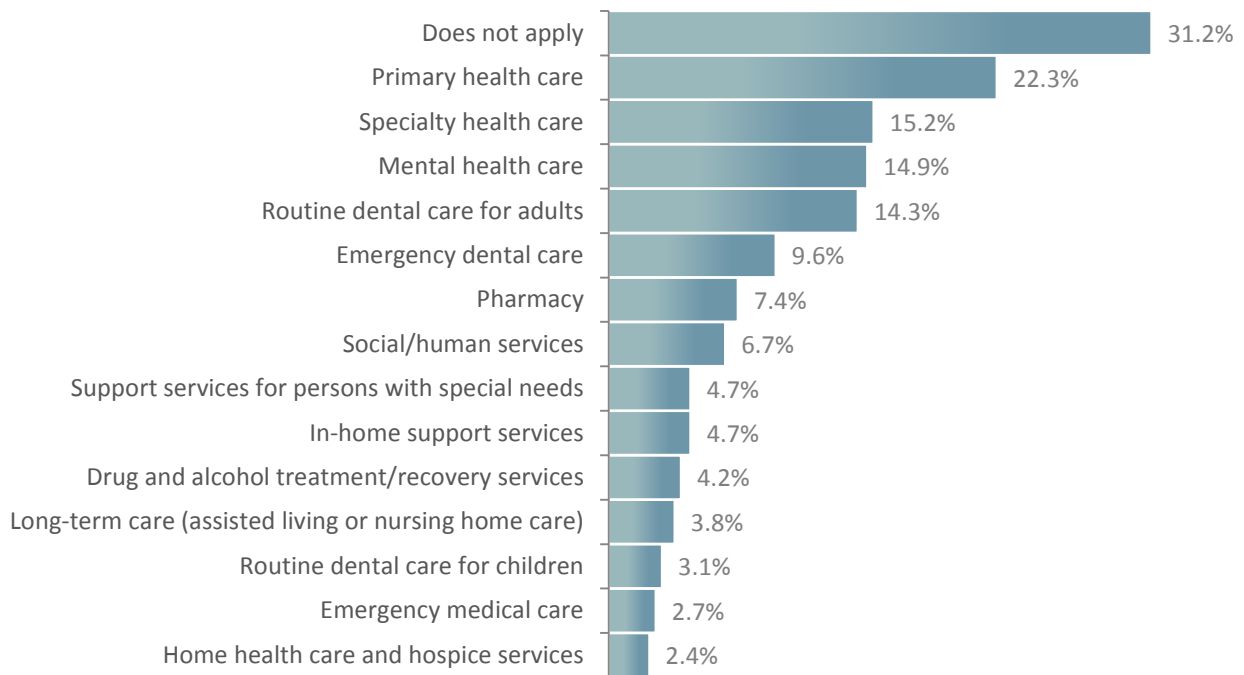
Access to health care services in rural regions faces numerous challenges including recruitment and retention of primary care physicians, allied health professionals, health care specialties, patient transportation, education, and cost of care.

Healthcare Services - continued

Challenges to Accessing Healthcare Services
Previous 12 Months



Challenges to Accessing Healthcare by Service Type
Previous 12 Months



Respondents Traveling Outside Hospital Service Area (HSA) for Care

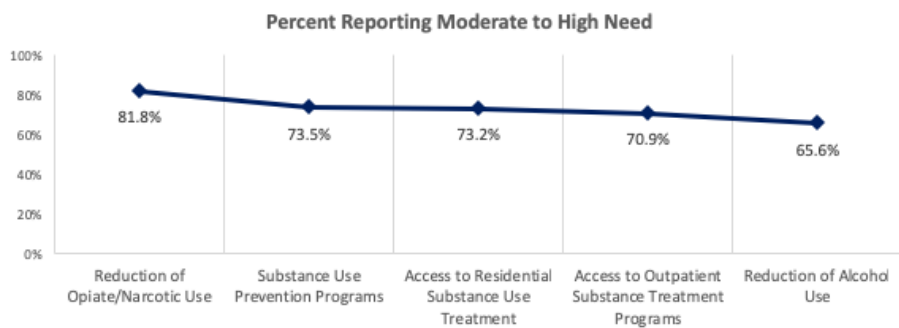
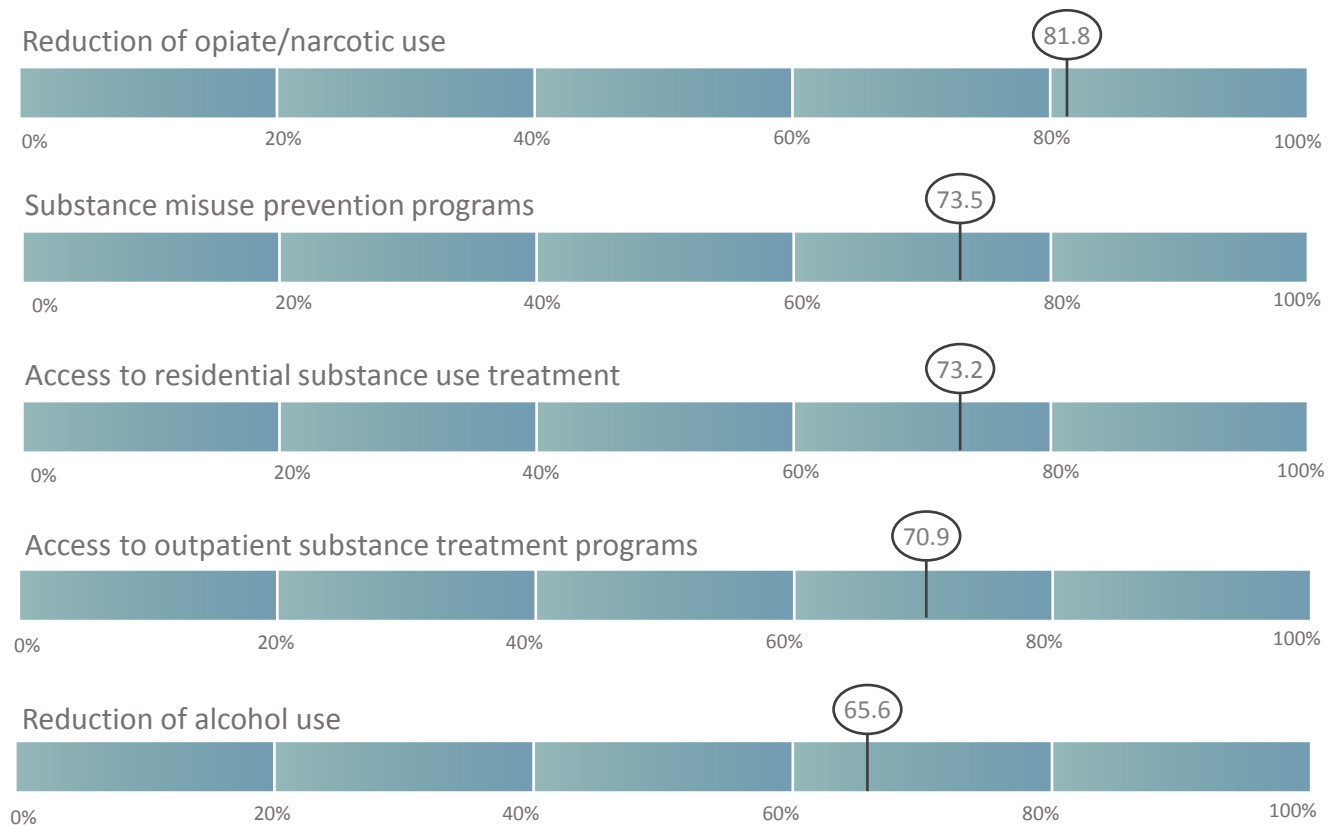


Figure 11

Substance Use Disorder

Survey participants were asked to rank the level of need (high, moderate need, some need, little need, no need, unsure) to address drug and alcohol misuse within the community.

Substance Use Disorder Ranked Moderate to High Need - Percent of Total Responses



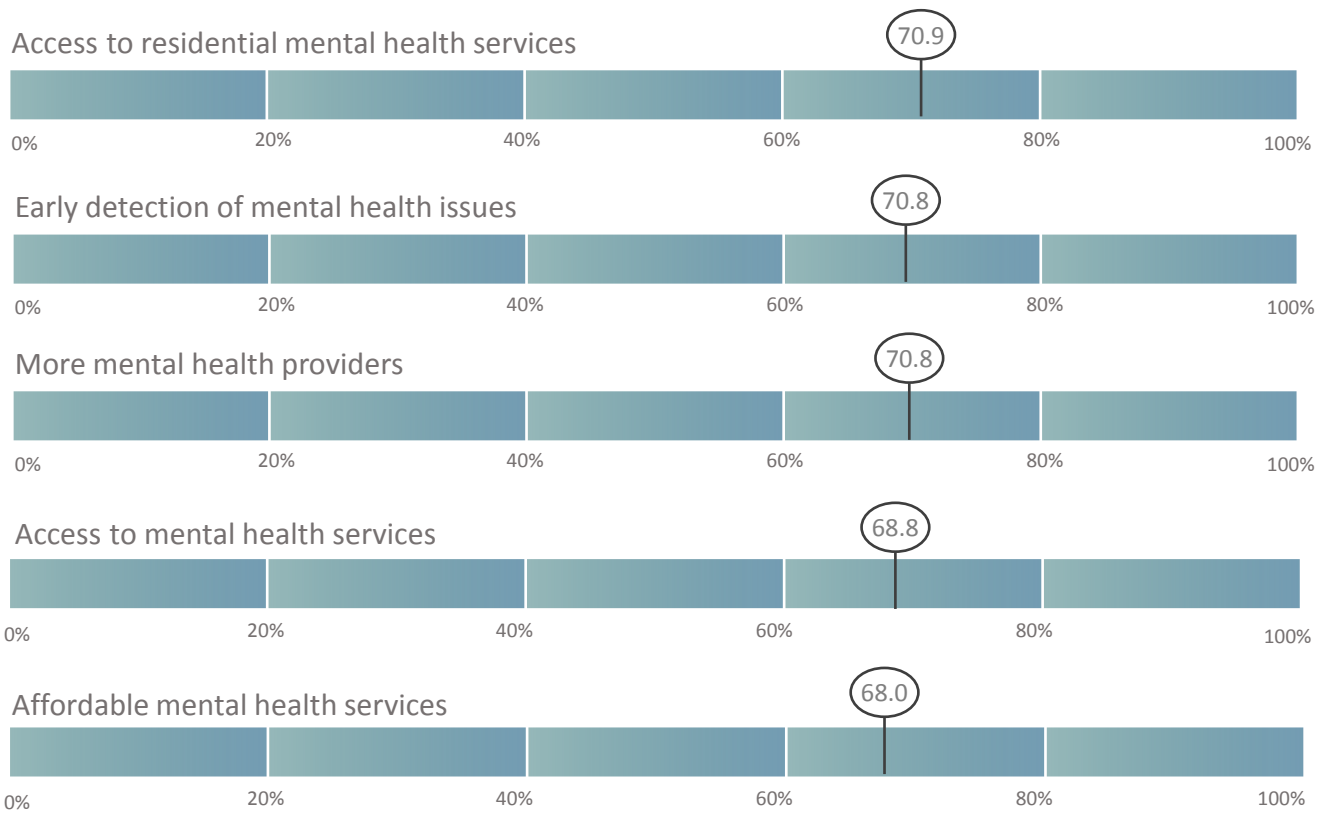
Participants state that drug and alcohol misuse is of greatest concern with regards to the health and wellbeing of the community (See Figure 6).

