

Dear Community Members,

Sanford Clear Lake Medical Center is pleased to present the 2022 Community Health Needs Assessment (CHNA). Sanford Health completes a community health needs assessment every three years. The assessment helps identify unmet health needs in the community, and allows us to strategically plan how to best address those needs. This process is well aligned with Sanford's vision to improve the human condition.

From December 2020 to February 2021, members of the community were invited to complete a survey to help identify unmet health needs across a range of social determinants of health. These include economic well-being, transportation, children and youth, the aging population, safety, access to services, and mental and behavioral health.

Sanford Health and the NDSU Center for Social Research partnered to analyze data from the primary survey research, along with key secondary data points from County Health Rankings. Sanford also facilitated discussions with key stakeholders in the community to help prioritize the identified health needs.

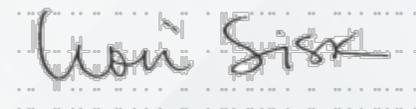
After completing this year's assessment, Sanford Clear Lake will address the following health needs in a formalized implementation strategy for the 2022-2024 time period:

1. Increase community access to primary care providers.
2. Continue to build/improve community access to daily transportation.

The CHNA process also highlights the many strengths, support, and resources available to residents of our community. This report includes an overview of the community assets that are offered to address various community health needs. Additionally, we have included an impact report detailing progress made to date with our 2019 implementation strategies.

Sanford Clear Lake is grateful to the community members who participated in this year's assessment process. We appreciate your commitment to the health and wellness of our community. We look forward to working collaboratively with community partners and stakeholders to continue to improve the quality of life for all.

Sincerely,

A handwritten signature in black ink that reads "Lori Sisk". The signature is written in a cursive style and is enclosed within a dashed rectangular border.

Lori Sisk
Senior Director
Sanford Clear Lake Medical Center

BACKGROUND

Community Description

The Sanford Clear Lake Medical Center is located in Clear Lake, SD, a community of 1,200 people located in Deuel County in northeastern South Dakota. It was incorporated in 1885 as a result of railroad expansion through South Dakota. Clear Lake is home to two parks, a swimming pool, an athletic complex, a golf course, and six churches. Clear Lake hosts one of the largest rodeos in the area, drawing thousands of people to the town. It is held in a natural rodeo bowl in Coteau Hills.

The community as defined for purposes of the Community Health Needs Assessment includes Deuel County, SD. Demographic detail for the county is included in the appendix.

Partners

The Community Health Needs Assessment is the result of the hard work and coordination of numerous people within the organization and among community partners. Sanford Health would like to thank and acknowledge the following for their assistance. The development of the program would not have been possible without their expertise regarding the communities and populations we serve.

Sanford Health

- Michelle Micka, System Vice President, Finance, Health Services
- Dr. Jeremy Cauwels, System Vice President, Chief Physician
- Corey Brown, System Vice President, Government Affairs
- Clarence Mellang, Senior Director, Communications
- Michelle Bruhn, Senior Vice President, Health Services Operations
- Blayne Hagen, Executive Director, Legal
- Stacy Wrightsman, Executive Director, Community Relations
- Matt Ditmanson, Director, Community Benefit Programs
- Emily Griese, Vice President, Population Health and Clinical Operations
- Marnie Walth, Senior Legislative Affairs Specialist
- Joseph Beaudreau, Patient Relations Specialist and Indian Health Advocate
- Phil Clark, Director, Market Research
- Shawn Tronier, Senior Marketing Analyst
- Amber Langner, Vice President, Treasury
- Catherine Bernard, Director, Tax
- Deana Caron, Senior Tax Accountant

System Partners

We would also like to express our gratitude to the following individuals for their expertise during the development and analysis of the Community Health Needs Assessment:

- Jeanne Larson, Executive Director, Northern Dental Access Center
- Carol Biren, Division Director, Southwest Health and Human Services
- Cynthia Borgen, Director, Beltrami County Public Health
- Mary Michaels, Public Health Prevention Coordinator, Sioux Falls Department of Health
- Renae Moch, Director, Burleigh Public Health and President, North Dakota Public Health Association
- Ann Kinney, Senior Research Scientist, Minnesota Department of Health
- Jennifer Nelson, Public Health Educator, Southwest Health and Human Services
- Julie Ward, Vice President of Strategy and Social Innovation, Avera Health
- Jody Lien, Director, Ottertail Public Health
- Karen Pifher, Community Health Program Manager, Essentia Health

- Lori Jensen, Public Health Nurse, Beltram County Health and Human Services
- Erica Solseth, CHI St. Alexius Health
- Sister Nancy Miller, Director Mission Integration, CHI St. Alexius Health
- Nancy Hodur, Director, North Dakota State University Center for Social Research
- Karen Olson, Research Specialist, North Dakota State University Center for Social Research

Clear Lake Partners

We express our gratitude to the following community collaborative members for their participation in the community stakeholder meeting:

- Ruth Tvedt, Manager of Ancillary Services, Sanford Clear Lake
- Elly Schmidt, Director of Nursing, Sanford Clear Lake
- Lori Sisk, Senior Director, Sanford Canby and Clear Lake
- Matt Ditmanson, Director of Community Benefits, Sanford Health
- Tammy Baer, Community Health and School Nurse, Sanford Clear Lake
- Kayla Bucknell, Assistant Director of Employer Engagement, SDSU & Clear Lake Chamber Board Member
- Andrew Wiese, Head of Strategic Intelligence, Sanford Health
- Marlin Bjerke Board Member, Deuel County Memorial Hospital
- Paul Brandt, Board Member, Deuel County Memorial Hospital
- Cheryl Ferguson, Clinic Director, Sanford Clear Lake

Sanford Clear Lake Description

Sanford Clear Lake Medical Center (SCLMC) is a community-based, 10-bed acute care Critical Access Hospital serving over 4,500 people in Deuel County in northeastern South Dakota. The nearest tertiary center is in Sioux Falls, SD, approximately 100 miles to the south. The medical center is located in a medically underserved area with high infant mortality, poverty and an elderly population.

Sanford Clear Lake Medical Center offers 24-hour emergency room services and has an attached rural health clinic with two full-time advanced practice providers. Other services include community health and an off-site wellness center. Sanford Clear Lake has an active outreach program to provide same day outpatient surgery, cardiac rehab and other cardiology services, therapies, podiatry, nephrology, psychology, radiology and lab.

CHNA Purpose

The purpose of a community health needs assessment is to develop a global view of the population's health and the prevalence of disease and health issues within our community. Findings from the assessment serve as a catalyst to align expertise and develop a Community Investment/Community Benefit plan of action. There is great intrinsic value in a community health needs assessment when it serves to validate and justify the not-for-profit status and create opportunity to identify and address public health issues from a broad perspective.

A community health needs assessment identifies the community's strengths and areas for improvement. The process is critical to a vital Community Investment/Community Benefit Program to build on community assets, promote collaboration, improve community health, and promote innovation and research. A community health needs assessment also serves to validate progress made toward organizational strategies and provides further evidence for retaining our not-for-profit status.

Regulatory Requirements

Federal regulations stipulate that non-profit medical centers conduct a community health needs assessment at least once every three years and prioritize the needs for the purpose of implementation strategy development and submission in accordance with the Internal Revenue Code 501(r)(3).

