

2004 Community Health Needs Assessment

HealthReach Community Health Centers (HRCHC) is a family of eleven federally qualified health centers in central and western Maine. We provide high quality health care that is affordable and close to home. We offer medical services to citizens of all ages and offer a Sliding Fee Program based on family size and income to ensure that everyone can obtain needed services.

Every five years, we perform a comprehensive Community Health Needs Assessment. We survey users of our health centers, community board members, governing board members, staff, and others to find out if we are meeting community needs. Subsequently we identify what services need to be enhanced and develop our next five-year operational and clinical plans.

In addition, HRCHC participates in ongoing Needs Assessments of healthcare partners in the various communities that our health centers reside. This enhances our joint efforts towards developing healthier communities, avoiding service duplication and attracting additional resources.

We are grateful to the 2,361 respondents who took the time to complete a survey during our 2004 Community Health Needs Assessment (11/04 - 1/05).

We welcome inquiries about our Needs Assessment process and results. Please contact the HRCHC Development Office directly at 207-861-3466 or by email at HRCHC@HealthReach.org. In addition, we invite you to visit our website to learn more about HRCHC: www.HealthReachCHC.org.

Katharine Calder, LCSW
Director of Development and Provider Recruitment
May 2, 2005

The Eleven Health Centers of HRCHC

HealthReach Community Health Centers



1. Belgrade Regional Health Center

2. Bethel Family Health Center



3. Bingham Area Health Center

4. Lovejoy Health Center (Albion)



5. Madison Area Health Center

6. Mt. Abram Regional Health Center (Kingfield)



7. Rangeley Region Health Center

8. Richmond Area Health Center



9. Sheepscot Valley Health Center (Coopers Mills)

10. Strong Area Health Center



11. Western Maine Family Health Center (Livermore Falls)

MAINE



www.HealthReachCHC.org

12. HRCHC Administrative Office
Waterville

Needs Assessment Purpose

HealthReach Mission:

- To provide high quality health care that is affordable and close to home

Community Needs Assessment Purpose:

To periodically check in with the community

- To see if we are meeting community needs
- To identify service gaps
- To begin planning for the next five years

Needs Assessment Plan

1. Survey patients, board, staff (November 2004 - January 2005)
 - Patients who visited one of the 11 health centers during a two week period in November were asked to complete surveys
 - Community Board members were mailed surveys and also participated in group discussions
 - Governing Board members completed surveys at monthly board meeting
 - Staff members filled in surveys at staff meetings or individually
2. Share results with governing and community boards (January 2005)
3. Incorporate results into Long Range organizational plan for the next five years (January-June 2005)
4. Communicate survey results to community partners (May 2005).

Needs Assessment Results: Profile of Respondents

2,070 patients out of 3,700	(56%)
62 community board members out of 102	(61%)
6 community board group surveys out of 9	(67%)
7 governing board members out of 14	(50%)
198 staff out of 244	(81%)
18 Other	
<hr/>	
2,361 respondents out of 4,069	(58%)

Notes:

- Target numbers do not reflect the fact that some respondents may belong in more than one group (e.g. some community board members are patients also)
- Community members-at-large (non health center users) were not targeted



Breakdown of Responses to the Question: “What do you see as the greatest health care issues in your community?”

Group	Number Of Respondents	Percentage Of Respondents
Belgrade patients, community board & staff	227	85%
Bethel patients, community board & staff	316	76%
Bingham patients, community board & staff	152	60%
Lovejoy patients, community board & staff	159	31%
Madison patients, community board & staff	200	60%
Mt. Abram patients, community board & staff	150	79%
Rangeley patients, community board & staff	80	37%
Richmond patients, community board & staff	88	27%
Sheepscot patients, community board & staff	346	66%
Strong patients, community board & staff	121	46%
Western patients, community board & staff	486	76%
Central Staff	11	100%
Governing Board	7	50%
Other	18	
All Groups Combined	2,361	58%

Notes

- Numbers represent patient, staff, board and other respondents combined
- Target numbers do not reflect the fact that some respondents may belong in more than one group (e.g. a patient may also be a community board member)

Top Issues 2004*

1. Medication Cost
2. Health Care Cost
3. Dental Care
4. Obesity
5. Cancer

*All responses to the question: "What do you see as the greatest health issues in your community," ranked from highest (1) to lowest (5) need

Top Five Issues by Health Center

	Belgrade	Bethel	Bingham	Lovejoy	Madison	Mt. Abra	Rangeley	Richmon	Sheepsc	Strong	Western	ALL
Health Problem	Top 5	Top 5	Top 5	Top 5	Top 5	Top 5	Top 5	Top 5	Top 5	Top 5	Top 5	Top 5
Aging Issues				4			3	5				
Cancer	4	5	4		5a				4	5	3	5
Dental Care	3	2	3	5	3	3		4	3	3	4	3
Depression		4a			4						5	
Health Care Cost	1	1a	2	2	2	1	2	1	2	1	2	2
Medication Cost	2	1b	1	1	1	2	1	2	1	2	1	1
Obesity	5	3		3		4	4	3	5	4		4
Substance Abuse (alcohol, drugs, tobacco)		4b	5		5b	5	5					

Conclusion: Next Steps

This document summarizes the top five health concerns of HealthReach Community Health Centers as identified by users of our health centers, community board members, governing board members and staff. It also provides a profile of the respondents to the 2004 Community Health Needs Assessment.

In addition to the analysis presented here, the survey provided numerous recommendations and constructive ideas on ways that individual health centers can better tackle the identified health concerns.

Once again, we appreciate the time and effort each individual put into completing the survey. We have started to develop our Long Range Five-Year Plan for the organization and individual health centers. In addition, we will continue working with community partners to refine existing services, launch new initiatives, and attract new funding to our communities, as together we work towards developing healthy communities for citizens of central and western Maine.

For additional information on survey results for individual communities or regions, contact the Development Office of HealthReach Community Health Centers at 207-861-3466 or HRCHC@HealthReach.org.