

COMMUNITY HEALTH NEEDS ASSESSMENT



Photograph by Robbie Skinner

2012-2013

St. Joseph's Hospital of Buckhannon, Inc.

Community Health Needs Assessment

ST. JOSEPH'S HOSPITAL

MESSAGE TO THE COMMUNITY

St. Joseph's Hospital of Buckhannon is pleased to present its 2012-2013 Community Health Needs Assessment (CHNA) Report. This report includes a comprehensive review and analysis of data associated with the health issues and needs of the individuals residing in the service area of St. Joseph's Hospital. The overall service region encompasses Upshur County, portions of Lewis County, Randolph County and Webster County. The primary service area includes communities (defined by zip code) of Buckhannon, French Creek, Walkersville, Rock Cave, Tallmansville and Helvetia.

The study, Community Health Needs Assessment, was conducted to identify the health needs and issues of the region and to provide useful information to public health agencies, health care providers, policy makers, social service agencies, interested community and church groups, local businesses and consumers who may have an interest in improving the health status of persons in the region and the primary service area of St. Joseph Hospital. It is hoped that the study findings may enable the hospital, the local health department and other providers to focus on strategies, priorities, action plans and the commitment of resources to the identified community health needs.

Providing and improving the health of the community is embodied in the mission of St. Joseph's Hospital.

"We are inspired by the love of Christ to provide our community with quality health care in ways which respect the God-given dignity of each person and the sacredness of human life."

Moreover, improving health status in the region is an important issue for each person in the service region, either individually or collectively through agencies or interested community groups. Again, St. Joseph's Hospital has established values in support of its mission. One of those values is "interdependence".

"Cooperation and collaboration among all members of our health care community"

"The Community Health Needs Assessment serves as both a focus for improvement and a useful tool in development of long-term strategies for sustainability."

Sue E. Johnson-Phillippe

It is the desire of St. Joseph's Hospital that the information included in this Community Health Needs Assessment Report may encourage activities and collaboration in order to meet identified needs and issues impeding improvement of health status in the region.

EXECUTIVE SUMMARY

The 2012-2013 St. Joseph's Hospital of Buckhannon Community Health Needs Assessment (CHNA) was conducted to identify significant health issues, current health status, and needs and/or limitations impeding health status improvement to the end to provide basic information to individuals and organizations for the purpose of having a positive impact on the region's residents. The results of the study provide a basis for prioritizing strategic actions and the commitment of resources toward improvement of health status in the region and primary service area.

In order to provide a baseline and consistent data, St. Joseph's Hospital engaged the assistance of Arbor Associates, Inc. to gather data from residents of the primary service area on the following topics:

- Utilization of healthcare services
- Utilization of physician services
- Utilization of medical care beyond the local area
- Identification of unmet healthcare needs
- Financial and transportation barriers to care
- Willingness to use St. Joseph's Hospital for available care

Two hundred (200) interviews selected at random were completed. All interviews were conducted by Arbor employees who are professionally trained in non-directive survey techniques. Detailed tables and supporting graphics for each of the survey questions were generated. Data was analyzed to show information independently by geographic area.

Secondary data on disease incidence and mortality, as well as behavioral risk factors were also gathered from the West Virginia Department of Health, the West Virginia Cancer Registry, the US Census Bureau, the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute. Lastly, St. Joseph's Hospital created a "Community Advisory Group" composed of community stakeholders, local health care providers, community groups, political subdivision representatives, local agriculture, and the county health department in order to solicit additional information and to validate findings from the survey activities. Three meetings of the group were held during the summer of 2013.

Following the review, analysis and synthesizing of the data, the following issues were identified as priority areas of focus for improvement strategies: access to primary care services; perceived lack of access to cardiology services; perceived lack of access to urology services; lack of orthopedic services; improved coordination of oncology services; weight management programs; and tobacco cessation programs. The Board adopted areas of focus for strategy and program development on September 19, 2013.

