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Introduction

Asante Three Rivers Medical Center is owned and operated by Asante, a 501 (c) (3) organization. As part of the Affordable Care Act enacted into law in 2010, tax-exempt hospitals must develop and make publicly available a Community Health Needs Assessment (CHNA) at least every three years. For Asante Three Rivers Medical Center, the 2019 CHNA and related implementation strategies are available for public viewing on www.Asante.org.

Approach

The IRS encourages hospitals to collaborate with other health care providers within the region to conduct jointly sponsored Community Health Needs Assessments to identify and prioritize community health needs. As such, Asante hospitals joined 13 public health departments, hospitals, coordinated care organizations, Federally Qualified Health Centers and other health care provider organizations in Jackson and Josephine counties to conduct a regional Community Health Assessment (CHA) under the auspices of Jefferson Regional Health Alliance. The results of this CHA were used in part by Asante to develop its implementation strategies to address the prioritized needs.

The themes that emerged from Asante’s Community Health Needs Assessment for Josephine County and the 2019 regional Community Health Assessment were expected for our primary service area. The areas of opportunity identified through the community health survey were: access to health care services; cancer; dementia, including Alzheimer’s Disease; diabetes; heart disease and stroke; infant health and family planning; injury and violence; mental health; nutrition, physical activity and weight; potentially disabling conditions; respiratory diseases; substance abuse; and tobacco use.

Asante has based its top five priorities for the hospital’s implementation strategy based on the top four health care needs identified in the Asante Three Rivers Medical Center CHNA, combined with the top three issues identified in the regional CHA. They are: access to health care services; substance abuse; mental health; heart disease and stroke; and infant health.

Other identified themes, as well as the social determinants of health, are more effectively addressed by individual organizations or a broad coalition of community groups. As a member organization of the Jefferson Regional Health Alliance, Asante is participating in the development of a collaborative 2019 regional Community Health Improvement Plan.

Key themes identified in this community health assessment were: substance use; affordable housing; mental health and well-being; poverty and employment; parenting and life skills; and education and workforce development.

Methodology

Community Health Needs Assessment (CHNA):

This assessment incorporates data from both quantitative and qualitative sources. Quantitative data includes primary research (the PRC Community Health Survey) and secondary research (vital statistics and other existing health-related data). These quantitative components allow for trending and comparison to benchmark data at the state and national levels. Qualitative data input includes primary research gathered through an Online Key Informant Survey.

For the purpose of this assessment, Asante’s Total Service Area (TSA) is Jackson and Josephine counties combined. Most patients of Asante Three Rivers Medical Center reside in Josephine County. As such, Josephine County is considered the primary service area for this CHNA.
Community Health Assessment (CHA):

Social, economic and health data were drawn from existing data sources, such as the U.S. Census, Oregon Health Authority, and both Jackson and Josephine County public health departments, among others. Input was received from about 1,270 persons who represent the broad interests of the community between April and July 2018 through key informant interviews, focus groups, community forums and online surveys. The research included input from seniors, youth, rural area residents, Spanish-speaking residents and disabled.

Access to health care services

Access to comprehensive, quality health care services is important for the achievement of health equity and for increasing the quality of a healthy life for every person. It can impact overall physical, social and mental health status; prevention of disease and disability; detection and treatment of health conditions; quality of life; preventable death; and life expectancy. Access to health services means the timely use of personal health services to achieve the best achievable health outcomes. It requires three distinct steps: 1) Entering the health care system; 2) Accessing a health care location where needed services are provided; and 3) Finding a health care provider with whom the patient can communicate and trust. Improving health care services depends in part on ensuring that people have a usual and ongoing source of care. People with a usual source of care have better health outcomes and fewer disparities and costs. Having a primary care provider as the usual source of care is especially important. PCPs can develop meaningful and sustained relationships with patients and provide integrated services while practicing in the context of family and community. Improving health care services includes increasing access to and use of evidence-based preventive services. Clinical preventive services are services that: prevent illness by detecting early warning signs or symptoms before they develop into a disease (primary prevention); or detect a disease at an earlier, and often more treatable, stage (secondary prevention).

Overview (CHNA):

A total of 40.5% of adults in Josephine County report some type of difficulty or delay in obtaining health care services in the past year. This is higher than the national findings at 35%. The trend marks a statistically significant increase from 2014 survey findings of 37.9%.

Of the tested barriers, difficulty obtaining a doctor’s appointment impacted the greatest share of Total Service Area adults (21.6% say that difficulty getting in to see a doctor prevented them from obtaining a visit to a physician in the past year). The proportion of TSA adults impacted was worse than that found nationwide for cost of prescription medications and difficulty getting in to see a physician. Findings were statistically similar in Josephine County for each barrier surveyed. Over time, difficulty getting in to see a physician has grown worse in the TSA, while the barrier of cost of a physician visit has decreased.

Barriers to physician care

<table>
<thead>
<tr>
<th>County</th>
<th>Getting an appointment</th>
<th>Cost (Rx)</th>
<th>Cost (visit)</th>
<th>Finding a doctor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Josephine</td>
<td>20.2%</td>
<td>15.1%</td>
<td>11.5%</td>
<td>13.5%</td>
</tr>
</tbody>
</table>

Mental health care was identified as the most difficult health care services to access in the community (65.2%) per key informants. Second most difficult is substance abuse treatment (17.4%), then primary care (13%).
Substance abuse

Substance use and abuse is a critical public health issue that affects not only the individual, but also has serious direct and indirect impacts on families, communities and society as a whole. The causes of substance use disorders are multi-faceted and include biological, social and environmental factors. Trauma and adverse childhood experiences increase the chances of substance use and addiction. Individuals with substance use disorders can experience negative health and social outcomes including higher rates of infectious disease (HIV, hepatitis), cancer, mental illness, domestic violence, crime, financial hardship, housing instability and homelessness, child-abuse and overdose. The current opioid epidemic, along with existing and emerging alcohol and marijuana use, strains available resources among a range of community organizations - from law enforcement to social and health services.

