

**Sheridan Memorial Hospital Association  
Community Health Needs  
Assessment  
2019**

**Survey conducted by  
Sheridan Memorial Hospital Association  
Plentywood, Montana**

**Community Served:**

Sheridan Memorial Hospital is a private, not-for-profit 19-bed Critical Access Hospital, long-term care facility and rural health clinic located in Plentywood, Montana. The facility's medical staff is comprised of one family practitioner, three family nurse practitioners, and two physician assistants who offer health care services to the residents and visitors of Sheridan County and surrounding areas to include Daniels and Roosevelt counties as well as areas in Canada and North Dakota. Sheridan County is located in the northeastern corner of Montana and covers the geographic area of 1,706 square miles. Sheridan Memorial Hospital provides medical services to Sheridan County which has a population of 3,668 (2013 US Census).

**CHNA Process/Methods:**

Sheridan Memorial Hospital Association conducted a survey gathering data to help define areas of need in Sheridan County. The survey was conducted online, but was also available in paper copy for those who wished to participate that way. The survey was available for the public to complete from March 27, 2019 through April 30, 2019. Notification of the survey were published in The Greeter, on our website ([www.SheridanMemorial.net](http://www.SheridanMemorial.net)), on our Facebook page ([www.Facebook.com/Sheridan.Memorial](https://www.Facebook.com/Sheridan.Memorial)) as well as notification of the survey emailed to over 187 people, paper reminders sent in April statements to over 900 patients as well as paper copies of the survey sent to the Pioneer Manor (a retirement facility located in Plentywood, Montana) and Lacasa Personal Care (an assisted living facility located in Plentywood, Montana).

**Community Health Data:**

When working on the Implementation Plan the survey results will be the main data reviewed; however additional data collected in past Community Health Needs Assessments (2013 and 2016) will be evaluated as well.

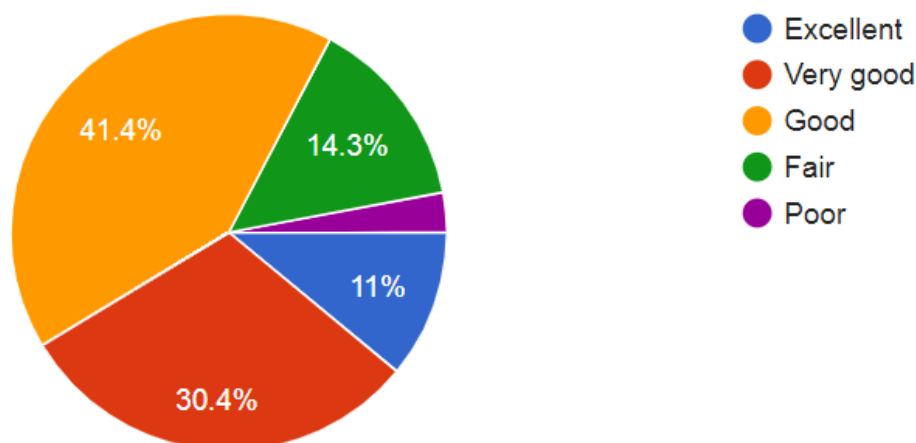
**CHNA Report Availability:**

A hospital facility must make its CHNA report widely available to the public. This must be done by making the CHNA report widely available on a Web site and by making a paper copy of the CHNA report available for public inspection upon request and without charge at the hospital facility.

## Key Findings from Mar-April 2019 CHNA Survey:

### 1. How would you describe your overall health?

Number of responses: 237 responses.



### 2. What are the biggest health issues or concerns in your community?

Number of responses: 234 responses.

Cancer – 148  
Mental Health/Depression/Suicide – 147  
Overweight/Obesity - 137  
Alcohol Overuse – 112  
Diabetes – 110  
Asthma/Lung Disease – 58  
Stroke – 42  
Aging Population – 3

**Others mentioned:** Chronic Malignant Hypertension, Inactivity, Guts, General wellness/exercise/nutrition, Kidney Failure, Lack of a full time MD, Lupus, Arthritis/Orthopedic, Hashimoto's Thyroiditis, Special Services for Women, Auto Immune.

### 3. What keeps you or others in your community from seeking medical treatment?

Number of responses: 236 responses.