The Community Health Needs Assessment Report will be posted on the St. Joseph's Hospital of Buckhannon website (www.stj.net) no later than September 30, 2013.

BACKGROUND AND ACCOMPLISHMENTS

Community Health Needs Assessment are now a condition for meeting regulatory requirements and guidelines for various organizations, and according to the current and proposed community benefit provisions for tax-exempt hospitals that have been established and/or proposed by the Internal Revenue Service, and the Patient Protection and Affordability Care Act. Therefore, non-profit hospitals must conduct a community health needs assessment at least once every three years. Additionally, this assessment is required to take into account a broad scope of interests served by the hospital and has to include individuals with expertise in public health in the process. Further the Community Health Needs Assessment must be widely available to the public and an action plan must be developed to identify the “how” of implementation of the strategies that are adopted by the hospital board.

St. Joseph's Hospital of Buckhannon is a non-profit, Catholic sponsored hospital serving the healthcare needs of an entirely rural population in a mountainous region of north central West Virginia. The hospital has been successful in developing partnerships in the region with West Virginia University Hospital for tertiary service connections, as well as for provider staffing of the emergency department and the urgent care center. The hospital has also developed a partnership with United Hospital Center for tertiary support. Additionally, St. Joseph's Hospital maintains close affiliation ties with St. Mary's Medical Center, which is its larger sister hospital sponsored by Pallottine Health Services. The hospital maintains clinical affiliations with numerous educational training programs including but not limited to West Virginia Wesleyan College and Davis & Elkins College.

Over the past five years, the hospital has adopted an aggressive strategy to replace and enhance the provider base in the service area. This has resulted in an increased provider presence in obstetrics/gynecology, cardiology and primary care and replacement of departed physicians in urology and orthopedics. Additionally, an outpatient infusion service was developed with out-of-the-area providers to enhance outpatient cancer infusion therapy in the local service area, allowing residents to avoid lengthy and costly travel to out of the service area locations.

Since the provider foundation has been put in place, the next step is programmatic enhancement and customer/patient awareness of the availability of the product/service components. The Community Health Needs Assessment is the primary vehicle to prioritize strategy and resource investment in order to provide the most community benefit while carrying out the mission of St. Joseph's Hospital of Buckhannon.

METHODOLOGY

St. Joseph's Hospital used a number of techniques and formats in order to obtain data, gain input and determine priorities associated with the Community Healthy Needs Assessment. Fundamental to the Community Health Needs Assessment was community support and input. This was obtained through the development of a Community Advisory Committee. This committee not only provided the necessary community engagement, but it also fulfilled the necessary requirements of the Community Health Needs Assessment as far as “broad interests” were concerned, including county health department participation. This committee met as a group three (3) times during the summer of 2013 to review data, provide additional input and validation to the data from the survey process, and to help develop priorities for consideration.

As mentioned previously, an independent party administered two hundred (200) successful telephone surveys of primary service area residents to form a database from which to work. This data was supplemented by demographic and disease incidence data from a variety of sources including the West Virginia Department of Health, West Virginia Cancer Registry, US Census Bureau and other sources. Additionally, the hospital President/CEO personally interviewed active medical staff members and important service area stakeholders in order to provide additional perspective.

The St. Joseph's Hospital Community Health Needs Assessment process included all the necessary elements to comply with the Internal Revenue Service (IRS) guidelines (IRS Notice 2011-52) for charitable 501(c)(3) tax-exempt hospitals. Moreover, the St. Joseph's Hospital Community Health Needs Assessment process engaged a significant cross-section of community leaders, agencies and organizations, church organizations, public health officials and providers working together to develop a plan and to improve the health in the primary service area of St. Joseph's Hospital.

Service Area Definition

The study was designed to gather data on disease incidence and behavioral characteristics from the more broad service region, since this data is more widely available. The survey instrument (200 telephone interviews), the Community Advisory Committee, and the CEO interviews with medical staff and community leaders were designed more specifically to focus on the primary service area.

