



MONTGOMERY
GENERAL HOSPITAL

2022

COMMUNITY HEALTH NEEDS

ASSESSMENT



Executive Summary

Montgomery General Hospital (MGH) enlisted the assistance of Kingery and Company, LLC, to conduct a Community Health Needs Assessment that determines the priority health issues facing their patients and the surrounding communities. The project included surveying residents and service providers, hosting focus groups, interviewing board members, community members, and key stakeholders, conducting secondary data research, and providing a summary report with key findings and recommendations.

Goal:

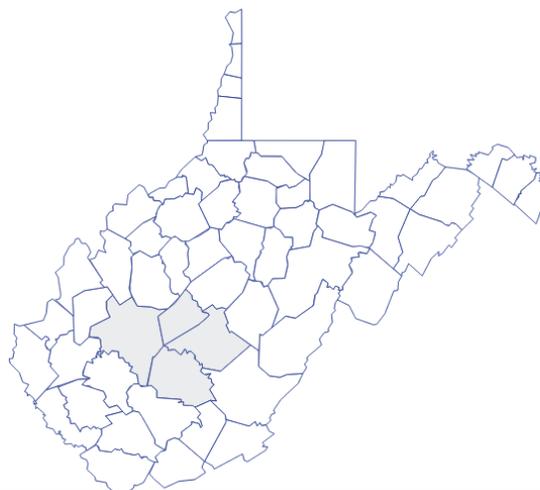
Plan and conduct an all-inclusive Community Health Needs Assessment for Montgomery General Hospital, ensuring that a diverse group of patients, residents and providers throughout the region served have an opportunity to provide feedback.

Objectives:

- Provide a broad view of demographic and economic changes impacting healthcare in the region.
- Focus on providing a localized assessment of needs by reporting regional data.
- Collect primary data by gathering qualitative and quantitative feedback through community surveys and focus groups, service providers questionnaires, and board member and community leader interviews.
- Collect secondary data by researching national, state, and county data resources.
- Facilitate an analysis process that identifies priority health needs and potential solutions.
- Utilize findings as part of a strategic planning process for MGH.

Coverage Area: MGH serves communities in Fayette, Kanawha, Clay, and Nicholas counties. These include but are not limited to the following incorporated cities:

Montgomery	Dixie
Smithers	Pond Gap
Boomer	Mammoth
Mount Carbon	Kincaid
Kimberly	Powellton
Deep Water	Handley
Alloy	Pratt
Charlton Heights	Handsford
Glen Ferris	Gallagher
Falls View	Cedar Grove
Gauley Bridge	Glasgow
Belva	Belle



About Montgomery General Hospital

Montgomery General Hospital (MGH) is a 25 bed critical access facility that provides care to over 1,000 inpatients, 40,000 outpatients, and care for over 10,000 emergencies on an annual basis. MGH serves as a general acute care hospital to Fayette and surrounding counties in the state of West Virginia. As a major employer, MGH is a significant contributor to the economic and social vitality of its community.

Mission

MGH is committed to providing the highest quality of care and community wide health improvement.

Values

- To serve with a caring attitude, concern, dignity, and respect for the value of human life.
- To be a symbol of strength, progress, healing, and hope.
- To maintain open and honest communication.
- To promote, recognize, and reward achievement of excellence among its employees, medical staff, and volunteers.



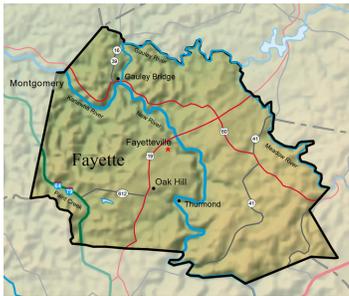
Programs & Services

- Montgomery Pediatrics
- Montgomery General Physical Therapy
- Montgomery Physicians' Clinic
- Montgomery Rehab & Nursing
- Acute Care
- Emergency Department
- Fitness Center
- Laboratory
- Radiology/Imaging
- Respiratory Therapy/Sleep Lab
- Skilled & Long-Term Care Services
- Surgical Services
- Swing Beds



Communities Served At-A Glance

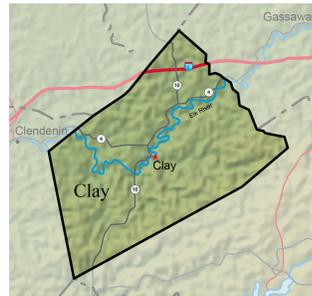
A look into the populations served by Montgomery General Hospital.