Overview (CHNA):

Between 2012 and 2014, there was an annual average age-adjusted drug-induced mortality rate of 18.9 deaths per 100,000 population in Asante’s Total Service Area. That’s higher than the state (14.1) and national (14.6) rates. It also fails to satisfy the Healthy People 2020 target of 11.3 or lower. While the local mortality rate has not shown a clear trend, it has remained above statewide and national rates over the past decade. In Josephine County, the rate was 17.5 deaths per 100,000.

Survey respondents indicate their lives have been negatively affected by substance abuse. At 50.2% for the TSA, this is much higher than the national figure of 32.2%. In Josephine County: 49.0%.

Additionally, key informants characterized substance abuse as a major problem in the community (75.6%), with methamphetamines and heroin or other opioids as the most problematic (32.1% and 25% respectively.

Overview (CHA):

As seen across all the data sources for this assessment, substance abuse emerged as a top issue. Looking at the community survey conducted as part of this assessment, substance abuse was the third most frequently selected health issue having the largest impact on the community (59.6%) and the fourth most frequently selected health issue having the largest impact on themselves, their family or their patients. Middle-income households (those making $50,000-$99,999) were more likely to view substance abuse as a top health issue in the community (65.3%). In general, respondents were more likely to report substance abuse as a top issue impacting the community compared to as an issue impacting themselves, their family or their patients.

Alcohol use is most commonly and reliably measured among adults. Adults were more likely to report current binge drinking statewide (17.9%), in Josephine County (16.3%) and adults nationwide (16.3%).

The number of eleventh grade students who reported alcohol consumption was about the same in Josephine County (29.6%) and Oregon overall (29.8%).

Adults in Josephine County were more likely to report current cigarette smoking (24.7%) than adults across Oregon (17.7%). It is important to note that Josephine County also experiences higher lung cancer incidence and mortality rates.

In 2016, eleventh grade students in Josephine County were more likely to report current marijuana use (24.3%) than in Oregon overall (21.6%).

Opioid use was of concern to community survey respondents. The opioid overdose hospitalization rates were higher for Josephine County (12.8 hospitalizations per 100,000 population) compared to Oregon overall (10.5 per 100,000 population).

Despite the existence of several local resources to address substance use disorders, over half of health care providers selected substance abuse services as a health and social service currently
lacking in the community, which was higher than survey respondents overall (40.4%) and community members (32.4%).

**Mental health**

Mental health is essential to overall well-being and is closely connected to physical health. Mental health issues, such as anxiety and depression, can arise from genetic factors and from several individual and societal factors – incidence of trauma, poor nutrition and poverty. Mental illness affects people’s ability to participate in health-promoting behaviors, and thus affects their ability to maintain good physical health. Substance use and mental health go hand in hand, as addiction to substances is a form of mental illness. The relationship between mental health and physical health is bidirectional. Issues with physical health, such as chronic diseases, can seriously impact mental health and decrease a person’s ability to participate in treatment and recovery. Mental illness can also impact other areas of life including attending and focusing at school, obtaining and maintaining a job, finding and keeping housing, and having beneficial relationships with friends and family.

**Overview (CHNA):**

Most key informants taking part in an online survey characterized mental health as a “major problem” in the community (77.9%). The most common reasons stated include: limited access; not enough providers; insufficient inpatient services; long wait-times to see a provider; and affordability.

Between 2012 and 2014, there was an annual average age-adjusted suicide rate of 22.3 deaths per 100,000 population in the Total Service Area. That is higher than the state (17.7) and national (12.7) rates. It also fails to satisfy the Healthy People 2020 target of 10.2 or lower. The area suicide rate has overall trended upward. In Josephine County: 23.4 deaths per 100,000 population.

A total of 37.6% of Total Service Area adults acknowledge having ever sought professional help for a mental or emotional problem. This is higher than the U.S. percentage (27.4%) and is much higher than in Josephine County (28.3%).

A total of 25.8% of Total Service Area adults have been diagnosed by a physician as having a depressive disorder such as depression, major depression, dysthymia, or minor depression. This is similar to the state finding (24%), but worse than the national figure (17.9%). The TSA percent marks a statistically significant increase since 2014, which was 20.2%. In Josephine County, it’s 24.7%.

**Overview (CHA):**

Over half of overall survey respondents selected mental health and stress as a top health issue impacting their community, compared to 67.7% of health care providers reporting mental health and stress as an issue impacting their patients or clients.

Mental health was one of the two most frequently mentioned health issues among focus group and interview participants. Depression and anxiety were noted as prevalent across the lifespan. For working age adults, mental health was discussed in the context of experiencing stress related to high cost of living and raising a family. Social isolation was the most commonly cited stressor for seniors. Compared to the U.S., adults were more likely to report a depression diagnosis in Josephine County (26.7%) and Oregon (25.4%).

Approximately 70% of overall survey respondents reported that mental health and stress among homeless (68.9%) and among veterans (67.4%) were of high concern.