Asset Inventory

St. Joseph's Hospital identified existing health care facilities and resources within the community. Data from these sources were incorporated into the findings as available (also see under GENERAL FINDINGS – Provider Services Inventory).

Qualitative and Quantitative Data Collection

Every effort was made to examine the needs of the service area residents and to meet all of the requirements of the Internal Revenue Service standards. The survey organization employed appropriate survey standards and techniques in the data collection process and the development of recommendations from the survey findings. The disease incidence data attempted to include related data for the entire service region. Data was incorporated from reputable sources and did not attempt to include or exclude particular socio-economic groups.

The primary source of data collection was the two hundred (200) telephone interviews from the primary service area population on a random basis. Supplemental data from the service region was obtained from stakeholder interviews, published data from reputable sources, and the Community Advisory Committee.

Needs/Issues Prioritization Process

On March 21, 2013, the St. Joseph's Hospital Board received the preliminary findings for the primary service area survey process required by the Community Health Needs Assessment. Between April 2013 and June 2013 hospital management assembled supplemental data on the service area region to evaluate the primary and secondary service area data by clusters of zip codes. General focus areas were developed to share with the Community Advisory Committee on June 24, 2013. A follow up meeting with the Community Advisory Committee convened on July 8, 2013, incorporating the input from the previous meetings. A third meeting of the Community Advisory Committee was held on July 29, 2013, to consider all of the findings and conversation content and to establish a sense of priority to be presented to the St. Joseph's Hospital Board in September 2013.

Action Planning Process

Following the review, analysis and synthesizing of the data and information obtained from the analysis of the formal Community Needs Assessment, community feedback and review of updated market share analysis, the final information proved to be consistent with initial findings and supported the priority areas of focus for improvement strategies, which included: access to primary care services; perceived lack of access to cardiology services; perceived lack of access to urology services; lack of orthopedic services; improved coordination of oncology services; weight management programs; and tobacco cessation programs. Following agreement on the priority needs from the Community Advisory Committee on July 29, 2013, executive leadership and management identified the focused priorities for consideration by the Board of Trustees. The Board adopted areas of focus for program development on September 19, 2013. Identified needs that are not addressed in the recommended strategies are or will be addressed by other existing service region resources or will require expertise or funding not now available through St. Joseph's Hospital.

Review and Approval

The initial findings from the report were reported to the Hospital Board and approved at its regular meeting in March of 2013. The final implementation strategies and action plan were presented and ratified by the St. Joseph's Hospital Board on September 19, 2013.

GENERAL FINDINGS

Demographics

Demographic information for the service area in Upshur County was obtained from the United States Census Bureau based upon the 2010 census.

The 2012 population estimate in Upshur County is 24,477, a 9% projected increase over the 2010 census data. Sixteen point nine percent (16.9%) of the population is over 65 years of age, with 26.2% under the age of 18. The median age of the population is 40.9 years. Nearly 30% of the population is in the 45 to 65 year old age group and will be reaching retirement age over the next 20 years, resulting in a major impact on health care in the area.

Fifty point eight percent (50.8%) of the population is female and 97.6% of the population is white, a figure that shows that there is very little ethnic diversity in Upshur County.

The per capita money income is \$18,831 compared to the state income of \$22,010. Eighteen point eight percent (18.8%) of the population lives below the poverty line, while the figure for the state is 17.5%. In Upshur County, 28% of children under the age of 18 are living in poverty. Over 58% of children are approved for free and reduced-price school meals.

The unemployment rate for Upshur County is 6.8%, with the state rate slightly lower at 6.2%.

Nineteen percent (19%) of the population is uninsured, with 4.6% of the children in the county having no insurance.

Health Status

West Virginia currently ranks first in the nation for tobacco use, second in the nation for heart disease and third and fourth in the nation for obesity and diabetes respectively, according to the 2009 data from the West Virginia Health Statistics Center.