The Internal Revenue Code 501(r)(3) requires that each hospital must have: (1) conducted a community health needs assessment in the applicable taxable year; (2) adopted an implementation strategy for meeting the community health needs identified in the assessment; and (3) created transparency by making the information widely available.

The regulations stipulate that each medical center take into account input from persons who represent the broad interests of the community. Hospitals are required to seek at least one state, local, tribal or regional government public health department or state Office of Rural Health with knowledge, information or expertise relevant to the health needs of the community.

Non-profit hospitals are required to seek input from members of medically underserved, low income, and minority populations in the community, or organizations serving or representing the interest of such populations, and underserved populations experiencing disparities or at risk of not receiving adequate care as a result of being uninsured or due to geographic, language or financial or other barriers.

The community health needs assessment includes a process to identify community resources that are available to address the assessed needs and to prioritize the needs.

Hospitals are to address each and every assessed need or explain why they are not addressing the needs. Once the needs have been identified and prioritized, hospitals are required to develop an implementation strategy to address the top needs. The strategies are reported on the IRS 990 and a status report must be provided each year on IRS form 990 Schedule H.

Finally, hospitals are to be transparent with the findings and make the written CHNA report available to anyone who asks for the report. Sanford places the CHNA reports and the implementation strategies on the Sanford website. Hospitals are required to keep three cycles of assessments on the web site. The 2022 report will be Sanford's fourth report cycle since the requirements were enacted in 2010.

Sanford extended a good faith effort to engage all of the aforementioned community representatives in the survey process. We worked closely with public health experts throughout the assessment process. Public comments and responses to the community health needs assessment and the implementation strategies are welcome on the Sanford website or contact can be made at <https://www.sanfordhealth.org/about/community-health-needs-assessment>. No community comments or questions regarding the previous CHNA have been made via the website link or email address.

CHNA Process

Sanford Health, in coordination with public health experts, community leaders, and other health care providers, within the local community and across Sanford's care delivery footprint, developed a multi-faceted assessment program designed to establish multiple pathways for health needs assessment.



Limitations

The findings in this study provide an overall snapshot of behaviors, attitudes, and perceptions of residents living in the community. A good faith effort was made to secure input from a broad base of the community. However, gaps in individual data sources may arise when comparing certain demographic characteristics (i.e., age, gender, income, minority status) with the current population estimates. For example, these gaps may occur due to the difficulty in contacting them through the survey process.

To mitigate limitations, the CHNA evaluates community health from several perspectives; a stakeholder and community survey, meetings with community leaders that have special knowledge and expertise regarding populations, secondary data sources such as the U.S. Census Bureau and County Health Rankings, public comments from previous assessments, and institutional knowledge by Sanford employees locally and across the Sanford enterprise.

Community and Stakeholder Survey

Members of the community were asked a series of questions through an online survey designed in partnership with health experts and public health officials across the Sanford footprint to understand the needs of the community based upon the UW Population Health model. Each respondent was asked to rate community drivers from poor to excellent. Any response other than excellent was offered a follow up opportunity to comment on the reason. Respondents were also asked a series of questions specific to their health care access, health care quality, barriers to care, travel to care, and insurance. The survey was sent to a sample of the Deuel County population secured through Qualtrics, a qualified vendor. The full set of questions is available in the appendix.

To further promote community involvement the survey was also sent to community stakeholders and elected officials with knowledge and connections amongst medically underserved, low income, or minority populations. Stakeholders were asked to complete the instrument as a resident of the community and forward the survey to their respective populations for greater involvement. The survey was highlighted in a Sanford Health News article (<https://news.sanfordhealth.org/community/health-needs-assessment-survey/>) and promoted through social media via paid communications. The paid communications yielded 344,300 impressions and 1,150 completed surveys across the system.

Survey data for the local community should be considered directional and best utilized in conjunction with additional data. A total of 61 of respondents from the CHNA area completed the survey. 6,748 total respondents from across the Sanford footprint completed the survey.

Secondary Data

County Health Rankings is based upon the UW Population Health model and serves as the main secondary data source utilized for the community health needs assessment. Alignment of the survey and secondary data within the UW Population Health model allows for greater connection of the data sets. Population data are sourced to the U.S. Census Bureau. Additional data sources may be used and are sourced within the document.

Health Needs Identification Methodology

The Center for Social Research at North Dakota State University was retained to develop the initial community health needs list for each community and builds upon their involvement during the previous cycle. The following methodology was used to develop the significant health needs presented later in the report:

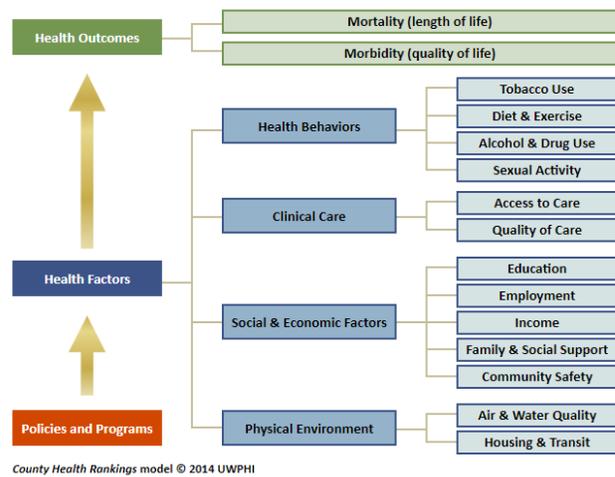
- Survey data was stratified into representative groups based upon population: large urban communities, medium sized communities, and rural communities. The three groups were analyzed separately.
- To identify community health care needs, each community's score by question was compared to the average stratified composite of the comparative group. For example, if the composite stratified system-wide average score is 4 and an individual community's average response was 2.5, that would suggest an issue of concern and a potential community health care need to be highlighted in the summary findings.
- Upon determination of a potential strength or need, County Health Rankings (<https://www.countyhealthrankings.org/>) and responses from open-ended questions provided additional insights into the drivers of the respective needs.
- A similar methodology was also used to provide additional insights into findings from County Health Rankings data with relevant health needs highlighted in the survey findings.
- Health needs identified through either the survey or County Health Rankings data but not both were also included in the findings.

Community Asset Mapping

Asset mapping was conducted to find the community resources available to address the assessed needs. Each unmet need was researched to determine what resources were available to address the needs. Once gaps were determined, the prioritization exercise followed with key stakeholder groups determining the top needs.

Community Stakeholder Meetings

Community stakeholders were invited to attend a presentation of the findings of the CHNA research. Facilitated discussion commenced and each participant was asked to consider the needs identified above that should be further developed into implementation strategies. Health needs identified during the previous cycle but not raised through the survey or County Health Rankings were also considered. The meeting served to inform the group of the findings but also served as a catalyst to drive collaboration.



The facilitated discussion sought to inform on several aspects:

- What are the biggest challenges currently with these needs in the community?
- Does the community have gaps in services, access, outreach, etc.?
- Opportunities – where can we have greatest impact in addressing these needs?
- Which are most urgent in nature?
- Is work being done on these identified needs?
- What are the resources currently not utilized within the community that could address this topic?
- Which fall within the purview of healthcare system and which do not? Can the non-healthcare needs be shared with other entities or organizations?
- Is there anything you consider an urgent need that we have not discussed?

