

Community Health Needs Assessment Survey Results

War Memorial Hospital

November 2013



For additional information regarding the War Memorial Hospital Community Health Needs Assessment, contact the War Memorial Hospital at (906) 635-4460.

EXECUTIVE SUMMARY

In 2012, War Memorial Hospital contracted the Michigan Center for Rural Health to provide a Community Health Needs Assessment for its primary service areas. The assessment was provided to meet the requirements of The Patient Protection and Affordable Care Act (PPACA) for all not-for-profit 501(c) (3) hospitals.

A part of this requirement is that an assessment take place at least every three years; that the hospital adopt an implementation strategy to meet needs identified through the assessment; that the hospital include persons “representing the broad interests of the community served by the hospital facility,” including those “with special knowledge of or expertise in public health;” and that the assessment is made widely available to the public.

War Memorial Hospital will utilize this assessment as a guide to providing programs intended to address needs identified in the project. The survey design, analysis, and findings are provided in this report.

ACKNOWLEDGEMENTS

David Jahn, War Memorial Hospital President & CEO and David Martin, Chippewa County Health Department Health Officer; Victoria Lantzy and Angie Emge, Michigan Center for Rural Health.

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BACKGROUND INFORMATION

War Memorial Hospital has served our communities for more than 100 years and employs more than 880 individuals who are deeply committed to delivering patient-focused care. WMH is home to an 82-bed acute care hospital, a 20 bed Inpatient Psychiatric Unit, a 51-bed Long Term Care unit, a 30,000-square foot Rehabilitation Center, and several satellite physician offices and clinics located throughout the Eastern Upper Peninsula of Michigan. We believe in healthcare that is delivered close to home by the highly-trained people you know and trust.

War Memorial Hospital: Mission

Our commitment is to improve the quality of life and health through partnerships with those we serve.

HEALTHCARE SERVICES

Inpatient Behavioral Health Center

Outpatient Behavioral Health Center

Cardiopulmonary Services

- Stress Lab/EKG
- Echocardiograph
- Respiratory
- Cardiac Rehabilitation

Chemotherapy

Infusion Therapy

Community Care Clinic

Diabetic Education

Dialysis Services

Dietary Services

Emergency Care

Lab Services

- Full service diagnostic testing
- Blood bank transfusion services
- Diagnostic pathology
- Microbiology
- Occupational drug and alcohol testing

Long Term Care

Obstetrics

Occupational Health

- Medical surveillance physicals
- CDL medical physicals
- Pre-employment physicals
- Vaccinations
- TB testing
- PFT testing
- Employee wellness

Rehabilitation Center

- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Athletic Trainers
- Massage Therapy

Sleep Disorders Center

Surgical Services

- General surgery
- Diagnostic and therapeutic endoscopies
- Ophthalmology
- Orthopedics
- OB/GYN
- Urology
- Pulmonology
- Bariatric services

Pharmacy

WMH Physician Practices and Clinics

- General Surgery (Advanced Surgical Care)
- Internal Medicine (Chippewa Medical Associates – in partnership with MGHS)
- Nephrology (Chippewa Medical Associates – in partnership with MGHS)
- Orthopedics (International Orthopedic & Sports Medicine Center)
- ENT (Sault Otolaryngology & Facial Plastic Surgery)
- Pediatrics (Sault Pediatrics)
- Women's Health (Sault Women's Health Care)
- Cardiology (Soo Cardiology – in partnership with Munson Health)

- Neurology (Superior Neurosciences)
- Gastroenterology (U.P. Digestive Health)
- Dermatology (WMH Dermatology)
- Urgent Care (Community Care Clinic, WMH Community Care – Kinross)
- Family Care (WMH Family Care – Cedarville, WMH Family Care – Detour)

Radiology

- General Radiology (X-Rays)
- Nuclear Medicine,
- Digital Mammography
- Ultrasound
- Computerized Tomography (CT Scans)
- Magnetic Resonance Imaging (MRI)
- Mobile PET Scanning
- Stereotactic Breast Biopsy
- Digital mammography

Social Services

- Psychosocial concerns related to diagnoses and illness
- Bereavement
- Advance Directives
- Discharge Planning
- Community referrals
- Hospice Services
- Assistance with assisted living or nursing home placement

SCOPE OF THE STUDY

The purpose of the 2013 War Memorial Hospital Community Health Needs Assessment is to collect data on specific information regarding community perception of the Use of Healthcare Services, Awareness of Services, Community Health, and Health Insurance. Additionally, data were collected regarding the demographics of survey responders. The data are presented in a format that can be useful to War Memorial Hospital administration, health care providers and community.

METHODOLOGY

A comprehensive nine-page survey was developed by the National Center for Rural Health Works and modified for this study. War Memorial Hospital CEO David Jahn approved the survey design and content.

A survey cover letter was sent to 2,000 random community members in the War Memorial Chippewa County service areas. A company named AccuLeads provided randomized mailing addresses for the cities of Barbeau, Brimley, Dafter, De Tour Village, Drummond Island, Eckerman, Fibre, Goetzville, Hulbert, Kincheloe, Kinross, Paradise, Pickford, Raco, Rudyard, Sault Sainte Marie, Stalwart, Strongs, and Trout Lake. The first survey was sent on March 5, 2013; a follow up survey was mailed to all new recipients on June 3, 2013, and thru local efforts to deliver surveys to specific locations. Altogether, 1,144 completed surveys were returned (57%). The data was entered into a Survey Monkey database and are presented in the Survey Results section of this report.

POPULATION DATA

| People Quick-Facts | Chippewa County | Michigan | USA |
|---|-----------------|-----------|-------------|
| Population, 2012 estimate | 38,917 | 9,883,360 | 313,914,040 |
| Population, 2010 (April 1) estimates base | 38,520 | 9,883,635 | 308,747,508 |
| Population, percent change, April 1, 2010 to July 1, 2012 | 1.0% | Z | 1.7% |
| Population, 2010 | 38,520 | 9,883,640 | 308,745,538 |
| Persons under 5 years, percent, 2012 | 5.0% | 5.8% | 6.4% |
| Persons under 18 years, percent, 2012 | 19.8% | 22.9% | 23.5% |
| Persons 65 years and over, percent, 2012 | 15.2% | 14.6% | 13.7% |
| Female persons, percent, 2012 | 44.7% | 50.9% | 50.8% |
| White alone, percent, 2012 (a) | 72.4% | 80.1% | 77.9% |
| Black or African American alone, percent, 2012 (a) | 6.9% | 14.3% | 13.1% |
| American Indian and Alaska Native alone, percent, 2012 (a) | 15.0% | 0.7% | 1.2% |
| Asian alone, percent, 2012 (a) | 0.8% | 2.6% | 5.1% |
| Native Hawaiian and Other Pacific Islander alone, percent, 2012 (a) | 0.1% | Z | 0.2% |
| Two or More Races, percent, 2012 | 4.8% | 2.2% | 2.4% |
| Hispanic or Latino, percent, 2012 (b) | 1.7% | 4.6% | 16.9% |
| White alone, not Hispanic or Latino, percent, 2012 | 71.2% | 76.2% | 63.0% |
| Living in same house 1 year & over, percent, 2007-2011 | 82.3% | 85.4% | 84.6% |
| Foreign born persons, percent, 2007-2011 | 2.8% | 6.0% | 12.8% |
| Language other than English spoken at home, percentage 5+, 2007-2011 | 4.7% | 9.0% | 20.3% |
| High school graduate or higher, percent of persons age 25+, 2007-2011 | 88.7% | 88.4% | 85.4% |
| Bachelor's degree or higher, percent of persons age 25+, 2007-2011 | 17.9% | 25.3% | 28.2% |
| Veterans, 2007-2011 | 4,109 | 711,613 | 22,215,303 |
| Mean travel time to work (minutes), workers age 16+, 2007-2011 | 16.5 | 23.9 | 25.4 |
| Housing units, 2011 | 21,326 | 4,525,480 | 132,312,404 |
| Homeownership rate, 2007-2011 | 72.5% | 73.5% | 66.1% |
| Housing units in multi-unit structures, percent, 2007-2011 | 11.8% | 18.1% | 25.9% |
| Median value of owner-occupied housing units, 2007-2011 | \$103,700 | \$137,300 | \$186,200 |
| Households, 2007-2011 | 14,699 | 3,825,182 | 114,761,359 |
| Persons per household, 2007-2011 | 2.32 | 2.53 | 2.6 |
| Per capita money income in the past 12 months (2011 dollars), 2007-2011 | \$20,744 | \$25,482 | \$27,915 |
| Median household income, 2007-2011 | \$41,108 | \$48,669 | \$52,762 |
| Persons below poverty level, percent, 2007-2011 | 17.7% | 15.7% | 14.3% |

| Business Quick-Facts | Chippewa County | Michigan | USA |
|---|------------------------|-----------------|---------------|
| Private nonfarm establishments, 2011 | 805 | 217,344 | 7,354,043 |
| Private nonfarm employment, 2011 | 8,353 | 3,379,035 | 113,425,965 |
| Private nonfarm employment, percent change, 2010-2011 | -0.6% | 2.8% | 1.3% |
| Non-employer establishments, 2011 | 1,983 | 687,228 | 22,491,080 |
| Total number of firms, 2007 | 2,932 | 816,972 | 27,092,908 |
| Black-owned firms, percent, 2007 | F | 8.9% | 7.1% |
| American Indian- and Alaska Native-owned firms, percent, 2007 | 4.9% | 0.7% | 0.9% |
| Asian-owned firms, percent, 2007 | S | 2.6% | 5.7% |
| Native Hawaiian and Other Pacific Islander-owned firms, percent, 2007 | F | 0.1% | 0.1% |
| Hispanic-owned firms, percent, 2007 | F | 1.3% | 8.3% |
| Women-owned firms, percent, 2007 | 23.2% | 30.4% | 28.8% |
| Manufacturers shipments, 2007 (\$1000) | D | 234,455,768 | 5,319,456,312 |
| Merchant wholesaler sales, 2007 (\$1000) | D | 107,109,349 | 4,174,286,516 |
| Retail sales, 2007 (\$1000) | 369,455 | 109,102,594 | 3,917,663,456 |
| Retail sales per capita, 2007 | \$9,521 | \$10,855 | \$12,990 |
| Accommodation and food services sales, 2007 (\$1000) | 189,886 | 14,536,648 | 613,795,732 |
| Building permits, 2012 | 39 | 11,692 | 829,658 |
| Geography Quick Facts | Chippewa County | Michigan | USA |
| Land area in square miles, 2010 | 1,558.42 | 56,538.90 | 3,531,905.43 |
| Persons per square mile, 2010 | 24.7 | 174.8 | 87.4 |
| FIPS Code | 33 | 26 | |
| Metropolitan or Micropolitan Statistical Area | Sault Ste. Marie, MI | | |
| | Micro Area | | |

(a) Includes persons reporting only one race.

(b) Hispanics may be of any race, so also are included in applicable race categories.

FN: Footnote on this item for this area in place of data

NA: Not available

D: Suppressed to avoid disclosure of confidential information

X: Not applicable

S: Suppressed; does not meet publication standards

Z: Value greater than zero but less than half unit of measure shown

F: Fewer than 100 firms

Source: US Department of Commerce. US Census Bureau

<http://quickfacts.census.gov/qfd/index.html>

BEHAVIORAL RISK FACTOR DATA

| Michigan Behavioral Risk Factor Surveillance System | | |
|---|--------------|--------------|
| August 2012 | | |
| Region 8 Counties: Alger, Baraga, Chippewa, Delta, Dickinson, Gogebic, Houghton, Iron, Keweenaw, Luce, Mackinac, Marquette, Menominee, Ontonagon, Schoolcraft | | |
| Risk Factor | Region 8 (%) | Michigan (%) |
| Health Status: General Health, Fair to Poor | 14.8 | 17.1 |
| Health Status: Last 14 Days, poor physical health | 12.7 | 13.5 |
| Health Status: Last 14 Days, poor mental health | 5.6 | 13.0 |
| Health Status: Last 14 Days, activity limitation | 7.8 | 9.0 |
| Mean Number of Days of Poor Physical Health (last 30 days) | 3.7 | 4.2 |
| Mean Number of Days of Poor Mental Health | 2.4 | 4.1 |
| Mean Number of Days of Activity Limitation | 2.4 | 2.8 |
| Total Disability | 22.4 | 24.6 |
| Any Activity Limitation | 19.6 | 22.3 |
| Used Special Equipment | 8.7 | 8.7 |
| Weight Status: Obese | 27.3 | 31.1 |
| Weight Status: Overweight | 36.2 | 34.6 |
| Weight Status: Normal Weight | 33.3 | 32.8 |
| Weight Status: Underweight | 3.2 | 1.6 |
| Access: No Health Care Coverage | 12.0 | 16.6 |
| Access: No Personal Health Care Provider | 16.9 | 15.8 |
| Access: No Health Care Access During Past 12 Months Due to Cost | 11.7 | 15.1 |
| No Leisure-Time Physical Activity | 20.0 | 23.3 |
| Cigarette Smoking: Current Smoker | 21.7 | 23.3 |
| Cigarette Smoking: Former Smoking | 30.5 | 25.8 |
| Cigarette Smoking: Never Smoked | 47.8 | 50.9 |
| Current Smokers who attempted cessation | 64.4 | 64.3 |
| Tobacco Use | 10.5 | 3.9 |
| Alcohol Consumption: Heavy Drinking | 8.7 | 6.1 |
| Alcohol Consumption: Binge Drinking | 21.5 | 19.2 |
| Mean Number of Binge Drinking Occasions (past 30 days) | 3.7 | 4.3 |
| Drove Motor Vehicle After Drinking | 2.5 | 1.9 |
| Seat Belt Use: always use a seatbelt | 84.7 | 88.4 |
| Clinical Breast Exam among women aged 20 years and older: Ever Had Clinical Breast Exam | 93.2 | 91.4 |
| Clinical Breast Exam among women aged 20 years and older: Had appropriately timed Clinical Breast Exam | 63.2 | 66.7 |
| Mammography in Women Aged 40 and Older: Ever had Mammogram | 92.8 | 94.5 |
| Mammogram in the Past Year | 55.3 | 59.2 |
| Mammogram in the Past Two Years | 72.2 | 76.6 |
| Mammogram and Clinical Breast Exam in the Past Year | 45.9 | 50.4 |

| Risk Factor | Region 8 (%) | Michigan |
|--|--------------|----------|
| Cervical Cancer Screening: Ever Had Pap Test | 89.5 | 92.1 |
| Cervical Cancer Screening: Had Appropriately Timed Pap Test | 72.7 | 79.4 |
| Prostate Cancer Screening Among Men Aged 50 and Older: Ever Discussed with Dr. | 69.7 | 73.0 |
| Doctor recommended PSA Test | 59.9 | 67.3 |
| Ever had a PSA Test | 72.8 | 72.2 |
| Had a PSA Test in Past Year | 45.1 | 46.9 |
| Colorectal Cancer Screening: Ever Had Blood Stool Test | 43.7 | 40.6 |
| Colorectal Cancer Screening Had Blood Stool Test in Past Two Years | 17.4 | 15.8 |
| Colorectal Cancer Screening: Ever Had Sigmoidoscopy/Colonoscopy | 71.9 | 72.7 |
| Colorectal Cancer Screening: Had Sigmoidoscopy or Colonoscopy in Past 5 Years | 56.3 | 55.4 |
| Colorectal Cancer Screening: Had Sigmoidoscopy in Past 5 Years or Colonoscopy in Past 10 Years | 65.7 | 67.3 |
| Oral Health: No Dental Visit in Past Year | 33.8 | 32.0 |
| Oral Health: 6+ Teeth Missing | 14.9 | 15.8 |
| No Routine Checkup in past year | 35.9 | 33.5 |
| Immunizations among adults 65 years and older: Flu Vaccine in past year | 56.0 | 55.4 |
| Immunizations among adults 65 years and older: ever received pneumonia vaccine | 59.3 | 66.8 |
| HIV Testing (adults 18-64): Ever been tested | 29.2 | 40.4 |
| Asthma: Lifetime prevalence among adults | 16.1 | 15.5 |
| Asthma: Current prevalence among adults | 9.9 | 10.5 |
| Asthma: Lifetime prevalence among children | 7.6 | 14.4 |
| Asthmas: Current prevalence among children | 5.2 | 9.5 |
| COPD | 7.7 | 7.4 |
| Arthritis | 34.3 | 31.8 |
| CVD: Ever told heart attack | 6.3 | 5.2 |
| CVD: Diagnosis of Angina or Coronary Heart Disease | 6.0 | 5.1 |
| CVD: Ever told stroke | 2.3 | 3.5 |
| CVD: Ever told any cardiovascular disease | 10.2 | 9.9 |
| Cancer: Ever Told Skin Cancer | 3.4 | 5.7 |
| Cancer: Ever Told Any Other Types of Cancers | 8.5 | 7.9 |
| Cancer: Ever Told Cancer | 11.1 | 12.3 |
| Diabetes | 12.6 | 10.5 |
| Kidney Disease | 2.6 | 3.4 |
| Depression | 15.5 | 20.6 |
| Visual Impairment | 13.8 | 17.1 |
| Falls Among Adults Aged 45 and Older: Fell During the Past 3 Months | 15.8 | 17.4 |
| Injured from a Fall During the Past Three Months | 5.5 | 5.1 |