Figure 12

Mental Health

Survey participants were asked to rank the level of need (high, moderate need, some need, little need, no need, unsure) for mental health services in the community.

Mental Health Services Ranked Moderate to High Need - Percent of Total Responses



Percent Reporting Moderate to High Need

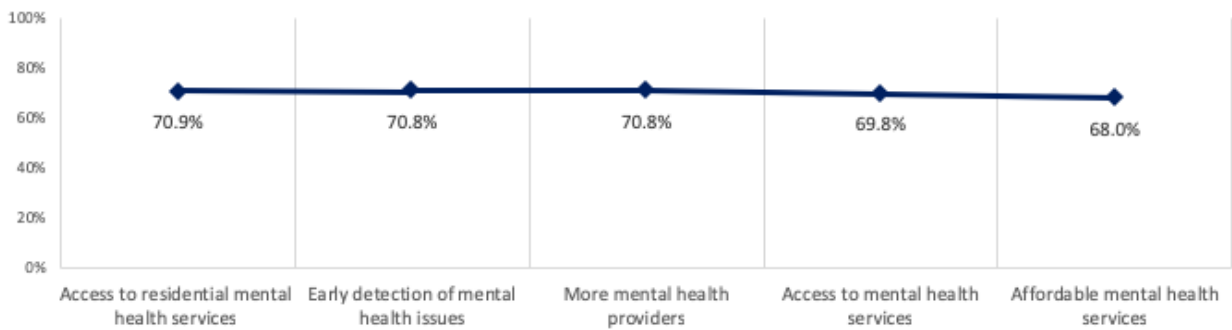


Figure 13

Hunger & Nutrition

Survey participants were asked to rank the level of need (high, moderate need, some need, little need, no need, unsure) regarding hunger and nutrition in their community.

Hunger & Nutrition Ranked Moderate to High Need - Percent of Total Responses

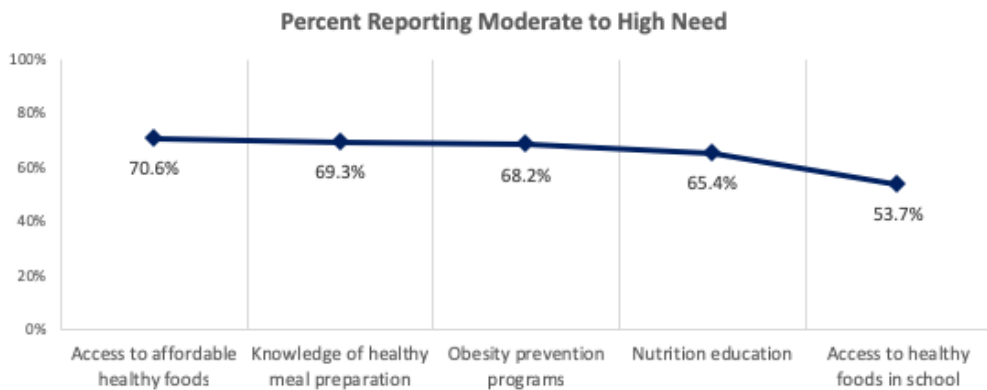
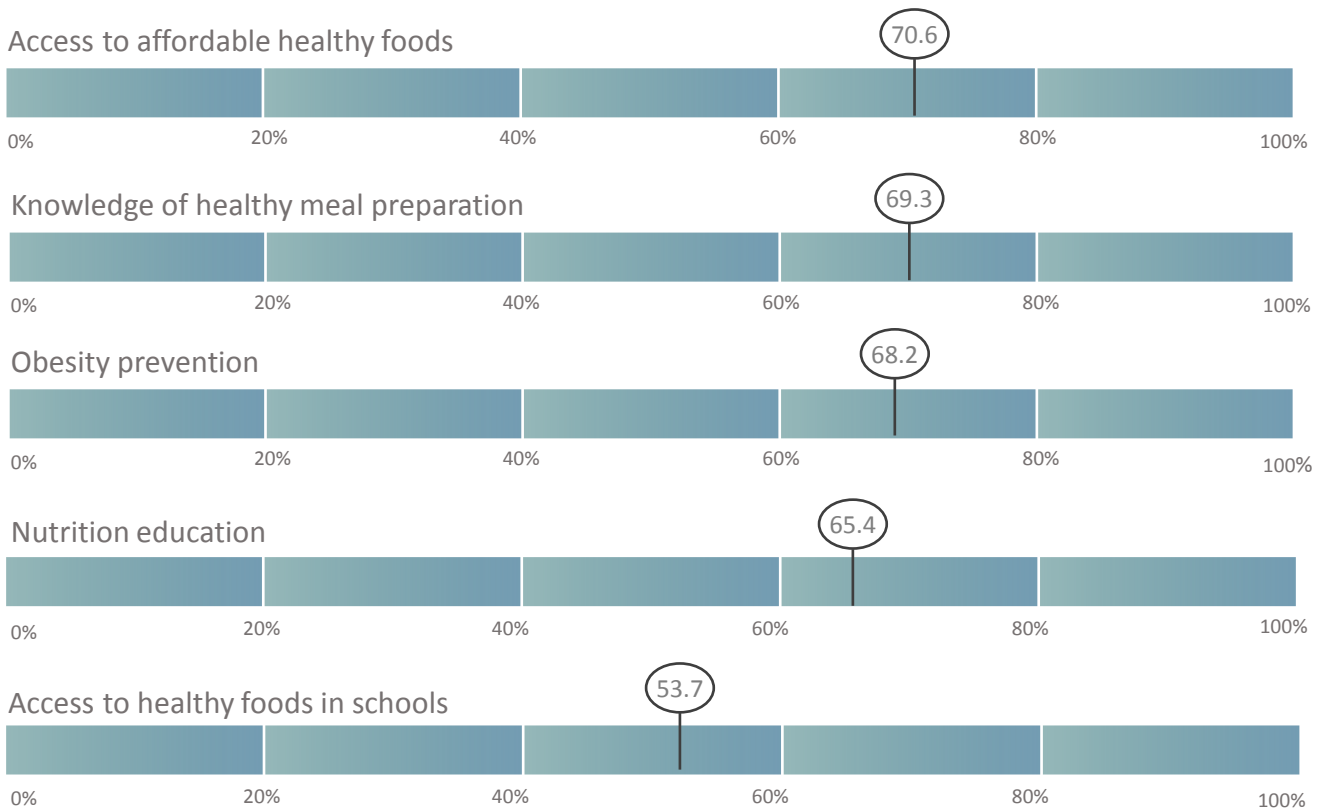
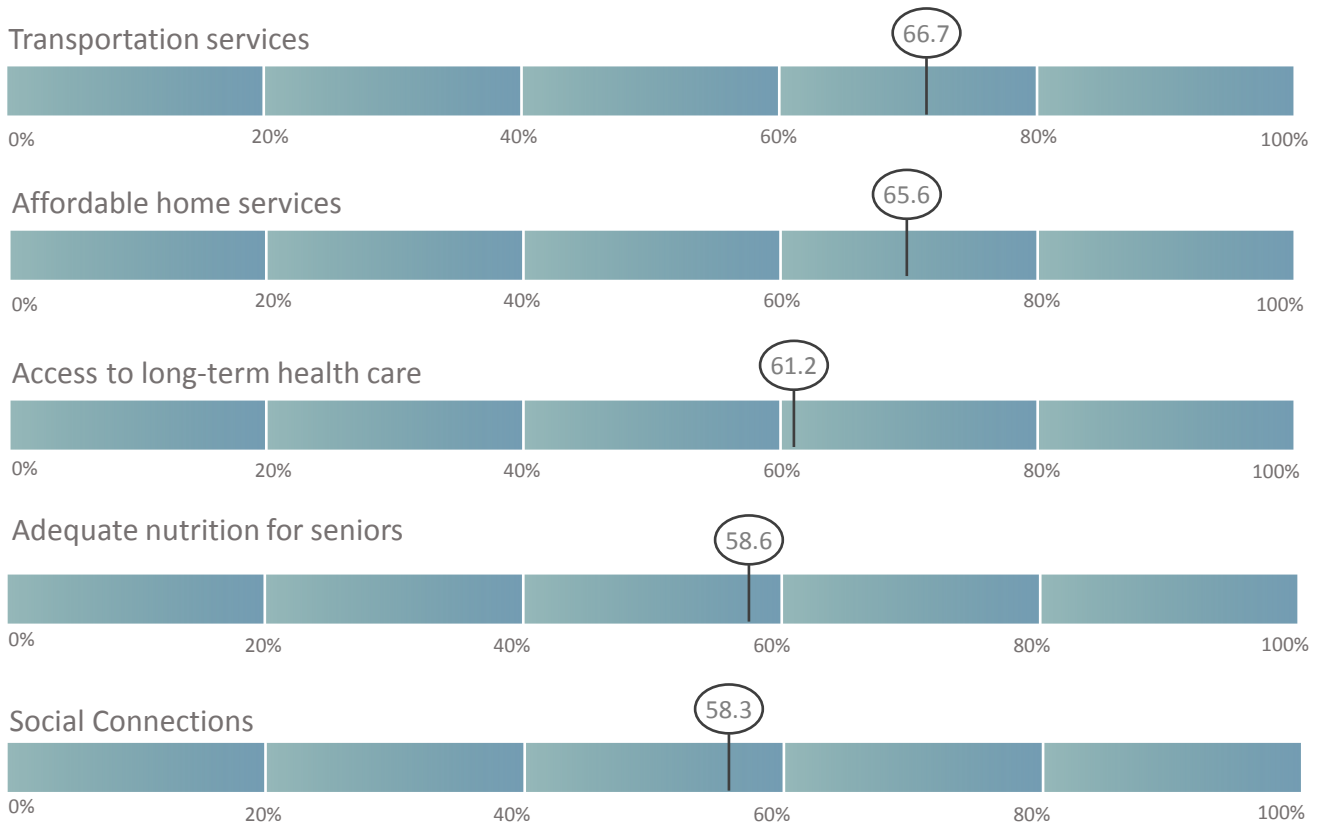


