

COMMUNITY HEALTH NEEDS ASSESSMENT

PIKE AND WAYNE COUNTIES AND CARBONDALE
AREA

WAYNE MEMORIAL HOSPITAL

JUNE 2013

HMS Associates

Assessment Advisory Committee

- The assessment took place during the first half of 2013 and was guided by a 17 member advisory committee representative of health, education and government capacities serving the Northeastern Pennsylvania area:

Ken Bannon, Wayne Memorial Community Health Center
Sen. Lisa Baker, Pennsylvania State Senate
Paul Canevari, Pennsylvania Power + Light
Rich Caridi, Pike County Commissioners
Donna Decker, Wayne Memorial Hospital
Jack Dennis, Wayne Memorial Hospital
Bill Dewar, Wayne Memorial Hospital
Salvador Guerrero, Wayne Memorial Hospital
Kathy Finsterbusch, Pennsylvania Department of Health

Dave Hoff, Wayne Memorial Hospital
Joann Hudak, Wallenpaupack School District
Fred Jackson, Wayne Memorial Community Health Center
Wendell Kay, Wayne County Commissioners
Paul Meagher, Remax
Lee Oakes, Wayne Memorial Hospital Board
Jim Pettinato, Wayne Memorial Hospital
Martha Wilson, Wayne Memorial Hospital Community Advisory Board