No Access to Primary Care Physicians/Doctors/Providers – 91  
Health Services Too Far Away – 89  
Too Long of a Wait to Get an Appointment with a Provider – 81  
Lack of Insurance – 75  
Unable to Pay Copays – 63  
No Appointments Available – 58  
Fear (Not ready to face health problem) – 45  
Too Long of a Wait at the Doctor's Office – 45  
Transportation Problems – 36  
None/No Barriers – 23  
Don't Understand the Need to See a Healthcare Provider – 22  
Child Care Problems – 11  
Don't Know How to Find a Health Care Provider – 5  
Cultural or religious beliefs – 1

**Others Mentioned:** Lack of Time Off from Work/Travel Time, Difficulty Accessing Specialists, Mainly Mid-level Providers in Community/Little Access to Physicians, Misdiagnosed Too Many Times, Sheridan Memorial Bills are 4x

more than Other Hospitals, Excessive Cost, Most of the good care providers are hard to get into. The ones who are easy to get into, I am not comfortable seeing unless I HAVE to for an urgent care need, Lack of Trust in the Providers, Privacy, Unable to pay bill, Dissatisfied with the Providers at SMH, Folks that work in the field that are not very kind or respectful that may not follow privacy rules, Privacy of Information, Too expensive even with insurance, High Deductibles, No pre/post-natal care, Clinic scheduler unprofessional, and Lack of clinic options.

4. What is needed to improve the health of your family and neighbors?

Number of responses: 231 responses.

Mental Health Services – 122

Specialty Physicians – 110

Wellness Services – 99

Healthier Food – 93

Substance Abuse Rehabilitation Services – 81

Recreation Facilities – 78

Job Opportunities – 40

Safe Places to Walk/Play – 35

Transportation – 26

**Others Mentioned:** Family Practice/General Practitioner, weight loss counseling, Healthier restaurant options!! Simple things such as offering fruit and veggie options for kid's meals, appropriate treatment, do not order every lab possible, Doctors, trustworthy doctor closer, excessive cost, more primary/family care providers, fewer and fewer places to shop locally. I use Amazon more & more. Every time Main Street gets smaller; the community dies a little more, wellness services, try and have various specialties come monthly like SMHA used to and like Williston does, an OR, full-time doctor, and physician.

5. What health screenings or education/information services are needed in your community?

Number of responses: 220 responses.

Mental Health – 124

Cancer – 116

Substance Abuse (drugs/alcohol) – 115

Exercise/Physical Activity – 104

Weight-loss Help – 103

Heart Disease – 102

Diabetes – 99

Blood Pressure – 87

Nutrition – 82

Cholesterol – 70

Routine Well Check-ups – 66

Quitting Smoking – 61

Prenatal Care – 58

Memory Loss – 58

Dental Screenings – 48

Emergency Preparedness 34

Vaccination/Immunization – 38

Falls Prevention – 29

Eating Disorders – 27

Disease Outbreaks – 18

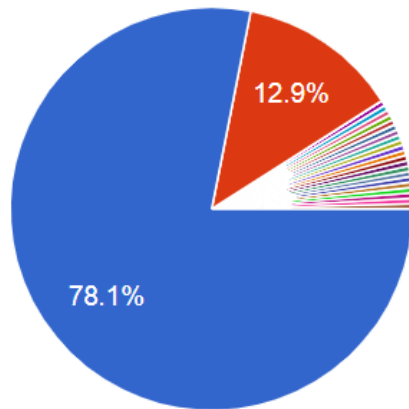
HIV/Sexually Transmitted Diseases – 14

All Are Needed - 2

**Others Mentioned:** Elderly at home care, endocrinology, teen pregnancy, vision care, I would love to see skin cancer screening brought to Sheridan Memorial, and I wish households with type 1 diabetics could get emergency services such as a glucagon shot without the entire ambulance service arriving.

6. If you or someone in your family were ill and required medical care, where would you go?

Number of responses: 233 responses.



- Clinic
- Hospital emergency department
- Health department
- Would no seek care
- depends on the illness, ER in emer...
- Sidney
- Would like appointment with primar...
- Daniels Memorial Hospital and Sco...
- Other hospital or ER at SMH if eme...
- Out of town
- Sidney or Billings
- When I have hypoglycemia I pray n...
- I prefer to use the clinic as the ER i...
- If it were serious, I would travel to a...
- Depends
- Go to the nearest hospital
- Out of town to a MD
- Billings
- Not sure
- I don't know now
- With NO dr. stoner or MD in plenty...
- Williston or Sidney
- I would go to Billings.
- Need a Dr here daily
- Billings, MT

Clinic - 182  
 Hospital Emergency Department - 30  
 Billings - 3  
 Out of Town - 3  
 Sidney - 2  
 Williston - 1  
 Scobey - 1

7. Where do you and your family get most of your health information?

Number of responses: 232 responses.