Figure 14

Senior Care

Survey participants were asked to rank the level of need (high, moderate need, some need, little need, no need, unsure) regarding senior care services in the region.

Senior Care
 Ranked Moderate to High Need - Percent of Total Responses
 Top 5 Needs



Do you have elders dependent on you for care or support?

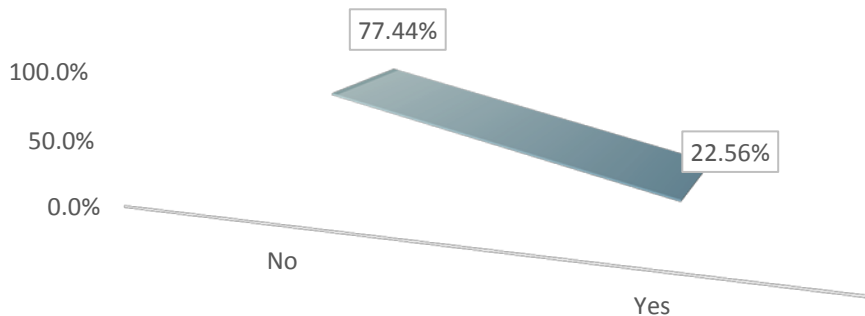
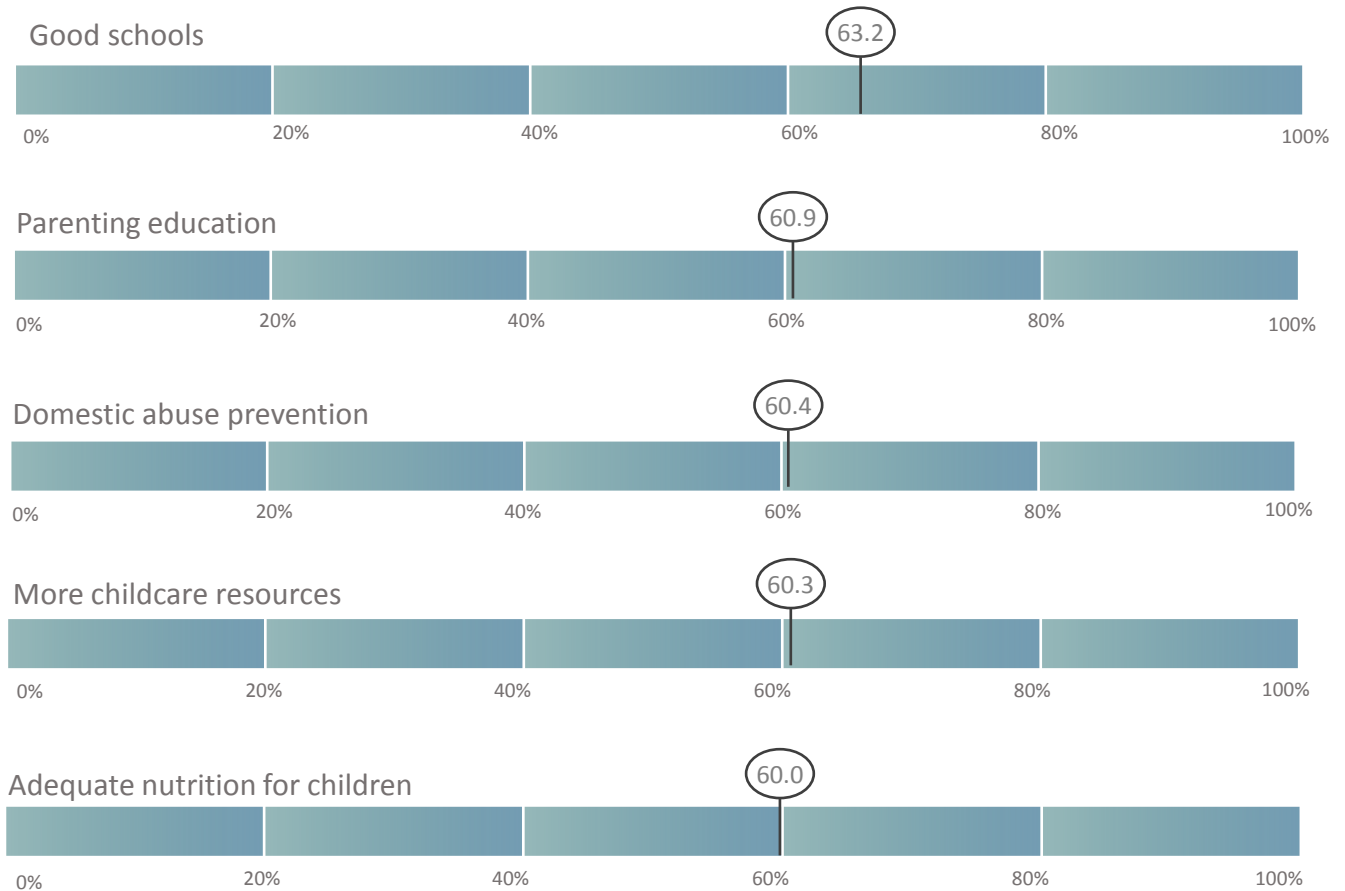


Figure 15

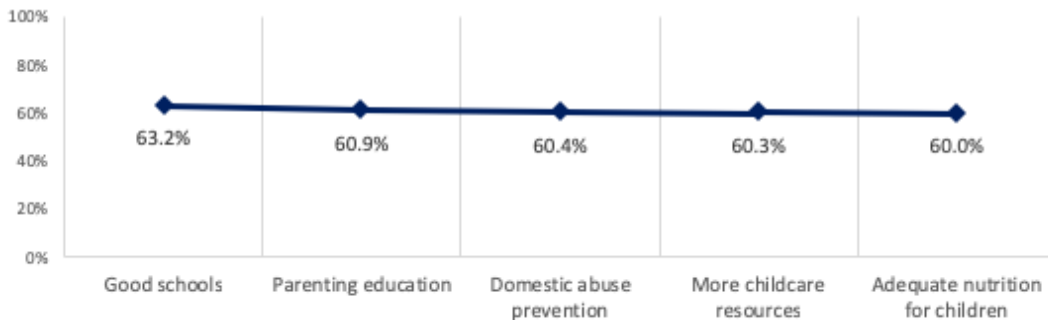
Children & Family

Survey participants were asked to rank the level of need (high, moderate need, some need, little need, no need, unsure) for children and families services in the region.

Children & Family Ranked Moderate to High Need - Percent of Total Responses Top 5 Needs



Percent Reporting Moderate to High Need (Top 5)



Resident Voices

Focus groups were conducted prior to survey development and administration. Participants were pre-screened to ensure eligibility based on residency and representation of regional demography. Using purposive sampling, a representative sample was selected based on the following characteristics: education level, age, employment status, health insurance type, and gender. Participants listed the concerns with regard to access to healthcare and listed them by order of influence on their health and wellbeing, one to ten with one representing greatest influence. Ranked priorities are listed below by region.

Bellows Falls, Vermont

1. Increased collaboration between providers
2. Provider turnover
3. Cost of medication
4. Cost of dental procedures

Charlestown, New Hampshire

1. Unmet need in specialty care, including complex care
2. Cost of medical care, including medications
3. Specialty equipment to accommodate patients with disabilities
4. Transportation
5. Provider turnover

Chester, Vermont

1. Provider turnover
2. Lack of health services including specialty care
3. Long wait times for appointments
4. Lack of pharmacy services

Londonderry, Vermont

1. Need for comprehensive care
2. Insufficient number of providers

Ludlow, Vermont

1. Specialty care, specifically geriatricians
2. Access to mental health services including for those in crisis

Springfield, Vermont

1. Provider turnover
2. Care administration
3. Reception services

Residents state that sufficient number of providers, including specialty care, is of concern. Insufficient number of practitioners creates extensive wait times for appointments increased travel. Frequent turnover in providers causes interruptions to continuity of care and is associated with additional monetary costs as well as affecting quality of care. Healthcare costs overall are of concern, specifically dental care, vision care and medication costs.

Medical Practitioners

Medical practitioners provided insights, based on direct care experience, on patient needs, barriers to access, and the affect of social determinants on health outcomes.