2012 Michigan BRFSS Estimates by Emergency Preparedness Region. June 25, 2013.

http://www.michigan.gov/documents/mdch/2012_MiBRFS_EP_Region_Tables_FINAL_425533_7.pdf

**SURVEY RESULTS
WAR MEMORIAL HOSPITAL
CHIPPEWA County, Michigan**

Community Challenges and Issues

Economic Issues

1. Unemployment or underemployment

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 684 | 61.1% |
| Moderate Issue | 312 | 27.9% |
| Minor Issue | 54 | 4.8% |
| Not an Issue | 69 | 6.2% |
| Totals | 1,119 | 100.0% |

2. Poverty

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 497 | 44.9% |
| Moderate Issue | 431 | 38.9% |
| Minor Issue | 106 | 9.6% |
| Not an Issue | 73 | 6.6% |
| Totals | 1,107 | 100.0% |

3. Lack of Jobs

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 697 | 63.4% |
| Moderate Issue | 279 | 25.3% |
| Minor Issue | 68 | 6.2% |
| Not an Issue | 56 | 5.1% |
| Totals | 1,100 | 100.0% |

Educational Issues

4. Availability of Skilled Trades Training

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 296 | 26.9% |
| Moderate Issue | 457 | 41.5% |
| Minor Issue | 236 | 21.4% |
| Not an Issue | 113 | 10.2% |
| Totals | 1,102 | 100.0% |

5. K-12 education prepares student for workforce

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 219 | 20.1% |
| Moderate Issue | 360 | 33.1% |
| Minor Issue | 297 | 27.3% |
| Not an Issue | 212 | 19.5% |
| Totals | 1,088 | 100.0% |

6. K-12 education prepares student for further schooling

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 189 | 17.3% |
| Moderate Issue | 343 | 31.3% |
| Minor Issue | 315 | 28.8% |
| Not an Issue | 247 | 22.6% |
| Totals | 1,094 | 100.0% |

7. Lack of educational funding

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 478 | 43.6% |
| Moderate Issue | 358 | 32.7% |
| Minor Issue | 167 | 15.2% |
| Not an Issue | 93 | 8.5% |
| Totals | 1,096 | 100.0% |

Environmental Issues

8. Water Pollution

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 274 | 24.7% |
| Moderate Issue | 349 | 31.4% |
| Minor Issue | 297 | 26.8% |
| Not an Issue | 190 | 17.1% |
| Totals | 1,110 | 100.0% |

9. Surface Water (beach) pollution

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 362 | 32.5% |
| Moderate Issue | 382 | 34.3% |
| Minor Issue | 231 | 20.8% |
| Not an Issue | 138 | 12.4% |
| Totals | 1,113 | 100.0% |

10. Air Pollution

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 169 | 15.2% |
| Moderate Issue | 311 | 28.0% |
| Minor Issue | 380 | 34.2% |
| Not an Issue | 252 | 22.6% |
| Totals | 1,112 | 100.0% |

11. Imported Solid Waste

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 252 | 23.3% |
| Moderate Issue | 271 | 25.0% |
| Minor Issue | 305 | 28.2% |
| Not an Issue | 254 | 23.5% |
| Totals | 1,082 | 100.0% |

12. Recycling Convenience

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 106 | 9.5% |
| Moderate Issue | 210 | 18.9% |
| Minor Issue | 357 | 32.1% |
| Not an Issue | 440 | 39.5% |
| Totals | 1,113 | 100.0% |

13. Hazardous Waste Disposal

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 164 | 15.1% |
| Moderate Issue | 255 | 23.4% |
| Minor Issue | 388 | 35.6% |
| Not an Issue | 282 | 25.9% |
| Totals | 1,089 | 100.0% |

Health Issues

14. Alcohol Abuse

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 580 | 51.8% |
| Moderate Issue | 345 | 30.9% |
| Minor Issue | 112 | 10.0% |
| Not an Issue | 82 | 7.3% |
| Totals | 1,119 | 100.0% |

15. Tobacco Abuse

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 482 | 43.1% |
| Moderate Issue | 370 | 33.1% |
| Minor Issue | 167 | 14.9% |
| Not an Issue | 99 | 8.9% |
| Totals | 1,118 | 100.0% |

16. Illegal Drug Abuse

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 659 | 58.7% |
| Moderate Issue | 317 | 28.2% |
| Minor Issue | 84 | 7.5% |
| Not an Issue | 63 | 5.6% |
| Totals | 1,123 | 100.0% |

17. Prescription Drug Abuse

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 662 | 59.3% |
| Moderate Issue | 286 | 25.6% |
| Minor Issue | 94 | 8.4% |
| Not an Issue | 74 | 6.7% |
| Totals | 1,116 | 100.0% |

18. Lack of &/or affordability of mental health care services

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 483 | 43.6% |
| Moderate Issue | 344 | 31.1% |
| Minor Issue | 180 | 16.2% |
| Not an Issue | 101 | 9.1% |
| Totals | 1,108 | 100.0% |

19. Lack of affordable dental care

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 426 | 38.2% |
| Moderate Issue | 345 | 31.0% |
| Minor Issue | 234 | 21.0% |
| Not an Issue | 109 | 9.8% |
| Totals | 1,114 | 100.0% |

20. Lack of affordable medical care

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 433 | 39.2% |
| Moderate Issue | 361 | 32.7% |
| Minor Issue | 216 | 19.6% |
| Not an Issue | 94 | 8.5% |
| Totals | 1,104 | 100.0% |

Housing Issues

21. Shortage of affordable housing

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 251 | 22.5% |
| Moderate Issue | 378 | 33.9% |
| Minor Issue | 344 | 30.8% |
| Not an Issue | 143 | 12.8% |
| Totals | 1,116 | 100.0% |

22. Substandard Housing

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 226 | 20.4% |
| Moderate Issue | 404 | 36.5% |
| Minor Issue | 343 | 31.0% |
| Not an Issue | 134 | 12.1% |
| Totals | 1,107 | 100.0% |

23. Availability of rental housing

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 178 | 16.1% |
| Moderate Issue | 341 | 30.7% |
| Minor Issue | 405 | 36.5% |
| Not an Issue | 185 | 16.7% |
| Totals | 1,109 | 100.0% |

24. Homelessness

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 169 | 15.2% |
| Moderate Issue | 371 | 33.4% |
| Minor Issue | 412 | 37.1% |
| Not an Issue | 159 | 14.3% |
| Totals | 1,111 | 100.0% |

Leisure Activity Issues

25. Shortage of Sports/recreational facilities

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 163 | 14.8% |
| Moderate Issue | 247 | 22.3% |
| Minor Issue | 352 | 31.9% |
| Not an Issue | 343 | 31.0% |
| Totals | 1,105 | 100.0% |

26. Shortage of parks and trails

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 172 | 15.6% |
| Moderate issue | 240 | 21.7% |
| Minor Issue | 344 | 31.1% |
| Not an Issue | 349 | 31.6% |
| Totals | 1,105 | 100.0% |

27. Lack of cultural activities (concerts, museums, etc.)

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 237 | 21.5% |
| Moderate Issue | 326 | 29.6% |
| Minor Issue | 330 | 29.9% |
| Not an Issue | 210 | 19.0% |
| Totals | 1,103 | 100.0% |

28. Availability of community festivals/events

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 176 | 15.8% |
| Moderate Issue | 286 | 25.7% |
| Minor Issue | 368 | 33.1% |
| Not an Issue | 282 | 25.4% |
| Totals | 1,112 | 100.0% |

Social Issues

29. Crime

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 166 | 15.1% |
| Moderate Issue | 435 | 39.6% |
| Minor Issue | 411 | 37.4% |
| Not an Issue | 87 | 7.9% |
| Totals | 1,099 | 100.0% |

30. Teen pregnancy

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 257 | 23.4% |
| Moderate Issue | 436 | 39.8% |
| Minor Issue | 326 | 29.7% |
| Not an Issue | 78 | 7.1% |
| Totals | 1,097 | 100.0% |

31. Racial or ethnic discrimination

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 116 | 10.5% |
| Moderate Issue | 249 | 22.6% |
| Minor Issue | 499 | 45.4% |
| Not an Issue | 236 | 21.5% |
| Totals | 1,100 | 100.0% |

32. Family violence, abuse of children or adults

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 265 | 24.3% |
| Moderate Issue | 471 | 43.2% |
| Minor Issue | 256 | 23.5% |
| Not an Issue | 98 | 9.0% |
| Totals | 1,090 | 100.0% |

33. Lack of affordable childcare

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 250 | 22.8% |
| Moderate Issue | 367 | 33.5% |
| Minor Issue | 339 | 31.0% |
| Not an Issue | 139 | 12.7% |
| Totals | 1,095 | 100.0% |

34. Lack of affordable elder care

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 334 | 30.6% |
| Moderate Issue | 390 | 35.7% |
| Minor Issue | 268 | 24.5% |
| Not an Issue | 101 | 9.2% |
| Totals | 1,093 | 100.0% |

35. Gambling

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 456 | 41.6% |
| Moderate Issue | 384 | 35.0% |
| Minor Issue | 152 | 13.9% |
| Not an Issue | 104 | 9.5% |
| Totals | 1,096 | 100.0% |

Transportation Issues

36. Inadequate public transportation

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 338 | 31.0% |
| Moderate Issue | 332 | 30.5% |
| Minor Issue | 268 | 24.6% |
| Not an Issue | 151 | 13.9% |
| Totals | 1,089 | 100.0% |

37. Poor road Conditions

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 475 | 43.6% |
| Moderate Issue | 329 | 30.2% |
| Minor Issue | 225 | 20.6% |
| Not an Issue | 61 | 5.6% |
| Totals | 1,090 | 100.0% |

Household Challenges and Issues

Economic Issues

38. Not having enough food

| Response Category | Number | Percentage |
|--------------------------|---------------|-------------------|
| Major Issue | 72 | 6.7% |
| Moderate Issue | 169 | 15.8% |
| Minor Issue | 180 | 16.9% |
| Not an Issue | 647 | 60.6% |
| Totals | 1,068 | 100.0% |

39. Finding it difficult to budget (more expenses than income)

| Response Category | Number | Percentage |
|--------------------------|---------------|-------------------|
| Major issue | 239 | 22.3% |
| Moderate Issue | 267 | 25.0% |
| Minor Issue | 222 | 20.7% |
| Not an Issue | 343 | 32.0% |
| Totals | 1,071 | 100.0% |

40. Unable to find work

| Response Category | Number | Percentage |
|--------------------------|---------------|-------------------|
| Major Issue | 228 | 21.5% |
| Moderate Issue | 169 | 15.9% |
| Minor Issue | 102 | 9.6% |
| Not an Issue | 562 | 53.0% |
| Totals | 1,061 | 100.0% |

41. Unemployment

| Response Category | Number | Percentage |
|--------------------------|---------------|-------------------|
| Major issue | 236 | 22.3% |
| Moderate Issue | 157 | 14.8% |
| Minor Issue | 81 | 7.6% |
| Not an Issue | 585 | 55.3% |
| Totals | 1,059 | 100.0% |

42. Under-employment

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 236 | 22.3% |
| Moderate Issue | 174 | 16.5% |
| Minor Issue | 102 | 9.6% |
| Not an Issue | 546 | 51.6% |
| Totals | 1,058 | 100.0% |

43. Significant credit card debt

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 194 | 18.3% |
| Moderate Issue | 195 | 18.4% |
| Minor Issue | 172 | 16.2% |
| Not an Issue | 500 | 47.1% |
| Totals | 1,061 | 100.0% |

Educational Issues

44. High school providing adequate career guidance

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 141 | 13.3% |
| Moderate Issue | 210 | 19.9% |
| Minor Issue | 198 | 18.8% |
| Not an Issue | 507 | 48.0% |
| Totals | 1,056 | 100.0% |

45. Student achievement scores on state tests

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 81 | 7.8% |
| Moderate Issue | 254 | 24.3% |
| Minor Issue | 226 | 21.6% |
| Not an Issue | 484 | 46.3% |
| Totals | 1,045 | 100.0% |

46. Children not being safe at school

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 84 | 8.0% |
| Moderate Issue | 152 | 14.4% |
| Minor Issue | 266 | 25.2% |
| Not an Issue | 553 | 52.4% |
| Totals | 1,055 | 100.0% |

47. Affordable college education

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 395 | 37.5% |
| Moderate Issue | 250 | 23.7% |
| Minor Issue | 130 | 12.3% |
| Not an Issue | 280 | 26.5% |
| Totals | 1,055 | 100.0% |

Environmental Issues

48. Experiencing air quality issues in your home

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 34 | 3.2% |
| Moderate Issue | 66 | 6.2% |
| Minor Issue | 216 | 20.1% |
| Not an Issue | 756 | 70.5% |
| Totals | 1,072 | 100.0% |

49. Experiencing water quality issues in your home

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 32 | 3.0% |
| Moderate Issue | 70 | 6.5% |
| Minor Issue | 201 | 18.7% |
| Not an Issue | 771 | 71.8% |
| Totals | 1,074 | 100.0% |

50. Recycling convenience

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 75 | 7.0% |
| Moderate Issue | 121 | 11.3% |
| Minor Issue | 292 | 27.3% |
| Not an Issue | 582 | 54.4% |
| Totals | 1,070 | 100.0% |

Health Issues

51. Lack of money to pay the doctor, by prescription medications, or get medical insurance

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 246 | 22.7% |
| Moderate Issue | 192 | 17.8% |
| Minor Issue | 190 | 17.6% |
| Not an Issue | 453 | 41.9% |
| Totals | 1,081 | 100.0% |

52. Lack of money to pay the dentist

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 249 | 23.2% |
| Moderate Issue | 180 | 16.7% |
| Minor Issue | 170 | 15.8% |
| Not an Issue | 476 | 44.3% |
| Totals | 1,075 | 100.0% |

53. Feeling a lot of anxiety, stress, or depression

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 217 | 20.2% |
| Moderate Issue | 230 | 21.5% |
| Minor Issue | 279 | 26.0% |
| Not an Issue | 346 | 32.3% |
| Totals | 1,072 | 100.0% |

54. Experiencing an alcohol problem

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 85 | 7.9% |
| Moderate Issue | 79 | 7.3% |
| Minor Issue | 78 | 7.2% |
| Not an Issue | 836 | 77.6% |
| Totals | 1,078 | 100.0% |

55. Experiencing a tobacco problem

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 105 | 9.8% |
| Moderate Issue | 95 | 8.8% |
| Minor Issue | 107 | 10.0% |
| Not an Issue | 767 | 71.4% |
| Totals | 1,074 | 100.0% |

56. Experiencing a drug problem

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 86 | 8.0% |
| Moderate Issue | 47 | 4.4% |
| Minor Issue | 43 | 4.0% |
| Not an Issue | 897 | 83.6% |
| Totals | 1,073 | 100.0% |

57. Experiencing significant behavioral or emotional issues with children or teenagers

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 103 | 9.6% |
| Moderate Issue | 111 | 10.4% |
| Minor Issue | 119 | 11.1% |
| Not an Issue | 736 | 68.9% |
| Totals | 1,069 | 100.0% |

Housing Issues

58. Living in housing that needs major repairs

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 90 | 8.4% |
| Moderate Issue | 117 | 10.9% |
| Minor Issue | 226 | 21.1% |
| Not an Issue | 639 | 59.6% |
| Totals | 1,072 | 100.0% |

59. Lack of money to pay for housing/utilities

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Major Issue | 128 | 12.0% |
| Moderate Issue | 150 | 14.0% |
| Minor Issue | 196 | 18.4% |
| Not an Issue | 594 | 55.6% |
| Totals | 1,068 | 100.0% |

Leisure Activity Issues

60. Availability of recreational activities

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 145 | 13.4% |
| Moderate Issue | 194 | 18.0% |
| Minor Issue | 292 | 27.1% |
| Not an Issue | 448 | 41.5% |
| Totals | 1,079 | 100.0% |

Social Issues

61. Safety in the community

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 39 | 3.6% |
| Moderate Issue | 15 | 12.5% |
| Minor Issue | 351 | 32.4% |
| Not an Issue | 557 | 51.5% |
| Totals | 1,082 | 100.0% |