Mental health of youth was especially concerning to assessment participants, who noted that trauma at home and peer pressure were primary issues facing youth. The percent of eleventh grade students reporting signs of depression was highest in Josephine County (38.9%) compared to Oregon (31.9%).
The number of these students who reported seriously considering suicide was also highest in Josephine County (21.9%) compared to Oregon (18.1%).

Between 2015 and 2016, suicide rates in Oregon and Josephine County were consistently higher than that of the U.S. In 2017, the suicide rate for Josephine County was 29.5 deaths per 100,000 population, which was higher than that for Oregon (19.0 deaths per 100,000 population).

The ratio of the population to one mental health provider decreased between 2015 and 2017 across Oregon and Josephine County, indicating an increase in availability of mental health providers.

**Cardiovascular disease and stroke**

*Heart disease is the leading cause of death in the United States, with stroke following as the third leading cause. Together, heart disease and stroke are among the most widespread and costly health problems facing the nation today. Fortunately, they are also among the most preventable.*

*The risk of Americans developing and dying from cardiovascular disease would be substantially reduced if major improvements were made across the population in diet and physical activity, control of high blood pressure and cholesterol and smoking cessation.*

*Cardiovascular health is significantly influenced by the physical and social environment, including: maternal and child health; access to educational opportunities; availability of healthy foods, physical education and extracurricular activities in schools; opportunities for physical activity including access to safe and walkable communities; access to healthy foods; quality of working conditions and worksite health; availability of community support and resources; and access to affordable, quality health care.*

**Overview (CHNA):**

Between 2012 and 2014 there was an annual average age-adjusted heart disease mortality rate of 130.2 deaths per 100,000 population in the Total Service Area, which is similar to the Oregon rate (132.5) and lower than the national rate (169.1). The heart disease mortality rate has decreased in the TSA, echoing the decreasing trends across Oregon and the U.S. overall.

Between 2012 and 2014, there was an annual average age-adjusted stroke mortality rate of 41.7 deaths per 100,000 population in the Total Service Area, which is less favorable than the Oregon (37.4) and national (36.5) rates. The rate also fails to satisfy the Healthy People 2020 target of 34.8 or lower. The stroke rate has declined in recent years, though not as steadily as the rates reported across Oregon and the U.S. overall. In Josephine County, it’s 44.9 deaths per 100,000 population.

Risk factors for cardiovascular disease in Josephine County often exceed most state and national numbers and continue to rise. A total of 40.5% of Total Service Area adults have been told at some point that their blood pressure was high. This is worse than the Oregon prevalence (31.8%) and fails to satisfy the Healthy People 2020 target of 26.9% or lower. In Josephine County, it’s 43.1%.

A total of 35.8% of adults in the TSA have been told by a health professional that their cholesterol level was high. This is similar to the national prevalence, but far from satisfying the Healthy People 2020 target of 13.5% or lower. In Josephine County, it’s 35.1%.

A total of 87.7% of Total Service Area adults report one or more cardiovascular risk factors, such as being overweight, smoking cigarettes, being physically inactive, or having high blood pressure or cholesterol. This is notably higher than national findings (83.0%). In Josephine County, it’s 88.8%.

The greatest share of key informants taking part in an online survey characterized heart disease and stroke as a moderate problem (42%) in the community and a major problem (30%). Many cited the economic impact of a heart attack and stroke, the number of younger people having a heart incident, poor diet, inactivity and the large elderly population in the area.
Infant health

Improving the well-being of mothers, infants and children is an important public health goal. Their well-being determines the health of the next generation and can help predict future public health challenges for families, communities and the health care system. Healthy birth outcomes and early identification and treatment of health conditions among infants can prevent death or disability and enable children to reach their full potential. Many factors can affect pregnancy and childbirth, including pre-conception health status, age, access to appropriate health care and poverty. Infant and child health are similarly influenced by socio-demographic factors, such as family income, but are also linked to the physical and mental health of parents and caregivers.

Overview (CHNA):

Between 2007 and 2010, 22.2% of all Total Service Area births did not receive prenatal care in the first trimester of pregnancy. This is less favorable than the Oregon (20.2%) and U.S. (17.3%) proportions.

Between 2012 and 2014, there was an annual average of 5.7 infant deaths per 1,000 live births in the TSA, which is higher than the Oregon rate (5.1) and much higher in Josephine County. After decreasing steadily, the TSA infant mortality rate has trended upward in recent years (3.9 in 2009 to 5.7 in 2014).

In Josephine County: 9.1 infant deaths per 1,000 live births.

Of key informants surveyed, 22.5% perceive infant health as a problem in the community. Their reasons include: living in poverty; substance abuse in the family setting; poor diet; lack of pediatric health care services; minimal public health programs; homeless families; and childhood trauma.
2019 Evaluation of Community Health Improvement Plan Initiatives & Activities

Asante Three Rivers Medical Center

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Project Overview

Project Goals
This purpose of this evaluation study is to solicit input and feedback from community stakeholders around the work Asante Three Rivers Medical Center has done in 2017 and 2018 to help address the top health needs in the community (the 11 priority health issues identified through the hospital’s 2016 Community Health Needs Assessment). This will help guide the hospital in understanding if it is on the right path, as well as get further suggestions for improvement efforts and identify additional potential partners and community resources.

To accomplish this, Asante engaged an independent research firm, Professional Research Consultants, Inc. (PRC), to conduct a survey of community stakeholders (key informants) to evaluate Asante’s work and to better understand their perceptions of these issues.