At the end of the meeting the hospital administrator proposed the specific health needs to be addressed within the Implementation plan with input and support from the community members present. Administrator recommendations were based upon all factors, including primary and secondary data, input from the community stakeholder meeting, and scalability of current hospital programs and resources to address the identified needs efficiently and effectively. All identified needs not addressed in the implementation plan were shared with other community partners for action. Requests for survey data and other CHNA assets by public health organizations, governmental bodies, and community partners were and continue to be supported.

Community Definition

Deuel County is included in the data analysis and represents a majority of volumes to Sanford Clear Lake. No population was excluded from the process.

COMMUNITY HEALTH NEEDS ASSESSMENT FINDINGS

Community Health Summary

CHNA respondents were asked to rate various community health issues and their personal health and wellness on the following 1 to 5 scale: 1= poor, 2= fair, 3= good, 4= very good, 5= excellent. Overall, perceptions among CHNA respondents in the Clear Lake area regarding the following community health issues were positive. Average scores for each category were as follows:

- Employment and economic opportunities (average score=3.20)
- Long-term nursing care and senior housing quality (average score=3.46)
- Child care and preschool quality (average score=3.58)
- Access to exercise opportunities (average score=3.67)
- Access to healthy foods (average score=3.73)
- Health care quality (average score=3.81)
- Community safety (average score=4.22)
- Environmental health (average score=4.26)

When asked about their personal health, CHNA respondents in the Clear Lake area rated their current health and wellness as good (average score=3.47) and their current ability to access health care services as very good (average score=4.00) — and both scores were higher than the comparison group average.

CHR data indicate that Deuel County is ranked in the middle-range of South Dakota counties in terms of overall health. The following six areas of concern were identified for further discussion (in no particular order).

Significant Health Needs Identified

Access to Affordable Health Care

Access to affordable, quality health care is important to physical, social, and mental health. Health insurance, local care options, and a usual source of care help to ensure access to health care. Having access to care allows individuals to enter the health care system, find care easily and locally, pay for care, and get their health needs met.

When CHNA respondents in the Clear Lake area were asked about their biggest health care concerns for themselves and their family (concerns they face on a regular basis), cost and the ability to afford needed health care was their top health care concern. County Health Rankings (CHR) data indicate that while the median household income in Clear Lake (\$65,217) is higher than the comparison group average and the child poverty rate (11%) is lower, rates for the uninsured (11%) and unemployed (5%) are higher than the comparison group average.

Access to affordable health care was discussed as a community health issue during the stakeholder meeting. The Clear Lake Medical Center has a higher Medicare payer mix compared to the whole of Sanford with roughly 80% of inpatient hospital patients and 60% of clinic patients on Medicare. This is reflected in the population demographics as well; in Clear Lake 22% of residents are over 65 years old whereas the state is 17.2%. Sanford Clear Lake members and stakeholders mentioned that medical costs have made residents more hesitant to receive care. The affordability of health care was discussed as more of a component of access to providers than an issue in and of itself.

Local Asset Mapping

<p>Employment resources:</p> <ul style="list-style-type: none"> · Deuel Area Development, Inc., 408 – 4th St. West <p>Nearby employment agencies:</p> <ul style="list-style-type: none"> · Availability Employment Services, 521 – 6th St., Ste 101, Brookings, SD · Career Advantage, 910 – 4th St., Ste H, Brookings, SD · Career One Stop, 2001 – 9th Ave. SW, Watertown SD · Employment Connections, 28 – 1st Ave. NW, Watertown, SD · Experience Works, 2001 – 9th Ave. SW, Watertown, SD · Express Employment Professionals, 1018 - 14th St. SE, Watertown SD · FreeStar Healthcare Staffing, Inc., 931 – 2nd Ave. SW, Watertown SD 	<p>Major employers:</p> <ul style="list-style-type: none"> · Buffalo Ridge Resort & Business Center, · Deuel County offices, 47625 – 181st Street · Good Samaritan Society, 913 Colonel Pete Street South · Sanford Clear Lake Medical Center, 701 – 3rd Ave. S. · South Dakota Partners, Inc., 205 SD Hwy 22 E · Tech Ord, 47600 180th Street · Interstate Telecommunications Cooperative, Inc., 312 4th St W · H-D Electric Cooperative, Inc., 423 3rd Ave S · Deuel County Farmers Union (Cenex), 106 SD Hwy 22
<p>Affordable Health Care resources:</p> <ul style="list-style-type: none"> · Deuel Co. Public Health, 701 – 3rd Ave. S. · Sanford Clear Lake Clinic, 701 – 3rd Ave. S. · Sanford Clear Lake Medical Center, 701 – 3rd Ave. S. 	<p>Affordance Insurance resources:</p> <ul style="list-style-type: none"> · Anderson Agency, 410 – 3rd Ave. S. · DCN Insurance, 320 – 3rd Ave. S. · Get Covered South Dakota (Community Healthcare Assn.), 300 S. Phillips, Sioux Falls

Access to Health Care Providers

Access to care requires not only financial coverage, but also access to providers. While high rates of specialist physicians have been shown to be associated with higher (and perhaps unnecessary) utilization, sufficient availability of primary care physicians is essential for preventive and primary care, and, when needed, referrals to appropriate specialty care.

While CHNA respondents in the Clear Lake area rated their ability to access health care as very good (average score=4.00), when respondents were asked about the most important health care issues impacting their community, access to health care was their top concern.

While the vast majority of CHNA respondents in the Clear Lake area have a primary care provider (87%), 85 percent of respondents have traveled outside of their community to receive health care services within the past three years (the second highest percentage among similar markets). When asked why they traveled for care, most CHNA respondents in the Clear Lake area said they needed a specialist or the needed service was not available locally (67%) and 29 percent were referred by a physician.

When asked which health care services they would like to see offered or improved in their community, one in four CHNA respondents in the Clear Lake area said eye services including ophthalmology and optometry (29%) and walk-in or urgent care (25%) – and one in five said dental care (21%). According to CHR, in the Clear Lake area there are 4,337 people for every one primary care physician and 4,351 people for every one dentist (ratios which are highest and third highest, respectively, among similar-sized markets served by Sanford Health).

During the stakeholder meeting, access to health care providers was clearly the number one perceived health need among participants. It was the first area of need brought up as a priority and received broad support from the group. The group discussed that access to primary care

providers was by far the biggest community need. Sanford Clear Lake recently hired an additional APP to support primary care in the community, and the hospital would like to continue these efforts.

Affordability as mentioned above was discussed as a component of access to providers and a barrier to care rather than a standalone issue. This is because health care affordability issues cause community members to be hesitant about seeing the doctor. Virtual care was mentioned as a way to improve this issue especially for mental health services. However, with the advanced age of the community served, virtual care services may be less effective than they have been elsewhere.

Access to health care providers has historically been a challenge for the Clear Lake area, and one that is well known by the community. Meeting participants agreed that working to improve access to providers should be the top priority of Sanford Clear Lake in the coming years, and an area where Sanford can have a large influence.