62. Unable to get care for a person with a disability or serious illness, or for an elder

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 113 | 10.6% |
| Moderate Issue | 131 | 12.2% |
| Minor Issue | 171 | 16.0% |
| Not an Issue | 656 | 61.2% |
| Totals | 1,071 | 100.0% |

63. Unable to find or afford childcare

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Major Issue | 85 | 8.1% |
| Moderate Issue | 110 | 10.4% |
| Minor Issue | 133 | 12.6% |
| Not an Issue | 727 | 68.9% |
| Totals | 1,055 | 100.0% |

Transportation Issues

64. Do you own or have access to a reliable vehicle?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 1,037 | 95.9% |
| No | 44 | 4.1% |
| Totals | 1,081 | 100.0% |

65. Do you rely on public transportation?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 52 | 4.8% |
| No | 1,023 | 95.2% |
| Totals | 1,075 | 100.0% |

66. Time/Distance from home to work (in minutes)

| Response Category | Number | Percentage |
|---------------------|--------|------------|
| 0-5 minutes | 284 | 31.6% |
| 6-15 minutes | 300 | 33.4% |
| 16-30 minutes | 191 | 21.3% |
| 31-45 minutes | 100 | 11.1% |
| 46-60 minutes | 14 | 1.6% |
| 61-120 minutes | 8 | 0.9% |
| 121 minutes or more | 1 | 0.1% |
| Totals | 898 | 100.0% |

67. What is your distance from work (in miles)?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| 0-10 miles | 318 | 63.6% |
| 11-20 miles | 82 | 16.4% |
| 21-40 miles | 79 | 15.8% |
| 41-60 miles | 15 | 3.0% |
| 61-90 miles | 4 | 0.8% |
| 91-120 miles | 2 | 0.4% |
| 121 miles or more | 0 | 0.0% |
| Totals | 500 | 100.0% |

68. Does traffic flow on the International Bridge affect your choice to go to Canada?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 508 | 47.7% |
| No | 558 | 52.3% |
| Totals | 1,066 | 100.0% |

Other Issues

69. Has anyone in your household been involuntarily unemployed in the last 12 months?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 233 | 21.9% |
| No | 830 | 78.1% |
| Totals | 1,063 | 100.0% |

70. Does anyone in your household who is currently employed consider themselves to be underemployed?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 329 | 32.6% |
| No | 680 | 67.4% |
| Totals | 1,009 | 100.0% |

71. If yes is this due to: Lack of hours available or Lack of work that utilizes skills &/or education?

| Response Category | Number | Percentage |
|--|--------|------------|
| Lack of hours available | 141 | 42.9% |
| Lack of work that utilizes skills &/or education | 188 | 57.1% |
| Totals | 329 | 100.0% |

72. Is anyone in your household, who is currently employed, concerned about being laid off or terminated from their job?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 347 | 35.7% |
| No | 624 | 64.3% |
| Totals | 971 | 100.0% |

73. If someone in your household became unemployed, where would they seek assistance?

| Response Category | Number | Percentage |
|--|--------|------------|
| Michigan Works | 753 | 32.5% |
| Online Job Service | 571 | 24.7% |
| Newspaper | 701 | 30.3% |
| Local Economic Development Corporation | 203 | 8.8% |
| Other* | 86 | 3.7% |
| Totals | 2,314 | 100.0% |

Other*: University, business associations, professional associations, word of mouth, Michigan Vocational Rehabilitation Services, former employer, friends, other communities, Tribal Human Resources, Army Corps of Engineers website, Sault Area Career Center & LSSU

74. Has anyone in your household chosen to work for a lower wage in order to stay in this area?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 502 | 50.3% |
| No | 496 | 49.7% |
| Totals | 998 | 100.0% |

75. Has anyone in your household considered moving away from this area because of employment reasons during the last 12 months?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 437 | 43.4% |
| No | 571 | 56.6% |
| Totals | 1,008 | 100.0% |

76. Do you believe you will be able to retire by the time you reach your mid 60s?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 457 | 46.3% |
| No | 531 | 53.7% |
| Totals | 988 | 100.0% |

77. Do you consider this to be a good retirement community?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 686 | 64.9% |
| No | 371 | 35.1% |
| Totals | 1,057 | 100.0% |

78. Do you feel that Lake Superior State University is connected with the community?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 596 | 56.9% |
| No | 452 | 43.1% |
| Totals | 1,048 | 100.0% |

79. Do you believe this is a good community for raising children?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 910 | 85.9% |
| No | 149 | 14.1% |
| Totals | 1,059 | 100.0% |

80. Do you think it is important for children to attend a preschool program before they enter kindergarten?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 851 | 81.0% |
| No | 200 | 19.0% |
| Totals | 1,051 | 100.0% |

81. Are there adequate programs in our community to teach parenting skills for families with young children?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 361 | 37.1% |
| No | 611 | 62.9% |
| Totals | 972 | 100.0% |

82. How many adults in your household DO NOT have any health care coverage, including health insurance, prepaid plans such as HMOs, or government plans such as Medicare?

| Response Category | Number | Percentage |
|--------------------------|--------|------------|
| All adults have coverage | 798 | 78.3% |
| 1 | 144 | 14.1% |
| 2 | 64 | 6.3% |
| 3 or more | 13 | 1.3% |
| Totals | 1,019 | 100.0% |

83. Is anyone in your household a regular tobacco user?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 300 | 29.2% |
| No | 729 | 70.8% |
| Totals | 1,029 | 100.0% |

84. During the past 12 months, has anyone in your household tried to quit using tobacco?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 217 | 21.9% |
| No | 740 | 74.6% |
| I don't know | 35 | 3.5% |
| Totals | 992 | 100.0% |

85. Does anyone in your household consume alcohol on a weekly basis?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 394 | 37.3% |
| No | 662 | 62.7% |
| Totals | 1,056 | 100.0% |

86. In the past 30 days, how many times has someone in your household consumed 5 or more drinks on an occasion?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| None | 635 | 62.8% |
| 1 to 3 times | 275 | 27.2% |
| 4 to 5 times | 45 | 4.5% |
| More than 5 times | 56 | 5.5% |
| Totals | 1,011 | 100.0% |

87. How many days per week do you moderate activities for at least 30 minutes at a time?

| Response Category | Number | Percentage |
|--|--------|------------|
| Do not exercise at least 30 minutes weekly | 102 | 9.6% |
| Don't know/Not sure | 104 | 9.8% |
| 1-2 times | 215 | 20.2% |
| 3-5 times | 418 | 39.3% |
| 6-7 times | 224 | 21.1% |
| Totals | 1,063 | 100.0% |

88. How many days per week do you do vigorous activities for at least 30 minutes at a time?

| Response Category | Number | Percentage |
|--|--------|------------|
| Do not exercise at least 30 minutes weekly | 190 | 18.1% |
| Don't know/Not Sure | 157 | 14.9% |
| 1-2 times | 382 | 36.3% |
| 3-5 times | 245 | 23.3% |
| 6-7 times | 78 | 7.4% |
| Totals | 1,052 | 100.0% |

89. Are you affiliated with a local church that you attend on a regular basis?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 462 | 43.4% |
| No | 602 | 56.6% |
| Totals | 1,064 | 100.0% |

90. Where do you obtain most of your local news or information on current events?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Newspaper | 213 | 20.1% |
| Radio | 96 | 9.1% |
| Television | 406 | 38.6% |
| Online | 293 | 27.6% |
| Other* | 49 | 4.6% |
| Totals | 1,060 | 100.0% |

Other*: Coworkers, friends, word of mouth, combination of all of the above, Facebook, caregiver, gossip, Take 5 Program, work colleagues, email, social media, news app, NPR

91. Has anyone in your household been a victim of a crime in the last 12 months?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 83 | 7.8% |
| No | 981 | 92.2% |
| Totals | 1,064 | 100.0% |

92. Has anyone in your household experienced abuse (physical/verbal/emotional) from another household member?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 57 | 5.4% |
| No | 1,003 | 94.6% |
| Totals | 1,060 | 100.0% |

The following questions will help us be certain we have included a valid sampling of people

93. How many adults 65 years of age or older including yourself, live in your household?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| 0 | 741 | 70.5% |
| 1 | 164 | 15.6% |
| 2 | 135 | 12.8% |
| 3 | 6 | 0.6% |
| 4 | 4 | 0.4% |
| 5 | 0 | 0.0% |
| 6 or more | 1 | 0.1% |
| Totals | 1,051 | 100.0% |

94. Are you of Spanish/Hispanic origin or descent?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 17 | 1.6% |
| No | 1,017 | 98.4% |

| | | |
|--------|-------|--------|
| Totals | 1,034 | 100.0% |
|--------|-------|--------|

95. Race and Ethnicity: What do you consider to be your primary racial or ethnic group?

| Response Category | Number | Percentage |
|---------------------------|--------|------------|
| American Indian | 135 | 12.8% |
| White | 896 | 85.1% |
| Asian or Pacific Islander | 1 | 0.1% |
| Black or African American | 1 | 0.1% |
| Other* | 20 | 1.9% |
| Totals | 1,053 | 100.0% |

Other*: Aboriginal Metis, Hebrew, Northern European, Italian- Scottish, half Spanish half Japanese, Metis, Hispanic, German-English-Irish American, Sault Tribe of Chippewa Indians, Irish/German/Russian

96. What is your age group?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| 19 or younger | 7 | 0.7% |
| 20-24 | 43 | 4.0% |
| 25-34 | 144 | 13.5% |
| 35-44 | 203 | 19.0% |
| 45-54 | 218 | 20.4% |
| 55-59 | 135 | 12.6% |
| 60-64 | 90 | 8.4% |
| 65-74 | 136 | 12.7% |
| 75-84 | 69 | 6.5% |
| 85 and older | 23 | 2.2% |
| Totals | 1,068 | 100.0% |

97. Counting income from all sources (including all earnings from jobs, unemployment insurance, pensions, investments, public assistance, etc.) and counting income from everyone living in your home, which of the following ranges did your household income fall into last year?

| Response Category | Number | Percentage |
|---------------------|--------|------------|
| Less than \$10,000 | 51 | 5.0% |
| \$10,000-\$14,999 | 72 | 7.1% |
| \$15,000-\$24,999 | 96 | 9.4% |
| \$25,000-\$34,999 | 128 | 12.6% |
| \$35,000-\$49,999 | 176 | 17.3% |
| \$50,000-\$74,999 | 227 | 22.4% |
| \$75,000-\$99,999 | 140 | 13.8% |
| \$100,000-\$149,999 | 101 | 9.9% |
| \$150,000-\$199,999 | 11 | 1.1% |
| \$200,000 or more | 14 | 1.4% |
| Totals | 1,016 | 100.0% |

98. Does anyone in your household receive public assistance such as Temporary Assistance for Needy Families (TANF), food assistance, or Supplemental Security Income (SSI)?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 126 | 11.9% |
| No | 930 | 88.1% |
| Totals | 1,056 | 100.0% |

99. Are you:

| Response Category | Number | Percentage |
|---------------------------------|--------|------------|
| Married | 645 | 61.2% |
| Separated | 146 | 13.9% |
| Divorced | 74 | 7.0% |
| Never Married | 13 | 1.2% |
| Widowed | 121 | 11.5% |
| A member of an unmarried couple | 55 | 5.2% |
| Totals | 1,054 | 100.0% |

100. What is the highest grade or year of school completed by anyone in your household?

| Response Category | Number | Percentage |
|---------------------------|--------|------------|
| Grades 1 through 8 | 9 | 0.9% |
| Grades 9 through 11 | 20 | 1.9% |
| Grade 12 or GED | 194 | 18.3% |
| College 1 year to 3 years | 231 | 21.9% |
| College graduate | 337 | 31.9% |
| Post Graduate courses | 265 | 25.1% |
| Totals | 1,065 | 100.0% |

101. Are you currently:

| Response Category | Number | Percentage |
|----------------------------------|--------|------------|
| Employed for wages | 676 | 64.4% |
| Self-employed | 31 | 3.0% |
| Retired | 226 | 21.5% |
| A homemaker | 25 | 2.4% |
| Unable to work | 39 | 3.7% |
| A Student | 13 | 1.2% |
| Out of work for less than 1 year | 23 | 2.2% |
| Out of work for more than 1 year | 17 | 1.6% |
| Totals | 1,050 | 100.0% |

102. How many members of your household currently use a cell phone for any purpose? (Number of Adults)

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| None | 69 | 6.6% |
| 1 | 265 | 25.4% |
| 2 | 594 | 57.0% |
| 3 | 76 | 7.3% |
| 4 | 27 | 2.6% |
| 5 | 10 | 1.0% |
| 6 or more | 1 | 0.1% |
| Totals | 1,042 | 100.0% |

103. How many members of your household currently use a cell phone for any purpose? (Number of Kids)

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| None | 286 | 58.6% |
| 1 | 115 | 23.6% |
| 2 | 71 | 14.5% |
| 3 | 11 | 2.3% |
| 4 | 3 | 0.6% |
| 5 | 2 | 0.4% |
| 6 or more | 0 | 0.0% |
| Totals | 488 | 100.0% |

104. How many members of your household currently use a computer?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| 0 | 92 | 8.8% |
| 1 | 219 | 21.0% |
| 2 | 385 | 36.9% |
| 3 | 157 | 15.1% |
| 4 | 128 | 12.3% |
| 5 | 44 | 4.2% |
| 6 | 16 | 1.5% |
| 7 | 1 | 0.1% |
| 8 | 1 | 0.1% |
| 9 or more | 0 | 0.0% |
| Totals | 1,043 | 100.0% |

105. Do you have a high speed (DSL, cable, satellite) internet connection?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 843 | 80.6% |
| No | 203 | 19.4% |

| | | |
|--------|-------|--------|
| Totals | 1,046 | 100.0% |
|--------|-------|--------|

106. In case of a disaster or emergency situation, your household has prepared:

| Response Category | Number | Percentage |
|---------------------------------|--------|------------|
| A plan | 165 | 15.7% |
| A plan & emergency supplies | 110 | 10.5% |
| A plan, supplies, & food stores | 160 | 15.3% |
| Nothing | 614 | 58.8% |
| Totals | 1,049 | 100.0% |

107. For information during emergencies or bad weather, where do you go for more information?

| Response Category | Number | Percentage |
|------------------------|--------|------------|
| Television | 714 | 40.4% |
| Radio | 400 | 22.6% |
| Internet | 437 | 24.7% |
| Call friends or family | 217 | 12.3% |
| Totals | 1,768 | 100.0% |

108. Are you home-bound or need help from friends or family to complete everyday tasks such as grocery shopping?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 55 | 5.2% |
| No | 996 | 94.8% |
| Totals | 1,051 | 100.0% |

109. Do you travel to Canada?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 439 | 41.7% |
| No | 613 | 58.3% |
| Totals | 1,052 | 100.0% |

110. If yes, why?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Business/work | 31 | 3.7% |
| School | 4 | 0.5% |
| Recreation/Sports | 217 | 26.4% |
| Shopping/Dining | 330 | 40.1% |
| Entertainment | 224 | 27.2% |
| Health Care | 17 | 2.1% |
| Totals | 823 | 100.0% |

111. How important is it to you to have access to locally grown foods?

| Response Category | Number | Percentage |
|--------------------|--------|------------|
| Not Important | 135 | 12.8% |
| Somewhat Important | 499 | 47.3% |
| Very Important | 421 | 39.9% |
| Totals | 1,055 | 100.0% |

112. If you purchase locally grown foods, where do you typically go to purchase them?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Farmer's Market | 770 | 80.5% |
| Local Farm | 92 | 9.6% |
| Other* | 95 | 9.9% |
| Totals | 957 | 100.0% |

Other*: Family gardens, food stands, grow our own, Co-op, Harmony Health, friends, free community garden, local health food stores

Use of Health Care Services

113. In the past three years, was there a time when you or a member of your household thought you needed health care services but did NOT get medical services?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 370 | 35.1% |
| No | 683 | 64.9% |
| Totals | 1,053 | 100.0% |

114. If you answered yes, what were the three most important reasons why you did not receive health care services?

| Response Category | Number | Percentage |
|-------------------------------------|--------|------------|
| Could not get an appointment | 56 | 5.9% |
| It cost too much | 242 | 25.4% |
| Not treated with respect | 44 | 4.6% |
| No insurance | 142 | 14.9% |
| Too long to wait for an appointment | 115 | 12.1% |
| Could not get off work | 54 | 5.7% |
| Too afraid/nervous | 40 | 4.2% |
| Don't like doctors | 44 | 4.6% |
| Unsure if services were available | 24 | 2.5% |
| Too far away | 26 | 2.7% |
| Didn't know where to go | 20 | 2.1% |
| My insurance didn't cover it | 82 | 8.6% |
| Office wasn't open when I could go | 41 | 4.3% |
| Car problems | 8 | 0.8% |
| Had no one to watch the children | 13 | 1.4% |
| Language barrier | 2 | 0.2% |
| Totals | 953 | 100.0% |