FAYETTE COUNTY



KANAWHA COUNTY



CLAY COUNTY



NICHOLAS COUNTY

	Fayette	Kanawha	Clay	Nicholas
POPULATION 2022	39,378	177,952	7,892	24,300
PERSONS UNDER 5 YEARS	4.8%	4.9%	4.9%	4.5%
PERSONS UNDER 18 YEARS	20.6%	19.9%	22.0%	20.3%
PERSONS OVER 65 YEARS	22.3%	21.6%	22.3%	23.7%
FEMALE PERSONS	49.2%	51.1%	49.1%	50.3%
RACE NON-WHITE OR MORE THAN 2 RACES	6.8%	11.4%	2.4%	2.7%
HISPANIC OR LATINO	1.4%	1.2%	1.0%	0.9%
HIGH SCHOOL EDUCATION OR HIGHER	84.4%	90.3%	80.1%	88.8%
UNDER 65 WITH A DISABILITY	19.7%	13.7%	22.4%	17.4%
UNDER 65 UNINSURED	8.8%	7.9%	9.0%	8.5%
PERSONS IN POVERTY	19.9%	15.9%	22.3%	19.8%
MEDIAN HOUSEHOLD INCOME	\$45,988	\$50,574	\$37,197	\$42,946

Source: US Census Quickfacts Data

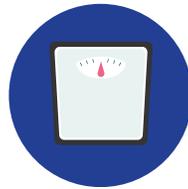
PRIORITY HEALTH ISSUES

As a result of analyzing primary data including Community Survey results, Community Interviews and Focus Groups feedback and Service Provider perspectives, as well as secondary data collection from reliable sources such as US Census Bureau, WVDHHR, US News, etc., the top three community health needs include the following:

TOP THREE COMMUNITY HEALTH ISSUES



**SUBSTANCE
ABUSE**



**OBESITY
IN ADULTS**



DIABETES

Health Issue	Barriers	Solutions
Substance Abuse	<ul style="list-style-type: none"> • Mental health issues • Drug accessibility • Generational substance abuse 	<ul style="list-style-type: none"> • Access to mental health services • Access to substance abuse treatment, prevention and recovery
Obesity in Adults	<ul style="list-style-type: none"> • Physical inactivity • Poor diet/nutrition • Generational obesity 	<ul style="list-style-type: none"> • Physical recreation opportunities • Nutrition education • Wellness support/early intervention
Diabetes	<ul style="list-style-type: none"> • Obesity • Physical inactivity • Poor diet/nutrition 	<ul style="list-style-type: none"> • Physical recreation opportunities • Nutrition education • Wellness support/early intervention

Community Survey - Common Themes and Takeaways

The Community Health Needs Assessment survey was distributed throughout the area served to obtain quantitative insight from residents about the greatest health concerns, service needs, and barriers to accessing care. As a result, there were 347 survey respondents representing various communities, ages, genders, races, educational background, employments industries, socioeconomic status, and more.

TOP THREE HEALTH ISSUES IN THE COMMUNITY - *per the survey*

SUBSTANCE ABUSE

79.74% OF SURVEY PARTICIPANTS SAID SUBSTANCE USE WAS A MAJOR ISSUE.

OBESITY IN ADULTS

76.36% OF SURVEY PARTICIPANTS SAID OBESITY IN ADULTS WAS A MAJOR ISSUE.

DIABETES

72.87% OF SURVEY PARTICIPANTS SAID DIABETES WAS A MAJOR ISSUE.

TOP THREE NEEDS TO IMPROVE THE HEALTH OF THE COMMUNITY - *per the survey*

- 1 ACCESS TO MENTAL HEALTH CARE
- 2 SUBSTANCE ABUSE REHAB SERVICES
- 3 JOB OPPORTUNITIES

TOP THREE MOST REQUIRED HEALTH SERVICES - *per the survey*

- 1 PRIMARY CARE
- 2 GYNECOLOGY AND OBSTETRICS
- 3 DERMATOLOGY

HOW CAN MONTGOMERY GENERAL HOSPITAL BETTER MEET YOUR HEATH NEEDS? (A SUMMARY OF KEY TRENDS THROUGHOUT THE OPEN-ENDED SURVEY RESPONSES)

- Provide mental health services
- Provide treatment and support for substance abuse/addiction
- Provide more doctors for specialty services (OBGYN, behavioral health, etc.)
- Provide wellness opportunities/exercise programs
- Provide public pharmacy
- Provide urgent care/walk-in clinic with extended hours

Service Provider Questionnaire - Common Themes and Takeaways

A quantitative service provider questionnaire was completed by service providers at Montgomery General Hospital to assess the top three health needs identified in the community health survey. They were asked to share further insight on these issues based on their experience with the patients they serve. Service providers who participated include physicians from various MGH departments.