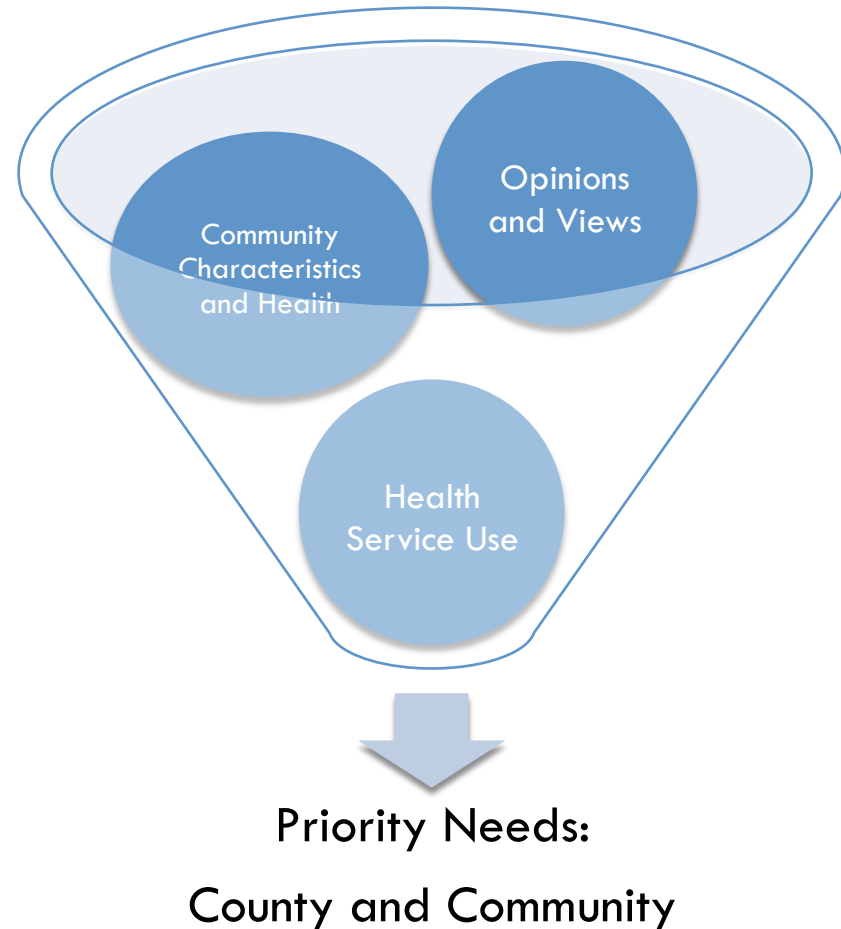
Process



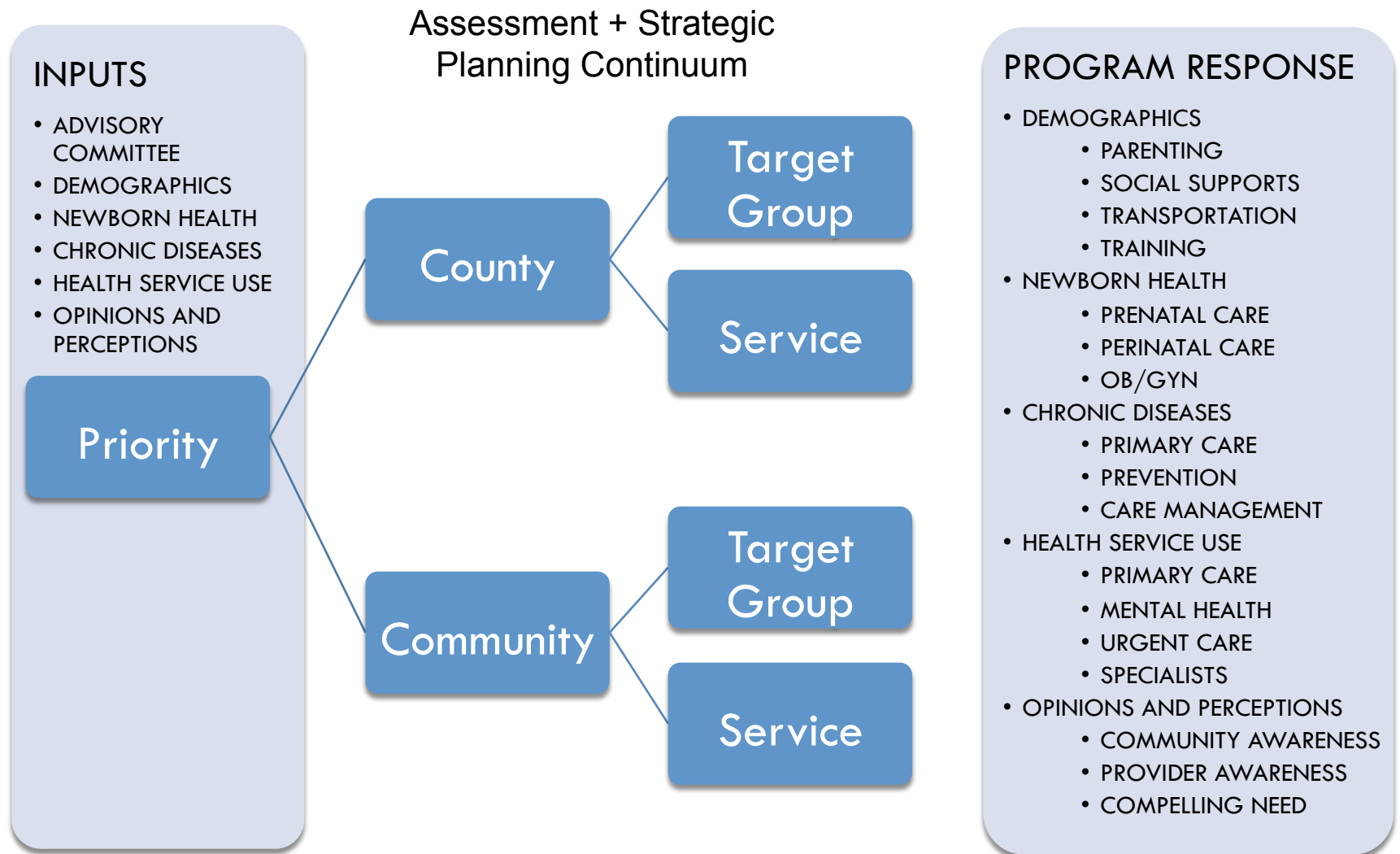
- Wayne Memorial Hospital commissioned HMS Associates, Getzville, NY to conduct a community health needs assessment of several communities in its service area.
- The assessment was conducted in the first half of 2013 to meet not-for-profit hospitals' needs assessment requirements, inform the hospital's strategic planning process through the identification of key health priorities in the region, and target scarce resources at communities most in need.
- This presentation, which is intended for the general public, summarizes key priorities for the region, counties and communities and is intended to promote dialogue around needs and collaborative solutions with partner agencies. Extensive supportive information is also available upon request.
- In addition to support from Wayne Memorial Hospital, the assessment was also supported by funding from Pennsylvania Power and Light (PPL).
- The Pike and Wayne Counties and Carbondale Area Community Health Needs Assessment User's Guide contains extensive data on the assessment and is available upon request.