Methodology
To solicit input from key informants, an Online Key Informant Survey was implemented in February 2019. A list of recommended participants was provided by Asante; this list included names and contact information for physicians, public health representatives, other health professionals, social service providers, and a variety of other community leaders. Many key informants asked to participate in the evaluation of initiatives and activities undertaken since the 2017 Community Health Needs Assessment (CHNA) were the same ones invited to help prioritize the community needs for the 2017 CHNA.

Key informants were first contacted by Asante via email, introducing the purpose of the survey. This email also asked the invitees to review highlights of the initiatives and actions currently underway in the hospital’s Community Health Improvement Plan (see Appendix). PRC then emailed a link to these individuals to take the survey online after affirming that they had reviewed the list of initiatives. Reminder emails were sent as needed to increase participation.

In all, 11 community stakeholders took part in the Online Key Informant Survey. Final participation included representatives of the organizations outlined below.

- Asante
- City of Grants Pass
- Josephine County Board of Commissioners
- Rogue Community College
Through this process, input was gathered from several individuals whose organizations work with low-income, minority, or other medically underserved populations.

**Minority/medically underserved populations represented:**
- African-Americans, the elderly, Hispanics, the homeless, low-income residents, the mentally ill

In the online survey, key informants were asked to:

1) Rate their awareness of Asante Three Rivers Medical Center’s activities around the priority health issues (prior to reviewing the referenced document);
2) Rate how well Asante Three Rivers Medical Center is addressing the health issues;
3) Offer suggestions of additional actions the hospital could take to improve the health issue; and
4) Identify up to five existing local resources (community organizations or existing programs) that are effectively addressing the issue.

Results of their ratings, as well as their verbatim comments, are included throughout this report. Finally, the respondents were given the opportunity to identify and explain any health issues not specifically addressed in the survey, but ones they feel are major problems in the community.
**Summary of Findings**

**Awareness**
The following are the health issues around which Asante Three Rivers Medical Center’s work was best recognized by participating key informants:

- Infant Health & Family Planning
- Nutrition, Physical Activity & Weight
- Tobacco Use

An overview of awareness for all 11 health issues is provided in the following chart.

**Key Informants: Prior Awareness of Asante Three Rivers Medical Center’s Efforts to Improve Health Issues**

<table>
<thead>
<tr>
<th>Health Issue</th>
<th>Very Aware</th>
<th>Somewhat Aware</th>
<th>Not At All Aware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infant Health &amp; Family Planning</td>
<td>50.0%</td>
<td>16.7%</td>
<td>33.3%</td>
</tr>
<tr>
<td>Nutrition, Physical Activity &amp; Weight</td>
<td>33.3%</td>
<td>50.0%</td>
<td>16.7%</td>
</tr>
<tr>
<td>Tobacco Use</td>
<td>33.3%</td>
<td>50.0%</td>
<td>16.7%</td>
</tr>
<tr>
<td>Heart Disease &amp; Stroke</td>
<td>28.6%</td>
<td>28.6%</td>
<td>42.9%</td>
</tr>
<tr>
<td>Access to Healthcare Services</td>
<td>27.3%</td>
<td>45.5%</td>
<td>27.3%</td>
</tr>
<tr>
<td>Mental Health &amp; Substance Abuse</td>
<td>18.2%</td>
<td>36.4%</td>
<td>45.5%</td>
</tr>
<tr>
<td>Cancer</td>
<td>16.7%</td>
<td>66.7%</td>
<td>16.7%</td>
</tr>
<tr>
<td>Injury &amp; Violence Prevention</td>
<td>16.7%</td>
<td>16.7%</td>
<td>66.7%</td>
</tr>
<tr>
<td>Respiratory Diseases</td>
<td>16.7%</td>
<td>16.7%</td>
<td>66.7%</td>
</tr>
<tr>
<td>Diabetes</td>
<td>16.7%</td>
<td>83.3%</td>
<td>16.7%</td>
</tr>
<tr>
<td>Disabilities</td>
<td>66.7%</td>
<td>33.3%</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Evaluation**
The following are the health issues for which respondents rated Asante Three Rivers Medical Center’s work most highly (in terms of “excellent” ratings):

- Cancer
- Nutrition, Physical Activity & Weight
- Access to Healthcare Services
- Heart Disease & Stroke

An overview of ratings for all 11 health issues is provided in the following chart.
Key Informants: Ratings of Asante Three Rivers Medical Center’s Efforts to Improve Health Issues

- **Cancer**: Excellent 40.0%, Very Good 20.0%, Good 20.0%, Fair 20.0%
- **Nutrition, Physical Activity & Weight**: Excellent 33.3%, Very Good 16.7%, Good 16.7%, Fair 33.3%
- **Access to Healthcare Services**: Excellent 27.3%, Very Good 27.3%, Good 18.2%, Fair 18.2%, Poor 9.1%
- **Heart Disease & Stroke**: Excellent 20.0%, Very Good 40.0%, Good 20.0%, Fair 20.0%
- **Tobacco Use**: Excellent 16.7%, Very Good 16.7%, Good 33.3%, Fair 33.3%
- **Mental Health & Substance Abuse**: Excellent 10.0%, Very Good 30.0%, Good 60.0%
- **Infant Health & Family Planning**: Excellent 50.0%, Very Good 16.7%, Good 33.3%
- **Diabetes**: Excellent 33.3%, Very Good 50.0%, Good 16.7%
- **Disabilities**: Excellent 16.7%, Very Good 50.0%, Good 33.3%
- **Respiratory Diseases**: Excellent 16.7%, Very Good 50.0%, Good 33.3%
- **Injury & Violence Prevention**: Excellent 16.7%, Very Good 33.3%, Good 50.0%
Key Informant
Evaluations & Feedback
Access to Healthcare Services

Awareness & Evaluation

Prior to reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to improving access to healthcare:

- Most reported that they were aware to some degree (“very” or “somewhat aware”) of the hospital’s efforts in this area.

After reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to improving access to healthcare:

- Most gave favorable (“excellent,” “very good” or “good”) evaluations of the hospital’s efforts in this area.

Access to Healthcare Services

Prior Awareness of Asante Three Rivers Medical Center’s Efforts to Improve This Issue

- Very Aware: 27.3%
- Somewhat Aware: 45.5%
- Not At All Aware: 27.3%

Rating of Asante Three Rivers Medical Center’s Efforts to Address This Issue

- Excellent: 27.3%
- Very Good: 27.3%
- Good: 18.2%
- Fair: 18.2%
- Poor: 9.1%

Sources: PRC Online Key Informant Survey, Professional Research Consultants, Inc.

Notes: Asked of all respondents.
Additional Suggestions

Respondents who rated the hospital as anything other than “excellent” or “very good” offered the following suggestions as to what Asante Three Rivers Medical Center could do to further address this issue:

Community Education/Outreach
Design and implement public educational campaigns to advertise preventative care and seasonal open houses to identify local trends. - Community Leader

Diverse Representation
Asante needs more diverse representation in the community in order to collaborate more effectively. This is a frequent comment also from internal Asante staff who are held back from engaging in community efforts. - Community Leader

Improve Pediatric Options
Improve pediatric mental health options and care. - Community Leader

Resources

Key informants participating in the survey identified the following local resources (community organizations or existing programs) that are currently effectively addressing this issue in the community.

- 211
- APD (Aging and People With Disabilities)
- AllCare Health
- Asante Three Rivers Medical Center
- DHS (Department of Human Services)
- Discharge Prescription Program
- Doctors’ Offices
- Hearts With A Mission Youth Shelter
- Hospitals
- OnTrack
- Options for Southern Oregon
- PrimaryHealth
- Ready Ride Service
- School District #7
- Siskiyou Community Health
- Transitional Care Clinic
- UCAN (United Community Action Network)
Mental Health & Substance Abuse

Awareness & Evaluation
Prior to reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to mental health and substance abuse:

- Most reported that they were aware to some degree (“very” or “somewhat aware”) of the hospital’s efforts in this area, although a plurality responded “not at all aware.”

After reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to mental health and substance abuse:

- Most gave unfavorable (“fair”) evaluations of the hospital’s efforts in this area.

### Mental Health & Substance Abuse

**Prior Awareness of Asante Three Rivers Medical Center’s Efforts to Improve This Issue**

<table>
<thead>
<tr>
<th></th>
<th>Very Aware</th>
<th>Somewhat Aware</th>
<th>Not At All Aware</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>18.2%</td>
<td>36.4%</td>
<td>45.5%</td>
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**Rating of Asante Three Rivers Medical Center’s Efforts to Address This Issue**

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Very Good</th>
<th>Good</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10.0%</td>
<td>0.0%</td>
<td>30.0%</td>
<td>60.0%</td>
</tr>
</tbody>
</table>

Sources: PRC Online Key Informant Survey, Professional Research Consultants, Inc.
Notes: Asked of all respondents.

### Additional Suggestions

Respondents who rated the hospital as anything other than “excellent” or “very good” offered the following suggestions as to what Asante Three Rivers Medical Center could do to further address this issue:

**More Resources**

- Behavioral health as a whole needs far more resources. Up to 10% of the people we see in the ED are there for behavioral health issues. We have very limited outpatient access points and too few inpatient beds. We need a comprehensive, system-wide approach to this issue. - Physician
- Help set up drug treatment programs, that would help those with drug addictions get off the street. - Community Leader

**Community Education/Outreach**

- Community education regarding resources available. - Community Leader
Coordination/Collaboration

ATRMC is not going to be able to address this on its own. A system-level approach to behavioral health will be required to address the very real, very large need for increased mental health services. This may require coordination with other health systems/resources in the state, as well. - Physician

Resources

Key informants participating in the survey identified the following local resources (community organizations or existing programs) that are currently effectively addressing this issue in the community.

- AA/NA (Alcoholics Anonymous/Narcotics Anonymous)
- AllCare Health
- Asante Three Rivers Medical Center
- Blue Zones
- Churches
- Coordinated Care Organization
- Ford Foundation
- Josephine County Mental Health
- Kairos
- OnTrack
- Options for Southern Oregon
- Siskiyou Community Health
- Sobering Service (through the Addictions Recovery Center)
- The Sobering Center
Heart Disease & Stroke

Awareness & Evaluation

Prior to reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to heart disease and stroke:

- Most reported that they were aware to some degree (“very” or “somewhat aware”) of the hospital’s efforts in this area, although a plurality responded “not at all aware.”

After reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to heart disease and stroke:

- Most gave favorable (“excellent,” “very good” or “good”) evaluations of the hospital’s efforts in this area.

Heart Disease & Stroke

- Prior Awareness of Asante Three Rivers Medical Center’s Efforts to Improve This Issue
- Rating of Asante Three Rivers Medical Center’s Efforts to Address This Issue

Additional Suggestions

Respondents who rated the hospital as anything other than “excellent” or “very good” offered the following suggestion as to what Asante Three Rivers Medical Center could do to further address this issue:

More Specialists

There were more specialists in Medford; after my husband had his stroke, he followed-up over there.
- Community Leader
Resources

Key informants participating in the survey identified the following local resources (community organizations or existing programs) that are currently effectively addressing this issue in the community.