112. In the past three years, have you or your household members received care in a hospital? (hospitalized overnight, day surgery, obstetrical care, rehabilitation, radiology or emergency care)

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 852 | 80.6% |
| No | 205 | 19.4% |
| Totals | 1,057 | 100.0% |

113. If you answered yes, which hospital does your household use MOST for hospital care?

| Response Category | Number | Percentage |
|------------------------------------|--------|------------|
| War Memorial Hospital | 783 | 92.5% |
| Sparrow- Lansing | 1 | 0.1% |
| Helen DeVos Children's Hospital | 2 | 0.2% |
| Sault Tribe Health Clinic | 2 | 0.2% |
| McLaren Northern Michigan | 30 | 3.5% |
| Marquette General Hospital | 4 | 0.5% |
| University of Michigan | 2 | 0.2% |
| Mackinaw Straits | 7 | 0.8% |
| Otsego Memorial Hospital | 1 | 0.1% |
| Helen Joy Newberry | 2 | 0.2% |
| Beaumont-Troy | 1 | 0.1% |
| Munson | 3 | 0.4% |
| Bell Memorial | 1 | 0.1% |
| Mayo Clinic | 1 | 0.1% |
| VA Ann Arbor | 1 | 0.1% |
| Little Traverse | 1 | 0.1% |
| Beaumont- Royal Oak | 1 | 0.1% |
| Kinross Clinic | 1 | 0.1% |
| St. Joseph Regional Medical Center | 1 | 0.1% |
| Dickinson County Hospital | 1 | 0.1% |
| Totals | 846 | 100.0% |

114. Thinking about the hospital you use most frequently, what are the three most important reasons for choosing that hospital?

| Response Category | Number | Percentage |
|------------------------------------|--------|------------|
| Cost of care | 45 | 1.8% |
| Closest to home | 783 | 30.9% |
| Closest to work | 160 | 6.3% |
| Emergency, no choice | 351 | 13.9% |
| Hospital's reputation for quality | 235 | 9.3% |
| Recommended by family or friends | 72 | 2.9% |
| Referred by physician | 353 | 13.9% |
| Required by my insurance | 94 | 3.7% |
| VA/Military requirement | 11 | 0.4% |
| Prior experience with the hospital | 378 | 14.9% |
| Other* | 50 | 2.0% |
| Totals | 2,532 | 100.0% |

Other*: shop local, pediatric needs, no other choice, has competent doctors, where I work, War Memorial seems to be trying to improve the quality of their service, Great OB/GYN practice, exceptional nursing care, Canadian citizen; free health care, only hospital in town, Specialties not available closer

115. In the past three years have you or your household member seen a primary care provider (such as a family physician, internist, physician assistant or nurse practitioner) for health care services?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 998 | 94.7% |
| No | 56 | 5.3% |
| Totals | 1,054 | 100.0% |

116. Where was that primary care provider located?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Sault Ste. Marie | 884 | 90.0% |
| Petoskey | 19 | 1.9% |
| Cedarville | 12 | 1.2% |
| St. Ignace | 7 | 0.7% |
| Fenton | 1 | 0.1% |
| Houghton Lake | 1 | 0.1% |
| Alpena | 1 | 0.1% |
| Engadine | 1 | 0.1% |
| Ontario | 1 | 0.1% |
| Brimley | 8 | 0.8% |
| Drummond Island | 7 | 0.7% |
| Bay Mills | 19 | 1.9% |
| Indian River | 1 | 0.1% |
| Pickford | 10 | 1.1% |
| Lansing | 1 | 0.1% |
| Port Huron | 1 | 0.1% |
| Mackinaw City | 1 | 0.1% |
| Kalkaska | 1 | 0.1% |
| De Tour Village | 1 | 0.1% |
| Newberry | 2 | 0.2% |
| Kincheloe | 1 | 0.1% |
| Troy | 1 | 0.1% |
| Charlevoix | 1 | 0.1% |
| Cheboygan | 1 | 0.1% |
| Totals | 983 | 100.0% |

117. Why did you select the primary care provider you are currently seeing?

| Response Category | Number | Percentage |
|---|--------|------------|
| Appointment availability | 317 | 13.4% |
| Clinic's reputation for quality | 319 | 13.5% |
| Closest to home | 484 | 20.5% |
| Cost of care | 85 | 3.6% |
| Length of waiting room time | 92 | 3.9% |
| Prior experience with the clinic | 437 | 18.5% |
| Recommended by family or friends | 325 | 13.7% |
| Referred by physician or other provider | 128 | 5.4% |
| Required by insurance plan | 56 | 2.4% |
| VA/Military requirement | 13 | 0.5% |
| Other* | 110 | 4.6% |
| Totals | 2,366 | 100.0% |

Other*: I know the physician personally, excellent reputation, thoroughness, good with elders, Have been going here for over 20 years, pediatric needs, personal friend, have been with Ranta for years, closest to work, Tribal Health Facility, needed a specialist and was on a waiting list, replaced previous doctor, trust, accepted us, spoke clear English, Kind, caring personality; listens & doesn't make you feel rushed, Personal knowledge of provider, no other choice, wanted a female doctor, quality care, member of local tribe, closest to home, family friend

118. In the past three years have you or a household member seen a health care specialist (other than your primary care provider for health care services)?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Yes | 880 | 84.5% |
| No | 162 | 15.5% |
| Totals | 1,042 | 100.0% |

119. What type of health care specialist was seen?

| Response Category | Number | Percentage |
|---------------------------|--------------|---------------|
| Cardiologist | 216 | 7.1% |
| Chiropractor | 221 | 7.3% |
| Dentist | 499 | 16.4% |
| Dermatologist | 209 | 6.9% |
| Substance abuse counselor | 16 | 0.5% |
| ENT (ear/nose/throat) | 140 | 4.6% |
| General Surgeon | 261 | 8.6% |
| Neurologist | 115 | 3.8% |
| OB/GYN | 215 | 7.1% |
| Pediatrician | 51 | 1.7% |
| Optometrist | 288 | 9.5% |
| Orthopedic Surgeon | 229 | 7.6% |
| Oncologist | 71 | 2.3% |
| Podiatrist | 60 | 2.0% |
| Rheumatologist | 49 | 1.6% |
| Psychiatrist | 49 | 1.6% |
| Psychologist | 48 | 1.6% |
| Radiologist | 138 | 4.6% |
| Mental Health Counselor | 70 | 2.3% |
| Dietician | 66 | 2.2% |
| Social Worker | 27 | 0.7% |
| Totals | 3,038 | 100.0% |

120. Where was the health care specialist located (Name of town/city):

| Response Category | Number | Percentage |
|--------------------|--------|------------|
| Sault Sainte Marie | 515 | 46.2% |
| Petoskey | 226 | 20.2% |
| Traverse City | 142 | 12.7% |
| St. Ignace | 41 | 3.6% |
| Marquette | 30 | 2.7% |
| Pickford | 21 | 1.9% |
| Ann Arbor | 15 | 1.3% |
| Grand Rapids | 10 | 0.9% |
| Cedarville | 9 | 0.8% |
| Cheboygan | 8 | 0.7% |
| Bay Mills | 8 | 0.7% |
| Rochester, MN | 8 | 0.6% |
| Kinross | 7 | 0.5% |
| Brimley | 6 | 0.4% |
| Gaylord | 5 | 0.4% |
| Kincheloe | 5 | 0.4% |

| | | |
|-----------------|--------------|---------------|
| Lansing | 5 | 0.4% |
| Saginaw | 4 | 0.4% |
| Rochester Hills | 4 | 0.3% |
| Port Huron | 3 | 0.3% |
| Grayling | 3 | 0.3% |
| Waterford | 3 | 0.3% |
| Milwaukee | 3 | 0.2% |
| Royal Oak | 2 | 0.2% |
| Ottawa, Ontario | 2 | 0.1% |
| Iron Mountain | 1 | 0.1% |
| Dearborn | 1 | 0.1% |
| Kalamazoo | 1 | 0.1% |
| Flint | 1 | 0.1% |
| St. Clair | 1 | 0.1% |
| Bad Axe | 1 | 0.1% |
| Honolulu, HI | 1 | 0.1% |
| Lake Forest, IL | 1 | 0.1% |
| Davidson | 1 | 0.1% |
| Fremont, NE | 1 | 0.1% |
| St. Clair | 1 | 0.1% |
| Lapeer | 1 | 0.1% |
| Manitowoc | 1 | 0.1% |
| Hibbing, MN | 1 | 0.1% |
| Charlevoix | 1 | 0.1% |
| Cleveland, OH | 1 | 0.1% |
| Howell | 1 | 0.1% |
| East Jordan | 1 | 0.1% |
| Seattle, WA | 1 | 0.1% |
| Mishawaka, IN | 1 | 0.1% |
| South Bend, IN | 1 | 0.1% |
| Mount Pleasant | 1 | 0.1% |
| Detroit | 1 | 0.1% |
| Newberry | 1 | 0.1% |
| Tawas | 1 | 0.1% |
| Warren | 1 | 0.1% |
| Kalkaska | 1 | 0.1% |
| Escanaba | 1 | 0.1% |
| West Branch | 1 | 0.1% |
| Totals | 1,114 | 100.0% |

121. The following services are available at War Memorial Hospital. Please rate the overall quality for each service

Emergency Room

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Excellent | 219 | 21.4% |
| Good | 337 | 32.9% |
| Fair | 209 | 20.4% |
| Poor | 111 | 10.8% |
| Don't Know | 149 | 14.5% |
| Totals | 1,025 | 100.0% |

Laboratory

| Response Category | Number | Percentage |
|-------------------|--------------|---------------|
| Excellent | 376 | 36.8% |
| Good | 395 | 38.7% |
| Fair | 102 | 10.0% |
| Poor | 35 | 3.4% |
| Don't Know | 113 | 11.1% |
| Totals | 1,021 | 100.0% |

Physical Therapy

| Response Category | Number | Percentage |
|-------------------|------------|---------------|
| Excellent | 268 | 27.6% |
| Good | 134 | 13.8% |
| Fair | 44 | 4.5% |
| Poor | 20 | 2.0% |
| Don't Know | 506 | 52.1% |
| Totals | 972 | 100.0% |

Other*

| Response Category | Number | Percentage |
|-------------------|------------|---------------|
| Excellent | 157 | 57.5% |
| Good | 54 | 19.8% |
| Fair | 15 | 5.5% |
| Poor | 20 | 7.3% |
| Don't Know | 27 | 9.9% |
| Totals | 273 | 100.0% |

Other*: Outpatient surgery, radiology, ICU, OB, mental health, EKG, Mammogram, inpatient surgery, sleep center, labor and delivery, oncology, walk-in clinic, respiratory

122. What additional health care services would you use if they were available locally? (Please write your answers below).

| Response Category | Number |
|---------------------------------|------------|
| Periodontitis | 1 |
| Pediatrician | 12 |
| Acupuncturist | 4 |
| Cardiac Surgeons/Cardiology | 4 |
| Dermatologist | 20 |
| Urologist | 11 |
| Child Psychologist/Psychiatrist | 3 |
| Rheumatologist | 7 |
| Pain Specialist | 4 |
| Neurologist | 5 |
| Plastic Surgeon | 3 |
| Oral Surgeon/ Dentist | 10 |
| Oncology/Oncologist | 5 |
| Radiation Treatment | 9 |
| Psychiatrist | 9 |
| Endocrinologist | 11 |
| Podiatrist | 1 |
| Pediatric Dentist | 6 |
| Speech and Language Therapy | 1 |
| Ophthalmologist | 1 |
| Pool for Therapy | 3 |
| Gym for Elderly | 4 |
| ENT | 2 |
| Birthing Center | 1 |
| Optometrist | 2 |
| Walk in clinic | 2 |
| Chiropractor | 1 |
| Primary Care Physician | 4 |
| OB-GYN | 2 |
| Audiologist | 1 |
| Respiratory Specialist | 2 |
| OT | 1 |
| Totals | 152 |

Awareness of Services

123. How do you rate your knowledge of the health care services available at War Memorial Hospital?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Excellent | 252 | 24.6% |
| Good | 488 | 47.7% |
| Fair | 237 | 23.1% |
| Poor | 47 | 4.6% |
| Totals | 1,024 | 100.0% |

124. How did you learn about the health care services available at War Memorial Hospital?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Newspaper | 234 | 15.0% |
| Yellow pages | 38 | 2.4% |
| Word of mouth | 692 | 44.3% |
| Health Fair | 66 | 4.2% |
| Presentation | 64 | 4.1% |
| Church | 16 | 1.0% |
| Website/ Internet | 174 | 11.1% |
| Other* | 279 | 17.9% |
| Totals | 1,563 | 100.0% |

Other*: Physician, WMH newsletter, work there, personal experience, only one available, family, flyer in mail, Health Beat Magazine, Community Health Access Coalition, publication in booklet, healthcare provider, radio, volunteer there, caregiver, SHACC office, friends, BVS meeting

125. Which community health resources, other than the hospital or clinic, have you used in the past three years? (Circle all that apply)

| Response Category | Number | Percentage |
|--------------------------|--------|------------|
| Pharmacy | 822 | 42.0% |
| Dentist | 715 | 36.5% |
| Public Health Department | 234 | 11.9% |
| Mental health | 89 | 4.5% |
| Long term care | 18 | 0.9% |
| Senior Center | 31 | 1.6% |
| Other* | 50 | 2.6% |
| Totals | 1,959 | 100.0% |

Other*: Rehabilitation, VA Clinic, employee assistance program, advance surgical, chiropractor, podiatrist, Community Health Access Coalition, GTOC, road to recovery van, Take 5 CLM-CAA, lab, fitness center, optometrist, Indian Health services, War memorial Rehab Center, Physical Therapy, Occupational Therapy, employee health clinic, massage therapy, Bay Mills Health Center, Mammogram, Brimley Community Health

126. In your opinion, what would improve your community's access to health care? (Circle all that apply)

| Response Category | Number | Percentage |
|------------------------------|--------|------------|
| More health education | 261 | 14.2% |
| More primary care providers | 416 | 22.7% |
| More specialists | 502 | 27.4% |
| Transportation assistance | 226 | 12.3% |
| Longer hours open at clinics | 268 | 14.6% |
| Telemedicine | 89 | 4.9% |
| Other* | 71 | 3.9% |
| Totals | 1,833 | 100.0% |

Other*: Get rid of OBAMACARE, better doctors, more training, doctors that listen to their patients that are knowledgeable of their own health issues, better billing practices, better quality physicians who stay in the area longer, care and help for low income people, specialized care for aging population, low cost clinic, specialty labs, radiation, pediatric dentist, Community Health Access Coalition, dentist, child psych services, better mental health resources, dental,

127. In your opinion, how important are local health care services to the economic well-being of the community?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Very important | 800 | 77.0% |
| Important | 218 | 21.0% |
| Not important | 5 | 0.5 |
| Don't Know | 16 | 1.5% |
| Totals | 1,039 | 100.0% |

128. What type of medical insurance covers the majority of your household's medical expenses?

| Response Category | Number | Percentage |
|------------------------|--------|------------|
| None | 60 | 4.9% |
| Employer sponsored | 609 | 49.3% |
| Medicare | 242 | 19.6% |
| Medicaid | 79 | 6.4% |
| Self-paid | 63 | 5.1% |
| Indian health | 67 | 5.3% |
| Health Savings Account | 43 | 3.5% |
| VA/Military | 31 | 2.5% |
| Other* | 42 | 3.4% |
| Totals | 1,236 | 100.0% |

Other*: Blue Cross Blue Shield, OHIP< Ontario, Tribal Contact Health, Community Health Access Coalition, Tri Care Prime for Life, Ohio Teachers Retirement health care, CIGNA, SHACC, HAP HMO, GEHO, AARP Supplemental, State of Michigan

129. How well do you think your health insurance covers your health care costs?

| Response Category | Number | Percentage |
|-------------------|--------|------------|
| Excellent | 228 | 22.7% |
| Good | 462 | 45.9% |
| Fair | 230 | 22.8% |
| Poor | 87 | 8.6% |
| Totals | 1,007 | 100.0% |

130. If you do not have medical insurance, why?

| Response Category | Number | Percentage |
|--|--------|------------|
| I cannot afford to pay for medical insurance | 101 | 65.6% |
| I choose not to get medical insurance | 4 | 2.6% |
| I cannot get medical insurance due to medical issues | 9 | 5.8% |
| Employer does not offer insurance | 26 | 16.9% |
| Other* | 14 | 9.1% |
| Totals | 154 | 100.0% |

Other*: Underemployment, I have no coverage during summer months (laid off) unless I take COBRA which is too expensive, not eligible for state health insurance, do not work full time to get insurance, unemployed, no affordable programs available, only have it for myself, I cannot afford to have my kids on it, wish I could afford co-pay, my husband works in Canada so we are limited

COMMUNITY MEETING INFORMATION

Two community meetings were facilitated by Angie Emge of the Michigan Center for Rural Health at the Lake Superior State University Cisler Center in Sault Ste. Marie, Michigan on September 26, 2013 from 5:30-7:00p.m. and on September 27, 2013 from 10:00-11:30 a.m.