Figure 16
Factors Negatively Influencing Patient Health Outcomes

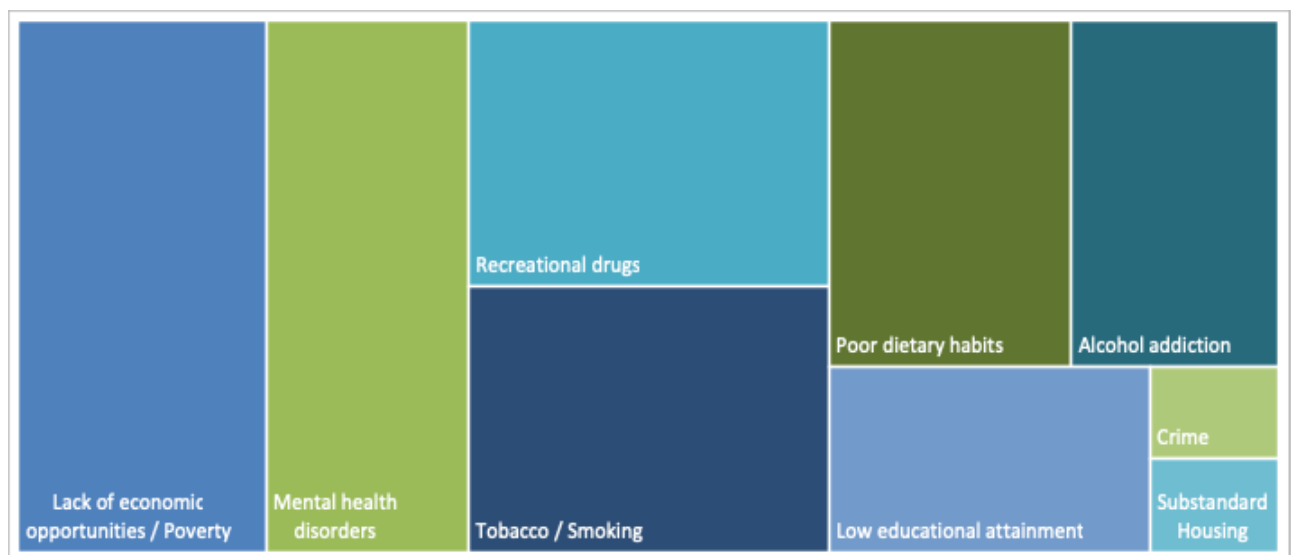


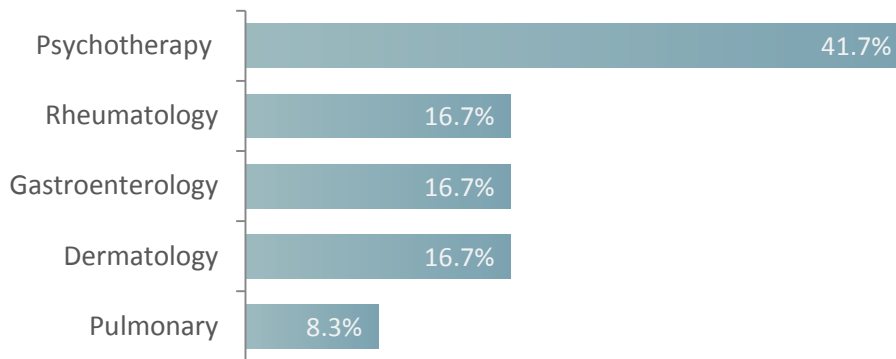
Table 6
Factors Negatively Influencing Health Status, % of N

Lack of economic opportunity / Poverty	91.7%
Mental health disorders	75.0%
Recreational drugs	66.7%
Tobacco / Smoking	66.7%
Poor dietary habits	58.3%
Alcohol addiction	50.0%
Low educational attainment	41.7%
Crime	8.3%
Substandard housing	8.3%
Environmental contaminants	0.0%
Genetic predisposition	0.0%
Insufficient care services	0.0%
Social isolation	0.0%

Figure 17

Medical Practitioners Patient Care Needs

What services are consistently needed by your patients but are not currently provided?



In your estimation, what percent of your patients delay recommended care due to cost?



In your estimation, what percent of your patients have gone without needed medication(s) due to cost?



In your estimation, what percent of your patients have transportation difficulties affecting their ability to access care?



In your estimation, what percent of your patients communicate with you using computer technology?



Key Stakeholders

Key personnel from community health and social service organizations participated in one-on-one interviews. Participants were asked to identify challenges facing the populations they serve and to provide suggestions for possible solutions. Frequency magnitude was used to analyze the qualitative data relating to the challenges identified by participants and are presented in Figure 18.

Figure 18. Challenges Affecting Health Status

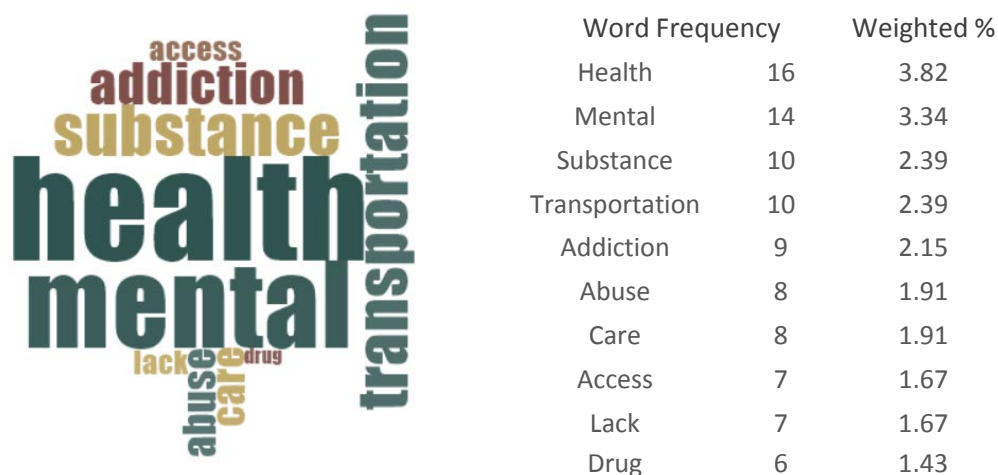


Table 7. Suggested Solutions to Challenges






Substance Use Disorder	Mental Health	Transportation
Increase support for the Prevention Coalition	Increase number of case managers	Acquire additional grant funding
Address stigmatization	Early childhood interventions	Expand existing transportation services
Create a model of care that coordinates with existing services	Adverse Childhood Experiences (ACE) training	Provide transportation from Charlestown, NH to Adult Day Center
A central information resource for addiction services	Increase the number of providers for children and young adults	Bus loop with stops at mental health facilities
Rapid Assessment for adolescents	Residential mental health services	Increase transportation budget

Of note are the number of references made by key stakeholders with regards to the need for community-level education on mental health, nutrition and meal preparation, availability of resources, parenting skills, and substance misuse. Also noted is the need for provider education in identifying cognitive decline and mental health. Participants state there an increase in the number of providers and services, specifically those who are trained to treat substance use disorder is needed. Additionally, participants noted an increase in services including service providers such as Planned Parenthood, services for the deaf, and case managers is needed.

Demographic and Socioeconomic Secondary Data Hospital Service Area & County

Table 8

Regional Demographics and Socioeconomic Status - County

	Windsor County Vermont	Windham County Vermont	Sullivan County New Hampshire	
	Median home cost:	\$216,300	\$212,000	\$171,100
	Median gross rent:	\$892	\$864	\$893
	Persons per household:	2.26	2.18	2.38
<hr/>				
	Households with a computer:	87.7%	87.9%	87.6%
	Household with broadband:	79.7%	75.1%	78.1%
<hr/>				
	High School graduate:	92.5%	92.4%	90.7%
	Bachelors degree or higher:	36.0%	37.0%	25.9%
<hr/>				
	Per capita income:	\$34,264	\$29,819	\$31,301
	Persons in poverty:	9.9%	11.6%	10.3%
<hr/>				
	Under 65 with a disability:	11.2%	12.7%	9.3%
	Under 65 without health insurance:	6.0%	5.6%	7.2%

Source: QuickFacts.gov

Table 9

Regional Health Indicators

Health Service Metrics

	HSA / CO	State
PCPs per 100,000 (HSA) [#]	59.8	75.0
PCP Rate per 100,000 -Windham (CO) [^]	108.9	113.2
PCP Rate per 100,000 -Windsor (CO) [^]	108.1	113.2
PCP Rate per 100,000 -Sullivan (CO) [^]	76.7	76.7
Dentist Rate per 100,000 -Windham (CO) [^]	67.6	70.4
Dentist Rate per 100,000 -Windsor (CO) [^]	67.2	60.4
Dentist Rate per 100,000 -Sullivan (CO) [^]	37.1	73.1
Medication Management for People with Asthma per 1,000 (HSA) ⁺	82.0	77.0
Heart Failure per 1,000 (HSA) ⁺	6.0	3.9
PQI Prevention Quality Chronic Composite per 1,000 (HSA) ⁺	12.3	9.0
Outpatient potentially avoidable ED visits-Adult per 1,000 (HSA) ⁺	55.3	62.5
Outpatient potentially avoidable ED visits-Peds per 1,000 (HSA) ⁺	107.7	78.9
Outpatient ED visits (adult) per 1,000 (HSA) ⁺	364.8	370.8
Outpatient ED visits (pediatric) per 1,000 (HSA) ⁺	432.0	330.9
Inpatient discharge rates-Adults per 1,000 (HSA) ⁺	9.4	6.3
Total Expenditures per Capita per 1,000 (HSA) ⁺	\$8,625	\$8,362
Inpatient Discharges per 1,000 (HSA) ⁺	136.4	115.0