- Asante Rogue Regional Medical Center
- Asante Three Rivers Medical Center
- Cardiopulmonary Rehabilitation Services
- Grants Pass Public Safety
- Heart Failure Clinic
- Siskiyou Community Health
- Southern Oregon Cardiology
Infant Health & Family Planning

Awareness & Evaluation
Prior to reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to infant health and family planning:

• Most reported that they were aware to some degree ("very" or "somewhat aware") of the hospital’s efforts in this area.

After reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to infant health and family planning:

• Most gave favorable ("very good" or "good") evaluations of the hospital’s efforts in this area.

Infant Health & Family Planning

Prior Awareness of Asante Three Rivers Medical Center’s Efforts to Improve This Issue

Rating of Asante Three Rivers Medical Center’s Efforts to Address This Issue

Sources: PRC Online Key Informant Survey, Professional Research Consultants, Inc. Notes: Asked of all respondents.

Additional Suggestions
There were no suggestions as to what Asante Three Rivers Medical Center could do to further address this issue.
Resources

Key informants participating in the survey identified the following local resources (community organizations or existing programs) that are currently effectively addressing this issue in the community.

- Asante Rogue Regional Medical Center
- Asante Three Rivers Medical Center
- Coordinated Care Organization
- Doctors’ Offices
- Hospitals
- Improved Fetal Heart Monitors
- Josephine County Health Services
- New Obstetrics Training Modules
- Planned Parenthood
- Public Health Department
- Siskiyou Community Health
**Diabetes**

**Awareness & Evaluation**

Prior to reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to diabetes:

- Most reported that they were "somewhat aware" of the hospital’s efforts in this area.

After reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to diabetes:

- Most gave favorable (“very good” or “good”) evaluations of the hospital’s efforts in this area.

**Diabetes**

Prior Awareness of Asante Three Rivers Medical Center’s Efforts to Improve This Issue

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Rating of Asante Three Rivers Medical Center’s Efforts to Address This Issue

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**Sources:** PRC Online Key Informant Survey, Professional Research Consultants, Inc.

**Notes:** Asked of all respondents.

**Additional Suggestions**

Respondents who rated the hospital as anything other than “excellent” or “very good” offered the following suggestions as to what Asante Three Rivers Medical Center could do to further address this issue:

**Access to Care/Services**

*Not ATRMC, specifically, but our patients need better, easier, more timely access to their primary care providers in Josephine County.* - Physician

**Nutritional Services**

*This is a service you don’t know you need until you need it. It is nice to see you have community cooking classes and nutritionists hired to help people change their lifestyles. It is nice to see you partner with the Blue Zone project here in Grants Pass.* - Community Leader
Resources

Key informants participating in the survey identified the following local resources (community organizations or existing programs) that are currently effectively addressing this issue in the community.

- AllCare Health
- Asante
- Asante Physician Partners
- Asante Three Rivers Medical Center
- Blue Zones
- Demonstration Kitchen (Asante)
- Dialysis Center
- Hospitals
- School District #7
Nutrition, Physical Activity & Weight

Awareness & Evaluation

Prior to reviewing the highlights of Asante Three Rivers Medical Center's initiatives and actions relating to nutrition, physical activity and weight:

- Most reported that they were aware to some degree ("very" or "somewhat aware") of the hospital's efforts in this area.

After reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to nutrition, physical activity and weight:

- Most gave favorable ("excellent," "very good" or "good") evaluations of the hospital’s efforts in this area.

Nutrition, Physical Activity & Weight

Prior to reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to nutrition, physical activity and weight:

- Most reported that they were aware to some degree ("very" or "somewhat aware") of the hospital’s efforts in this area.

After reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to nutrition, physical activity and weight:

- Most gave favorable ("excellent," "very good" or "good") evaluations of the hospital’s efforts in this area.

Additional Suggestions

Respondents who rated the hospital as anything other than “excellent” or “very good” offered the following suggestion as to what Asante Three Rivers Medical Center could do to further address this issue:

Strategic Planning

We need a more sustained, more visible approach to promoting nutrition and weight control. - Physician

Sources: PRC Online Key Informant Survey, Professional Research Consultants, Inc.
Notes: Asked of all respondents.
Resources

Key informants participating in the survey identified the following local resources (community organizations or existing programs) that are currently effectively addressing this issue in the community.

- Asante Three Rivers Medical Center
- Blue Zones
- Demonstration Kitchen (Asante)
- PrimaryHealth
- School District #7
Respiratory Diseases

Awareness & Evaluation
Prior to reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to respiratory diseases:

• Most reported that they were "not at all aware" of the hospital’s efforts in this area.

After reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to improving respiratory diseases:

• Most gave favorable (“very good” or “good”) evaluations of the hospital’s efforts in this area.

Additional Suggestions
Respondents who rated the hospital as anything other than "excellent" or “very good” offered the following suggestions as to what Asante Three Rivers Medical Center could do to further address this issue:

More Specialists/Services
- We do not have the needed pulmonologist support in either Medford or Grants Pass. We need a local COPD clinic. - Physician

Education/Outreach
- Education through news outlets. Hard to reach everyone. If you don’t need these services, you block out information about it until it directly affects you. - Community Leader
Resources

Key informants participating in the survey identified the following local resources (community organizations or existing programs) that are currently effectively addressing this issue in the community.

- Asante Three Rivers Medical Center
- Cardiopulmonary Rehabilitation Services
- Outpatient Sleep Studies
Cancer

Awareness & Evaluation

Prior to reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to cancer:

- Most reported that they were aware to some degree (“very” or “somewhat aware”) of the hospital’s efforts in this area.

After reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to cancer:

- Most gave favorable (“excellent,” “very good” or “good”) evaluations of the hospital’s efforts in this area.

Additional Suggestions

Respondents who rated the hospital as anything other than “excellent” or “very good” offered no specific suggestions as to what Asante Three Rivers Medical Center could do to further address this issue.
Resources
Key informants participating in the survey identified the following local resources (community organizations or existing programs) that are currently effectively addressing this issue in the community.

- 3D Mammography (Asante)
- Asante Three Rivers Medical Center
- Breast Cancer Navigator
- Cancer Support Groups
- New Vault/Higher Quality Linear Accelerator (Asante)
Disabilities

Awareness & Evaluation

Prior to reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to disabilities:

- Most reported that they were "somewhat aware" of the hospital’s efforts in this area.

After reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to disabilities:

- Most gave favorable (“very good” or “good”) evaluations of the hospital’s efforts in this area.

### Additional Suggestions

Respondents who rated the hospital as anything other than “excellent” or “very good” offered the following suggestions as to what Asante Three Rivers Medical Center could do to further address this issue:

**More Services**

- Fairly limited services at this point, in my opinion. - Physician

**Outreach**

- Advertise to doctors or places where people who have this problem can see. You tend to block out information if it does not have relevance to you. - Community Leader
Resources

Key informants participating in the survey identified the following local resources (community organizations or existing programs) that are currently effectively addressing this issue in the community.

- APD (Aging and People With Disabilities)
- ALS Clinic
- Asante Three Rivers Medical Center
- HASL Center for Independent Living
- Josephine Housing Council
- Options for Southern Oregon
- School System
- Siskiyou Community Health
Injury & Violence Prevention

Awareness & Evaluation
Prior to reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to injury and violence prevention:

- Most reported that they were “not at all aware” of the hospital’s efforts in this area.

After reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to injury and violence prevention:

- Half gave unfavorable (“fair”) evaluations of the hospital’s efforts in this area.

Injury & Violence Prevention

Prior Awareness of Asante Three Rivers Medical Center’s Efforts to Improve This Issue

Rating of Asante Three Rivers Medical Center’s Efforts to Address This Issue

Sources: PRC Online Key Informant Survey, Professional Research Consultants, Inc.
Notes: Asked of all respondents.

Additional Suggestions
Respondents who rated the hospital as anything other than “excellent” or “very good” offered the following suggestions as to what Asante Three Rivers Medical Center could do to further address this issue:

Education/Outreach
Get the information out to high school and college students in the classrooms. Public safety announcements on TV. - Community Leader

Need More Local SANE (Sexual Assault Nurse Examiner) Nurses
We need more local SANE nurses. Lately, we have had to send most victims of sexual assault to ARRMC for SANE/SART services. - Physician
Resources
Key informants participating in the survey identified the following local resources (community organizations or existing programs) that are currently effectively addressing this issue in the community.

- Asante Three Rivers Medical Center
- Fall Prevention Committee
- Mental Health Services
- Trauma Coordinator (Asante)
- Women's Crisis Services
Tobacco Use

Awareness & Evaluation
Prior to reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to tobacco use:

- Most reported that they were aware to some degree (“very” or “somewhat aware”) of the hospital’s efforts in this area.

After reviewing the highlights of Asante Three Rivers Medical Center’s initiatives and actions relating to tobacco use:

- Most gave favorable (“excellent,” “very good” or “good”) evaluations of the hospital’s efforts in this area.

### Additional Suggestions
Respondents who rated the hospital as anything other than “excellent” or “very good” offered the following suggestion as to what Asante Three Rivers Medical Center could do to further address this issue:

**Mentoring in Schools**

I have read about your ongoing classes in the newspapers, so I know they are available… Having older smokers talk to younger students in schools about how difficult it is to quit may help. - Community Leader

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**Sources:** PRC Online Key Informant Survey, Professional Research Consultants, Inc.

**Notes:** Asked of all respondents.
Resources

Key informants participating in the survey identified the following local resources (community organizations or existing programs) that are currently effectively addressing this issue in the community.

- AllCare Health
- Anti-Tobacco Policy (Asante)
- Asante Three Rivers Medical Center
- Doctors' Offices
- Options for Southern Oregon
- PrimaryHealth
- Quit Line
- Respiratory Therapy Sponsored Program
- School System
Other Issues Identified

Near the end of the survey, respondents were given the opportunity to identify any health issues not addressed in the survey, but which they consider to be a major problem in the community. The following illustrates the one issue identified, as well as the respondent’s reason for their perception:

**Drug Use And Crime**

*The tie-in of drug use with crime. The majority of crime is the result of theft to get drugs, or out-of-control behavior coming from drug use. Instant gratification, as opposed to self-discipline. The ability to wait for rewards is instrumental to teach at a young age. - Community Leader*
Appendix
Highlights of Initiatives & Actions

From the 2017 Asante Community Health Improvement Plan:

1. ACCESS TO HEALTH CARE SERVICES

   **Asante Three Rivers Medical Center**
   1. New providers were hired for medical clinics in Grants Pass to increase the availability of primary and specialty care.
   2. Certified application counselors were hired to help community members complete health care application forms for Oregon Health Plan coverage.
   3. The Transitional Care Clinic opened to help patients connect with medical providers for follow-up care after discharge from the hospital.
   4. Our discounted or free prescription drug program provides medications to patients who are financially unable to get prescriptions after discharge from the hospital.
   5. Social workers connect patients to resources by working with outside agencies to help patients who have little to no means of support (financial, social and emotional) to secure essential needs after hospitalization.