Process

- A multi-faceted methodology, guided by the 17 member Advisory Committee, was applied to inform the needs assessment process.
- Quantitative data was acquired from six major sources on demographically influenced needs, health status, and health service use and analyzed through the Primary Care Need Index to provide normative inputs into need determination.
- Qualitative data on community opinions and views, indicative in part of a community's readiness for program development or expansion, were gathered from an internet based survey with 1,227 respondents, and from open-ended conversations with 31 individuals at six locations in the region.
- Community benefit-related strategic planning and program development planning is facilitated by the overall methodology, which identified the communities most in need as well as target populations and needed service parameters.

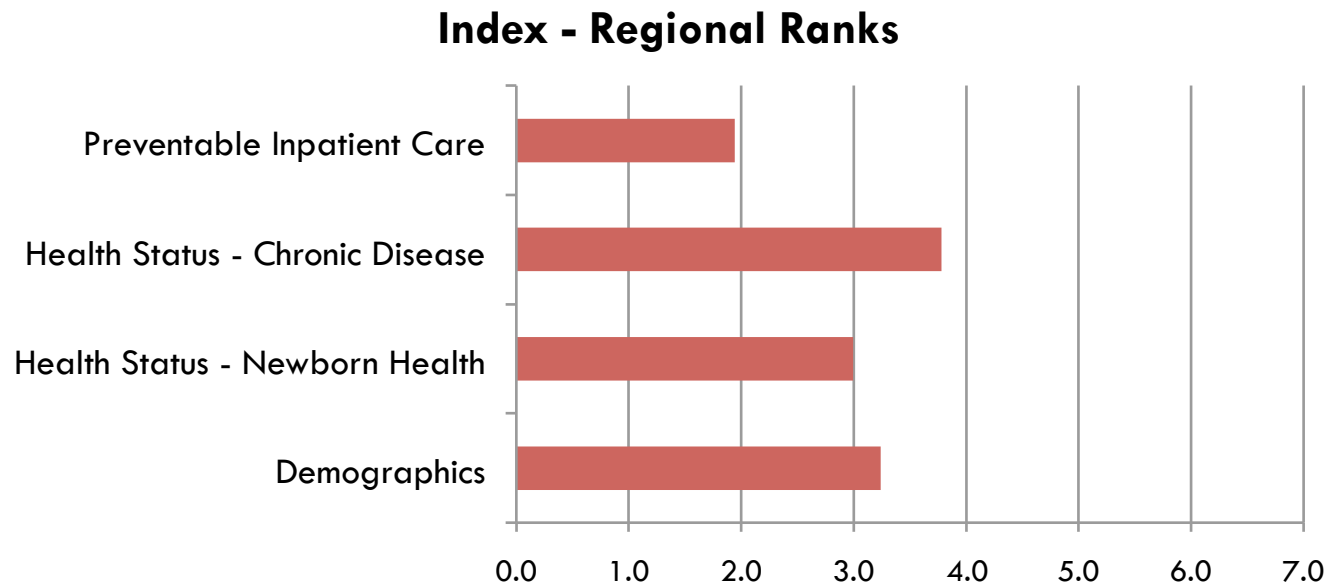


Process



Regional Priorities

- Regional priorities emerged from both statistical and qualitative assessments.
- The Pike and Wayne County Region, exclusive of the Carbondale area, compared favorably to other counties in northeast Pennsylvania. Statistical findings on the Primary Care Need Index for the two counties received the lowest comparative need scores. Within the Index, the need for chronic disease programs was the highest of the four need components and is considered to be the priority for the region.