Diseases of the heart are the leading cause of death in the state at 280.1 per 100,000 population versus, the national rate of 195 per 100,000 population. This is followed by deaths from cancer and chronic respiratory disease.

Upshur County ranks fifth in the state for diabetes and seventh in the state for obesity. According to the Centers for Disease Control, ranking for deaths in Upshur County due to stroke place it 6th in the state; due to hypertension and renal disease 8th; chronic lung disease 11th; and death from diabetes gives Upshur County a ranking of 13th in the state.

Prenatal Indicators

West Virginia leads the nation in the percentage of women who smoke during pregnancy at 26.8%, with West Virginia ranking nearly three times the national average. Prematurity and smoking are the leading causes of low birth weight. From 2006 to 2010, Upshur County had between 6.25% and 8.3% of babies born with low birth weight. Infant death in Upshur County was at a rate of 7.4 per 1,000 live births compared with the national average of 6.1 per 1,000.

Breastfeeding has been shown to be protective against various infections, childhood diseases and cancers according to the La Leche League International Health Advisory Council. Breast feeding rates in West Virginia are at 33% at hospital discharge, compared to the national rate of 66%.

Teen birth rates were at 31.2% in Upshur County in 2010, somewhat below the national average of 34%.



Photograph by Sister Francesca Lewis

Cancer Incidence

The following chart shows the rates of the four (4) most prominent types of cancer in West Virginia. Together these four (4) types of cancer account for more than 54% of West Virginia cancer cases.

Cancer Incidence* Upshur County Residents, 1996-2000

Site	1996		1997		1998		1999		2000		Total:1996-2000	
	Number	Rate	Number	Rate	Number	Rate	Number	Rate	Number	Rate	Number	Rate
Total-All Sites	113	437.6	122	467.2	119	456.4	131	509.1	110	423.5	595	458.5
Lung & Bronchus	17	65.9	24	91.1	19	71.6	17	64.6	21	78.5	98	74.1
Prostate**	21	184.2	16	134.5	13	109.6	11	90.1	19	155.9	80	134.7
Female Breast***	21	146.9	15	110.5	15	115.4	20	148.0	11	81.2	82	120.5
Colon & Rectum	15	56.3	14	51.8	12	45.4	24	89.9	19	71.9	84	62.9
All Other Sites	39	153.9	53	202.5	60	229.8	58	231.9	39	156.1	249	195.1

*Data Supplied by the West Virginia Cancer Registry

Rates are per 100,000 and are adjusted by age to the 2000 U.S. population

**Based upon the male population

***Based upon the female population

Mortality

The following table demonstrates the death rates for Upshur County by year through 2001. These figures include both occupational and recreational falls. The county rank is compared to a total of 55 West Virginia counties. Deaths that are statistically significant for higher incidence compared to the United States as a whole include: Total Deaths, Diseases of the Heart, Malignant Neoplasms, Cerebrovascular Disease (Stroke), Chronic Pulmonary Disease, Pneumonia and Influenza and Motor Vehicle Accidents.

