

2013 Community Needs Assessment – Hamblen County

The Community Health Needs Assessment provides a roadmap to help communities reach their destination of a healthier place to call home. Morristown Hamblen Healthcare System is hopeful that this assessment will be a catalyst for meaningful collaboration and action as we address some of the most important health improvement opportunities facing Hamblen County.

The Affordable Care Act requires not-for-profit hospitals to conduct a needs assessment every three years and to create an Implementation Plan to address the significant findings. This effort will assist us in “connecting the dots” between Morristown Hamblen’s resources and the needs of the community, identifying additional resources, and engaging with our community partners in initiatives that benefit residents of Hamblen County.

Our Assessment Partners

This process could not have been done without the following organizations and individuals who gave guidance and thoughtful input along the way. Their expertise and relationships helped us access the general population as well as the county’s most vulnerable residents and helped distill volumes of data into the most significant health issues in Hamblen County. We deeply appreciate their commitment to the assessment process.

- Hamblen County Health Department
- Hamblen County Health Council
- Hamblen County Schools – Coordinated School Health
- Morristown Hamblen Healthcare System
- Knox County Health Department, Department of Assessment and Planning
- East Tennessee Technology Center – LPN Program
- County Mayor – Bill Brittain
- Hamblen County Senior Center
- Morristown Hamblen Public Library
- Morristown Chamber of Commerce

Hamblen County at a Glance

- 161 square miles
- 62,544 residents
- 7.6% increase in population since 2000
- Median age: 40 years
- 16% persons over 65
- 86.6% white
- 48.7% male
- \$39,604 median household income
- 9% unemployment
- 90% high school graduation
- 15.7% have bachelor’s degree or higher, age 25+
- 25% uninsured adults
- 32% children in poverty

- 1,467:1 ratio of residents per primary care physician
- 1,768:1 ratio of residents per dentist
- 758:1 ratio of residents per mental health provider

For more demographic information about Hamblen County:

www.countyhealthrankings.org
quickfacts.census.gov
www.tennessee.gov

Existing Healthcare Facilities and Resources

Morristown-Hamblen Healthcare System

A 167-bed facility offering comprehensive acute and specialty care. MHHS serves an eight-county region in the Lakeway Area with six Centers of Excellence, including Heart, Lung and Vascular Center; Women's Center; Morristown Regional Cancer Center; Surgery Center; Joint Center, and Emergency and Critical Care Center.

Lakeway Regional Hospital

A 135-bed facility with inpatient and outpatient care; emergency, medical and surgical services; intensive care; and women's services.

Hamblen County Health Department

Provides an array of services including immunizations, well child visits and health screenings, WIC and nutrition services, breast and cervical cancer screening, birth and death certificates, children's special services, HIV testing and counseling, sexually transmitted disease testing and treatment and communicable disease control.

Cherokee Health System

Cherokee offers mental health and health care services for children and adults. The adult health services include physical exams, behavioral health intervention, prenatal care, individual & family therapy, alcohol & drug use programs, preventive health & education, health screenings, crisis intervention, and community outreach. Child and adolescent health services include baby check-ups & shots, pediatric medical services, child development assessment, adolescent counseling, family counseling, and school psychology services. Adventure Quest is a counseling program for at-risk youth.

Helping Hands Clinic

New Hope Recovery Center

New Hope Recovery Center drug treatment center is a treatment facility located in Morristown, TN. that an individual can enter in order to treat a drug addiction or alcoholism problem.

Assessment Data Process

To determine the health needs of the community, data were collected from various county, state and national sources; local hospital information, data about homelessness. Additionally, we conducted research using face-to-face interviews, focus groups, and surveyed residents, both online and in person.

Our assessment partners helped determine a list of key stakeholders to participate in interviews and focus groups. Special attention was given to recruit those who serve the uninsured, chronically ill and minority populations. Morristown Hamblen Hospital trustees were surveyed as well as two dozen other community leaders in focus groups. Lancaster Market Research Group conducted the focus groups, compiled the responses and did the data analysis.

With consultation from the Knox County Health Department, Department of Assessment and Planning, a survey instrument was developed for use in the Covenant Health hospital assessments. This survey asked residents about the health and quality of life in their community/county. There were questions about what creates health and what are the most important health issues and contributing factors. Survey sampling was matched with the counties population for the attributes of age, education, income and ethnicity. Surveys were available at the free medical clinic, the health department, hospital, community college, large employers, Senior Center and online using Survey Monkey.

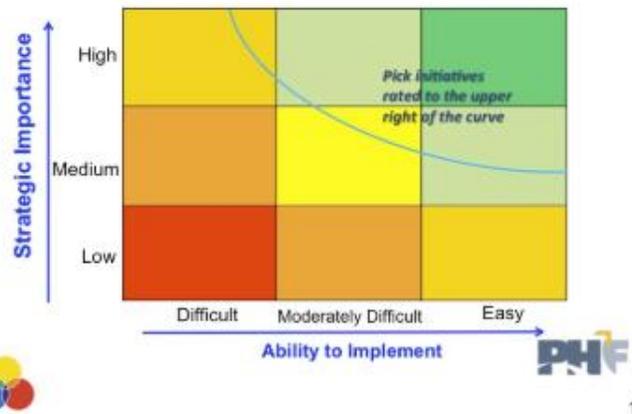
Hundreds of health indicators were reviewed from the Tennessee Department of Public Health, County Health Rankings from the Robert Wood Johnson Foundation, Tennessee Kids Count, as well as data from the US Census, hospital discharge data, and local homelessness data.