**PHC4 REGION 6
COUNTIES:**

Bradford
Lackawanna
Luzerne
Monroe
Pike
Sullivan
Susquehanna
Wayne
Wyoming

Internet Survey

- The statistically structured components of the internet survey* identified specific service priorities and service characteristics.
 - People most in need of primary care services were those with no or limited insurance and people with low incomes.
 - Additional health service capacity is needed for mental and substance abuse care (especially children and youth), specialists for cancer, heart disease, diabetes, and skeletal and dermatological problems.
 - Additional support service capacity is needed for transportation, counseling and assessments, help understanding medical care and support groups.
 - Credentials of medical staff, linkages with out of area specialists and access to urgent care within 24 hours were viewed as important aspects of primary care services.
 - Health care providers and schools were key institutional mechanisms for promoting healthy lifestyles.

* Of the 1,227 surveys, approximately 40% were completed by residents of the Wayne Memorial Health System's major service area, skewing the regional findings to some extent. Similar proportions of conversations took place for the two counties and Carbondale area. See User's Guide for more information.

Internet Survey / Interviews

- Qualitative data from the unstructured open ended comment section of the Internet survey and individual conversations* also provided key insights on priority needs in the area, such as:
 - ▣ Access to Care (55% of comments) was the dominant theme, with major concerns about mental health, primary care services and specialty care needs.
 - ▣ Comments about quality of care (23%) were cited frequently, with comments balanced between good and poor care and the importance of prevention.
 - ▣ Specific health problems (14%) – particularly those related to mental health or substance abuse or the needs of people with low incomes and the elderly, cost or insurance coverage themes (8%) and sustainability of local services were also noted as important.

* 284 respondents of the total 1,227 respondents provided comments in the open-ended comment section on the survey and face-to-face conversations took place with 31 people at six locations in the service area.

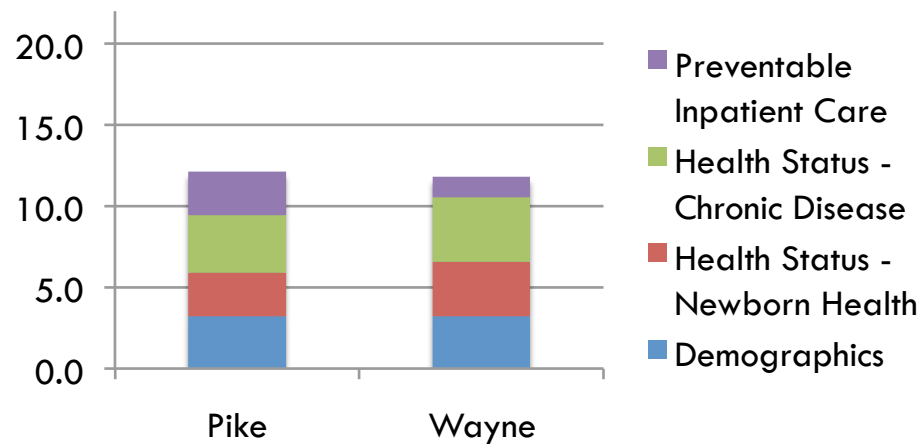
Observations

- Other important concepts identified during the assessment processes which help to inform partner agencies about potential strategic actions included:
 - ▣ A comparatively low rate of inpatient hospitalization in 2011 for both Wayne and Pike Counties.
 - ▣ Concerns about closure of services in the most distal east/west communities for hospital acute care, especially 24 hour emergency care and inpatient psychiatric care in Carbondale, NY and maternity in Port Jervis, NY.
 - ▣ The development of new health care services capacities in neighboring communities in New York State.
 - ▣ The need for a centralized comprehensive high quality specialty care capacity in Pike County.
 - ▣ The recent increase in problems associated with medication management and accidental overdoses.
 - ▣ A new “lost generation” of 18 to 24 year old needy individuals in need of programs to promote further growth, education or employment.

Pike County

- From the county perspective, Pike County's score (12.1) on the Primary Care Need Index was among the lowest (best) of the nine counties studied and slightly higher than Wayne County's score (11.8).
- The Chronic Disease component of the Index received the highest (poorest) score of the four components studied and is a county-wide priority.