Upshur County Selected Causes of Deaths, 1992-2001

Selected Causes of Death	1992-2001 Number of Deaths	1992-2001 County Crude Rate	1992-2001 County Adjusted Rate**	1997 U.S. Adjusted Rate**	Percent Difference from U.S.	SI*	County Rank
Total Deaths, All Causes	2,558	1100.1	959.1	882.2	8.7	*	40
Diseases of the Heart	876	376.7	321.0	279.0	15.1	*	37
Malignant Neoplasms	594	255.5	226.4	203.9	11.0	^*	22
Lung	158	68.0	59.9	57.6	4.0		48
Colon	49	21.1	18.2	18.3	-0.3		37
Breast	45	37.7	33.5	28.2	18.9		13
Prostate	36	31.8	27.5	33.9	-18.7		16
All Other Malignant Neoplasms	306	131.6	117.6	99.6	18.1	*	6
Diabetes	69	29.7	25.8	23.8	8.2		46
Cerebrovascular Disease (Stroke)	136	58.5	49.7	61.6	-19.3	*	49
Chronic Obstructive Pulmonary Disease	150	64.5	55.4	41.4	33.8	*	25
Pneumonia & Influenza	67	28.8	24.2	33.5	-27.8	*	45
Unintentional Injuries	104	44.7	41.8	35.6	17.4		34
Motor Vehicle	55	23.7	23.1	15.9	45.1	*	29
Non Motor Vehicle	49	21.1	18.7	19.6	-4.5		42
Intentional Injuries	37	15.9	15.8	18.4	-14.2		42
Suicide	33	14.2	14.2	11.3	25.6		29
Homicide & Legal Intervention	4	1.7	1.6	7.2	TS	TS	51
All Other	525	225.8	199.1	185.1	7.5		29

* Significance Indicator. An asterisk (*) indicates a statistically significant difference from the U.S. rate.

** Adjusted rates are adjusted by age to the 2000 U.S. standard million.

TS number is too small for a valid comparison. All rates are per 100,000 populations.

Upshur County Overview

In Comparison to the U.S. Upshur County Is:

Better*	Similar	Worse*
Cerebrovascular Disease	Lung Cancer	Diseases of the Heart
Pneumonia and Influenza	Colon Cancer	Cancer-All Causes
Teen Fertility Rate	Breast Cancer	Cancer-All Other Causes
Births to Unwed Mothers	Prostate Cancer	Chronic Obstructive Pulmonary Disease
Late (3rd Trimester)/No Prenatal Care	Diabetes	Motor Vehicle Accidents
	Unintentional Injuries	Intentional Injuries
	Non-Motor Vehicle Accidents	Cigarette Smoking
	Homicide**	No Health Insurance Ages 18-64
	All Other Causes	
	Low-Birthweight Births	
	Infant Deaths**	
	Fetal Deaths**	
	Physical Inactivity	
	Obesity	
	Hypertension	
	Diabetes Awareness**	
	Smokeless Tobacco Use**	
	Binge Drinking**	
	Difficulty Seeing Doctor Because of Cost	

An Asterisk () indicates a statistically significant difference from the U.S. rate.

**Number is too small for a valid comparison.

Behavioral Risks

The Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute presented the 2013 County Health Rankings and Roadmaps, a compilation of data that compares the health of each county with that of the state along with the national benchmark.

Health factors were ranked on four (4) factors:

Behavioral: Tobacco use, diet and exercise, alcohol use and unsafe sexual practices

Clinical Care: Access to care

Social & Economic Factors: Education, employment, income, family support and crime

Physical Environment: Environmental qualities

Upshur County ranked poorly in several areas including tobacco use, obesity, physical activity, access to clinical care, education and poverty levels.

This table shows a comparison of Upshur County to West Virginia and to the national benchmarks. In regard to physician accessibility, Upshur County ranks well below both the state and national benchmark with primary care physicians at 2021 to 1.

County Health Rankings & Roadmaps, Upshur County, West Virginia			
Health Outcomes	Upshur County	West Virginia	National Benchmark
Health Behaviors			
Adult Obesity	30%	33%	25%
Physical Inactivity	31%	33%	21%
Poor or Fair Health	20%	22%	10%
Tobacco Use	23%	26%	13%
Clinical Care			
Uninsured	19%	17%	11%
Primary Care Physicians	2021:1	1310:1	1067:1
Dentists	2830:1	2305:1	1516:1
Preventable Hospital Stays	84	99	47
Diabetic Screening	73%	83%	90%
Social & Economic Factors			
Unemployment	8.1%	8.0%	5.0%
Children in Poverty	28%	26%	14%
Inadequate social support	19%	19%	14%
Physical Environment			
Access to Recreational Facilities	4	7	16
Fast Food Restaurants	41%	52%	27%

PROVIDER AND SERVICES INVENTORY

An assessment of health care services was accomplished in order to gain an understanding of the availability of health care services in the service area. The assessment of the health care services was compiled through analysis of market share and general data collection.