Local Asset Mapping	
<p>Mental Health resources:</p> <ul style="list-style-type: none"> • Sanford Clear Lake Clinic, 701 – 3rd Ave. S. • Deuel Co. Public Health, 701 -3rd Ave. S. • Deuel Co. Social Services, Clear Lake SD <p>Home health:</p> <ul style="list-style-type: none"> •Sanford Canby Medical center, 112 St Olaf Ave S, Canby, MN • Prairie Lakes Home Health, Watertown 	<p>Nearby Acute Care Providers:¹</p> <ul style="list-style-type: none"> • Sanford Clear Lake Medical Center, 701 – 3rd Ave. S., Clear Lake •Sanford Canby Medical center, 112 St Olaf Ave S, Canby, MN •Hendricks Community Hospital Association 503 E Lincoln St, Hendricks, MN •Prairie Lakes Healthcare System, 401 9th Ave NW, Watertown
<p>Nearby Clinical Laboratories:</p> <ul style="list-style-type: none"> • Sanford Clear Lake Clinic, 701 – 3rd Ave. S. • Sanford Canby Medical center, 112 St Olaf Ave S, Canby, MN •White Medical Clinic, East 5th Street, White SD • Hendricks Community Hospital Association 503 E Lincoln St, Hendricks, MN • Avera Medical Group Reville North 2nd Avenue, Reville, SD •Brookings approx. 35 minutes: <ul style="list-style-type: none"> o Neighborhoods at Brookview, 2421 Yorkshire Dr o Birthright of Brookings 1/2 8th St o SDSU Student Health Clinic o Urology Specialists West Second Street South o Brookings Health System 22nd Avenue o Sanford Health Acute Care Clinic 22nd Avenue South, o Avera Brookings Medical Clinic 22nd Avenue 	<p>Clinical Laboratories Cont.</p> <ul style="list-style-type: none"> •Watertown approx. 30 minutes: <ul style="list-style-type: none"> o Innovative Pain Center 4th Street Northeast o Brown Clinic 1st Avenue Southeast o Brown Clinic 14th Avenue Northeast o Weiss Eyecare Clinic 19th Street Northeast o Kunkel Snyder Optometric PC 4th Street Northeast o Prairie Lakes Healthcare System 9th Avenue Northwest o Hanson-Moran Eye Clinic, PC 14th Avenue Northeast o Aimee M. Schulte, OD 19th Street Southeast o Watertown VA Clinic 19th Street Northeast o Prairie Lakes Mallard Pointe Surgical Center 33rd Street Southeast o Sanford Health Watertown Family Planning Clinic South Broadway

¹ Advisory.com

Mental Health

Mental health includes our emotional, psychological, and social well-being and affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood².

When CHNA respondents in the Clear Lake area were asked which health care services they would like to see offered or improved in their community, most said behavioral and mental health services (46%). Despite adults in the Clear Lake area having the fewest mentally unhealthy days each month (3.2 days) when compared to similar-sized market areas served by Sanford Health, according to CHR, adults in the Clear Lake area also have the highest rate of adults who drink excessively (26%). Stakeholder meeting participants agreed that mental health was important and virtual care was mentioned as an effective way to treat mental health, particularly in rural communities.

Mental health was discussed in the community stakeholder meeting, with particular conversation around using telehealth as an avenue to increase access to behavioral health care. Sanford Clear Lake offers virtual behavioral health care and will continue to do so in the future. As such, mental health is not included for prioritization in the implementation plan for 2022-2024.

Local Asset Mapping³	
<p>Mental Health/Behavioral Health resources:</p> <ul style="list-style-type: none"> • Sanford Clear Lake Clinic, 701 – 3rd Ave. S. • Deuel Co. Public Health, 701 -3rd Ave. S. • Deuel Co. Social Services, Clear Lake SD • Human Service Center, 123 19th St NE, Watertown, SD 605-886-0123 <p>Drug/Alcohol addiction Resources:</p> <ul style="list-style-type: none"> • Sanford Clear Lake Clinic, 701 – 3rd Ave. S. • Online Alcoholics Anonymous 	<p>Online and mobile mental health resources:</p> <ul style="list-style-type: none"> •Talkspace •MDLIVE •Amwell •Doctor on Demand •LiveHealth Online •Teladoc •Rethink My Healthcare Brightside • National Suicide Prevention Lifeline, 800-283-8255 • Crisis Text Line text HELLO to 741741 •Veterans crisis line 1-800-273-TALK •Substance Abuse and Mental Health Services Administration (SAMHSA): 1-800-662-HELP •National Agencies and advocacy and professional orgs: <ul style="list-style-type: none"> o Anxiety and Depression Association of America o Depression and Bipolar Support Alliance o Mental Health America o National Alliance on Mental Illness

² U.S. Department of Health & Human Services, MentalHealth.gov. Available at <https://www.mentalhealth.gov/basics/what-is-mental-health>

³ <https://www.nimh.nih.gov/health/find-help/>

Affordable Housing

There is a strong and growing evidence base linking stable and affordable housing to health. As housing costs have outpaced local incomes, households not only struggle to acquire and maintain adequate shelter, but also face difficult trade-offs in meeting other basic needs. When the majority of a paycheck goes toward the rent or mortgage, it can be difficult to afford doctor visits, healthy foods, utility bills, and reliable transportation to work or school. This can, in turn, lead to increased stress levels and emotional strain.

CHNA respondents in the Clear Lake area rated the availability of affordable housing in their community as less than good (average score=2.98) and the second lowest community health issue after public transportation. When respondents who rated the availability of affordable housing as poor or fair were asked why they did so, responses focused on a divide existing between higher priced homes and lower priced homes that tend to be poorer quality, with little inventory in the middle. While an important issue affordable housing was not selected for prioritization in the next implementation plan as other areas were deemed more urgent and potentially better suited for a health care system to address.

Local Asset Mapping
Low Income Housing resources: <ul style="list-style-type: none">• Inter-Lakes Community Action Partnership, 408 – 4th St. W.

Public Transportation

Transportation systems help ensure that people can reach everyday destinations, such as jobs, schools, healthy food outlets, and healthcare facilities, safely and reliably. Public transportation services play an important role for people who are unable to drive, people without access to personal vehicles, children, individuals with disabilities, and older adults⁴.

CHNA respondents in the Clear Lake area rated community access to daily transportation as less than good (average score=2.14) and lower than any other community health issue. In addition, the average score was the lowest among similar-sized market areas served by Sanford Health. When respondents who rated community access to daily transportation as poor or fair were asked why they did so, responses highlighted few to no public transportation options in the community, making it difficult for residents, seniors in particular, to get to appointments.

During the stakeholder meeting participants identified public transportation and access to daily transportation as a significant health need, and noted some of the specific challenges facing transportation in the community. Transportation has been an ongoing issue in the community and stakeholders expressed interest in continuing work from the last CHNA to improve it. Additionally it may be most effective to continue the work that has already been done to improve transportation rather than starting a new project.