Marketing for these meetings was completed by Sherri Pavloski and Pat Bray of War Memorial Hospital and Angela Nebel of Summit Public Relations. Marketing for the meeting included:

- An invitation (see following page) was sent in the mail to 400 community members in Chippewa County including government officials, clergy, senior citizens, educators, hospital auxiliary members, health care agencies, business owners (Chamber of Commerce members), social services agencies, volunteer/service groups and others.
- An email invitation was sent to 130 individuals and 25 local groups/organizations for distribution to their employees, contact lists, email lists etc. which included government officials, clergy, senior citizens, educators, hospital auxiliary members, health care agencies, business owners, social services agencies, volunteer service groups and others.
- Radio public service announcements were done on four (4) local radio stations.
- A newspaper media release was sent to The Evening News, main local newspaper for our area.
- An invitation was posted at 60 local healthcare provider and healthcare agency offices and sent to 300 other local businesses in Chippewa County (Chamber of Commerce mailing list) with requests to post in a public location in their business/organization.
- Announcement on War Memorial Hospital website www.warmemorialhospital.org
- Announcement on War Memorial Hospital Facebook page.

Community participation was lower than anticipated but each meeting was attended by a very dynamic group of individuals. Participants included: Community members, nursing school students from Lake Superior State University, Instructor from Lake Superior State University, War Memorial Auxiliary members, and member from Sault Tribe of Chippewa Indians.

The relationship between WMH and the MCRH was explained at the beginning of each meeting. Participants were asked to discuss the health needs of their community and barriers to care, and propose actions to address identified needs. Responses were recorded. Following the discussion each community member was given five markers which designated a vote. They were instructed to add their marker to the health needs they found most important. Participants could add all five markers to one topic or distribute them among a variety of topics.

Meeting Summary

September 26, 5:30 -7:00p.m.

Thirteen (13) participants were present. Angie Emge, Hospital Programs Manager at the Michigan Center for Rural Health facilitated an informal discussion with questions used as a tool to keep structure to the conversation. Victoria Lantzy, Rural Education Manager for the Michigan Center for Rural Health tracked the conversation by taking notes on a large white paper located in the front of the room. The notes were the bullet points or main themes of the conversation following each question. At the end of discussion participants were given five dots to place on the areas where they would like to see resources focused.

The top five community needs:

1. More Home Health Services
2. Retention Services
3. School- Based Health Care
4. Preventive Education
5. State Accessibility to the UP

Meeting Summary

September 27 10:00a.m. - 12:00p.m.

Fifteen (15) participants were present. Angie Emge, Hospital Programs Manager at the Michigan Center for Rural Health facilitated an informal discussion with questions used as a tool to keep structure to the conversation. . Victoria Lantzy, Rural Education Manager for the Michigan Center for Rural Health tracked the conversation by taking notes on a large white paper located in the front of the room. The notes were the bullet points or main themes of the conversation following each question. At the end of discussion participants were given five dots to place on the areas where they would like to see resources focused.

The top five community needs:

1. Working on Physician Moral
2. Recruitment & Retention Services
3. Publicity for 211
4. Expand/partner with Hiawatha Behavioral Health for Mental Health First Aid Classes
5. Drug Education

Common areas of need mentioned at both meetings:

Recruitment & Retention Services: At the September 26 Community Meeting, recruitment and retention services was consistent with the September 27, 2013 Community Meeting.

Patient/Health Education: At both of the community meetings some kind of education was brought up. Some of the examples of types of education were: drug education, preventative education, health, education, nutrition, education, etc.

APPENDIX I

September 26 Full Meeting Notes

Needs

- Loss of positions
- Transportation
- Lack of cell service
- On-call Dental Services
- Recruitment Services
- Regional Collaborative Services
- Health Education (1)
- Access to providers (1)
- School- Based Health Clinics (1)
- Readmits to the hospital (2)
- Lack of Medicaid dentists
- Preventive Education (3)
- More Home Health Care Services (6)
- Retention Services (5)
- Education on Smoking for Pregnant Mother (4)

Barriers

- Cost
- Travel
- Education on how to use insurance plans
- Insurance company's boundaries for "in-network" or "out-of-network"
- Transportation (cost and time) (1)
- Education about resources for healthcare services (2)
- Responsible healthcare consumer (2)
- State accessibility to the U.P. "Lansing Education" (6)

Solutions

- Senior Wellness/Education
- Senior Education
- Health Education on the web (self-diagnosis)
- Creative Collaborative Agencies (1)
- Health Education (2)
- Mental Health Education- young children (2)
- Hospital Education- Preventive Services (3)
- Nutrition Education (3)
- Grant Funds- Access to source, grant writers (4)
- School Based Health Clinic (6)

September 27 Full Meeting Notes

Needs

- Lack of Physicians
- Community Support of Services
- Public website
- Transportation
- Home Care Services
- Education on Prescription drug use
- Education on Narcotic Drugs
- Collaborative Services between War and Health Department
- Detox Services (more than 1 time per year) (1)
- Staff Education- drugs, narcotics (1)
- Better control of prescriptions (1)
- Mental Health- overdoses, suicides (1)
- Radiation Services (1)
- Oncologist (1)
- Patient Education (2)
- List of Health Services Available (3)
- Eating Disorder Services (3)
- Revising Hospital Management (4)
- Expand/partner with Hiawatha Behavioral Health for Mental Health First Aid Classes (6)
- Publicity 211 (6)
- Recruitment & Retention Services (8)
- Working on Physician Moral (11)

Barriers

- Lack of Resources
- Lack of Knowledge of Resources
- Shuttle Service
- Website Publications
- Lack of funding (2)
- Transportation (3)
- Community Apathy (2)

Solutions

- Better patient advocacy program
- "Lifeline program" through hospital- more affordable
- Collaboration Among Community/County Agencies
- Health Fair
- Food and Drug Interaction Education (1)
- Clearing House or "211" (1)
- Consideration for patient needs (1)
- Board Term Limits (6)
- Drug Education (8)

**APPENDIX II
SURVEY INSTRUMENT
WAR MEMORIAL ASSESSMENT
HOUSEHOLD SURVEY
2013**

A. Community Challenges and Issues

People experience challenges and issues sometimes in the community where they live. Here is a list of common issues. For each one, please describe whether you believe it is not an issue, a moderate issue, or a major issue for people in your community. (PLEASE CHECK ONE BOX IN EACH ROW). **After this section, you will be asked about your own household.**

| | Not an Issue | Minor Issue | Moderate Issue | Major Issue |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| <i>Economic Issues</i> | | | | |
| 1. Unemployment or underemployment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Poverty | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Lack of jobs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Educational Issues</i> | | | | |
| 4. Availability of Skilled Trades training | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. K-12 education prepares student for workforce | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. K-12 education prepares student for further schooling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Lack of educational funding | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Environmental Issues</i> | | | | |
| 8. Water pollution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Surface water (beach) pollution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Air pollution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Imported solid waste | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Recycling convenience | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Hazardous waste disposal | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Health Issues</i> | | | | |
| 14. Alcohol abuse | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Tobacco abuse | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. Illegal drug abuse | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Prescription drug abuse | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. Lack of &/or affordability of mental health care services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Lack of affordable dental care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20. Lack of affordable medical care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | Not an Issue | Minor Issue | Moderate Issue | Major Issue |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| <i>Housing Issues</i> | | | | |
| 21. Shortage of affordable housing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 22. Substandard housing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 23. Availability of rental housing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 24. Homelessness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Leisure Activity Issues</i> | | | | |
| 25. Shortage of sports/recreational facilities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 26. Shortage of parks & trails | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 27. Lack of cultural activities (concerts, museums, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 28. Availability of community festivals/events | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Social Issues</i> | | | | |
| 29. Crime | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 30. Teen pregnancy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 31. Racial or ethnic discrimination | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 32. Family violence, abuse of children or adults | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 33. Lack of affordable elder care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 34. Gambling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Transportation Issues</i> | | | | |
| 35. Inadequate public transportation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 36. Poor road conditions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

B. Household Challenges and Issues

Here is a list of questions about challenges and issues for which people and families often look for help. These challenges and issues affect people of all ages. The questions ask whether any one of the following has been a challenge or an issue for you or anyone in your household over the past 12 months. If it has been a challenge or an issue, please describe it as either; not an issue, a moderate issue, or a major issue. (PLEASE CHECK ONE BOX IN EACH ROW)

| | Not an Issue | Minor Issue | Moderate Issue | Major Issue |
|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <i>Economic Issues</i> | | | | |
| 1. Not having enough food | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 2. Finding it difficult to budget (more expenses than income) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Unable to find work | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Unemployment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Under-employment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Significant credit card debt | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Educational Issues</i> | | | | |
| 7. High school providing adequate career guidance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Student achievement scores on state tests | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Children not being safe at school | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Affordable college education | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Environmental Issues</i> | | | | |
| 11. Experiencing air quality issues in your home | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Experiencing water quality issues in your home | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Recycling convenience | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Health Issues</i> | | | | |
| 14. Lack of money to pay the doctor, buy prescription medications, or get medical insurance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Lack of money to pay the dentist | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. Feeling a lot of anxiety, stress, or depression | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Experiencing an alcohol problem | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. Experiencing a tobacco problem | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Experiencing a drug problem | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20. Experiencing significant behavioral or emotional issues with children or teenagers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Housing Issues</i> | | | | |
| 21. Living in housing that needs major repairs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 22. Lack of money to pay for housing/utilities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>Leisure Activity Issues</i> | | | | |

23. Availability of recreational activities

Social Issues

24. Safety in the community
25. Unable to get care for a person with a disability or serious illness, or for an elder
26. Unable to find or afford childcare

Transportation Issues

27. Do you own or have access to a reliable vehicle? Yes No
28. Do you rely on public transportation? Yes No
 Time/Distance from home to work less than 15 minutes more than 15 minutes
29. Does traffic flow on the International Bridge affect your choice to go to Canada? Yes No

C. Other Issues

Please check the appropriate box and fill in the spaces as requested.

1. Has anyone in your household been involuntarily unemployed in the last 12 months? Yes No
2. Does anyone in your household who is currently employed consider themselves to be under-employed? Yes No
 If yes, is this due to lack of hours available lack of work that utilizes skills &/or education
3. Is anyone in your household, who is currently employed, concerned about being laid off or terminated from their job? Yes No
4. If someone in your household became unemployed, where would they seek assistance? (CHECK ALL THAT APPLY.)
 Michigan Works! On line job service (e.g. Monster.com) Newspaper
 Local Economic Development Corporation
5. Has anyone in your household chosen to work for a lower wage in order to stay in this area? Yes No
6. Has anyone in your household considered moving away from this area because of employment reasons during the last 12 months? Yes No
7. Do you believe you will be able to retire by the time you reach your mid 60s? Yes No
8. Do you consider this to be a good retirement community? Yes No
9. Do you feel that Lake Superior State University is connected with the community? Yes No
10. Do you believe this is a good community for raising children? Yes No
11. Do you think it is important for children to attend a preschool program before they enter kindergarten? Yes No

12. Are there adequate programs in our community to teach parenting skills for families with young children?
 Yes No

13. How many *adults* in your household **DO NOT** have any health care coverage, including health insurance, prepaid plans such as HMOs, or government plans such as Medicare?

1 2 3 or more All adults have coverage

14. Is anyone in your household a regular tobacco user? Yes No

15. During the past 12 months, has anyone in your household tried to quit using tobacco?

Yes No Don't know

16. Does anyone in your household consume alcohol on a weekly basis? Yes No

17. In the past 30 days, how many times has someone in your household consumed 5 or more drinks on an occasion?

1 to 3 times 4 to 5 times More than 5 times

18. How many days per week do you do moderate activities for at least 30 minutes at a time? Moderate activities include: brisk walking, bicycling, vacuuming, gardening, or anything else that causes small increases in breathing or heart rate.

___ Days per week Do not exercise at least 30 minutes weekly
 Don't know/Not sure

19. How many days per week do you do vigorous activities for at least 30 minutes at a time? Vigorous activities include: running, aerobics, heavy yard work, or anything else that causes large increases in breathing or heart rate.

___ Days per week Do not exercise at least 30 minutes weekly
 Don't know/Not sure

20. Are you affiliated with a local church that you attend on a regular basis? Yes No

21. Where do you obtain most of your local news or information on current events? (Select One)
 Newspaper Radio Television Online Other (_____)

22. Has anyone in your household been a victim of a crime in the last 12 months? Yes No

23. Has anyone in your household experienced abuse (physical/verbal/emotional) from another household member?
 Yes No

D. *The following questions will help us be certain we have included a valid sampling of people. (PLEASE CHECK ONE BOX FOR EACH QUESTION)*

1. How many adults 65 years of age or older, including yourself, live in your household? ENTER NUMBER

2. Race and Ethnicity

a. Are you of Spanish/Hispanic origin or descent? Yes No

b. What do you consider to be your primary racial or ethnic group?

- American Indian Asian or Pacific Islander Black or African American
 White Other (please specify): _____

3. What is your age group?

- 19 or younger 20-24 25-34 35-44 45-54 55-59
 60-64 65-74 75-84 85 and older

4. Counting income from all sources (including all earnings from jobs, unemployment insurance, pensions, investments, public assistance, etc.) and counting income from everyone living in your home, which of the following ranges did your household income fall into last year?

- Less than \$10,000 \$10,000-\$14,999 \$15,000-\$24,999 \$25,000-\$34,999
 \$35,000-\$49,999 \$50,000-\$74,999 \$75,000-\$99,999 \$100,000-\$149,999
 \$150,000-\$199,999 \$200,000 or more

5. Does anyone in your household receive public assistance such as Temporary Assistance for Needy Families (TANF), food assistance, or Supplemental Security Income (SSI)? Yes No

6. Are you:

- Married Divorced Widowed
 Separated Never married A member of an unmarried couple

7. What is the highest grade or year of school completed by anyone in your household?

- Grades 1 through 8 Grades 9 through 11 Grade 12 or GED
 College 1 year to 3 years College graduate Post Graduate courses

8. Are you currently:

- Employed for wages Self-employed Retired
 A Homemaker Unable to work A Student
 Out of work for less than 1 year Out of work for more than 1 year

9. How many members of your household currently use a cell phone for any purpose?

- ___ Number of adults ___ Number of kids None

10. How many members of your household currently use a computer? _____

11. Do you have a high speed (DSL, cable, satellite) internet connection? Yes No

12. In case of a disaster or emergency situation, your household has prepared:

- A plan A plan & emergency supplies A plan, supplies, & food stores Nothing

13. For information during emergencies or bad weather, where do you go for more information?

- Television Radio Internet Call friends or family

14. Are you home-bound or need help from friends or family to complete everyday tasks such as grocery shopping?

- Yes No

15. Do you travel to Canada? Yes No *If yes, why?(check all that apply)*

- Business/Work School Recreation/sports Shopping/Dining Entertainment Health Care

16. How important is it to you to have access to locally grown foods?

Not important

Somewhat important

Very Important

17. If you purchase locally grown foods, where do you typically go to purchase them?

Farmer's Market

Local Farm

Other (_____)

E. Use of Health Care Services

1. In the past three years, was there a time when you or a member of your household thought you needed health care services but did NOT get medical services?

Yes

No (If no, skip to question 3)

2. If you answered question E1 yes, what were the three most important reasons why you did not receive health care services? (Check 3 that apply)

Could not get an appointment

It cost too much

Not treated with respect

No insurance

Too long to wait for an appointment

Could not get off work

Too afraid/nervous

Don't like doctors

Unsure if services were available

Too far away

Didn't know where to go

My insurance didn't cover it

Office wasn't open when I could go

Car problems

Had no one to watch the children

Language barrier

3. In the past three years, have you or your household members received care in a hospital? (hospitalized overnight, day surgery, obstetrical care, rehabilitation, radiology or emergency care)

Yes

No (If no, skip to question 6)

4. If you answered question 3 yes, which hospital does your household use the MOST for hospital care?

Name of hospital: _____

5. Thinking about the hospital you use most frequently, what are the three (3) most important reasons for choosing that hospital? (Check three that apply)

Cost of care

Recommended by family or friends

Closest to home

Referred by physician

Closest to work

Required by my insurance

Emergency, no choice

VA/Military requirement

Hospital's reputation for quality

Prior experience with the hospital

Other: _____

6. In the past three years have you or a household member seen a primary care provider (such as a family physician, internist, physician assistant or nurse practitioner) for health care services?