2. MENTAL HEALTH & SUBSTANCE ABUSE

   **Asante Three Rivers Medical Center**
   1. Licensed clinical social workers were hired at Asante family practice clinics in Grants Pass to address the need for outpatient mental health needs.
   2. Financial support is provided to the Grants Pass Sobering Center and Kairos.
   3. Financial support is provided to Royal Family Kids to support activities for youth in the foster system to help create positive experiences.
   4. As the sponsor of Blue Zones Project, mental and spiritual health initiatives are integrated into physical well-being activities.
   5. The psychiatric care rooms in the hospital were painted a more calming color to reduce patient stress.

3. HEART DISEASE AND STROKE

   **Asante Three Rivers Medical Center**
   1. A partnership with OHSU for tele-stroke services brings expert stroke consultations to doctors in the hospital.
   2. The hospital received acute stroke ready certification from our accrediting agency to validate enhanced stroke care services at the hospital, such as tele-stroke capabilities.
   3. As the primary financial sponsor of PulsePoint, when a cardiac emergency is in a public place, the app alerts nearby CPR-trained citizens at the same time a 9-1-1 call is made.
4. INFANT HEALTH AND FAMILY PLANNING

Asante Three Rivers Medical Center
1. The pediatric unit was renovated to update technology and services.
2. Three pediatric care rooms were added to the hospital for young inpatients.
3. The hospital is the first in Oregon to receive the Baby-Friendly designation by the World Health Organization and continues to uphold this accreditation yearly.

5. DIABETES

Asante Three Rivers Medical Center
1. The demonstration kitchen was built within the Asante Outpatient Center for diabetes nutrition education for community members.
2. Diabetes Care Center and Nutrition Services was established to offer medical diagnosis and treatment, support groups and education.
3. Inpatient consultations are available for people with diabetes to help prepare for post-discharge care and nutrition.
4. An endocrinology clinic was opened in Grants Pass to provide diabetes care and education.
5. The hospital cafeteria revamped its menu to make food more nutritious and reduced the number of sugar-laden beverages for drinks that are more healthful.

6. NUTRITION, PHYSICAL ACTIVITY AND WEIGHT

Asante Three Rivers Medical Center
1. Inpatient and outpatient nutrition counselors were hired to help patients learn how their diet affects their health condition and how to make better food choices.
2. Dietitians provide nutrition education for community members in the demonstration kitchen in the Asante Outpatient Center.
3. Annual funding of the Friends of Josephine County Food Bank provides hundreds of meals to the underserved in the community.
4. As the primary sponsor of the Blue Zones Project in Grants Pass, we promote a healthier, more active lifestyle, including participation in MOAI hikes.
5. Our Sports Medicine Outreach Program provides injury prevention, evaluation, treatment and rehabilitation for student athlete injuries at two high schools in outlying areas of the Three Rivers School District at no cost.

7. RESPIRATORY DISEASES

Asante Three Rivers Medical Center
1. Discharged patients with pneumonia and respiratory issues are scheduled to see an Asante pulmonologist to ensure a continuum of care and reduce their chance of being readmitted.
2. An Asante pulmonologist rotates through Asante’s Grants Pass clinic to provide this specialty health service that is under-represented in the community.
3. Telemedicine pulmonary intensivist consultations were implemented for medical providers treating patients in the hospital to give advanced care to patients.

4. The Asante Sleep Center provides mask PAP therapy fittings, troubleshooting and education to nearly 200 community members to improve the health of patients with obstructive sleep apnea.

8. CANCER

Asante Three Rivers Medical Center

1. The breast cancer nurse navigator program was implemented in Josephine County to assist patients with pre-screening and qualifying for free mammograms.

2. 3-D mammography technology was installed at the imaging center for enhanced detection of breast cancer.

3. The Spears Cancer Center was remodeled, and technology was upgraded adding a new linear accelerator to improve cancer detection.

4. National Breast Cancer Awareness Month activities and education are provided to inform people of breast cancer detection, treatment and support.

5. During National Colon Cancer Awareness Month, Asante providers promote education and screening to community members.

9. DISABILITY AND HEALTH

Asante Three Rivers Medical Center

1. Community members from Southern Oregon and Northern California diagnosed with ALS may attend an ALS clinic held every three months. Clinics address the needs of the patient, including equipment, home safety, medications, communication devices, wheelchairs, adaptive devices, pain management, grief and family education.

10. INJURY AND VIOLENCE PREVENTION

Asante Three Rivers Medical Center

1. The hospital’s Sexual Assault Response Team helps victims of assault. Exams are performed and submitted by certified sexual assault nurse examiners at no cost to the patient.

2. Licensed clinical social workers were hired at Asante medical clinics in Grants Pass to help victims of abuse.

3. A fall prevention program for seniors was created to help them live safely in their home, improve mobility and minimize injury.

4. Our sponsorship of the American Red Cross Prepare Out Loud earthquake and disaster preparedness events in Josephine County provide education about medical preparedness and steps to take to reduce the impact of disasters.

5. Asante provides clothing, sleeping gear and cold weather supplies for low-income patients who have inadequate housing or heat.
11. TOBACCO USE

**Asante Three Rivers Medical Center**

1. The Asante tobacco use policy was revised to restrict hospital-inpatient tobacco use to nicotine patches and gum to promote better health. Smoking cessation education is also provided.

2. An eight-week Freedom from Smoking program has been implemented at no cost for anyone in the community who wants to stop smoking.