Primary Care Need Index

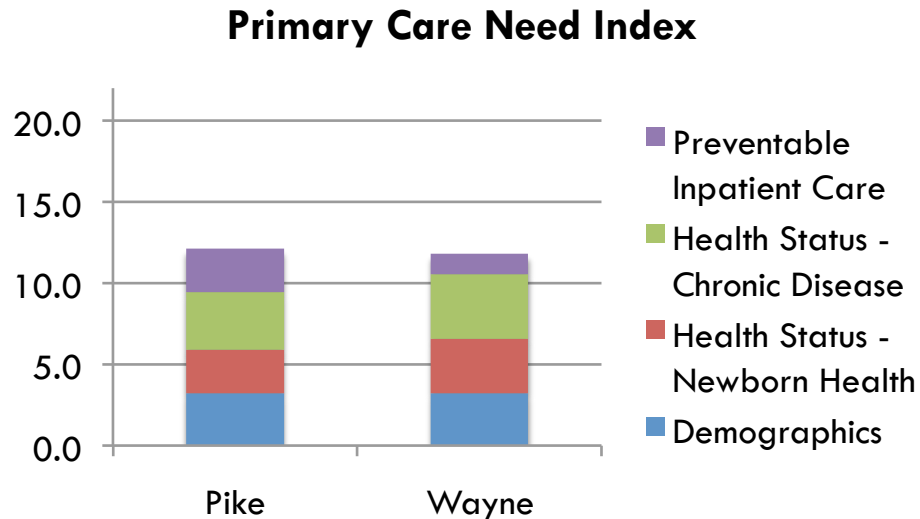


Pike County

- Within the Index components, several specific priority areas were noted for Pike County in comparison to the nine counties studied.
 - ▣ Preventable Inpatient Care – Under 18 Years of Age
 - ▣ Chronic Disease – Accidental Deaths, Cancer and Heart Disease
 - ▣ Demographics – Culturally sensitive care, Single Parent Households Below Poverty with Children
- The need for improved access to physician specialists, noted in the regional survey and in discussions, was supported by an additional statistical metric which showed low overall inpatient use rates, especially for gastroenterology, neonatology, nephrology, oncology and pulmonary medicine by Pike County residents.

Wayne County

- Wayne County's score (11.8) on the Primary Care Need Index was the lowest of the nine counties studied and slightly lower than Pike County's score (12.1).
- The Chronic Disease component of the Index received the highest (poorest) score of the four components studied and is a priority concern.
- The County had the lowest (best) rate for Preventable Inpatient Care, which suggests that programs designed to lower preventable inpatient use in general may have less of an impact in Wayne County.