Doctor/Health Professional – 177  
 Internet – 132  
 Family or Friends – 60  
 Hospital – 35  
 Newspaper/Print Media – 32  
 County Health Department – 22  
 Television – 15  
 School – 4

**Others Mentioned:** Facebook, pharmacist, google, reliable source on internet, and info-book.

8. Where do you turn to get general information about the community (i.e. business hours, services offered, announcements, etc.).

Number of responses: 230 responses.

Facebook – 139  
 Sheridan County News – 135  
 The Greeter – 136  
 Friends/Family – 82

Internet Search – 66

Website – 56

KATQ Radio International – 52

Phone Book – 32

Daniels County Leader - 4

The Searchlight – 2

9. What additional health services would help meet health challenges in your community

Number of responses: 96 responses

**Physicians/Providers**

- Medical Doctor(s) – 14
- Full-time Doctor – 6
- Resident MD – 2
- More providers - 2
- A full-time general practitioner invested in this community.
- Physician, labor and delivery, surgery
- More physicians, not PA's/NP's
- Access to more general practitioners
- Continuity with providers
- Care vs. Convenience
- Consistent providers that work more than 2 days a week.
- Need consistent daily care from a Dr. not a part-time PA

**Clinic Care**

- More continuity in the basement clinic, like the providers work more days.
- Ability to get an appointment later in the day to establish care – difficult for many people to have an appointment only before 2:30 when they are working all day and can only come after 2:30
- More appointment times later in the day to “establish care” with new clinic after Plentywood Clinic closing
- SMH clinic needs an office manager.
- It is a real hindrance for setting up appointments for family members when the clinic office is closed for 1.5 hours over lunch.
- Walk-in Clinic: appointment slots for strep test, pink eye, etc. - 2
- Public Health family planning services

**Hospital Care**

- Better emergency room care
- Continuity of services. Providers not available only for 1-2 days a week. What happened to care givers working 4-5 days a week? A member of our family was in hospital for 3 days. Had 3 different providers. Thank heavens for a good group of floor nurses

**Specialty Providers/Services**

- Vision care/Eye Doctor – 4
- Diabetes care/education – 3
- Cancer Treatment – 3
- Free yearly skin cancer screening
- Obstetrics/GYN – 3
- Women's care
- Prenatal care and delivery
- Baby and post-natal care
- Dealing with Chrons or UC
- Endocrinology
- Urology
- Heart Health
- Kidney disease care

- Orthopedic Care
- Specialists – 2

#### **Nutrition/Weight Management/Fitness Services**

- We need a health facility that has a fitness center with a walking track
- Weight loss/Health/Fitness education – 3
- Nutritionist - 2
- All weather exercise classes
- Elderly exercise classes

#### **Mental Health/Substance Abuse Services**

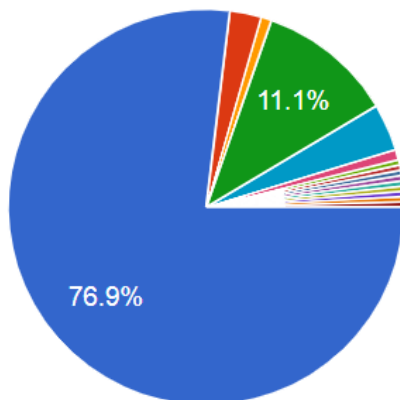
- Mental Health services/specialist – 8
- Affordable/accessible mental health providers
- Alcohol and drug addiction services - 3
- Easier physical access to AA

#### **Other Services**

- Medical marijuana
- Minor surgical procedures
- Emergency house call
- Home Health
- Elderly at home care
- Cost of service's
- Don't know – 5

10. When seeking care, which hospital would you visit FIRST?

Number of responses: 234 responses.



Sheridan Memorial – 180

Sidney Health Center – 26

CHI St. Alexius Williston - 9

Daniels Memorial – 6

Roosevelt Memorial – 2

- Sheridan Memorial Hospital Associ...
- Daniels Memorial - Scobey, MT
- Roosevelt Memorial - Culbertson, MT
- Sidney Health Center - Sidney, MT
- St. Luke's Hopsital - Crosby, ND
- CHI St. Alesius Health Center - Willi...
- Billings Clinic
- Can never get a appointment in SMH
- Billings hospitals
- Aemt or a pa friend
- Without Dr. Stoner now we go out o...
- Trinity-Western Dakota - Williston, ND
- I would go to sheridan first. But I ha...
- This is too general of a question. I g...
- NEMHS-Riverside Clinic Poplar MT
- Billings, MT

11. Please choose all statements below that apply to you.

Number of responses: 235 responses.