- Yes No (If no, please skip to question 9)

7. Where was that primary care provider located? (Name of town/city): _____

8. Why did you select the primary care provider you are currently seeing (Check (3) that apply)?

- | | |
|--|--|
| <input type="checkbox"/> Appointment availability | <input type="checkbox"/> Prior experience with the clinic |
| <input type="checkbox"/> Clinic's reputation for quality | <input type="checkbox"/> Recommended by family or friends |
| <input type="checkbox"/> Closest to home | <input type="checkbox"/> Referred by physician or other provider |
| <input type="checkbox"/> Cost of care | <input type="checkbox"/> Required by insurance plan |
| <input type="checkbox"/> Length of waiting room time | <input type="checkbox"/> VA/Military requirement |

Other: _____

9. In the past three years have you or a household member seen a health care specialist (other than your primary care provider) for health care services?

- Yes No (If no, skip to question 12)

10. What type of health care specialist was seen? (Check all that apply)

- | | | | | |
|--|---|--------------------------------------|--|--|
| <input type="checkbox"/> Cardiologist | <input type="checkbox"/> Chiropractor | <input type="checkbox"/> Dentist | <input type="checkbox"/> Dermatologist | <input type="checkbox"/> Substance abuse counselor |
| <input type="checkbox"/> ENT (ear/nose/throat) | <input type="checkbox"/> General surgeon | <input type="checkbox"/> Neurologist | <input type="checkbox"/> Ob/Gyn | <input type="checkbox"/> Pediatrician |
| <input type="checkbox"/> Optometrist | <input type="checkbox"/> Orthopedic surgeon | <input type="checkbox"/> Oncologist | <input type="checkbox"/> Podiatrist | <input type="checkbox"/> Rheumatologist |
| <input type="checkbox"/> Psychiatrist | <input type="checkbox"/> Psychologist | <input type="checkbox"/> Radiologist | <input type="checkbox"/> Mental Health counselor | <input type="checkbox"/> Dietician |
| <input type="checkbox"/> Social worker | | | | |

11. Where was the health care specialist located? (Name of town/city): _____

12. The following services are available at War Memorial Hospital. Please rate the overall quality for each service. (Please mark DK if you haven't used the service)

| | <i>Excellent = 4</i> | <i>Good = 3</i> | <i>Fair = 2</i> | <i>Poor = 1</i> | <i>Don't know = DK</i> |
|----------------|----------------------|-----------------|-----------------|-----------------|------------------------|
| Emergency Room | 4 | 3 | 2 | 1 | DK |
| Laboratory | 4 | 3 | 2 | 1 | DK |

| | | | | | |
|------------------|---|---|---|---|----|
| Physical Therapy | 4 | 3 | 2 | 1 | DK |
| _____ | 4 | 3 | 2 | 1 | DK |
| _____ | 4 | 3 | 2 | 1 | DK |

13. What additional health care services would you use if they were available locally? (Please write your answers on the line below).

F. *Awareness of Services*

1. How do you rate your knowledge of the health care services available at War Memorial Hospital?

- Excellent
 Good
 Fair
 Poor

2. How did you learn about the health care services that are available at War Memorial Hospital? (Check all that apply)

- Newspaper
 Yellow pages
 Word of mouth
 Health Fair
 Presentation
 Church
 Website/Internet
 Other _____

3. Which community health resources, other than the hospital or clinic, have you used in the past three years? (Check all that apply)

- Pharmacy
 Dentist
 Public health department
 Mental health
 Long term care
 Senior Center
 Other _____

4. In your opinion, what would improve your community's access to health care? (Check all that apply)

- More health education
 More primary care providers
 More specialists
 Transportation assistance
 Longer hours open at clinics
 Telemedicine

Other _____

5. In your opinion, how important are local health care services to the economic well-being of the community? (Check one)

- Very important
 Important
 Not important
 Don't know

G. *Health Insurance*

1. What type of medical insurance covers the majority of your household's medical expenses?

- None Employer sponsored Medicare Medicaid
- Self paid Indian Health Health Savings Account VA/Military

Other: _____

2. How well do you think your health insurance covers your health care costs (Check (1))?

- Excellent Good Fair Poor

3. If you do not have medical insurance, why? (Check all that apply)

- I cannot afford to pay for medical insurance
- I choose not to get medical insurance
- I cannot get medical insurance due to medical issues
- Employer does not offer insurance

Other: _____

**Please return the survey in the enclosed postage paid envelope.
Thank you for your time!**

APPENDIX III

CORRESPONDANCE

Cover Letter

Dear Community Member,

War Memorial Hospital has partnered with the Michigan Center for Rural Health and the Chippewa County Health Department to develop a community survey. The purpose of the survey is to identify rural health needs in areas that can be improved within five years. War Memorial Hospital and the Chippewa County Health Department will use the information gathered to improve our community.

You are invited to participate in the survey. We value your opinion and viewpoints and hope you will agree to participate. The survey will assist the leaders in our community in the development of strategies that can guide rural health efforts. Please take a few minutes to complete the survey; your responses will remain confidential and results from this survey will be reported in aggregate format.

If you have any questions related to this survey, please call Angie Emge at the Michigan Center for Rural Health. She can be reached at (517) 355-7757 or by email at aemge@msu.edu.

We look forward to your response.

Sincerely,



David B. Jahn
President & CEO
War Memorial Hospital



David Martin, RS, MPA
Health Officer
Chippewa County Health Department



COMMUNITY MEETING PRESENTATION

COMMUNITY HEALTH NEEDS ASSESSMENT WAR MEMORIAL HOSPITAL

Angie Emge
Victoria Lantzy
Michigan Center for Rural Health

Michigan Center for Rural Health Mission

- The Mission of the Michigan Center for Rural Health (MCRH) is to “coordinate, plan, and advocate for improved health for Michigan’s rural residents and communities.”
- We are a not-for-profit organization contracted to gather information necessary for the hospital to complete their Community Health Needs Assessment

Community Health Needs Assessment (CHNA)

- Required under the Patient Protection and Affordable Care Act for (not-for-profit) hospitals every 3 years
- Identify and assess a strategy to meet the health needs of the community
- The CHNA results will be available to the public via the internet, hospital or upon request later this year

Community Health Needs Assessment (CHNA) Process

- Input from community members on the health needs of their community
- Your input will be used for strategy planning to fulfill community health needs
- All responses are welcome
- There is no right or wrong answer
- All opinions count

MEETING PLAN

- Discussion on the health needs of the community
- Following discussion, a list of all health needs presented by community members will be documented
- Each community member will select the 5 needs he/she believes are most important
- Results of the five most important health needs will be posted

WHAT HEALTH SERVICES NEED TO BE MET IN THE COMMUNITY?

- Physical
- Oral
- Mental
- Other

WHAT ARE THE BARRIERS TO ACCESSING THE AVAILABLE RESOURCES?

WHAT ACTIONS, PROGRAMS, WOULD MAKE THE BIGGEST DIFFERENCE IN YOUR COMMUNITY?

COMMUNITY HEALTH ASSESSMENT SURVEY

PLACE COMPLETED SURVEYS IN THIS BOX

OR MAIL THEM TO:

CHIPPEWA COUNTY HEALTH DEPARTMENT

508 ASHJUN STREET, STE 120

SAULT SAINTE MARIE, MI 49783

PLEASE RETURN SURVEYS NO LATER THAN FRIDAY,

MARCH 22, 2013

War Memorial Letterhead

Hello,

The Michigan Center for Rural Health and McKenzie Health System have developed a community survey that is the beginning of a process of identifying health needs in your community. The purpose of the survey is to identify rural health needs in areas that can be improved within five years. The information collected will be used to guide the rural health efforts in your community that will lead to measurable improvements.

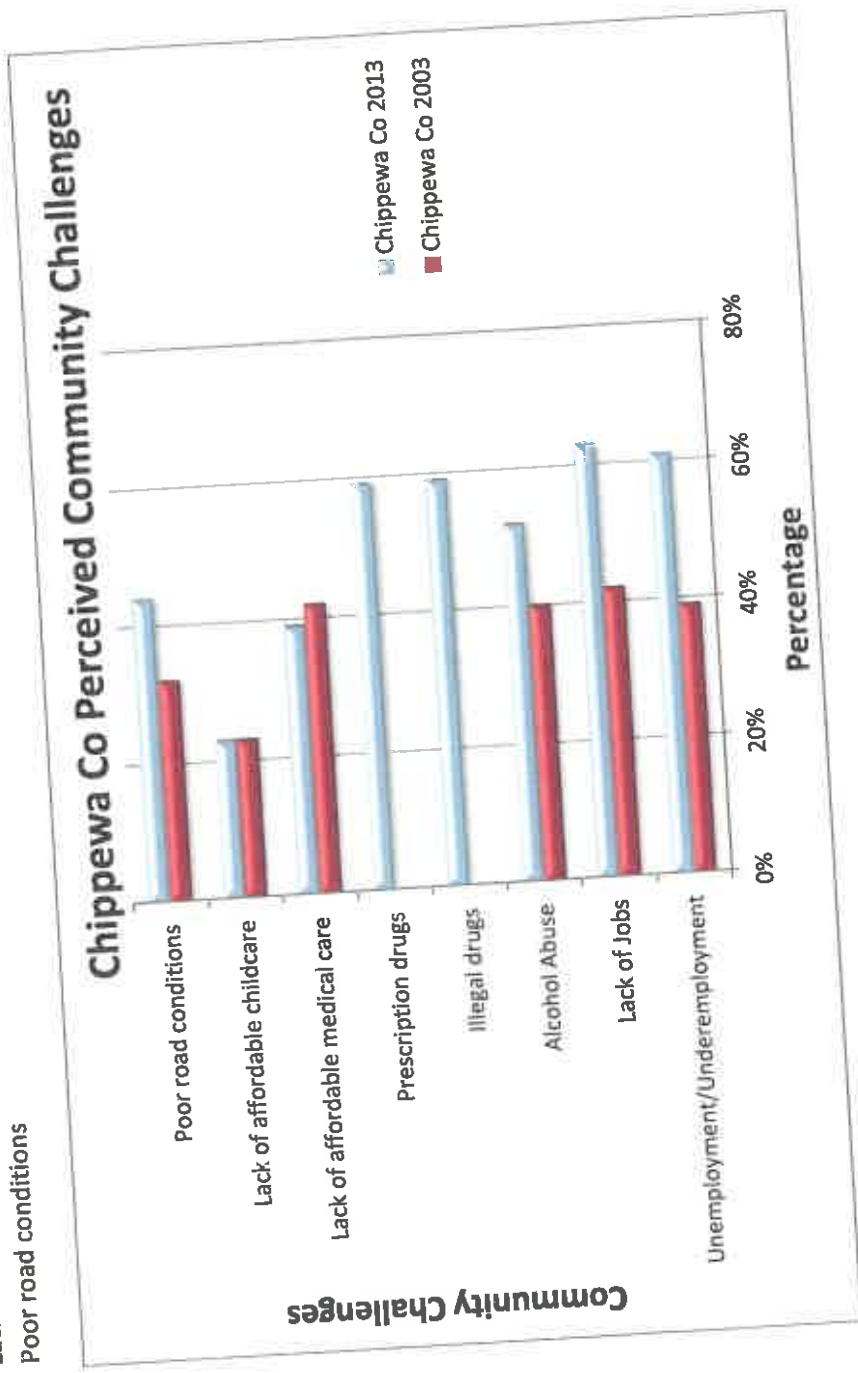
You are invited to voluntarily participate in the survey. We value your opinion and viewpoints and hope you will agree to participate. The survey will assist the leaders in your community in the development of strategies that can guide rural health efforts. Please take a few minutes to complete the survey; your responses will remain confidential and results from this survey will be reported in aggregate format.

If you have any questions related to this survey, please call Angie Emge at (517) 355-7757 or Email her at aemge@msu.edu.

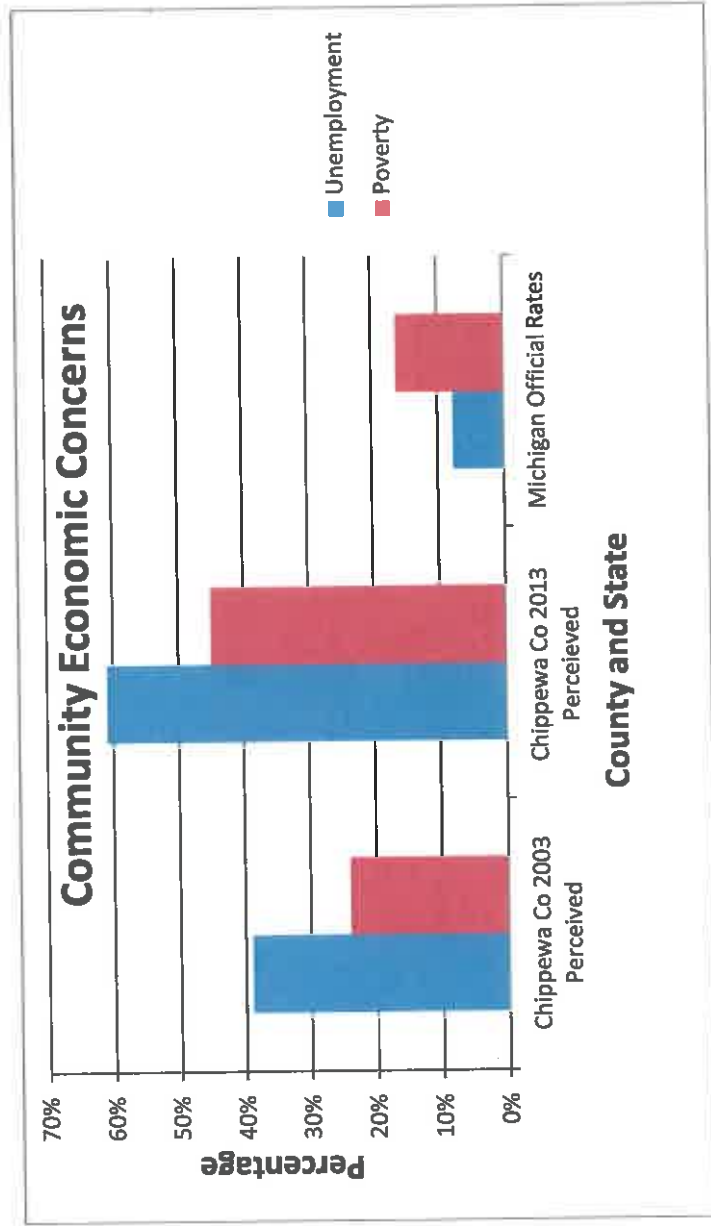
Sincerely,
signature

David B. Jahn
President & CEO
Chippewa County War Memorial Hospital

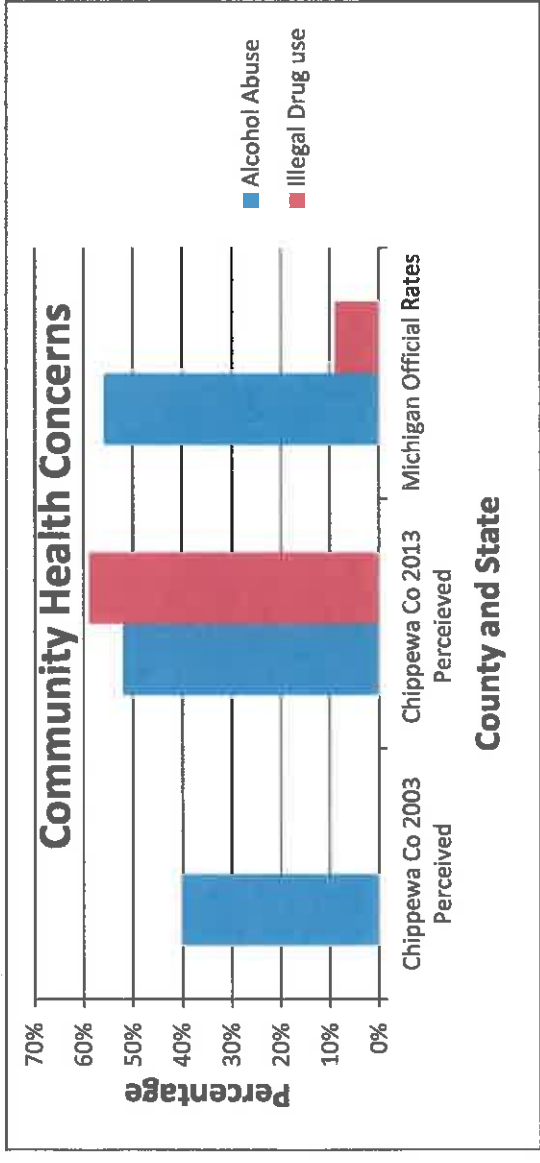
| | Chippewa Co 2003 | Chippewa Co 2013 |
|---------------------------------|------------------|------------------|
| Unemployment/Underemployment | 39% | 61% |
| Lack of Jobs | 42% | 63% |
| Alcohol Abuse | 40% | 52% |
| Illegal drugs | | 59% |
| Prescription drugs | 42% | 39% |
| Lack of affordable medical care | 23% | 23% |
| Lack of affordable childcare | 32% | 44% |
| Poor road conditions | | |



| Issue | Chippewa Co 2003 Perceived | Chippewa Co 2013 Perceived | Michigan Official Rates |
|--------------|----------------------------|----------------------------|-------------------------|
| Unemployment | 39% | 61% | 7.7% |
| Poverty | 24% | 45% | 16.3% |



| | Chippewa Co 2003 Perceived | Chippewa Co 2013 Perceived | Michigan Official Rates |
|------------------|----------------------------|----------------------------|-------------------------|
| Alcohol Abuse | N/A | 40% | 55.90% |
| Illegal Drug use | N/A | 52% | 8.95% |