ACCORDING TO THE COMMUNITY HEALTH SURVEY, THE TOP THREE MOST IMPORTANT HEALTH ISSUES IN THE COMMUNITY WERE SUBSTANCE ABUSE, DIABETES, AND OBESITY IN ADULTS.

SERVICE PROVIDERS WERE ASKED TO RANK THESE IN ORDER FROM MOST TO LEAST CONCERN:

1 SUBSTANCE ABUSE

2 OBESITY IN ADULTS

3 DIABETES

100% of service providers said SUBSTANCE ABUSE is an issue for their patients.

100% of service providers said OBESITY IN ADULTS is an issue for their patients.

100% of service providers said DIABETES is an issue for their patients.

THE THREE MOST IMPORTANT REASONS WHY EACH ARE AN ISSUE FOR THE COMMUNITY ARE:

SUBSTANCE ABUSE:

1. Availability of drugs
2. Mental health issues
3. Generational addiction

OBESITY IN ADULTS:

1. Poor diet/nutrition
2. Physical inactivity
3. Genetics/family influence

DIABETES:

1. Obesity
2. Physical inactivity
3. Poor diet

WAYS THAT SERVICE PROVIDERS ARE ADDRESSING THESE ISSUES FOR THEIR PATIENTS INCLUDE:

SUBSTANCE ABUSE:

- Education
- Discussion
- Treating acute issues
- Making referrals
- Patient education & empathy

OBESITY IN ADULTS:

- Nutrition Counseling
- Explaining the harms of obesity and effect on the body
- Building adequate rapport then having sensitive conversations

DIABETES:

- Treating emergent issues
- Counseling patients as much as possible
- Educating patients on prevention, dietary/lifestyle changes, and treatment

Focus Groups - Common Themes and Takeaways

The second form of primary data collection came from facilitating two focus groups with a total of 13 community members. The purpose was to hear directly from community members about what issues impact their healthcare. Open-ended questions regarding health and community well-being encouraged expression of qualitative feedback.

WHAT ARE THE MOST SERIOUS HEALTH ISSUES FACING THE COMMUNITY?

- Heart conditions
- Obesity
- Lung problems, COPD, smoking
- Homelessness
- Lack of opportunities for physical activity and healthy living
- Drugs
- Drugs and smoking
- Vaping among teens
- Cancer
- Grandfamilies
- There's nothing for kids to do
- The community needs more recreation opportunities
- Generational substance abuse
- Depression
- Untreated mental health issues (Kids smoke marijuana to try and help their mental state)

WHAT PREVENTS YOU & YOUR FAMILY FROM CARING FOR YOUR HEALTH?

- Accessibility of services
- Cost of care
- Low income/lack of insurance
- Transportation
- Inability to get to hospital from rural areas
- Resources for low income
- Need a coordinator of care to assist with accessing home health services
- Outreach by community care worker to educate

WHAT DOES THE COMMUNITY NEED TO IMPROVE HEALTH & QUALITY OF LIFE?

- Education about health risks and resources
- Get the young adults and teenagers excited and interested about their community
- Give children opportunities to be outside and have things to do
- Recreation opportunities
- Hospital to partner with organizations to provide opportunities
- Alzheimer's/dementia education and services
- Get people motivated to get information and help and direction to services

HOW COULD MONTGOMERY GENERAL HOSPITAL BETTER MEET THE COMMUNITY'S HEALTH ISSUES?