Other Acute Care Providers

The following hospitals provide a full range of acute care, ancillary and case management services. Many also provide long-term care. The hospitals are located in the immediate service area or the contiguous service area.

Stonewall Jackson Memorial Hospital, Weston, West Virginia

United Hospital Center, Clarksburg, West Virginia

Davis Memorial Hospital, Elkins, West Virginia

Louis A. Johnson VA Medical Center, Clarksburg, West Virginia

Broaddus Hospital, Philippi, West Virginia

In addition, William J. Sharpe Hospital in Weston, West Virginia provides comprehensive psychiatric services for patients that have been involuntarily committed to the facility.

Health Departments

The following health departments provide a full range of services. These health departments are located in the immediate service area or the contiguous service area.

Upshur – Buckhannon Health Department, Buckhannon, West Virginia

Lewis County Health Department, Weston, West Virginia

Barbour County Health Department, Philippi, West Virginia

Homemaker and Aging Services

The following providers offer homemaker and aging services. These providers are located in the immediate service area or the contiguous service area.

Central WV Aging Services, Buckhannon, West Virginia

Upshur County Senior Opportunity, Buckhannon, West Virginia

Upshur County Senior Center, Buckhannon, West Virginia

Lewis County Senior Center, Weston, West Virginia

Senior Center of Barbour County, Philippi, West Virginia

Senior Center of Randolph County, Elkins, West Virginia

Respite Services

The following providers offer respite services. These providers are located in the immediate service area or the contiguous service area.

ResCare Homecare, Buckhannon, West Virginia

ResCare Homecare, Belington, West Virginia

ResCare Homecare, Clarksburg, West Virginia

ResCare Homecare, Elkins, West Virginia

Adult Day Care Services

The following providers offer adult day care services. These providers are located in the immediate service area or the contiguous service area.

Interim Healthcare, Bridgeport, West Virginia

Hospice Services

The following providers offer hospice care services. These providers are located in the immediate service area or the contiguous service area.

St. Joseph's Home Health & Hospice, Buckhannon, West Virginia

Stonewall Jackson Home Care, Weston, West Virginia

Mountain Hospice Inc., Belington, West Virginia

Peoples Hospice, Clarksburg, West Virginia

Hospice Care Corp., Elkins, West Virginia

Homeless Assistance

The following providers offer assistance to the homeless population. These providers are located in the immediate service area or the contiguous service area.

Randolph County Homeless Shelter, Elkins, West Virginia

Clarksburg Mission, Clarksburg, West Virginia

Case Management Services

The following providers offer case management services. These providers are located in the immediate service area or the contiguous service area.

St. Joseph's Hospital of Buckhannon, Buckhannon, West Virginia

Central West Virginia Aging Services, Buckhannon, West Virginia

Senior Center of Randolph County, Elkins, West Virginia

North Central Community Action, Elkins, West Virginia

Long-Term Care Services

The following providers offer long-term care services. These providers are located in the immediate service area or the contiguous service area.

St. Joseph's Hospital of Buckhannon, Buckhannon, West Virginia

Holbrook on the Hill, Buckhannon, West Virginia

Crestview Manor Nursing and Rehabilitation, Jane Lew, West Virginia

Mansfield Place, Philippi, West Virginia

Elkins Regional Convalescent Center, Elkins, West Virginia

Colonial Place, Elkins, West Virginia

Louis A. Johnson VA Medical Long Term Center, Clarksburg, West Virginia

Nella's Nursing Home, Elkins, West Virginia

Mentally and Developmentally Challenged Adult Services

The following providers offer health care services for mentally and developmentally challenged adults and children. These providers are located in the immediate service area or the contiguous service area.