I receive a flu shot each year – 160

I use sunscreen or protective clothing - 117

I exercise at least three times a day – 97

I have access to a wellness program through work – 39

I eat fast food more than once a week – 35

I smoke cigarettes – 22

None of the above apply to me - 14

I have more than 4(women), 5(men) alcoholic drinks a day – 13

I chew tobacco – 3

12. Which of the following preventive procedures have you had in the past 12 months?

Number of responses: 236 responses.

Prostate cancer screening – 7

Blood pressure check – 172

Flu shot – 158

Dental cleaning/x-rays – 131

Vision screening – 110

Blood sugar check – 101

Cholesterol screening – 97

Physical exam – 91

Mammogram – 83

Pap smear – 65

Colon/rectal exam – 31

Skin cancer screening – 24

Cardiovascular screening – 23

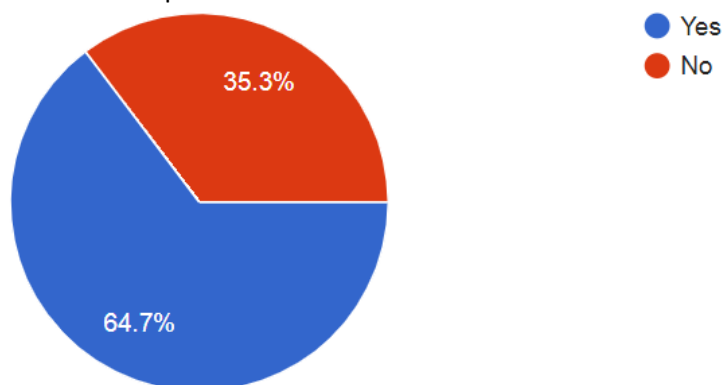
Hearing screening – 18

Bone density test – 17

None of the above – 12

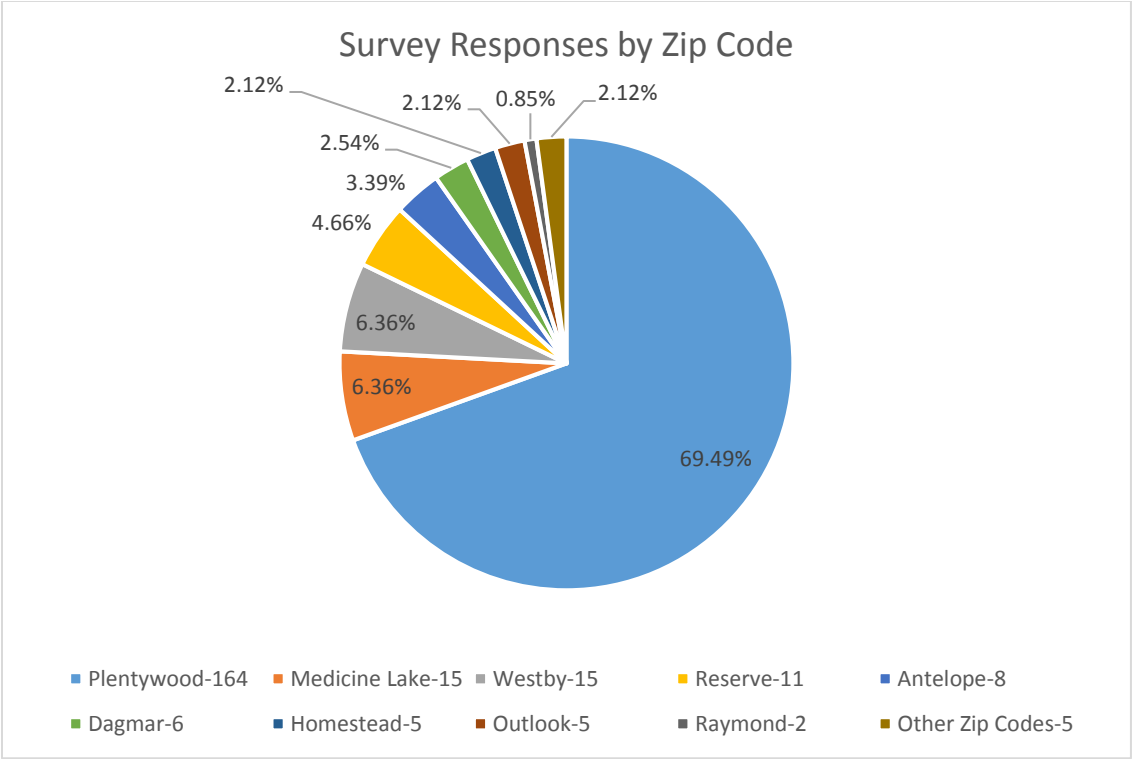
13. Have you had a routine physical exam (annual Wellness exam) in the past two years?