[^]County Health Rankings

^{*}Vermont Department of Health, Community Health Profiles

⁺Blueprint

[#]Agency of Human Services Community Profiles

HSA = Hospital Service Area

CO = County

PCP = Primary Care Provider

ED = Emergency Department

Regional Health Indicators

Health Service Metrics - continued

	HSA / DO / CO	State
Diabetes HbA1c Testing % (HSA) ⁺	88.0	90.0
Diabetes Eye Exam % (HSA) ⁺	45.0	58.0
Diabetes HbA1c Testing & Eye Exam composite % (HSA) ⁺	40.0	53.0
Diabetes nephropathy screening % (HSA) ⁺	87.0	85.0
Women receiving 1st trimester prenatal care per 100,000 (DO) [*]	80	84.0
Cervical Cancer Screening % (HSA) ⁺	58.0	67.0
Chlamydia Screening % (adult & pediatric profile - same measurement) (HSA) ⁺	45.0	50.0
Influenza Vaccination % (Medicare) - Windham (CO) [^]	37.0	46.0
Influenza Vaccination % (Medicare) - Windsor (CO) [^]	32.0	46.0
Influenza Vaccination % (Medicare) -Sullivan (CO) [^]	38.0	48.0
Pediatric Developmental Screening in the First Three Years of Life % (HSA) ⁺	53.0	61.0
Pediatric Appropriate Testing for Children with Pharyngitis % (HSA) ⁺	90.0	87.0

[^]County Health Rankings

^{*}Vermont Department of Health, Community Health Profiles

⁺Blueprint Community Profiles

HSA = Hospital Service Area

DO = Agency of Human Services District Office Area

CO = County

Table 10

Regional Health Indicators

Children & Family

	HSA / CO	State
% Single-parent households--Windham (CO)^	35.4	30.8
% Single-parent households--Windsor (CO)^	30.4	30.8
% Single-parent households-Sullivan (CO)^	36.1	27.8
Teen birth rate Windham per 1,000, age 15 - 19 (CO)^	21.8	13.5
Teen birth rate Windsor, per 1,000, age 15 - 19 (CO)^	15.8	13.5
Teen birth rate Sullivan, per 1,000, age 15 - 19 (CO)^	19.3	11.5
% Adolescents (grade 9-12) self-reported feel valued (HSA)#	38.0	50.0
% Low Birth Weight-Windham (CO)^	6.8	6.7
% Low Birth Weight-Windsor (CO)^	7.4	6.7
% Low Birth Weight-Sullivan (CO)^	8.2	6.9

^County Health Rankings

#Agency of Human Services, Community Profiles

HSA = Hospital Service Area

CO = County

Table 11

Regional Health Indicators

Hunger & Nutrition

	HSA / CO	State
% Youth <5 fruits/vegs (HSA)#	81.0	76
% Adults <5 fruits/vegs (HSA)#	83.0	80.0
% Obese-adults (HSA)#	35.0	28.0
% Obese-adolescents (HSA)#	18.0	12.0
% Food Insecure-Windham (CO)^	12.6	12.1
% Food Insecure-Windsor (CO)^	11.0	12.1
% Food Insecure-Sullivan (CO)^	8.9	9.0
% Limited Access to healthy food-Windham (CO)^	4.6	3.3
% Limited Access to healthy food-Windsor (CO)^	2.9	3.3
% Limited Access to healthy food-Sullivan (CO)^	4.2	5.0
% Free & reduced lunch: Springfield town school district*	44-56	41.0
% Free or Reduced Lunch-Windham (CO)^	45.1	38.5
% Free or Reduced Lunch-Windsor (CO)^	45.1	38.5
% Free or Reduced Lunch-Sullivan (CO)^	40.9	27.3

^County Health Rankings

*Vermont Agency of Education

#Agency of Human Services, Community Profiles

HSA = Hospital Service Area

CO = County

Table 12

Regional Health Indicators

Public Safety

	HSA / CO	State
Elevated child blood lead levels (HSA) [#]	4.1	1.7
Violent Crime Rate per 100,000 - Windham (CO) [^]	167.1	128.8
Violent Crime Rate per 100,000 - Windsor (CO) [^]	90.7	128.8
Violent Crime Rate per 100,000 - Sullivan (CO) [^]	175.2	196.8
Air Pollution: PM2.5- Windham (CO) [^]	8.2	6.5
Air Pollution: PM2.5- Windsor (CO) [^]	7.9	6.5
Air Pollution: PM2.5- Sullivan (CO) [^]	7.7	7.5
Homicide Rate per 100,000 - Windham (CO) [^]	3.6	1.9
Homicide Rate per 100,000 - Windsor (CO) [^]	N/A	1.9
Homicide Rate per 100,000 - Sullivan (CO) [^]	N/A	1.4
Firearm Fatalities Rate per 100,000 - Windham (CO) [^]	15.2	11.3
Firearm Fatalities Rate per 100,000 - Windsor (CO) [^]	11.1	11.3
Firearm Fatalities Rate per 100,000 - Sullivan (CO) [^]	13.9	9.2

[^]County Health Rankings

[#]Agency of Human Services, Community Profiles

HSA = Hospital Service Area

CO = County

Table 13

Regional Health Indicators

Substance Use Disorder

	HSA / CO	State
Accidental/undetermined opioid deaths per 100,000 (HSA) [#]	24.9	15.2
Drug Overdose Mortality Rate-Windham per 100,000 (CO) [^]	24.0	19.1
Drug Overdose Mortality Rate per 100,000 - Windsor (CO) [^]	25.9	19.1
Drug Overdose Mortality Rate per 100,000 - Sullivan (CO) [^]	17.0	34.2
Follow-Up After Discharge from the Emergency Department for Alcohol or Other Drug Dependence ⁺	19.0	23.0
Initiation of Alcohol/Drug Treatment ⁺	42.0	41.0
Engagement of Alcohol/Drug Treatment ⁺	27.0	34.0
% Smokers - Windham (CO) [^]	14.3	17.0
% Smokers - Windsor (CO) [^]	14.1	17.0
% Smokers - Sullivan (CO) [^]	15.5	18.0
Adolescents drove under influence of alcohol last 30 days (HSA) [*]	5.0	7.0
% Adolescent perception of binge drinking as bad (HSA) [#]	33.0	38.0

[^]County Health Rankings

[#]Agency of Human Services, Community Profiles

⁺Blueprint Community Profiles

^{*}Vermont Department of Health Community Health Profiles

HSA = Hospital Service Area

CO = County

Table 14

Regional Health Indicators

Mental Health

	HSA / CO	State
Mental health providers per 100,000 (HSA) [#]	230.5	342
Mental health providers Rate - Windham (CO) [^]	646.2	433.7
Mental health providers Rate - Windsor (CO) [^]	466.4	433.7
Mental health providers Rate - Sullivan (CO) [^]	174.1	283.4
Adults depressive disorder (HSA) [#]	30.0	22.0
Screening for Clinical Depression (HSA) ⁺	**	2.0
Follow-Up After Discharge from the Emergency Department for Mental Health (HSA) ⁺	66.0	69.0
% Follow-Up After Hospitalization for Mental Illness 7 day (HSA) ⁺	35.0	33.0
Adults self-reported poor mental health (HSA) [#]	18.0	11.0
Adults self-reported low emotional support (HSA) [#]	11.0	8.0
% Adolescents self-reported sad or hopeless 2 weeks (HSA) [#]	30.0	24.0

[^]County Health Rankings

[#]Agency of Human Services, Community Profiles

⁺Blueprint Community Profiles

HSA = Hospital Service Area

CO = County

** Unreliable data

Impact of Implementation

Table 15
Implementation Outcomes – 2016 Community Health Needs Assessment

OVERWEIGHT/OBESITY	2016	2018	% Change	Depressive / Mood disorders	2016	2018	% Change
# Patients	3464	3,911	12.9%	# Patients	3362	3418	1.7%
# of Visits	4817	5,846	21.4%	# Visits	12401	12184	-1.7%
ORAL HEALTH	2016	2018	% Change	Anxiety disorders including PTSD			
Oral Exams				# Patients	3333	3795	13.9%
# Patients	2280	2,843	24.7%	# Visits	10677	11791	10.4%
# of Visits	3216	3,808	18.4%	Attention deficit and disruptive behavior disorders			
Prophylaxis - adult or child				# Patients	782	615	-21.4%
# Patients	2109	2341	11.0%	# Visits	2103	2018	-4.0%
# Visits	3237	3474	7.3%	Other mental disorders, excluding drug or alcohol			
Sealants				# Patients	1716	1614	-5.9%
# Patients	91	137	50.5%	# Visits	5717	5408	-5.4%
# Visits Sealants	95	141	48.4%				
Fluoride Treatments							
# Patients	514	1026	99.6%				
# Visits	680	1391	104.6%				
Restorative Services							
# Patients	806	1076	33.5%				
# Visits	1162	1634	40.6%				
SUBSTANCE ABUSE	2016	2018	% Change				
Alcohol related disorders							
# Patients	356	369	3.7%				
# Visits	977	1255	28.5%				
Other substance related disorders							
# Patients	512	451	-11.9%				
# Visits	4258	3203	-24.8%				
Tobacco use							
# Patients	1326	456	-65.6%				
# Visits	2007	618	-69.2%				

Needs Assessment Planning Committee

The Needs Assessment Planning Committee consists of the following organizations:

Springfield Medical Care Systems, Springfield, Vermont

Springfield Hospital, Springfield, Vermont

Southern Vermont Area Health Education Center (AHEC), Springfield, Vermont

Southeastern Vermont Community Action (SEVCA), Springfield, Vermont

Healthcare Care and Rehabilitation Services of Vermont (HCRS), Springfield, Vermont

Senior Solutions, Springfield, Vermont

Vermont Department of Health, Springfield, Vermont

Chester/Andover Family Center, Chester, Vermont

Valley Health Connections, Springfield, Vermont

Edgar May Health & Recreation Center, Springfield, Vermont

Greater Falls Connections, Bellows Falls, Vermont

OneCare Vermont

Neighborhood Connections, Londonderry, Vermont

Agency of Human Services, Field Services



Needs Assessment Planning Committee

Anna Smith
Chief of Marketing & Development
Springfield Medical Care Systems
Springfield, Vermont
www.Springfieldmed.org