ResCare Day Training Program, Buckhannon, West Virginia

Potomac Center Specialized, Elkins, West Virginia

Diagnostic Services

In addition to the acute care hospitals located in the service area, the following diagnostic centers offer a full range of diagnostic services. These providers are located in the immediate service area or the contiguous service area.

United X-Ray, Bridgeport, West Virginia

Infinity Health Care Limited, Fairmont, West Virginia

Skilled Nursing Services

The following providers offer skilled nursing care services to adults and children. These providers are located in the immediate service area or the contiguous service area.

St. Joseph's Hospital of Buckhannon, Buckhannon, West Virginia

Holbrook on the Hill, Buckhannon, West Virginia

Elkins Regional Convalescent Center, Elkins, West Virginia

Louis A. Johnson VA Medical Center, Clarksburg, West Virginia

Mansfield Place, Philippi, West Virginia

Crestview Manor Nursing and Rehabilitation, Jane Lew, West Virginia

Assisted Living Services

The following providers offer assisted living services. These providers are located in the immediate service area or the contiguous service area.

Serenity Care Home, Buckhannon, West Virginia

Victoria Manor, Buckhannon, West Virginia

Talbott Personal Care Home, Belington, West Virginia

Crestview Manor Nursing & Rehabilitation, Jane Lew, West Virginia

Colonial Place, Elkins, West Virginia

Valentine Assisted Living, Beverly, West Virginia

Emergency Transport Services

The following entities provide emergency transport services. These providers are located in the immediate service area or the contiguous service area.

Upshur County Emergency Squad, Buckhannon, West Virginia

Jan-Care Ambulance, Clarksburg, West Virginia

Harrison County Emergency Services, Clarksburg, West Virginia

Randolph County Emergency Services, Elkins, West Virginia

Barbour County Ambulance, Philippi, West Virginia

Belington Emergency Medical Services, Belington, West Virginia

Federally Qualified Health Centers

The following are federally qualified health centers located in the immediate service area or the contiguous service area.

Tri-County Health Clinic, Rock Cave, West Virginia

Family Practice Community Health Center, Elkins, West Virginia

TCHC Little Meadow Health Center, Helvetia, West Virginia

Valley Health Care, Mill Creek, West Virginia

Dialysis Services

The following providers offer dialysis services in the immediate service area or in the contiguous service area.

Fresenius Medicare Care, Elkins, West Virginia

Gentle Dialysis Center, Bridgeport, West Virginia

United Dialysis Weston, Weston, West Virginia

Fresenius Medical Care, Clarksburg, West Virginia

Non-emergency Transportation Services

The following providers offer non-emergency transportation services in the immediate service area and the contiguous service area.

Upshur County Senior Services, Buckhannon, West Virginia: 8–4pm Monday thru Friday

Country Roads: 8–4pm Monday thru Friday

Primary Care Services

Providers offer a full range of primary care services in office/clinic settings. Overall, wait times for appointments were within reasonable time frames.

Emergency Care Services

There is an Emergency Department available to the community 24 hours per day, 7 days per week, and 365 days a year at St. Joseph's Hospital of Buckhannon.

Dental Care Providers

There are many dentists in Upshur County and most accept WV Medicaid and CHIP insurance for low-income patients.

Mental Health/Substance Abuse Services

Appalachian Mental Health provides outpatient drug and alcohol rehabilitation services as well as personal, family and childhood counseling on a fee for service, sliding scale payment option. Psychiatric specialty care is available in Lewis, Harrison and Marion Counties.

Physical Therapy

St. Joseph's Hospital of Buckhannon provides inpatient physical therapy services and home care based physical therapy services. Upshur County has two (2) outpatient physical therapy providers. Healthworks Rehab and Fitness Center and Country Roads Physical Therapy provide outpatient physical therapy in the county.

Homecare

St. Joseph's Home Health and Hospice and Home Plus operate homecare services within Upshur County. Several other agencies operate in Upshur County with offices outside of the county.