Wayne County

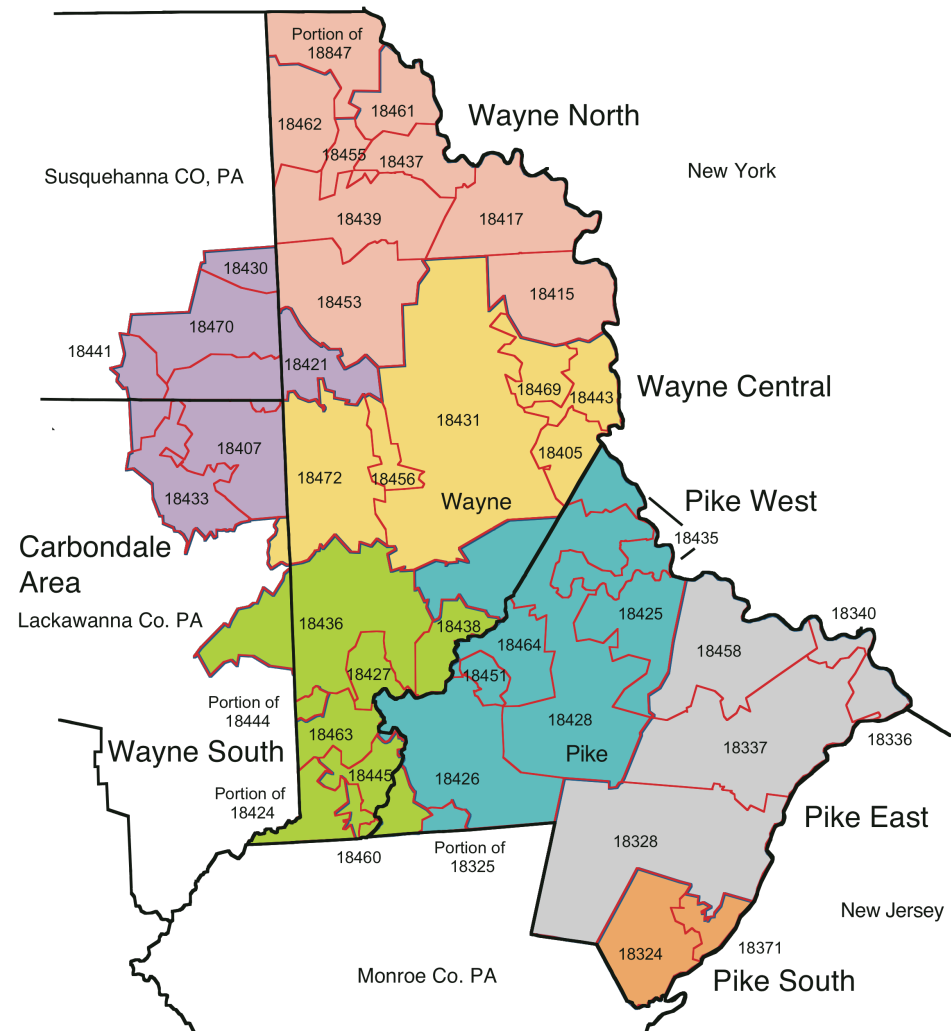
- Within the Index components, several specific priority areas were noted for Wayne County in comparison to the nine counties studied:
 - ▣ Chronic Disease – Heart Disease, Diabetes, and Chronic Lower Respiratory Disease
 - ▣ Newborns – Prematurity for Non-Medicaid covered
 - ▣ Demographics – Elderly and less than high school graduates
- The need for improved access to physician specialists noted in the regional survey and discussions was supported by an additional statistical metric which showed low overall inpatient use rates by Wayne County residents, especially for cardiac surgery, cardiovascular, dermatology, neonatology, obstetrics, oncology and vascular surgery.

Communities

□ **Seven Communities**
135,023 people (2010 Census)

- Carbondale Area (CA) – 27,672
- Pike East (PE) – 29,604
- Pike South (PS) – 10,461
- Pike West (PW) – 20,328
- Wayne Central (WC) – 23,986
- Wayne North (WN) – 5,117
- Wayne South (WS) – 17,855

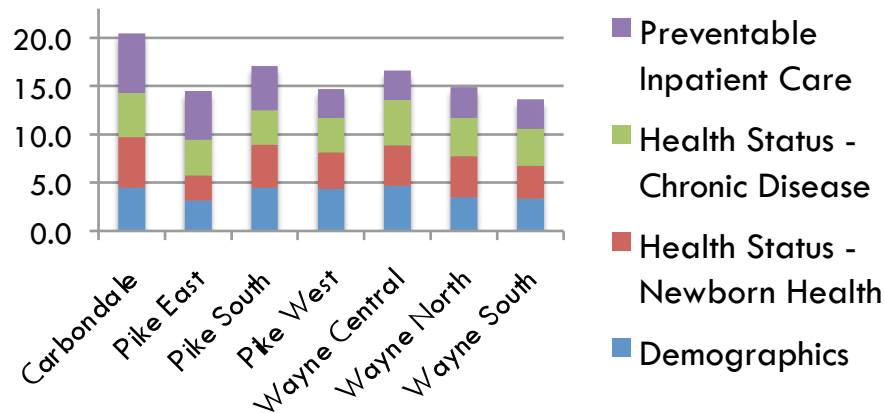
- Based upon adjacency, population size, natural fit, and hospital preference. Service area is ~100 miles in length from northwest to southeast corner.
- Region 6 Counties – Bradford, Lackawanna, Luzerne, Monroe, Pike, Sullivan, Susquehanna, Wayne, Wyoming.
- Population density for the Carbondale area is significantly higher than other communities.



Communities

- From the community need perspective, the Carbondale area showed the highest need for improved Primary Care Services by consistently scoring at the poorer levels for all Primary Care Need Index components. Pike South had the next poorest score and Wayne South had the best (lowest) score.