Laura Jensen, MPH
Program Coordinator, Department of Lifestyle Medicine
Program Manager, RiseVT - Windsor County
Springfield Medical Care Systems
Springfield, Vermont
www.Springfieldmed.org

Becky Thomas, MA, MCHES
Springfield Health Services District Director
Vermont Department of Health
Springfield, Vermont
www.HealthVermont.gov

Steve Geller
Executive Director
Southeastern Vermont Community Action
Westminster, Vermont
www.sevca.org

Susan White
Health Professions Resource Coordinator
Southern Vermont AHEC
Springfield, Vermont
www.svtahec.org

Lynn Raymond-Empey
Executive Director
Valley Health Connections
Springfield, Vermont
www.vtccu.org

Christian Craig
Executive Director
Edgar May Health & Recreation Center
Springfield, Vermont
www.myreccenter.org

Laura Schairbaum, MA
Director
Greater Falls Connections
Bellows Falls, Vermont
www.GreaterFallsConnections.org

Sue Graff, MS
Field Services Director
VT Agency of Human Services
Brattleboro, Vermont
www.humanservices.Vermont.gov

Mark Boutwell
Director of Social Services
Senior Solutions
Springfield, Vermont
www.SeniorSolutionsVT.org

Sandra Knowlton Soho, MS
ACO Clinical Consultant
OneCare Vermont
www.OneCareVT.org

Trisha Paradis
Executive Director
Neighborhood Connections
Londonderry, Vermont
www.NeighborhoodConnectionsVT.org

Cecil Beehler, MD
Chief Medical Officer
Springfield Medical Care Systems
Springfield, Vermont
www.Springfieldmed.org

Thomas Dougherty, MPH
Director, Community Health Team
Springfield Medical Care Systems
Springfield, Vermont
www.Springfieldmed.org

George Karabakakis, PhD
Chief Executive Officer
Healthcare & Rehabilitation Services
Springfield, Vermont
www.HCRS.org

Stephanie Mahoney
President
Chester/Andover Family Center Board of Directors
www.Chester-AndoverFamilyCenter.org

Adam Ameele, PsyD
Director of Behavioral Health
Springfield Medical Care Systems
Springfield, Vermont
www.Springfieldmed.org

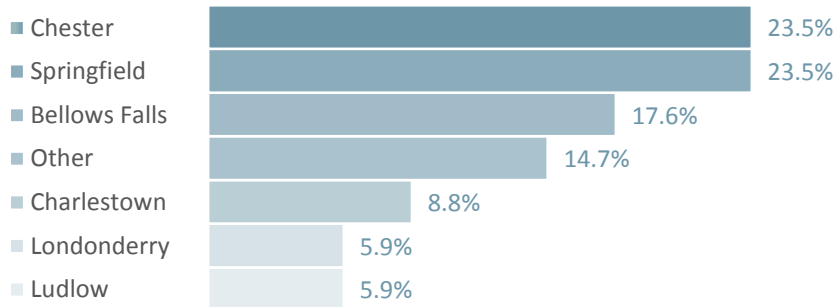
Appendix A. Community Resources

Organizations listed below reflect available local resources.

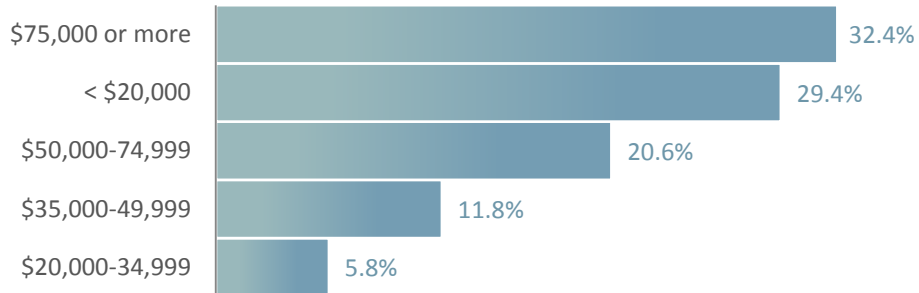
Association of Area Churches	Springfield Prevention Coalition/MAPP
Bayada Home Health Care	Springfield Restorative Justice Center
BCBSVT	Springfield Supportive Housing Program
Building Bright Futures	Sustainable Aging
Cedar Hill Continuing Care Community	Southern Vermont Area Health Education Center
Chester Andover Family Center	Southern Windsor Cty. Regional Planning Commission
Community Restoration Corp	Town of Springfield
Creative Workforce Solutions	Turning Point Recovery Center
Edgar May Recreation Center	Vermont Association of Business, Industry & Rehab.
Greater Falls Connections	Valley Health Connections
Greater Falls Warming Shelter	Vermont 211
HCRS	Vermont Agency for Human Services
Local Fire/EMS teams	Vermont Blueprint for Health
Lincoln Street	Vermont Department of Health
Neighborhood Connections	Visiting Angels of the Upper Conn River Valley
Office of Public Guardian	VNA/VNH
OneCare Vermont	Vocational Rehabilitation
Our Place Drop-In Center	VT Community Foundation
Parks Place Community Resource Center	Windham & Windsor Housing Trust
Pine Heights	Windham County Youth Services
RSVP	Women's Freedom Center
SASH	
Senior Solutions	
Southeastern Vermont Community Action	
Sojourns	
Southern Windsor County Reg. Planning Commission	
Springfield School District	
Springfield Area Parent Child Center	
Springfield Family Center	
Springfield Health and Rehab	
Springfield Housing Authority	

Appendix B. Participant Demographics – Focus Groups

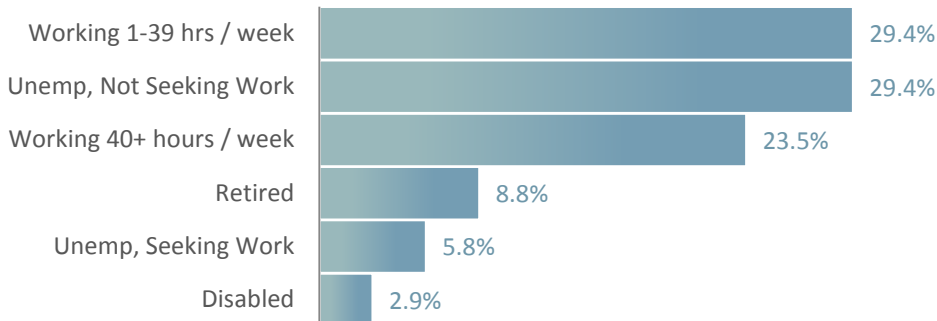
Participant Demographics by Town



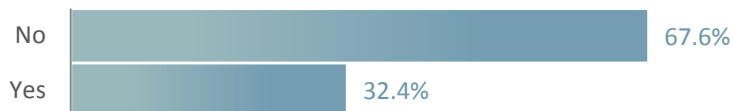
Annual Household Income



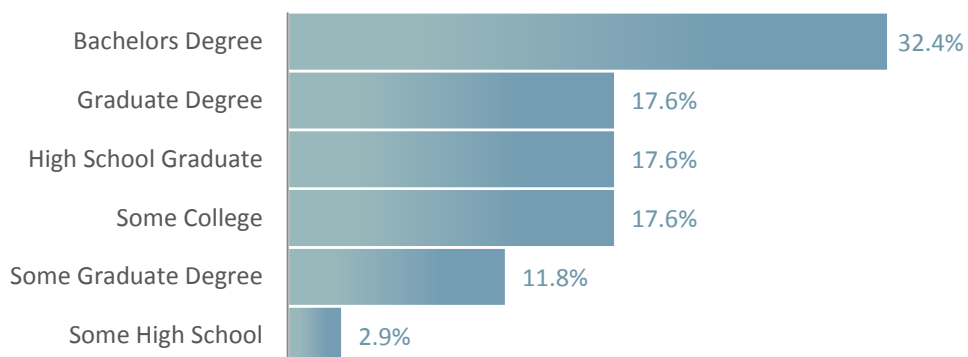
Employment Status



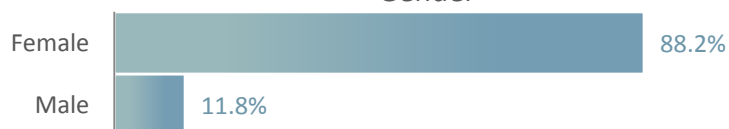
Employed in Healthcare Field



Education Level



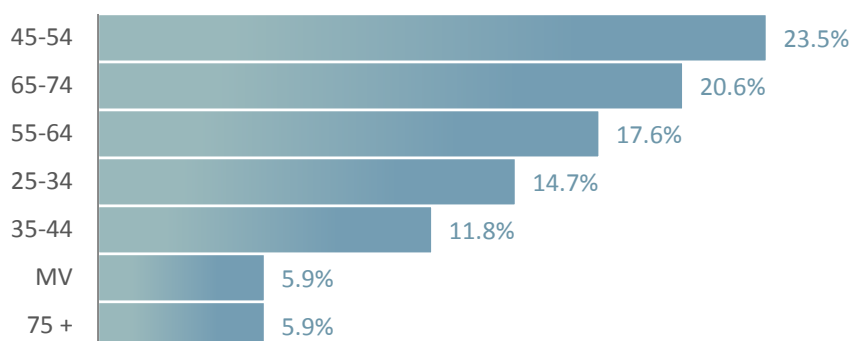
Gender



Primary Health Insurance



Age



Appendix C. Participant Demographics – Community Survey

Respondents by Zip Code	N	% of N
05156	178	32.3%
05143	72	13.1%
03603	41	7.4%
05101	32	5.8%
05150	25	4.5%
05151	22	4.0%
05149	18	3.3%
05142	15	2.7%
03743	14	2.5%
05148	12	2.2%
05155	12	2.2%
05158	12	2.2%
05154	11	2.0%
05153	10	1.8%
05146	7	1.3%
03609	7	1.3%
03602	6	1.1%
05089	6	1.1%
05062	5	0.9%
05161	5	0.9%
05758	5	0.9%
03608	5	0.9%
05346	4	0.7%
05301	3	0.5%
05091	2	0.4%
05152	2	0.4%
05037	2	0.4%
05056	2	0.4%
05253	2	0.4%
05031	1	0.2%
05701	1	0.2%
03431	1	0.2%
03260	1	0.2%
03605	1	0.2%
05250	1	0.2%
03784	1	0.2%
05340	1	0.2%
03601	1	0.2%
05341	1	0.2%
05641	1	0.2%
05359	1	0.2%
03777	1	0.2%
05360	1	0.2%