Pharmacy

There are several retail pharmacies located in Upshur County including CVS, Kroger, Rite-Aid and Wal-Mart pharmacies. There are also two private retail pharmacies: Thompson's Pharmacy and Miller's Pharmacy.

Public Health Nursing Services

There is a public health nurse located at the Upshur County Health Department. Broad duties include immunization programs, family planning services, STD testing, TB screening and fluoride treatments. Additional tasks mandated by the state include disaster planning, bioterrorism response and community health issue responsibilities ranging from food and water safety to pandemic flu response.

Domestic Violence Intervention

Domestic violence intervention is provided through Women's Aid in Crisis and the Upshur County Court system.



Photographs by Robbie Skinner

ACTION STRATEGIES & PLAN

The two (2) tables that follow divide the findings into two (2) distinct groups of priority. The first table is areas of focus for improvement that have been adopted as **priority**. The second table is findings that are beyond the current expertise or available funding to pursue as a priority focus at this time.

See the following two (2) pages for those tables.

Priority Plans

Area of Need	Resources	Strategy
Access to primary care for routine services. Note differentiation between “urgent” and routine.	St. Joseph’s Physicians	Quick Fix: Establish process for receptionist to utilize “scheduler” to coordinate and offer options for earlier appointments Interim: Re-evaluate office hours by provider for potential expansion of appointment slots including Friday afternoons and evenings Longer Term: Explore centralized scheduling with new computer system Telemedicine and use of technology to expand access to services
Perceived lack of access to Cardiology	St. Joseph’s Cardiologist and staff	Outreach to referring physicians. Increase focused marketing efforts Take a leadership role in the education of available and/or referral services in cardiology
Perceived lack of access to Urology	St. Joseph’s Urologist and staff	Outreach to referring physicians Increase focused marketing efforts
Perceived lack of access to Orthopedic Surgeon	Add Orthopedic Surgeon (near term retirement)	Aggressive recruitment Consider shared coverage agreements with other facilities
Oncology: Coordination of care	Local Physicians	Outreach to physicians to educate them about St. Joseph’s Oncology Clinic Marketing efforts of services available close to home
Weight Management (obesity)	Weight Watchers Family Physicians Buckhannon Fitness Center	Educate physicians on wellness opportunities available Involve dietitian & interested physicians in development of menus for patients, employees and programs for public Re-evaluate criteria for wellness discount for insurance
Tobacco Cessation	Regional Tobacco Prevention Coalition	Develop community-wide smoking cessation effort/program

Identified needs that are not current priority

Area of Need/Unmet Need	Resources	Strategy
Dermatology	United Hospital Center & WV University Hospital	Limited availability of dermatology in service area Provide referral source material for community to benefit
Non-emergent Transportation	Senior Citizens Center Country Roads Transport	No expertise nor funding for this service from St. Joseph's Coordinate with Upshur Family Resource Network and Upshur County Commission Explore philanthropic opportunities in support of transportation needs
Substance Abuse	Area Agencies	No expertise nor funding to pursue as a priority Participate in community efforts and programs
Mental Health Services	Area Agencies	No current expertise nor funding to pursue as priority Regional expansion of inpatient facilities to occur over the last quarter of 2013
Gastroenterology Coordination of Care	St. Joseph's General Surgeons	Education about gastroenterology services provided by general surgeons Highlight term use of camera optics at St. Joseph's Share "Miracle Story" of lifelong health issues followed by surgery and recovery at St. Joseph's

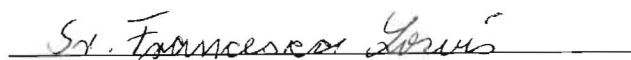
Approvals

As supported by the Community Advisory Committee on July, 29, 2013.

Approved by the Board of Trustees at its September 19, 2013 meeting of the Board.



Chairman, St. Joseph's Hospital Board of Trustees



Secretary, St. Joseph's Hospital Board of Trustees



President & CEO, St. Joseph's Hospital