Transportation is not only an issue itself but a part of access to providers, as people without transportation are less likely to make it to appointments with their primary care provider. The stakeholder group discussed the challenge of walkability with a busy highway running through the community. Walkability, augmented by other transportation challenges faced by the community, are multiplied for the elderly population, one which is significantly higher than the state average. For these reasons Sanford Clear Lake should make transportation a priority need and work collaboratively with community partners to solve it.

⁴ Centers for Disease Control and Prevention, Office of the Associate Director for Policy and Strategy, Population Health and Healthcare Office. Available at <https://www.cdc.gov/policy/hst/hi5/publictransportation/index.html>.

Local Asset Mapping	
Transportation resources: • Clear Lake Ambulance Service, Main Street	• Inter-Lakes Community Action Partnership, 408 – 4th St. W.

Physical Activity and Nutrition

Many of the leading causes of death and disease in the United States are attributed to unhealthy behaviors. For example, poor nutrition and low levels of physical activity are associated with higher risk of cardiovascular disease, type 2 diabetes, and obesity.

Despite CHNA respondents in the Clear Lake area reporting above-average scores for access to exercise opportunities (average score=3.67) and healthy foods (average score=3.73) when compared to similar-sized market areas, CHR data indicate that 41 percent of adults in the Clear Lake area have obesity and 27 percent are low income and do not live close to a grocery store – both rates of which are higher than the average for similar-sized market areas served by Sanford Health. In addition, CHR data indicates that one in three adults have access to exercise opportunities (35%), which is the second lowest percentage among similar-sized markets.

Physical activity and nutrition was discussed and recognized as a community health need. It has been a consistent issue in the community and was also included in the most recent CHNA implementation plan. Obesity is higher than average in the community among other physical activity related health needs. Sanford Clear Lake has provided many physical activity opportunities and launched several programs to help physical activity and nutrition. However, utilization among the population did not meet expectations. Due to the low utilization, physical activity and nutrition should not be considered priority health needs in the coming year, although current activities in this field will continue.

Local Asset Mapping	
Obesity resources: • Cardinal Gym, 424 – 5th St. W. • Cardinal Gymnastics, 3rd Ave. S. • Clear Lake Golf Club, 603 SD 22 • Country Twisters Gymnastics, 602 – 3rd Avenue South	• Rachel’s Challenge • Sanford WebMD Fit Kids • Sanford Clear Lake dietician, 701 – 3rd Ave. S. • Sanford Clear Lake Wellness Center, 305 – 3rd Avenue South • Prairie Lakes Wellness Center, 1515, 15th Street Northeast, Watertown

Sanford Area of Focus

The significant health needs noted above were brought forward as topics of discussion at the local stakeholder meeting, which brought together a range of community leaders with knowledge of medically underserved, low income, or minority populations. Members of the local public health agency were invited and Sanford Health staff were also present. List of meeting participants is included in the introduction.

Stakeholders discussed the health needs, causes, and provided additional insight for their local populations and community resources. Participants were also encouraged to offer additional needs that may not have been raised during the research process; none were brought forward. Ultimately, the stakeholders selected increasing community access to primary care providers and continuing to build/improve community access to daily transportation for inclusion in the Implementation Plan.

IMPLEMENTATION PLAN

Priority 1: Increase community access to primary care providers including enhanced affordability.

Sanford Health is positioned to have a positive impact on improving access to primary care providers. This effort will focus on two primary goals; recruitment of a primary care provider to assure two providers are available to see patients in the clinic Monday through Friday and increasing wellness/preventative health visits by ten percent by the end of 2024. Increased wellness/preventative health visits will also improve affordability over the longer term, as regular primary care is generally associated with better health outcomes and lower overall costs.

Current activities

Walk-in clinic services are currently offered six days per week (Monday through Saturday). Video visits and telephone visits are also available when appropriate. The Sanford Clear Lake Outreach Clinic offers the convenience of seeing a specialist without the burden of traveling. Telemedicine visits for various outreach services are also available. Direct Access laboratory testing is available Monday through Friday.

Sanford Clear Lake offers annual Influenza clinics and began offering Covid-19 vaccination clinics in late 2020. Community health fairs, which often include health screenings, have also been offered in the past.

Patients experiencing financial hardships may request financial assistance. Sanford's financial assistance policy and instructions are printed on Sanford Health billing statements. Financial components are discussed at the time of admission for inpatient stays.

During the Covid-19 pandemic, Sanford began focusing on bringing patients back in to see their primary care providers for preventative health maintenance services. A primary care marketing campaign was launched to assure patients that it was safe to see their providers.

Sanford Clear Lake recruited an additional advanced practice provider (APP) in 2021. Recruitment efforts are currently underway for a third provider (advanced practice provider or medical doctor).

Projected Impact

Upon completion of the action plan, the Community would see greater depth in medical staff resulting in increased appointment availability, as well as a greater patient choice in providers.

Goal 1: Recruit primary care provider to assure two providers are available Monday through Friday.

Actions/Tactics	Measurable Outcomes & Timeline	Resources to be Committed	Leadership	Community partnerships & collaborations (if applicable)
Collaborating recruitment efforts with the Sanford Health recruitment office	Hire a 3 rd provider by 2024. Increased utilization of primary care appointments	Sanford Recruitment Department and Local Leadership	Admin Team	Local DCMH board of directors

Investigate use of recruitment incentive programs	Application when appropriate at time of hire. Total applicants.	Sanford Admin Team/Recruitment office	Admin Team	Internal/external recruitment/retention Sources
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Goal 2: Increase annual wellness visit by 10% by the end of year 2024.

Actions/Tactics	Measurable Outcomes & Timeline	Resources to be Committed	Leadership	Community partnerships & collaborations (if applicable)
Marketing of primary care providers available in Clear Lake.	Enhance website to include provider bios and videos by 2024. Increased primary care awareness and utilization. Increased wellness appointments	Marketing department	Admin Team	N/A
Enhance provider community interaction at local events	Each provider to attend two community events per year.	Local providers	Admin Team	Local event coordinators

Priority 2: Continue to build/improve community access to daily transportation.

Sanford Health is positioned to have a positive impact on building and improving community access to daily transportation. We will focus on a collaborative effort with other community stakeholders to establish a sustainable public transportation model and develop a plan for improving city infrastructure to allow for improved walkability of the community.

Current activities

Sanford Clear Lake began working to address this high-priority need in 2019. We are currently working with Community Transit of Watertown/Sisseton to establish a more affordable public transportation model that meets the needs of the community.

In 2019, a committee of volunteers was formed with the help of a Wellmark-sponsored program – Healthy Hometown. Sanford Clear Lake staff participate in the program sponsored by Wellmark. This committee utilizes a toolkit to work to implement changes that promote healthy living by focusing on three areas – move more, eat well, and feel better. A component of this program analyzes walkability in the community and assists in facilitating people and resources in order to improve walkability.

Projected Impact

Improved availability of transportation options for community members unable to keep appointments due to lack of personal transportation options.

Goal 1: Develop a sustainable public transportation service in the Clear Lake community by 2024.