Length of Residence	N	% of N
10 or more years	381	69.1%
5 - 9 years	75	13.6%
1 - 4 years	74	13.4%
Less than 1 year	18	3.3%
Missing	3	0.5%

Age Group	N	% of N
18 - 29	28	5.1%
30 - 39	72	13.1%
40 - 49	93	16.9%
50 - 59	122	22.1%
60 - 69	120	21.8%
70 - 79	62	11.3%
80 +	17	3.1%
Missing	37	6.7%

Gender	N	% of N
Female	411	74.6%
Male	84	15.2%
Prefer not to answer	21	3.8%
Non-binary	5	0.9%
Missing	30	5.4%

Ethnicity	N	% of N
White or Caucasian	484	87.8%
Prefer not to answer	27	4.9%
Multiethnic	6	1.1%
Hispanic or Latino	4	0.7%
American Indian or Alaska Native	2	0.4%
Black or African American	1	0.2%
Missing	27	4.9%

Medical Coverage, Type	N	% of N
Commercial Insurance (Blue Cross/Blue Shield, CIGNA, etc.)	325	59.0%
Medicare	112	20.3%
Medicaid	49	8.9%
Self-pay	26	4.7%
Veteran's benefits (TricCare, Humana Military, etc.)	11	2.0%
Missing	28	5.1%

Household Income	N	% of N
\$50,000-\$74,999	124	22.5%
\$25,000-\$49,999	105	19.1%
Prefer not to answer	82	14.9%
\$75,000-\$99,999	70	12.7%
\$0-\$24,999	60	10.9%
\$100,000-\$124,999	37	6.7%
\$125,000-\$149,999	16	2.9%
\$150,000-\$174,999	11	2.0%
\$200,000 and up	9	1.6%
\$175,000-\$199,999	7	1.3%
Missing	30	5.4%

Number of People In Household	N	% of N
2	220	39.9%
4 or more	111	20.1%
3	93	16.9%
1	91	16.5%
Missing	36	6.5%

Employment Status	N	% of N
Employed full-time	313	56.8%
Retired	96	17.4%
Employed part-time	54	9.8%
Not working by choice	23	4.2%
Self-employed	16	2.9%
Seeking employment	8	1.5%
Missing	41	7.4%

Appendix D.

Organizations Participating in One-on-One Interviews

All-4-One
Visiting Nurse and Hospice (VNH)
Healthcare & Rehabilitation Center (HCRS)
Springfield High School
Riverside School
Springfield Police Department
Community Health Team (SMCS)
Springfield Area Adult Day Center
Springfield Medical Care System, Inc. (SMCS)
RSVP
Springfield Area Parent Child Center
Union Street School
Springfield School District
Springfield Family Center
Springfield Hospital
Springfield School District Special Education
Union Street School
North Springfield Baptist Church
Union Street School
Emergency Medical Services, Chester, VT
Black River Middle/High School
Vermont Chronic Care Initiative
Vermont Department of Health
Turning Point Recovery Center

Appendix E. Community Survey

The Needs Assessment Planning Committee, including Springfield Medical Care Systems, Springfield Hospital, and area community health service providers and organizations, are conducting a survey to assess health priorities in our community. The answers you provide will be combined with all responses and shared as a report to community organizations. We have taken all available steps to ensure the answers you provide are collected without identifiers. You may access the report after October 1st at Springfieldmed.org. The estimated amount of time to complete the survey is 12 minutes. Please answer as completely and honestly as possible. Your input will help shape our community. Thank you!

* 1. Please identify the zip code where you live.

- 03602 03603 03608 03609 03743 05062 05101 05142 05143 05148
 05149 05150 05151 05152 05153 05154 05155 05156 05158 05159
 05161 05340 05343 05346 05359 05360 05758
 Other (please specify):

2. How long have you lived in your current zip code?

- Less than 1 year 1 - 4 years 5 - 9 years 10 or more years

3. When you imagine a strong, vibrant, healthy community, what are the most important features to you? (Choose up to 5)

- | | | |
|---|---|---|
| <input type="checkbox"/> Public safety | <input type="checkbox"/> Livable wages | <input type="checkbox"/> Affordable, healthy food choices |
| <input type="checkbox"/> Health care services | <input type="checkbox"/> Drug and alcohol free communities | <input type="checkbox"/> Sense of community |
| <input type="checkbox"/> Mental health services | <input type="checkbox"/> Diverse population | <input type="checkbox"/> Senior services |
| <input type="checkbox"/> Clean environment | <input type="checkbox"/> Recreation resources, like parks and playgrounds | <input type="checkbox"/> Access to public transportation |
| <input type="checkbox"/> Good childcare | <input type="checkbox"/> Youth services | <input type="checkbox"/> Quiet (low noise level) |
| <input type="checkbox"/> Affordable housing | <input type="checkbox"/> Good schools | |
| <input type="checkbox"/> Economic opportunities | <input type="checkbox"/> Walkable, bike-friendly communities | |
| <input type="checkbox"/> Other (please specify) | | |

4. When you think of challenges in the community where you live, what are you most concerned about? (Check all that apply)

- | | | |
|--|--|---|
| <input type="checkbox"/> Access to health services | <input type="checkbox"/> Crime | <input type="checkbox"/> Drug and/or alcohol abuse |
| <input type="checkbox"/> Polluted environment | <input type="checkbox"/> Access to mental health services | <input type="checkbox"/> Lack of support for youth |
| <input type="checkbox"/> Availability of social supports | <input type="checkbox"/> Homelessness | <input type="checkbox"/> Lack of economic opportunities |
| <input type="checkbox"/> Lack of recreation resources | <input type="checkbox"/> Lack of public transportation | <input type="checkbox"/> Lack of good schools |
| <input type="checkbox"/> Racial or cultural discrimination | <input type="checkbox"/> Domestic and/or child abuse | <input type="checkbox"/> Not enough childcare options |
| <input type="checkbox"/> Access to healthy foods | <input type="checkbox"/> Lack of affordable housing | |
| <input type="checkbox"/> Lack of support for seniors | <input type="checkbox"/> Lack of pedestrian infrastructure | |
| <input type="checkbox"/> Other (please specify) | | |

5. We are interested in learning about needs that aren't being met by available resources in the community. Please tell us how much of a need there is relating to Healthcare Services:

	No need	Little need	Some need	Moderate need	High need	Don't know
Access to primary care provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short-term community support after hospitalization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable health care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable dental care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to specialty care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to cancer screenings and resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Do you have a Primary Care Provider (PCP)? (Choose one)

- Yes No Unsure

7. Where do you usually go to receive healthcare? (Choose one)

- Medical Doctor's office
 Emergency room
 I do not receive routine healthcare
 Nurse Practitioner's office
 Walk-in care clinic
 Other (please specify)

8. We are interested in learning about needs that aren't being met by available resources in the community. Please tell us how much of a need there is relating to Mental Health services:

	No need	Little need	Some need	Moderate need	High need	Don't know
Access to mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to residential mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Early detection of mental health issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More mental health providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. We are interested in learning about needs that aren't being met by available resources in the community. Please tell us how much of a need there is relating to Children and Families:

	No need	Little need	Some need	Moderate need	High need	Don't know
Mentoring programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More childcare resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequate nutrition for children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social connections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afterschool programming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to dental care for children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parent/child centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parenting education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic abuse prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child abuse prevention support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home visits for newborns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. We are interested in learning about needs that aren't being met by available resources in the community. Please tell us how much of a need there is relating to Hunger and Nutrition:

	No need	Little need	Some need	Moderate need	High need	Don't know
Access to healthy foods in schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to affordable healthy foods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obesity prevention programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nutrition education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of healthy meal preparation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. We are interested in learning about needs that aren't being met by available resources in the community. Please tell us how much of a need there is relating to Senior Care:

	No need	Little need	Some need	Moderate need	High need	Don't know
Elder housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social connections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequate nutrition for seniors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation to services (e.g., healthcare, groceries, shopping)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to nursing home care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elder day care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to long-term health care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable home services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Do you have any elders dependent on you for care or support?