Number of responses: 235 responses.

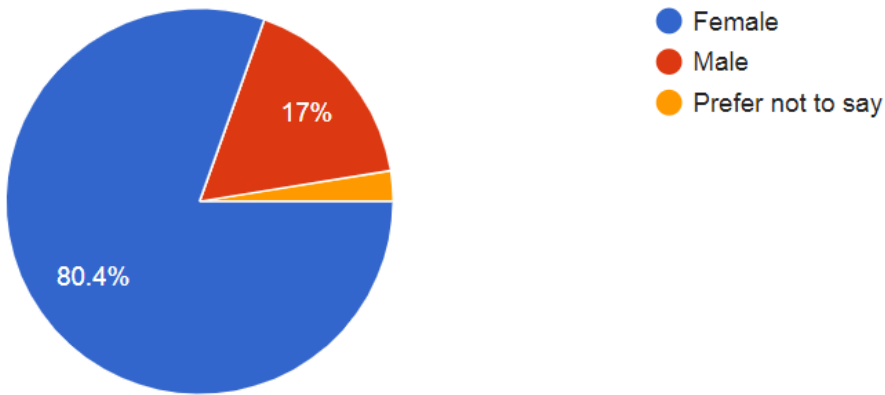




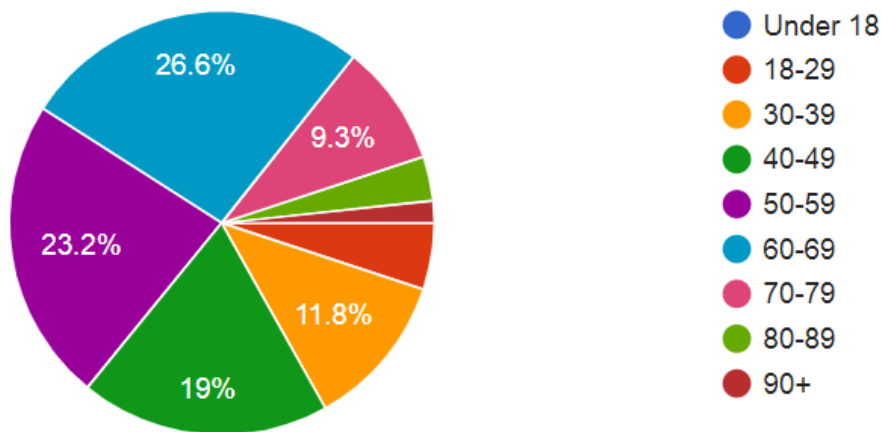
14. In what ZIP code is your home located?  
Number of responses: 236 responses.



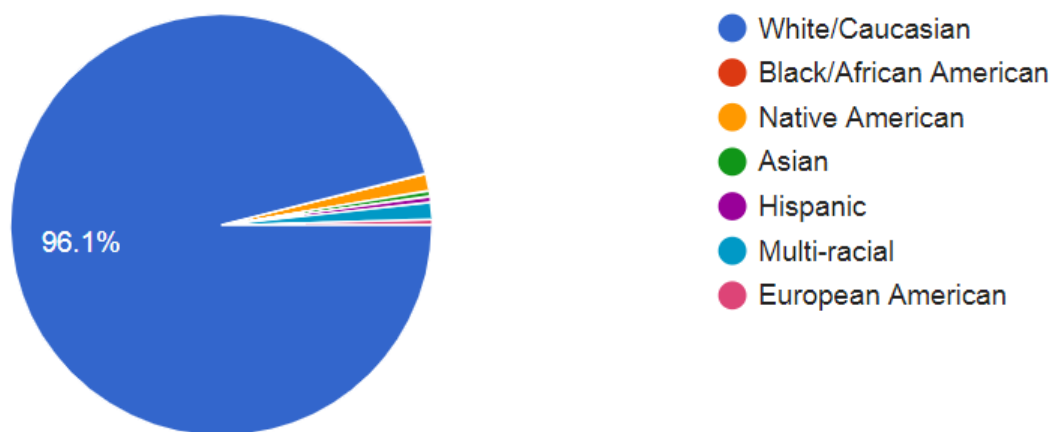
15. What is your gender?  
Number of responses: 235 responses



16. Which category below includes your age?  
Number of responses: 237 responses.



17. What is your racial/ethnic identification?  
Number of responses: 230 responses



18. Do you have health insurance?  
Number of responses: 234 responses