- Communication and community interaction
- Educating the community about resources, services, and more
- Be transparent about who they are and how they can help
- Social services/outreach collaboration with state agencies to provide intervention
- Hire comprehensive health coordinators and social workers
- Be better about connecting with and educating folks in rural "hollers" and the low income
- Substance abuse support and services
- Provide mental health services
- Support for Grandfamilies – coordinate services for grandparents
- Coordinate services for veterans & seniors
- Meet people where they are
- Create social media videos to engage kids about resources
- Better marketing
- Mobile services
- Centralized services (One-stop shop)
- Case worker to help families sign up for services available to them

Community Interviews - Common Themes and Takeaways

The third form of primary data collection came from conducting interviews with members of the community including community leaders, members of the MGH board, and key stakeholders. A total of nine individuals were interviewed

WHAT ARE THE MOST SERIOUS ISSUES YOU ARE MOST CONCERNED ABOUT FOR THE COMMUNITY? (GENERAL)

- Lack of recreation
- Lack of buildings
- Affordable housing
- Available 24/7 treatment for illness/injury
- Economic opportunities: good paying jobs with benefits
- School system challenges
- Older people live there need more vaccines
- Substance use/addiction
- Loss of local college

WHAT DOES THE COMMUNITY NEED TO IMPROVE HEALTH & QUALITY OF LIFE?

- Physical activity and jobs
- Provide programs to get people more active and "off the couch"
- Decrease tobacco use
- Opportunities to get involved
- Somewhere to swim, gymnasiums, etc.
- Get kids out, you will get the parents out
- Baisi Center NEEDS to be open.
- Take advantage of underused programs
- Well checkups, family doctor visits
- More access to services
- Affordability to access healthcare

WHAT ARE THE MOST SERIOUS HEALTH CONCERNS FACING THE COMMUNITY?

- Emergency treatments 24 hour access
- Availability of physicians
- Access to healthcare, several patients transferred to other hospitals
- Transportation to get services
- Care for the elderly
- Lack of OBGYN
- Mental health professionals needed
- Baisi center opened back up
- Poor physical health

FOR RESIDENTS IN THE COMMUNITY, WHAT ARE THE GREATEST BARRIERS TO ACCESSING HEALTH CARE SERVICES?

- Transportation
- Lack of insurance
- Inability to pay
- Unable to get there
- No cab service
- Funds
- Accessibility

Secondary Data Collection Summary

Secondary data collection included gathering statistics from reliable sources such as social service agencies and government entities in an effort to supplement the primary data. Given that MGH is located in Fayette County, the following information reflects the health and well-being of Fayette County residents.

- According to 2022 County Health Rankings, Fayette County ranks **#42** of 55 counties in West Virginia.
- In terms of **Health Outcomes**, Fayette is **ranked among the least healthy counties** in WV (Lowest 0%-25%).
- In terms of **Health Factors**, Fayette is **ranked among the least healthy counties** in WV (Lowest 0%-25%).

Source: 2022 County Health Rankings

FAYETTE COUNTY AT-A-GLANCE

POPULATION 2022	39,378
Population under 18	20.6%
Race non-white or more than one race	6.8%
Hispanic or Latino	1.4%
High School Education or Higher	84.4%
Under 65 with a Disability	19.7%
Under 65 Uninsured	8.8%
Persons in Poverty	19.9%

Source: US Census Quickfacts Data



2022 CHILD WELL-BEING DATA

Children without health insurance	2.73%
Children under Medicaid	6,278
Children with well-child exams (medicaid)	50.2%
Infant mortality rate (per 1,000)	7.792
Babies born exposed to drugs	16.8%
Babies with neonatal drug exposure	3.5%
Low birth-weight babies	12.2%
Child & teen deaths (per 100,000)	21.791

Source: WV KIDS COUNT 2022 Data Book

POPULATION HEALTH SCORES (OUT OF 100)

OVERALL HEALTH SCORE	POPULATION HEALTH
30	19
HEALTH EQUITY	ENVIRONMENT
88	58
FOOD & NUTRITION	PUBLIC SAFETY
44	39

Source: News & World Report- Healthiest Communities Report in Collaboration with Aetna Foundation

2022 COMMUNITY HEALTH TRENDS

Life Expectancy	73.2	Diabetes Prevalence	13.3%
Smoking Rate	28%	Obesity Prevalence	39.1%
Adults in poor general health	27.6%	Food Environment Index Score	11.75
Adults with no physical activity	36.8%	Local Food Outlets (per 100k)	0.00
Adults with frequent mental distress	22.3%	Population w/o access to large grocery store	12.1%
Heart disease prevalence	8.1%	Heart disease prevalence	8.1%
Cancer incidents rate (per 100k)	503.1	Cancer incidents rate (per 100k)	503.1

Source: News & World Report- Healthiest Communities Report in Collaboration with Aetna Foundation

**Special thanks to the
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