Actions/Tactics	Measurable Outcomes & Timeline	Resources to be Committed	Leadership	Community partnerships & collaborations (if applicable)
Collaborate with community stakeholders to continue working to develop a source of public transportation.	Develop public transportation model by 2024. Ridership and availability. CHNA perceptions of public transportation access	Administrative Team	Administrative Team	City and County officials, economic development office, and volunteers

Goal 2: Establish an infrastructure improvement plan to allow for enhanced walkability in the Clear Lake community.

Actions/Tactics	Measurable Outcomes & Timeline	Resources to be Committed	Leadership	Community partnerships & collaborations (if applicable)
Collaborate with community stakeholders to continue working to improve walkability in the community.	Development of infrastructure improvement plan by 2024. CHNA perceptions of physical activity and exercise	Administrative Team	Administrative Team	City and County officials, economic development office, and volunteers

Needs Not Addressed

Needs identified during the CHNA process—as referenced in the Community Health Needs Assessment Report above—that are not addressed as a significant need for the purpose of this process:

Mental Health

Mental health is not included in the implementation plan as the stakeholder group determined that it was a lower priority compared to other areas for purposes of the Community Health Needs Assessment. Sanford Clear Lake Medical Center is addressing the need through several channels, including, but not limited to, utilization of the PHQ-9 screening tool within the electronic medical record to help in the identification of mental health needs. The medical home program, RN Ambulatory Care Manager, and PHQ-9 screening, allows us to offer and refer

mental health services to those with scores indicative of depression. Patients are assessed at each primary care visit. Sanford Clear Lake also offers psychiatry services via telemedicine and behavioral health referrals are made for patients who present with needs in the emergency department.

In addition, Sanford Clear Lake provides sponsorship support for various community events including the Crystal Springs Rodeo and Clear Lake Chamber's Thursdays on Third event.

Sanford Clear Lake staff also participate in Healthy Hometown program sponsored by Wellmark. This committee utilizes a toolkit to work to implement changes that promote healthy living by focusing on three areas – move more, eat well, and feel better.

Affordable Housing

Affordable housing is not included in the implementation plan as other organizations are currently addressing the need and the stakeholder group determined that it was a lower priority compared to other areas for purposes of the Community Health Needs Assessment. Information from the CHNA survey will be shared with stakeholders as affordable housing solutions are discussed. At Sanford Clear Lake, patients facing financial hardships may request financial assistance for medical bills, which in turn may help ensure funds are available for paying rent or mortgage. Sanford actively promotes the program within the facility.

Physical Activity and Nutrition

Physician activity and nutrition is not included in the implementation plan as the stakeholder group determined that it was a lower priority compared to other areas for purposes of the Community Health Needs Assessment. Sanford Clear Lake is addressing the need through several programs. The Sanford Clear Lake Wellness Center offers affordable membership plans. Discounts are available to seniors, students, families, and Sanford Health Plan members. The facility also participates in Tivity Health's Silver Sneakers and Prime Fitness programs and the National Independent Health Club Association. Additionally, the wellness center offers various fitness challenges throughout the year, which are occasionally open to non-members, as well.

The Healthy Hometown program sponsored by Wellmark utilizes a toolkit to work to implement changes that promote healthy living by focusing on three areas – move more, eat well, and feel better. A component of this program analyzes walkability in the community and assists in facilitating people and resources in order to improve walkability. A walking audit of the Clear Lake community was conducted in August 2021.

In addition, Sanford Clear Lake provides sponsorship support for various community activities/programs promoting physical activity including the Clear Lake Women's Golf Tournament and the Clear Lake Baseball Association.

EVALUATION OF 2019-2021 CHNA

Goal 1: Door-to-door transportation: Improved availability of transportation options for community members unable to keep appointments

Through the continuing efforts of a few motivated individuals in the Clear Lake Community, including Sanford Clear Lake staff, the transit project was able to sustain traction throughout the COVID-19 pandemic following a launch in 2019. In 2019, Sanford learned of a transportation service seeking to expand into Deuel County. Community stakeholders conducted a viability survey for the transit service with SCLMC serving as a collection site and staff entering completed information. COVID-19 demanded adjustments be made to the face-to-face public delivery of information; the public meeting that was scheduled to be held in the Spring of 2020 could not be held due to the discouragement of public gatherings. Initial rapid response and uncertainty due to COVID-19 forced planning meetings to be canceled. Virtual meetings allowed transit service planning to resume.

In the Spring of 2020, Community Transit of Watertown/Sisseton received approval by the SDDOT to expand its operations to include Deuel County. A public meeting was held on June 29th and a plan was adopted to move forward with bringing public transportation services to Deuel County. Beginning on August 4, 2020, Deuel County Community Transit kicked off service by providing scheduled weekly trips to Watertown, Brookings, and Sioux Falls. This handicapped accessible public transportation was made available to all ages, with service being limited to medical, educational, and employment purposes.

Sanford Clear Lake staff and community stakeholders were introduced to a program sponsored by Wellmark. "Healthy Hometown" is a program that assists communities in implementing changes that promote healthy living by focusing on three areas – move more, eat well, and feel better. A component of this program analyzes walkability in the community and assists in facilitating people and resources in order to improve walkability. The Healthy Hometown project experienced delays and cancellations in 2020 due to COVID-19. The walking audit to determine the walkability of the City of Clear Lake that was scheduled to take place in the Spring of 2020 was rescheduled due to travel bans for Wellmark staff leading the project. The Healthy Hometown group continues to meet virtually to address other projects.

Goal 2: Physical Health: Improved physical health for members of the Clear Lake community

Sanford Clear Lake Medical Center is committed to improving the physical health of the Clear Lake community with a particular focus on reducing negative health effects from obesity.

The wellness center underwent a significant facelift in 2019 that aided in modernizing the facility. The facility also enrolled in the Silver Sneakers program allowing Medicare-aged seniors in our community access to the facility at no cost to them. In 2019, 13 members enrolled in Silver Sneakers.

In 2019, Sanford Clear Lake Medical Center sponsored a weight loss challenge with seven two-person teams participated in the weight loss challenge. Approximately 166lbs were lost, with the winning team losing 23.5% of their initial weight. 2020 was a challenging year for Sanford Clear Lake Wellness Center. Due to COVID-19, the wellness center was forced to close its doors from 3/13/2020 to 05/11/2020. However, Sanford Clear Lake Wellness Center sponsored three separate fitness/wellness challenges in 2020. In March 2020, "March Madness" encouraged daily routine exercise with 23 participants before it was discontinued with the pandemic-related closure of the wellness center. A "Lazy Triathlon" in July and August allowed participants to complete a triathlon at their own pace. Participants who completed the challenge were to return completed log sheet to be entered for a prize. Unfortunately, log sheets were not returned. A "Holiday

Hustle” in December encouraged healthy lifestyles by having participants complete a healthy task each day in the month of December. One participant returned a completed log sheet.

The Healthy Hometown committee continued work through the pandemic. Virtual meetings allowed committee members to continue to meet and work collectively on projects set forth in the overall master plan designed for Clear Lake in 2019. Staff took on the task of implementing healthy options at concession and improving access to drinking water in the community. School administration fully supported this project and provided necessary resources and contact information that assisted in the project’s success. The impact of making healthier options available at concessions was measured by the frequency of re-ordering and re-supplying the healthier items, which consisted of Veggie Straws, fresh fruit, trail mix, and string cheese. A promotional poster at concession informed patrons of the availability of the healthier options. The poster was also shared through social media. Implementation plans for healthier concession options at youth summer recreation concessions were also made, but, due to the COVID-19 pandemic, youth summer recreation activities were altered and concessions were not available.