Yes No

13. If you need assistance accessing services (for example housing, transportation, health care), do you know who to contact? (Choose one)

Yes No Unsure

14. We are interested in learning about needs that aren't being met by available resources in the community. Please tell us how much of a need there is in the area of Substance Use Disorder:

	No need	Little need	Some need	Moderate need	High need	Don't know
Reduction of alcohol use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduction of opiate/narcotic use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to <u>residential</u> substance use treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduction in marijuana use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance use prevention programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to <u>outpatient</u> substance treatment programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. In the past 12 months, have you had difficulty accessing any of the following services in your community? (Check all that apply)

<input type="checkbox"/> Mental health care	<input type="checkbox"/> Emergency dental care	<input type="checkbox"/> Long-term care (assisted living or nursing home care)
<input type="checkbox"/> Primary health care	<input type="checkbox"/> In-home support services	<input type="checkbox"/> Support services for persons with special needs
<input type="checkbox"/> Specialty health care	<input type="checkbox"/> Drug and alcohol treatment/recovery services	<input type="checkbox"/> Home health care and hospice services
<input type="checkbox"/> Routine dental care for adults	<input type="checkbox"/> Routine dental care for children	<input type="checkbox"/> Pharmacy
<input type="checkbox"/> Social/human services	<input type="checkbox"/> Emergency medical care	
<input type="checkbox"/> Other (please specify)		
<input type="text"/>		

16. If you have had difficulty accessing services during the past 12 months, what made it difficult to access service(s)? (Check all that apply)

<input type="checkbox"/> Cost	<input type="checkbox"/> Lengthy wait time for an appointment	<input type="checkbox"/> Not applicable
<input type="checkbox"/> Cannot take time off from work	<input type="checkbox"/> Needed service(s) are not available	
<input type="checkbox"/> Lack of transportation	<input type="checkbox"/> Clinician turnover	
<input type="checkbox"/> Other (please specify)		
<input type="text"/>		

17. Have you traveled outside of the region to receive medical care within the past 12 months? If yes, which type of provider(s) did you see? (Check all that apply)

- | | | |
|--|---|--|
| <input type="checkbox"/> Addiction treatment | <input type="checkbox"/> Endocrinology | <input type="checkbox"/> Palliative care |
| <input type="checkbox"/> Allergist | <input type="checkbox"/> Ear, Nose and Throat | <input type="checkbox"/> Pediatrics |
| <input type="checkbox"/> Alzheimer's or dementia care | <input type="checkbox"/> Family Medicine | <input type="checkbox"/> Pharmacist |
| <input type="checkbox"/> Bariatric care | <input type="checkbox"/> Gastroenterology | <input type="checkbox"/> Physical Therapy |
| <input type="checkbox"/> Cancer care | <input type="checkbox"/> General surgery | <input type="checkbox"/> Podiatry |
| <input type="checkbox"/> Cardiology | <input type="checkbox"/> Geriatrics | <input type="checkbox"/> Pulmonary specialist |
| <input type="checkbox"/> Cosmetic and reconstructive surgery | <input type="checkbox"/> Gynecology | <input type="checkbox"/> Psychiatry |
| <input type="checkbox"/> Dental Care | <input type="checkbox"/> Kidney care | <input type="checkbox"/> Psychology |
| <input type="checkbox"/> Dermatology | <input type="checkbox"/> Lifestyle Medicine | <input type="checkbox"/> Rheumatology |
| <input type="checkbox"/> Diabetes care | <input type="checkbox"/> Neurology | <input type="checkbox"/> Sleep medicine |
| <input type="checkbox"/> Dietitians | <input type="checkbox"/> Orthopedics | <input type="checkbox"/> Urology |
| <input type="checkbox"/> Emergency services | <input type="checkbox"/> Pain management | <input type="checkbox"/> Vision care (Ophthalmology, or Optometry) |

18. If you have traveled outside of the region to receive medical care, please provide the name of the organization(s) below. (For example, Dartmouth, Montpelier Health, VA, etc.)

Organization 1:

Organization 2:

Organization 3:

Organization 4:

19. In the past 12 months, have you needed financial assistance for any of the following? (Check all that apply)

- | | | |
|---|---|---|
| <input type="checkbox"/> Acquiring housing | <input type="checkbox"/> Food assistance programs | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Health care costs | |
| <input type="checkbox"/> Other (please specify) | | |

20. Which of the following do you believe are having a negative affect on your overall health? (Check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Physical safety, exposure to crime or violence | <input type="checkbox"/> Feeling alone or lonely more often than not |
| <input type="checkbox"/> Lack of job opportunities | <input type="checkbox"/> Lack of reliable transportation |
| <input type="checkbox"/> Lack of safe housing | <input type="checkbox"/> Limited or no internet access |
| <input type="checkbox"/> Lack of access to health care services | <input type="checkbox"/> Lack of sidewalks |
| <input type="checkbox"/> Environment (air and/or water quality) | <input type="checkbox"/> Lack of leisure time physical activity |
| <input type="checkbox"/> Limited educational and job training opportunities | <input type="checkbox"/> Financial stress |
| <input type="checkbox"/> Frequent household food shortage (not having enough food on a regular basis) | <input type="checkbox"/> Employment conditions |
| <input type="checkbox"/> Other (please specify) | |

21. Which of the following programs would you or your family use if it were more available in your area? (Check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Biking/walking trails and pathways | <input type="checkbox"/> After-school activities |
| <input type="checkbox"/> Recreation/fitness programs | <input type="checkbox"/> Affordable childcare |
| <input type="checkbox"/> Stress reduction and relaxation classes | <input type="checkbox"/> Improved balance/fall reduction programs |
| <input type="checkbox"/> Nutrition/cooking programs | <input type="checkbox"/> Walk with a Doc |
| <input type="checkbox"/> Programs that address body weight | <input type="checkbox"/> Community / Social events |
| <input type="checkbox"/> Public transportation | <input type="checkbox"/> School summer meals program |
| <input type="checkbox"/> Other (please specify) | |

22. If you could change one thing you believe would contribute to better health in your community, what would you change?

23. Which best describes your employment status? (Choose one)

- | | | |
|---|--|--|
| <input type="radio"/> Employed full-time | <input type="radio"/> Self-employed | <input type="radio"/> Seeking employment |
| <input type="checkbox"/> Employed part-time | <input type="checkbox"/> Not working by choice | <input type="checkbox"/> Retired |

24. How would you describe your ethnicity?

- White or Caucasian
- Black or African American
- Hispanic or Latino
- Asian or Asian American
- American Indian or Alaska Native
- Native Hawaiian or other Pacific Islander
- Multiethnic
- Prefer not to answer

25. What is your gender?

- Female
- Male
- Non-binary
- Prefer not to answer

26. How many people live in your household?

- 1
- 2
- 3
- 4 or more

27. What was your household income (combined income of all people living in household) in 2018?

- \$0-\$24,999
- \$25,000-\$49,999
- \$50,000-\$74,999
- \$75,000-\$99,999
- \$100,000-\$124,999
- \$125,000-\$149,999
- \$150,000-\$174,999
- \$175,000-\$199,999
- \$200,000 and up
- Prefer not to answer

28. How are the majority of your medical expenses paid? (Choose one)

- Medicare
- Medicaid
- Commercial Insurance (Blue Cross/Blue Shield, CIGNA, etc.)
- Veteran's benefits (TricCare, Humana Military, etc.)
- Self-pay

29. In what year were you born? (enter 4-digit birth year; for example, 1976)

Please return by July 9, 2019 to SMCS, c/o Marketing Department, PO Box 2003, Springfield, VT 05156

You may complete this survey online by going to <https://www.surveymonkey.com/r/BK5GY5Q>

Thank you for participating. Your input regarding healthcare and social services in our area is very important. If you are interested in participating in the Patient Experience Group, please email customerrelations@springfieldmed.org.

THANK YOU!

5. Based on your experience, what patient services are consistently needed that are not currently provided by SMCS or Springfield Hospital?

Service 1

Service 2

Service 3

6. In your opinion, which factor(s) below are having the greatest negative effect on patient health outcomes?

Tobacco / Smoking

Substandard Housing

Alcohol addiction

Crime

Recreational drugs

Genetic predisposition

Low educational attainment

Mental health disorders

Social isolation

Insufficient care services

Poor dietary habits

Environmental contaminants

Lack of economic opportunities / Poverty

Other (please specify)

7. What is your area of patient care? (Choose one)

- | | | |
|--|--|---------------------------------------|
| <input type="radio"/> Family Medicine | <input type="radio"/> Orthopaedics | <input type="radio"/> Pulmonary |
| <input type="radio"/> Primary Care | <input type="radio"/> Physical Therapy | <input type="radio"/> General Surgery |
| <input type="radio"/> Cardiology | <input type="radio"/> Behavioral Health | <input type="radio"/> Dietician |
| <input type="radio"/> Diabetes Care | <input type="radio"/> Ear, Nose and Throat | <input type="radio"/> Walk-in Care |
| <input type="radio"/> Emergency Care | <input type="radio"/> Audiology | <input type="radio"/> Dental |
| <input type="radio"/> Gynecology | <input type="radio"/> Eye care | <input type="radio"/> Oncology |
| <input type="radio"/> Lifestyle Medicine | <input type="radio"/> Urology | <input type="radio"/> Pediatrics |
| <input type="radio"/> Other (please specify) | | |

Appendix G. Secondary Data Sources

Robert Wood Johnson County Health Rankings	www.countyhealthrankings.org
Blueprint Community Profiles	https://blueprintforhealth.vermont.gov/community-health-profiles
U.S. Bureau of Labor Statistics	https://data.bls.gov/cew/apps/table_maker/v4/table_maker.htm?type=1&year=2018&qtr=4&own=5&ind=10&supp=0
Vermont Agency of Education Child Nutrition Programs	https://education.vermont.gov/sites/aoe/files/documents/education-nutrition-2019-free-reduced-eligibility-report.pdf
Vermont Agency of Human Services Community Profiles	https://humanservices.vermont.gov/ahs_community-profiles
Vermont Department of Health Community Health Profiles	https://www.healthvermont.gov/stats/data
Vermont Housing Finance Agency	www.housingdata.org
Vermont Household Health Insurance Survey	https://www.healthvermont.gov/sites/default/files/documents/pdf/VHHIS_Report_2018.pdf
American FactFinder	https://factfinder.census.gov
UDS Mapper	www.udsmapper.org/map/app.cfm#8x2P1aqn7b46IM3Bjb0L
US Census Bureau Quick Facts	https://www.census.gov/quickfacts

For further information, please contact:

Anna Smith, Chief
Marketing & Development
Springfield Medical Care Systems, Inc.
25 Ridgewood Road
Springfield, VT 05156
annasmith@springfieldmed.org
802-885-7621

For additional copies, please contact:

Crystal Morey, Executive Assistant to the CEO
Springfield Medical Care Systems, Inc.
25 Ridgewood Road
Springfield, VT 05156
cmorey@springfieldmed.org
802-885-7603