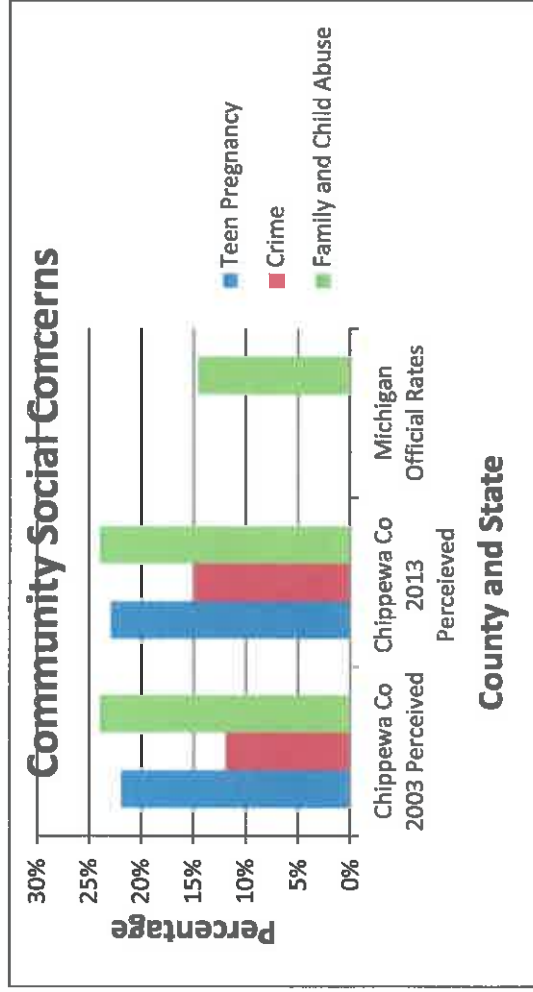


County and State

Chippewa Co 2003 Perceived
Chippewa Co 2013 Perceived
Michigan Official Rates

| | | |
|------------------------|-----|--------|
| Teen Pregnancy | 22% | 23% |
| Crime | 12% | 15% |
| Family and Child Abuse | 24% | 14.60% |

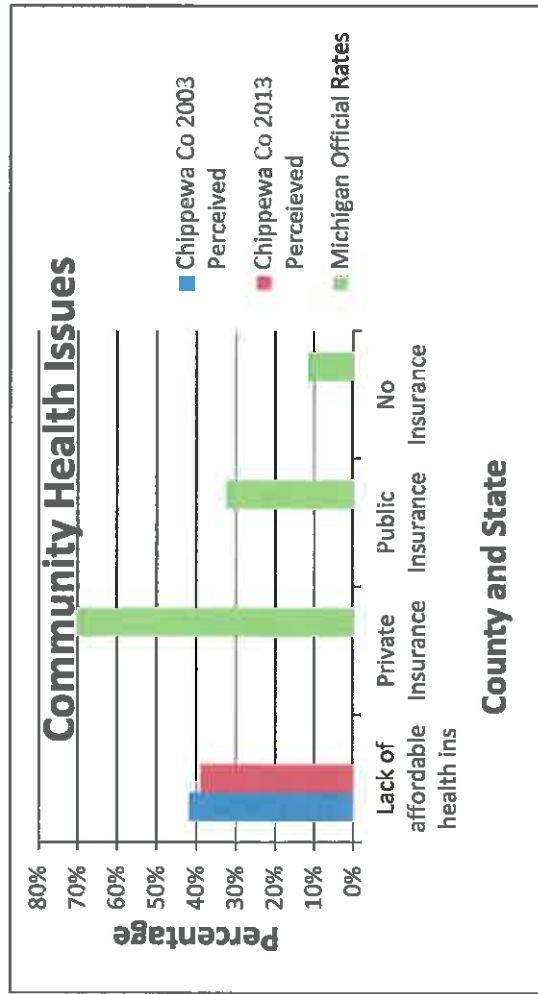
Michigan
26.3 per 1,000
44,922 per 9,883,360



County and State

Chippewa Co 2003 Pe Chippewa Co 2013 P Michigan Official Rates

| | | | |
|-------------------------------|-----|-----|--------|
| Lack of affordable health ins | 42% | 39% | 70.10% |
| Private Insurance | | | 32.40% |
| Public Insurance | | | 11.50% |
| No Insurance | | | |

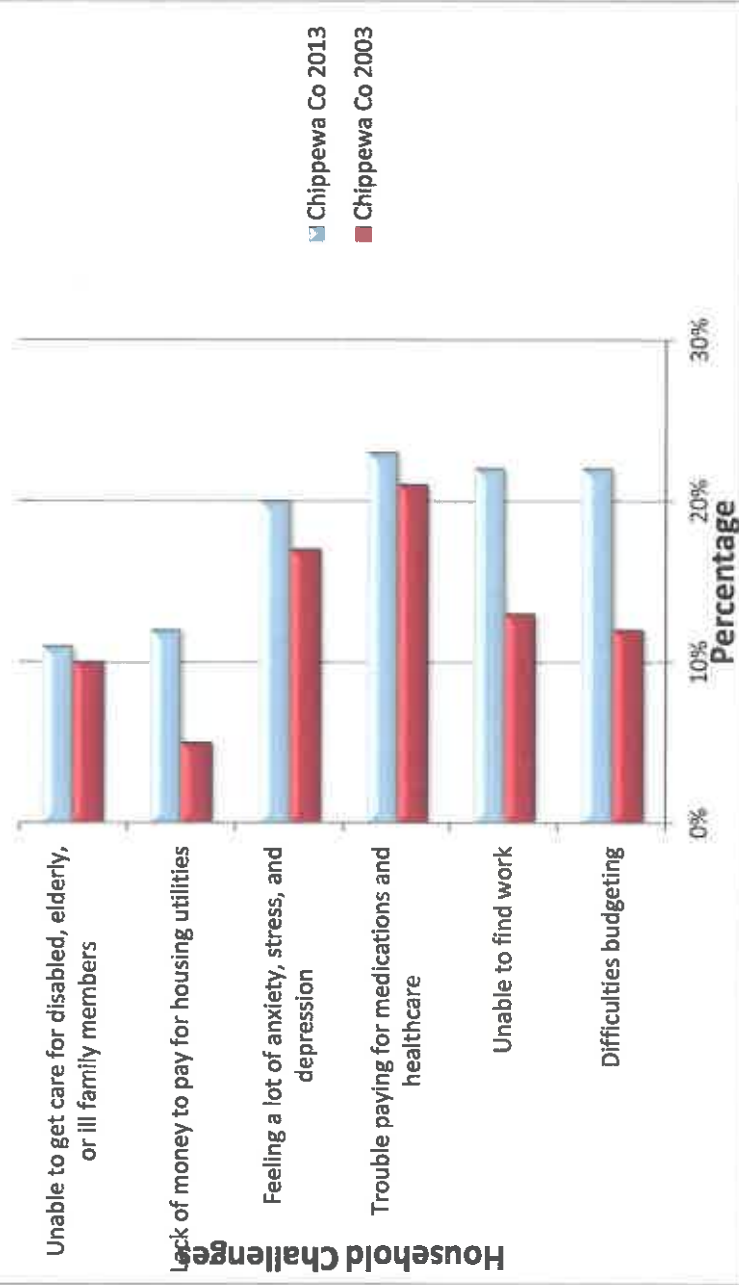


Chippewa Co 2003

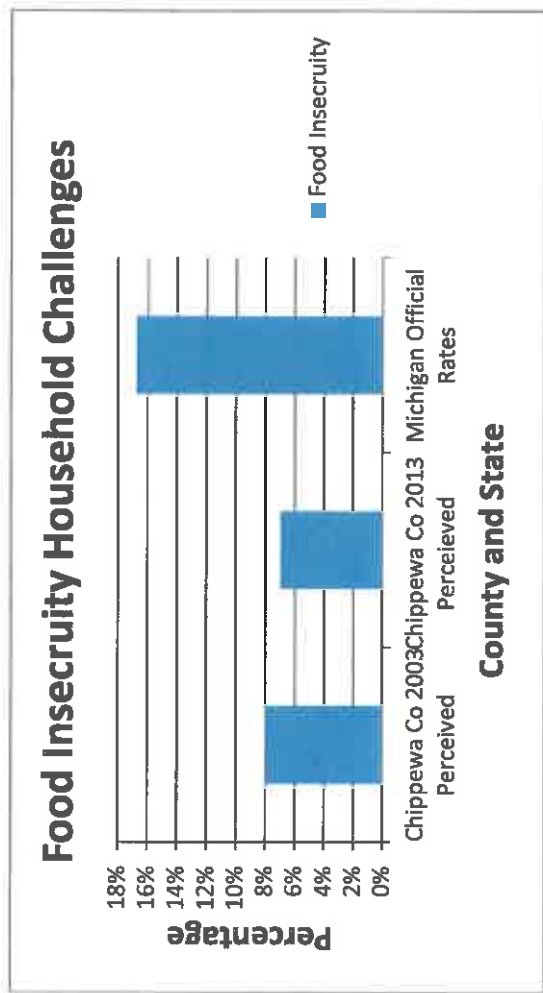
Chippewa Co 2013

| | | |
|---|-----|-----|
| Difficulties budgeting | 12% | 22% |
| Unable to find work | 13% | 22% |
| Trouble paying for medications and healthcare | 21% | 23% |
| Feeling a lot of anxiety, stress, and depression | 17% | 20% |
| Lack of money to pay for housing utilities | 5% | 12% |
| Unable to get care for disabled, elderly, or ill family members | 10% | 11% |