Primary Care Need Index



- High need scores for Carbondale are consistent with the higher need scores for Lackawanna and Susquehanna counties. Lower scores for Pike and Wayne communities are also consistent with the low Index scores for those respective counties. Yet, service development for the Carbondale area is the highest priority.

Communities

- Specific population needs or service priorities emerged for each community based on the results of the Index and associated metrics.

- Carbondale

- Demographically Based
 - Families below poverty
- Newborn Health
 - Births to Medicaid covered families and individuals
- Chronic Disease
 - Disease of the Heart
 - Chronic Lower Respiratory Disease
 - Cerebrovascular Disease
- Preventable Inpatient Use
 - All ages and age groups
 - People covered by Medicaid

- Pike East

- Demographically Based
 - Non-white populations
 - Women of child bearing age
- Newborn Health
 - Births to Medicaid covered families and individuals – Premature or Problematic
- Chronic Disease
 - Cancer
 - Chronic Lower Respiratory Disease
- Preventable Inpatient Use
 - All ages and age groups

Communities

□ Pike South

- Demographically Based
 - Non-white populations
 - Women of child bearing age
 - Single families below poverty with children
- Newborn Health
 - Births to Medicaid covered families and individuals
 - Problematic births
- Chronic Disease
 - Cancer
 - Accidental deaths
- Preventable Inpatient Use
 - People under 65
 - Medicaid population

□ Pike West

- Demographically Based
 - Single families below poverty with children
 - People over 65
- Newborn Health
 - Births to Medicaid covered families and individuals – Premature
- Chronic Disease
 - Cancer
- Preventable Inpatient Use
 - No poorest rates

Communities

□ Wayne Central

- Demographically Based
 - Low high school completion
- Newborn Health
 - Neonates with problems
- Chronic Disease
 - Chronic Lower Respiratory Disease
 - Cerebrovascular Disease
 - Alzheimer's Disease
 - Diabetes
- Preventable Inpatient Use
 - No poorest rates

□ Wayne North

- Demographically Based
 - Low high school completion
 - People over 65
 - Families below poverty
- Newborn Health
 - Births to non-Medicaid covered families and individuals – Premature
- Chronic Disease
 - Diabetes
 - Accidental deaths
- Preventable Inpatient Use
 - Medicaid covered

□ Wayne South

- Demographically Based
 - No poorest rates
- Newborn Health
 - Births to non-Medicaid covered families and individuals – Premature
- Chronic Disease
 - Heart Disease
 - Cerebrovascular Disease
 - Alzheimer's Disease
- Preventable Inpatient Use
 - No poorest rates

Communities

Community Level Index Findings Summary

Cells with highest need shown in purple.

Need Component or Metric	Carbondale	Pike East	Pike South	Pike West	Wayne Central	Wayne North	Wayne South
Families Single Household Below Poverty w Children							
Families Below Poverty							
Less than High School Graduate							
Population 65 and over							
Females Ages 15 to 44							
Percent Non-White							
DEMOGRAPHIC NEED - RANK							
Birth related - Medicaid							
Newborns - Medicaid % Premature							
Newborns - NonMedicaid % Premature							
Neonates - Medicaid % Problems							
Neonates - NonMedicaid % Problems							
HEALTH STATUS - NEWBORNS - RANK							
Disease of Heart: Total Diseases of Heart							
Malignant Neoplasms: Total Malignant Neoplasms							
Chronic Lower Respiratory Disease							
Cerebrovascular Disease							
Alzheimer's Disease							
Diabetes Mellitus							
Accidents: All							
HEALTH STATUS - CHRONIC DISEASE - RANK							
All Ages							
Age: 0 to 17							
Age: 18 to 64							
Age: 65+							
Coverage: Medicaid							
PREVENTABLE INPATIENT USE - RANK							

Next Steps



- Internet survey responses for selected items on needs, i.e., service development or expansion, specialists, service characteristics and target population were also analyzed by community. Need for specific physician specialties was also examined by community. See User's Guide for more details.
- Strategic plans and actions should continue to examine these priority needs and the roles of various providers which offer services to these communities. Wayne Memorial's priority plans and actions should focus on those communities which currently have a high or growing reliance upon its capacities, such as Carbondale, Wayne Central and North and Pike West.

For More Information Contact:

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