Increasing access to water proved to be a more difficult tactic. Plans were made with city officials to meet and discuss the goals of the project. Unfortunately, the meeting was canceled, and organizers were encouraged to submit a proposal to the city council for approval. Developing a proposal without key information hindered the success of the project. However, due to the COVID-19 pandemic, Deuel School installed five additional water bottle filling stations for students to access while at school.

Sanford Clear Lake staff continue to attend routinely scheduled meetings working towards improving the health of the community. A walking audit that had been canceled due to COVID-19 is planned for Spring 2021.

In the spring of 2020, the city council made a proposal for a walking trail at the city park. Sanford Clear wrote a letter to the city in support of the project due to its promotion of physical activity.

The CHNA planning team meets monthly and reviews sponsorship requests for community events. Approximately \$1600 in 2020 (\$2,300 in 2019) was donated to events and organizations including the Clear Lake Baseball Association, Deuel Area Development, Inc., and New Hope Walk for Cancer to name a few.

CONTACT INFORMATION

The Community Health Needs Assessment, Implementation Plan, and survey data are available online at <https://www.sanfordhealth.org/about/community-health-needs-assessment>. The website includes current and historical reports.

Anyone wishing to receive a free printed copy, obtain information on any topic brought forth in the report, or offer public comments for consideration during the implementation plan or future Community Health Needs Assessment work, please contact us at Community.Benefits.Sanford@SanfordHealth.org or visit <https://www.sanfordhealth.org/contact-us>.

APPENDIX

Survey Responses

Survey responses are available through an online dashboard at <https://www.sanfordhealth.org/about/community-health-needs-assessment>

Expanded Demographics

Deuel County had a population of 4,351 in 2019, which was a decline in population of 0.3% from 2010. In contrast, South Dakota grew by 8.7% during the same period. The proportion of those 65 and older is higher in the county than the state. The county slightly trails the state in home values, computer ownership, internet access, and very slightly in schooling.

County residents have health insurance rates on par with the state average, and slightly lower disability rates. The county has a slightly higher percentage of people in the work force. Median income in the county exceeds the state median income by \$7,162 at \$65,437. In addition, the County has a poverty rate more than 3 points below the state average of 11.9% at 8.7%. The total employment of the County declined by 7.5% while the state total employment rate dropped by a smaller rate.

	Deuel County, SD	South Dakota
Population estimates, July 1, 2019, (V2019)	4,351	884,659
Population estimates base, April 1, 2010, (V2019)	4,364	814,198
Population, percent change - April 1, 2010 (estimates base) to July 1, 2019, (V2019)	-0.3%	8.7%
Persons under 5 years, percent	6.0%	6.9%
Persons under 18 years, percent	23.1%	24.5%
Persons 65 years and over, percent	22.0%	17.2%
White alone, percent	97.0%	84.6%
Black or African American alone, percent	0.8%	2.3%
American Indian and Alaska Native alone, percent	0.7%	9.0%
Asian alone, percent	0.2%	1.5%
Two or More Races, percent	1.3%	2.5%
Hispanic or Latino, percent	3.9%	4.2%
White alone, not Hispanic or Latino, percent	93.3%	81.5%
Median value of owner-occupied housing units, 2015-2019	\$133,500	\$167,100
Median gross rent, 2015-2019	\$629	\$747
Households with a computer, percent, 2015-2019	87.3%	88.5%
Households with a broadband Internet subscription, percent, 2015-2019	76.4%	80.7%
High school graduate or higher, percent of persons age 25 years+, 2015-2019	91.1%	91.7%

Bachelor's degree or higher, percent of persons age 25 years+, 2015-2019	22.2%	28.8%
With a disability, under age 65 years, percent, 2015-2019	7.1%	8.1%
Persons without health insurance, under age 65 years, percent	12.3%	12.2%
In civilian labor force, total, percent of population age 16 years+, 2015-2019	69.3%	67.7%
Median household income (in 2019 dollars), 2015-2019	\$65,437	\$58,275
Per capita income in past 12 months (in 2019 dollars), 2015-2019	\$30,601	\$30,773
Persons in poverty, percent	8.7%	11.9%
Total employer establishments, 2019	132	27,108
Total employment, 2019	867	358,943
Total employment, percent change, 2018-2019	-7.5%	-0.2%

CHNA Survey Questionnaire

The survey tool was delivered online via Qualtrics. The survey questions are presented below as a reference.

Thank you for your interest in the Community Health Needs Assessment. Your confidential responses are vital to helping understand the factors driving the health needs of the community.

RESIDENCE

Please enter your county of residence: _____

Please enter your zip code: _____

What is your current age? _____

COMMUNITY

How would you rate the quality of HEALTH CARE available in your community?

Poor Fair Good Very Good Excellent Don't Know

In your opinion, what is the most important HEALTH CARE issue your community faces?

How would you rate the quality of LONG-TERM CARE, NURSING HOMES & SENIOR HOUSING services in your community?

Poor Fair Good Very Good Excellent Don't Know

Why did you give it that rating?

How would you rate the quality of CHILDCARE, DAYCARE & PRE-SCHOOL services in your community?

Poor Fair Good Very Good Excellent Don't Know

Why did you give it that rating?

010000-01882 1/01

1

How would you rate the availability of AFFORDABLE HOUSING in your community?

Poor Fair Good Very Good Excellent Don't Know

Why did you give it that rating?

How would you rate the ability of residents to ACCESS DAILY TRANSPORTATION in your community?

Poor Fair Good Very Good Excellent Don't Know

Why did you give it that rating?

How would you rate your community's EMPLOYMENT & ECONOMIC OPPORTUNITIES?

Poor Fair Good Very Good Excellent Don't Know

Why did you give it that rating?

How would you rate your community as being a SAFE place to live?

Poor Fair Good Very Good Excellent Don't Know

Why did you give it that rating?

How would you rate the ENVIRONMENTAL health of your community?

(clean air, clean water, etc.)

- Poor Fair Good Very Good Excellent Don't Know

Why did you give it that rating?

How would you rate the ability of residents to access HEALTHY & NUTRITIONAL FOODS in your community?

- Poor Fair Good Very Good Excellent Don't Know

Why did you give it that rating?

How would you rate the ability of residents to access PHYSICAL ACTIVITY & EXERCISE OPPORTUNITIES in your community?

- Poor Fair Good Very Good Excellent Don't Know

Why did you give it that rating?

YOUR HEALTH AND WELLNESS

Overall, how would you rate YOUR current state of health & wellness?

- Poor Fair Good Very Good Excellent Don't Know

What is the biggest HEALTH CARE concern you or your family face on a regular basis?

Are there any health care services that you would like to see OFFERED or IMPROVED In your community?