Chippewa Co Perceived Household Challenges



Food Insecurity 8% 7% 16.80%



County and State

Chippewa Co 2003 Perceived Chippewa Co 2013 Perce Michigan Official Rates

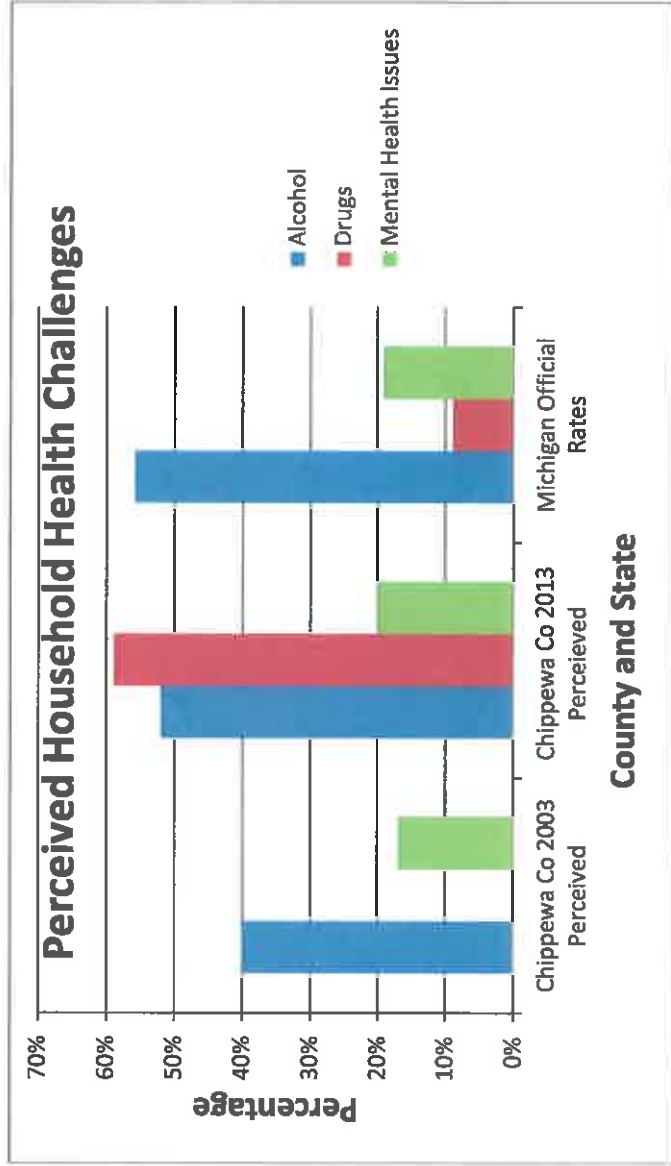
55.90%
8.95%
19.20%

52%
59%
20%

40%
17%

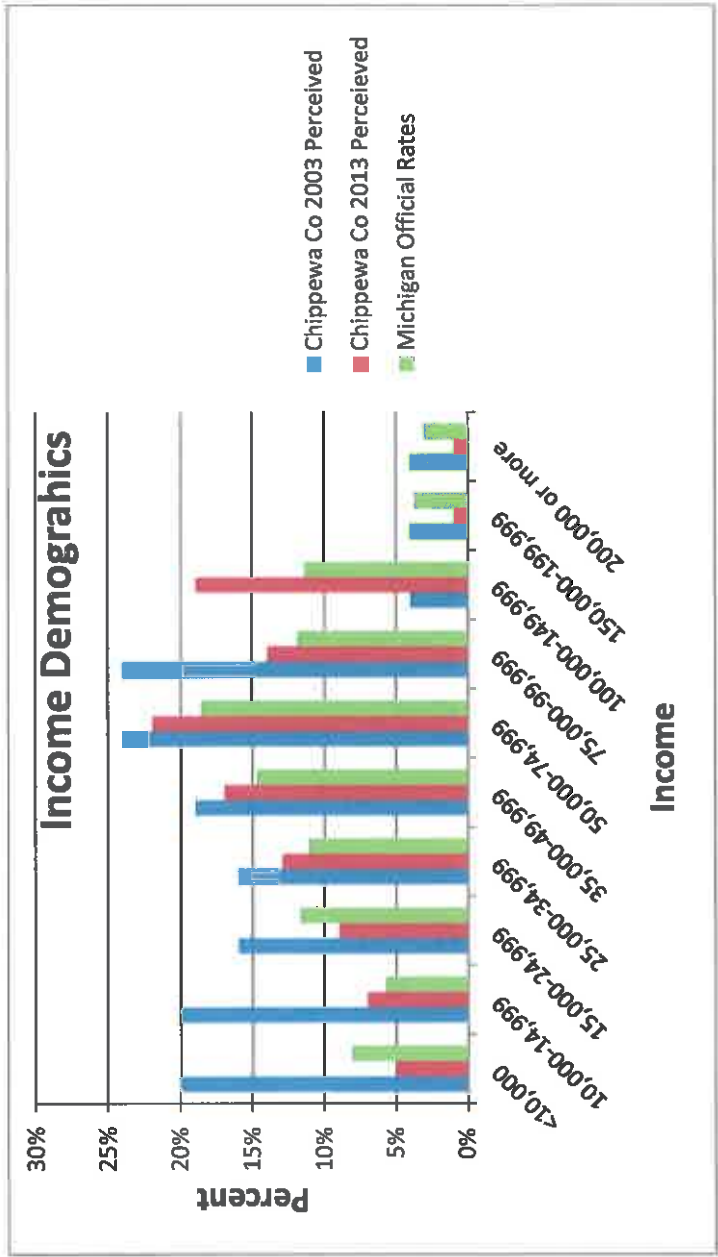
N/A

Alcohol
Drugs
Mental Health Issues



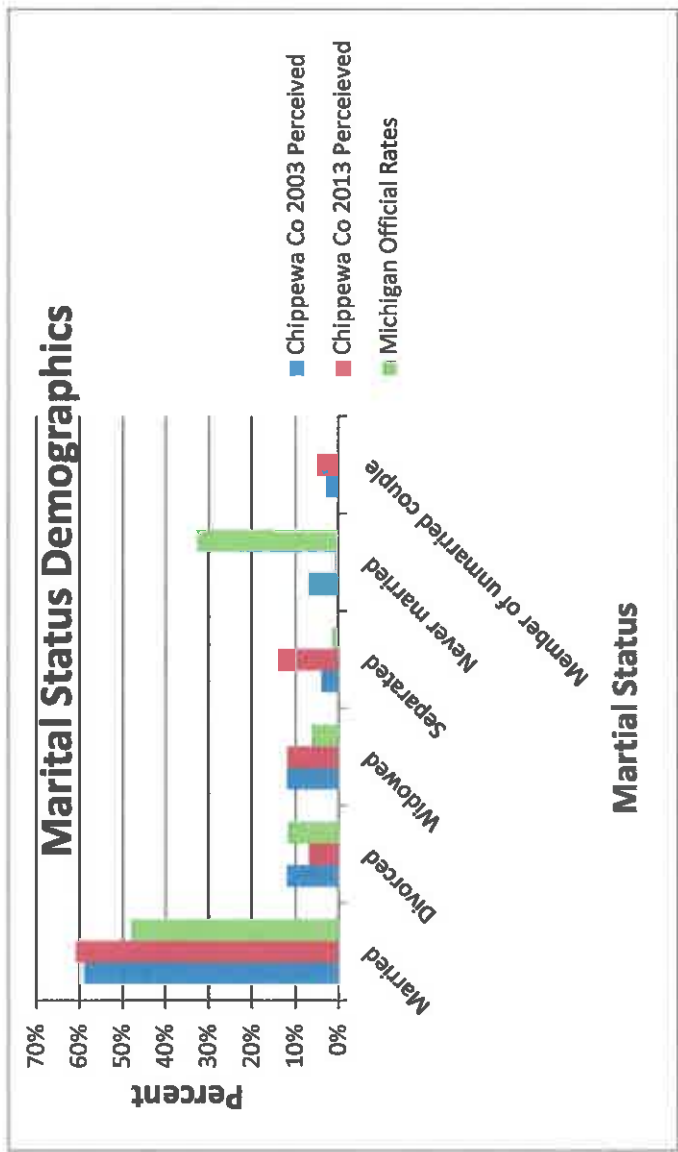
County and State

| | Chippewa Co 2003 Perceived | Chippewa Co 2013 Perceived | Michigan Official Rates |
|-----------------|----------------------------|----------------------------|-------------------------|
| <10,000 | | | 8.10% |
| 10,000-14,999 | 20% | 5% | 5.70% |
| 15,000-24,999 | 20% | 7% | 11.70% |
| 25,000-34,999 | 16% | 9% | 11.10% |
| 35,000-49,999 | 16% | 13% | 14.70% |
| 50,000-74,999 | 19% | 17% | 18.60% |
| 75,000-99,999 | 24% | 22% | 11.90% |
| 100,000-149,999 | 24% | 14% | 11.40% |
| 150,000-199,999 | 4% | 19% | 3.70% |
| 200,000 or more | 4% | 1% | 3.00% |

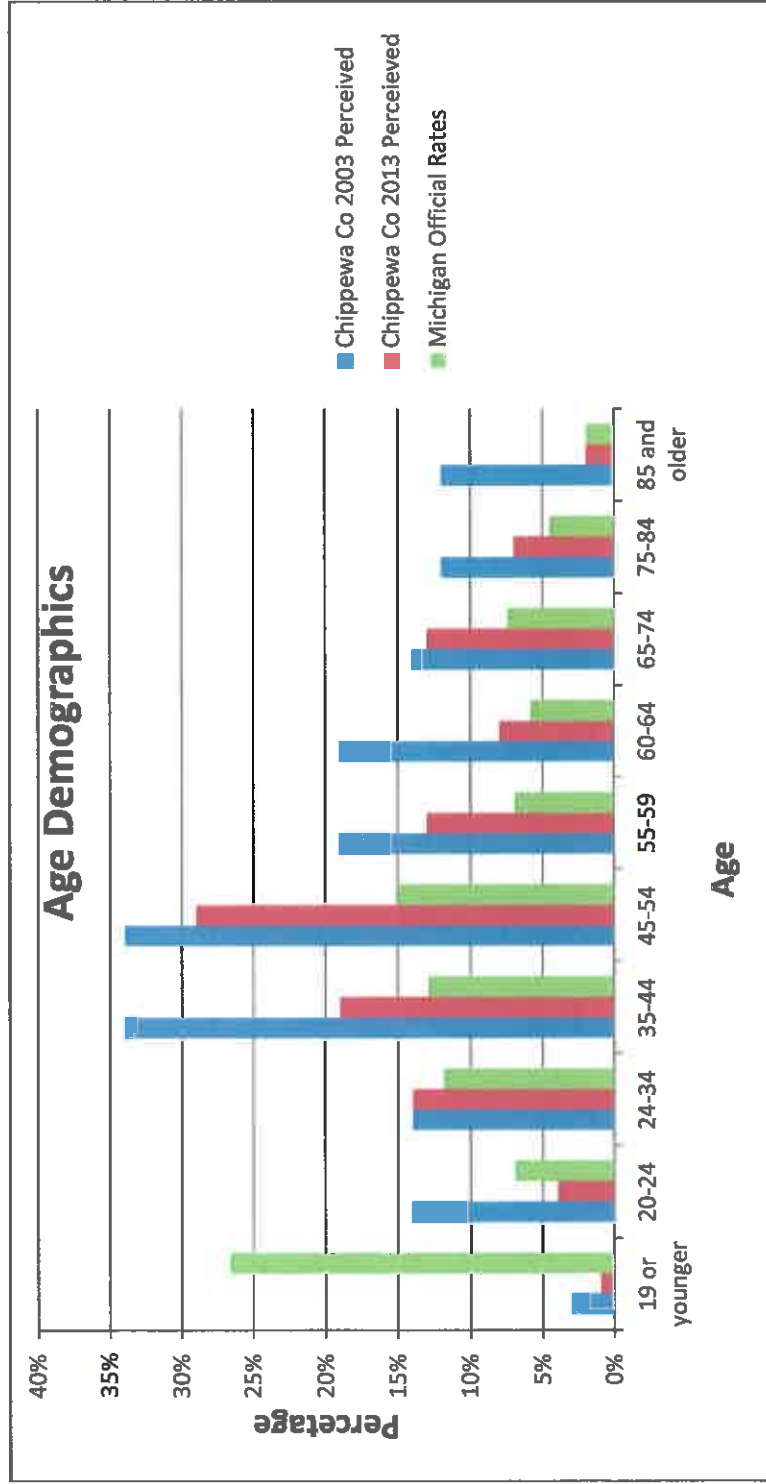


Chippewa Co 2003 Perceived Chippewa Co 2013 Perceived Michigan Official Rates

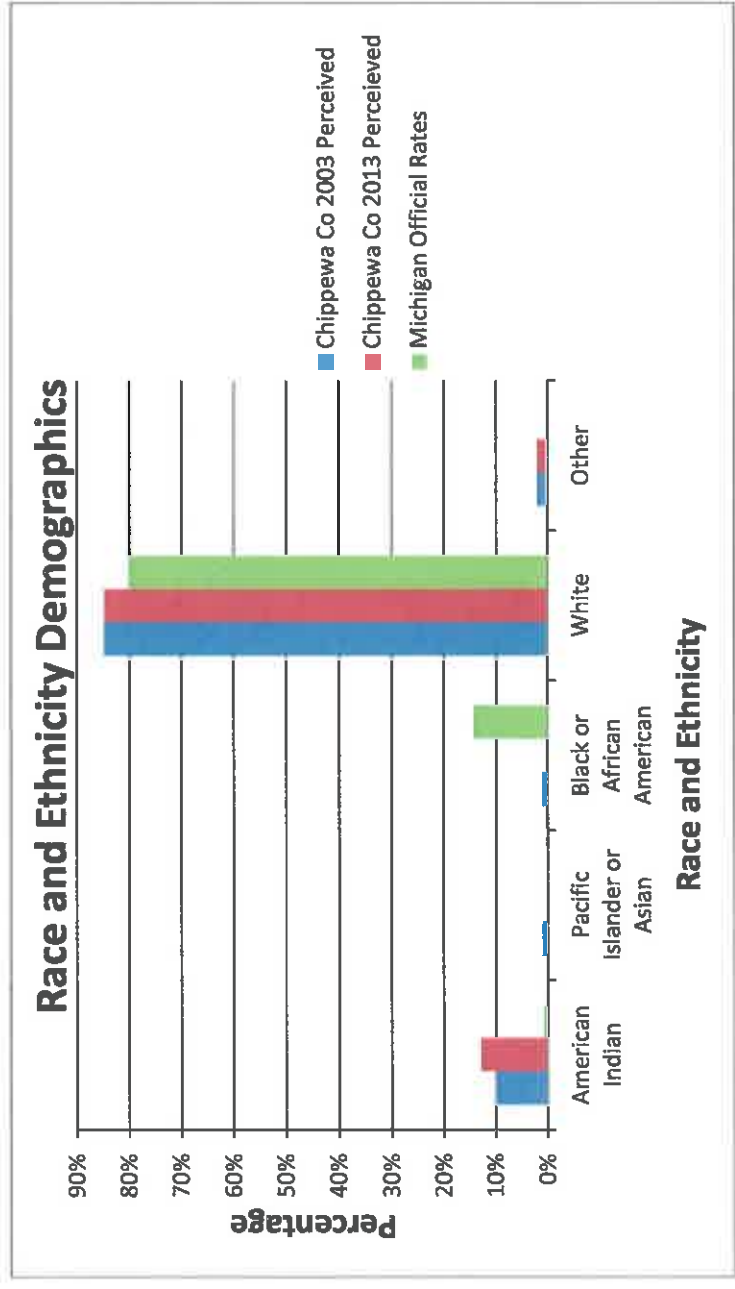
| Married | 59% | 61% | 48.00% |
|----------------------------|-----|--------|--------|
| Divorced | 12% | 7% | 11.80% |
| Widowed | 12% | 12% | 6.10% |
| Separated | 4% | 14% | 1.50% |
| Never married | 7% | 1% | 32.60% |
| Member of unmarried couple | 3% | 5% N/A | |



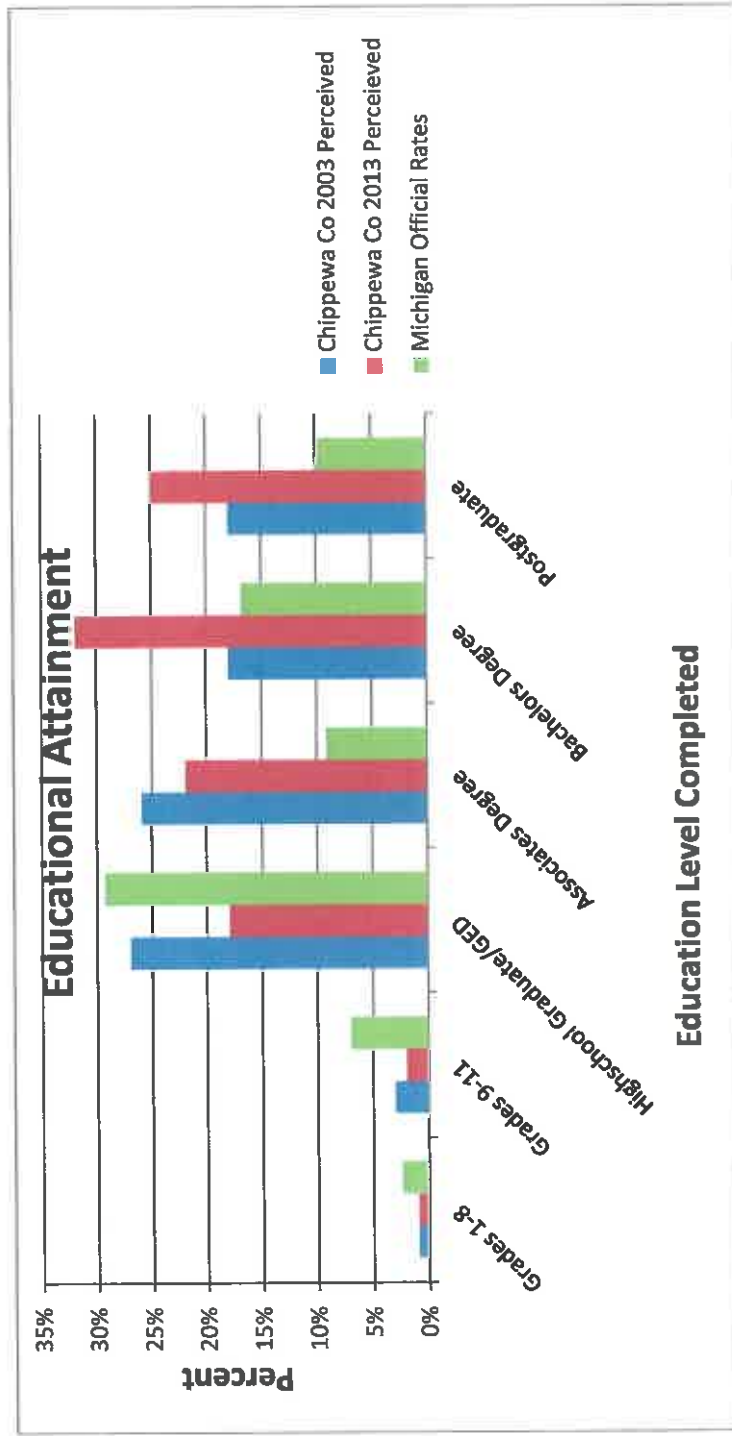
| | Chippewa Co 2003 Perceived | Chippewa Co 2013 Perceived | Michigan Official Rates |
|---------------|----------------------------|----------------------------|-------------------------|
| 19 or younger | 3% | | 26.60% |
| 20-24 | 14% | | 6.90% |
| 24-34 | 14% | | 11.80% |
| 35-44 | 34% | | 12.90% |
| 45-54 | 34% | | 15.10% |
| 55-59 | 19% | | 6.90% |
| 60-64 | 19% | | 5.80% |
| 65-74 | 14% | | 7.40% |
| 75-84 | 12% | | 4.50% |
| 85 and older | 12% | | 1.90% |



| | Chippewa Co 2003 Perceived | Chippewa Co 2013 Perceived | Michigan Official Rates |
|---------------------------|----------------------------|----------------------------|-------------------------|
| American Indian | 10% | 13% | 0.70% |
| Pacific Islander or Asian | 1% | 0% N/A | |
| Black or African American | 1% | 0% | 14.30% |
| White | 85% | 85% | 80.10% |
| Other | 2% | 2% N/A | |



| | Chippewa Co 2003 Perceived | Chippewa Co 2013 Perceived | Michigan Official Rates |
|-------------------------|----------------------------|----------------------------|-------------------------|
| Grades 1-8 | 1% | 1% | 2.4% |
| Grades 9-11 | 3% | 2% | 7.0% |
| Highschool Graduate/GED | 27% | 18% | 29.3% |
| Associates Degree | 26% | 22% | 9.1% |
| Bachelors Degree | 18% | 32% | 16.8% |
| Postgraduate | 18% | 25% | 9.8% |

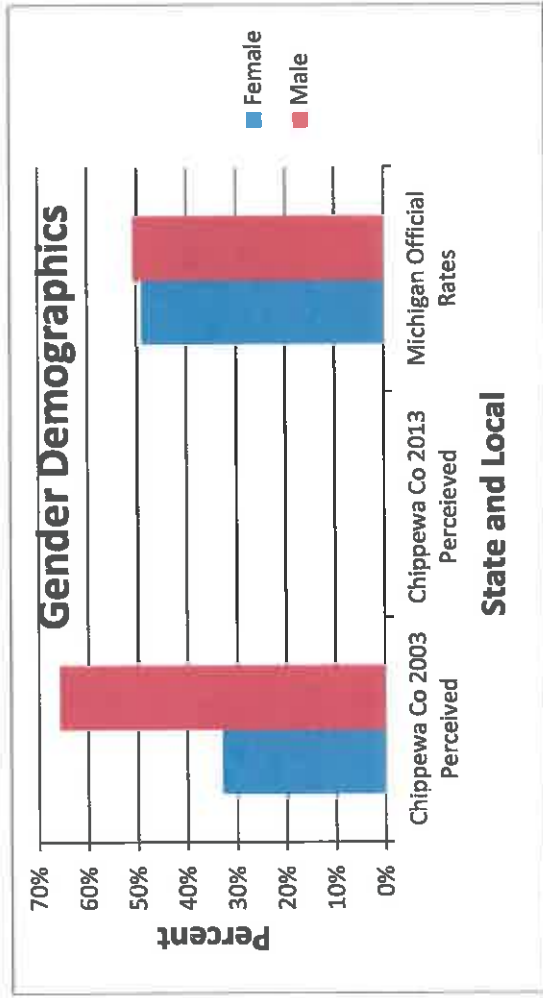


Chippewa Co 2003 Perceived Chippewa Co 2013 Perceived Michigan Official Rates

33% 66%

Female
Male

49.1%
50.9%



State and Local