- Yes Please answer next question
- No Skip to 'Your Health Care Usage' section

Please select the health care services you would like to see OFFERED or IMPROVED In your community. (Select all that apply)

- | | |
|---|---|
| <input type="radio"/> Addiction Treatment | <input type="radio"/> Heart Care |
| <input type="radio"/> Behavioral Health / Mental Health | <input type="radio"/> Labor and Delivery |
| <input type="radio"/> Cancer Care | <input type="radio"/> Long-Term Care / Nursing Homes |
| <input type="radio"/> Chiropractic Care | <input type="radio"/> Orthopedics and Sports Medicine |
| <input type="radio"/> Dental Care | <input type="radio"/> OBGYN / Womens' Care |
| <input type="radio"/> Dermatology | <input type="radio"/> Pediatrics / Childrens' Care |
| <input type="radio"/> Emergency / Trama | <input type="radio"/> Walk-in / Urgent Care |
| <input type="radio"/> Eye Services (Ophthalmology, Optometry) | <input type="radio"/> Other (please specify): |
| <input type="radio"/> Family Medicine / Primary Care | |
| <input type="radio"/> General Surgery | |

YOUR HEALTH CARE USAGE

Do you currently have a primary care physclcian or provider who you go to for general health issues?

- Yes
- No

How long has It been since you last visited a physclcian / provider for a routine check up or screening?

- | | |
|---|---|
| <input type="radio"/> Within the past year | <input type="radio"/> More than 5 years ago |
| <input type="radio"/> Within the past 2 years | <input type="radio"/> Never |
| <input type="radio"/> Within the past 5 years | |

What has kept you from having a routine check-up? *(Select all that apply)*

- | | |
|---|---|
| <input type="checkbox"/> Cost/Inability to Pay | <input type="checkbox"/> No child care |
| <input type="checkbox"/> COVID-19 | <input type="checkbox"/> Wait time for appointments are too long |
| <input type="checkbox"/> Don't feel welcomed or valued | <input type="checkbox"/> Clinic hours are not convenient |
| <input type="checkbox"/> Don't have insurance | <input type="checkbox"/> Fear / I do not like going to the doctor |
| <input type="checkbox"/> My insurance is not accepted | <input type="checkbox"/> Nothing / I do not need to see a doctor |
| <input type="checkbox"/> Lack of transportation | <input type="checkbox"/> Don't have a primary care physician |
| <input type="checkbox"/> Distance / lack of local providers | <input type="checkbox"/> Other <i>(please specify)</i> : |
| <input type="checkbox"/> Getting time off from work | |

How would you rate your current ability to ACCESS health care services?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Poor | Fair | Good | Very Good | Excellent |
| <input type="radio"/> |

Why did you give it that rating?

In the past year, did you or someone in your family need medical care, but did not receive the care needed?

- Yes No Unsure

What are the reasons you or a family member did not receive the care needed?

- | | |
|---|---|
| <input type="checkbox"/> Cost/Inability to Pay | <input type="checkbox"/> No child care |
| <input type="checkbox"/> COVID-19 | <input type="checkbox"/> Wait time for appointments are too long |
| <input type="checkbox"/> Don't feel welcomed or valued | <input type="checkbox"/> Clinic hours are not convenient |
| <input type="checkbox"/> Don't have insurance | <input type="checkbox"/> Fear / I do not like going to the doctor |
| <input type="checkbox"/> My insurance is not accepted | <input type="checkbox"/> Nothing / I do not need to see a doctor |
| <input type="checkbox"/> Lack of transportation | <input type="checkbox"/> Don't have a primary care physician |
| <input type="checkbox"/> Distance / lack of local providers | <input type="checkbox"/> Other <i>(please specify)</i> : |
| <input type="checkbox"/> Getting time off from work | |

TRAVELING FOR CARE

Have you or a member of your family TRAVELED to receive health care services outside of your community within the past 3 years?

- Yes No

If yes, Where did you travel to? (If you traveled more than once, enter the most recent place you traveled to?)

City _____ State _____

What was the main reason you traveled for care? (select all that apply)

- | | |
|---|--|
| <input type="radio"/> Referred by a physician | <input type="radio"/> Immediate / faster appointment |
| <input type="radio"/> Better / higher quality of care | <input type="radio"/> On vacation / traveling / snowbirds |
| <input type="radio"/> Medical emergency | <input type="radio"/> Cost or insurance coverage |
| <input type="radio"/> Needed a specialist / service was not available locally | <input type="radio"/> Don't feel welcomed or valued by local providers |
| <input type="radio"/> Second opinion | |

Other (please specify)

YOUR HEALTH INSURANCE

Do you currently have health insurance?

- Yes No

Please indicate the source of your health insurance coverage.

- Employer (Your employer, spouse, parent, or someone else's employer)
- Individual (Coverage bought by you or your family)
- Federal Marketplace (Minnesota Care / Obamacare / Affordable Care Act)
- Medicare
- Medicaid
- Military (Tricare, Champus, VA)
- Indian Health Service (IHS)

Other (please specify)

DEMOGRAPHICS

What is your biological sex?

- Male Female

Do you, personally, identify as lesbian, gay, bisexual, transgender or queer?

- Yes No

How many people live in your house, including yourself? _____

How many children under age 18 currently live with you in your household? _____

Are you Spanish, Hispanic, or Latino in origin or descent?

- Yes No

What is your race? *(Select all that apply)*

- American Indian or Alaska Native
 Caucasian or White
 Asian
 Native Hawaiian or Pacific Islander
 Black or African American

Other *(please specify)*

How long have you been a US citizen?

- I am not a US citizen
 • Are you planning to become a US citizen? Yes No Prefer not to answer
 0 - 5 years
 6 - 10 years
 More than 10 years

What language is spoken most frequently in your home? _____

What is your current marital status?

- | | |
|--|---------------------------------|
| <input type="radio"/> Married | <input type="radio"/> Divorced |
| <input type="radio"/> Single, never married | <input type="radio"/> Widowed |
| <input type="radio"/> Unmarried couple living together | <input type="radio"/> Separated |

Which of the following best describes your current living situation?

- House (*owned*)
- Apartment or House (*rental*)
- Homeless
- Some other arrangement

What is your primary mode of daily transportation?

- Automobile/Truck (*owned or leased*)
- Online Ride Service (*Uber / Lyft*)
- Taxi Service
- Public Transportation (*bus / subway / rail*)
- Other (*please specify*)
- Walk
- Bicycle
- Family, Friends or Neighbors
- I do not have a primary mode of daily transportation

What is the highest level of school you have completed or the highest degree you have received?

- Less than high school degree
- High school graduate (*high school diploma or equivalent including GED*)
- Some college but no degree
- Associate degree in college (*2-year*)
- Bachelor's degree in college (*4-year*)
- Master's degree
- Doctoral degree
- Professional degree (*JD, MD*)

Your current employment status is best described as:

- Employed (*full-time*)
- Employed (*part-time*)
- Self-employed
- Furloughed
- Not employed, looking for work
- Not employed, not looking for work
- Retired
- Disabled or unable to work

What is your total household income from all sources?

- Less than \$20,000
- \$20,000 - \$24,999
- \$25,000 - \$29,999
- \$30,000 - \$34,999
- \$35,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$199,999
- \$200,000 or more

Thank you for completing the survey. Your responses ensure more accurate and targeted solutions to address identified health issues.