Notebooks containing all the health indicator data, focus group and community survey information were compiled.

A Data Synthesis Team comprising 10-12 members was formed. The team included representatives from Morristown Hamblen Healthcare System, the health department, school system, the Hamblen County Senior Center, Chamber of Commerce, health council, and the county mayor. Team members were each given a data notebook and then met several times to discuss the health issues. The team began to list, categorize, and prioritize the assessment findings. Using a Setting Priorities Tool developed by the Public Health Foundation, the team was able to further reduce its list of issues by rating each health issue's strategic importance relative to its ability to implement an effective intervention.

The health issues that were selected from the Setting Priorities Tool were then voted on to determine the most significant issues.

Setting Implementation Priorities for Initiatives or Performance Measures



Suggested Priority Setting Criteria

<p>Strategic Importance</p> <ul style="list-style-type: none"> ▶ Likelihood to "move the needle" on performance measures for this goal or objective ▶ Likelihood to drive performance of other goal(s) or objective(s) on the strategy map (usually higher on the map) ▶ Implementation will be noticed; generate visibility to increase support ▶ Urgency: important to implement soon, e.g., <ul style="list-style-type: none"> ▶ Other things depend on it, enables things to happen ▶ Will lose an opportunity if not done soon ▶ Severity of problem addressed, which can have at least two dimensions, e.g., <ul style="list-style-type: none"> ▶ Number of people affected ▶ Severity of the problem for those people who are affected ▶ Number of people who will benefit from the initiative being considered ▶ Strength of data supporting strategic importance 	<p>Ability to Implement</p> <ul style="list-style-type: none"> ▶ Availability of needed resources, or ability to get them ▶ Ability to get needed approvals or agreements, if any, to fully implement this initiative, e.g., <ul style="list-style-type: none"> ▶ Agreement from organizations needed to participate in the initiative ▶ Administrative, regulatory, or legal approvals (e.g., permits, licenses, official legal opinions) from organizations that regulate or oversee activities that are part of the initiative ▶ Adoption of new policies or legislation by people in authority to do so, whether that involves approval by an administrative authority or governing body ▶ Level of technical difficulty to properly implement the initiative
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Data gaps identified by the Team included county specific information of the incidence of neonatal abstinence syndrome and mental health data. In both cases state and regional data were available, but it was difficult to determine the data implications at the county level. Additionally, homelessness data is limited to one episodic event each year.

Key Assessment Findings

When asked to grade the overall health of Hamblen County, focus group participants' responses ranged from a low of "D" to a high of "B" with the average grade being a "C". In determining the most significant issues to improve the health of Hamblen County we kept posing the question, "What improvements are needed to attain a B+?" Ultimately, the assessment group determined the following to be priority areas for Hamblen County:

- Prescription Drug Abuse
- Heart Disease
- Smoking
- Obesity
- Mental Illness

Other Findings

What the residents told us:

The three most important factors for a healthy Hamblen County are:

- Good jobs and a healthy economy (responses 47%)
- Low crime / safe neighborhoods (response 43%)
- Good schools (response 41%)

The three most important health problems in Hamblen County are:

- Cancers (responses 47%)
- Obesity (responses 44%)
- Diabetes (responses 36%)

The three most important "risky behaviors" in Hamblen County are:

- Drug abuse (response 89%)
- Alcohol abuse (response 58%)
- Tobacco use (response 42%)

Areas of Strengths and Opportunities

Quality of Life

Strengths

- 78% of respondents are 'satisfied' to 'very satisfied' with the quality of life in Hamblen County.

- 74% of respondents are 'satisfied' to 'very satisfied' with Hamblen County as a place to grow old and as a place to raise a family (78%).
- Lower prevalence of violent crime than the state average, but not lower than US benchmarks.
- High school graduation rate (90%) is higher than the statewide average (86%).

Opportunities

- Only 46% of respondents are satisfied with economic opportunities in Hamblen County.
- 62% of all restaurants in Hamblen County are fast food restaurants.
- Children in poverty (29%) is slightly higher than the state rate (27%).

Overall Health

Strengths

- Infant and child mortality are both significantly less than the state rates.

Opportunities

- Hamblen County is ranked 58th healthiest county in Tennessee out of 95 counties.
- Adult smoking rates (23%) is the same as the state rate (23%).
- Teen birth rate is significantly higher (73) than the state average (50) and 3.5 times the US benchmark.

Health Care

Strengths

- The percentage of adults who could not see a doctor in the previous 12 months due to cost was 15% in Hamblen County, compared to 16% for Tennessee.
- 65% of those surveyed are happy with the healthcare resources (access, cost, quality and options).
- The number of physicians, dentists and mental health providers per 1,000 population is better than the state average. However, access to affordable dental care and mental health counseling for mild to moderate conditions is still challenging for the low-income.

Opportunities

- With the growing senior population there is a need for more providers who accept Medicare.
- The uninsured adult rate for Hamblen County is 25%, higher than the state average of 21%.
- Preventable hospital stays are considerably above the statewide average.

Healthy Behaviors

Strengths

- Most adults are receiving recommended screenings.
- Sexually transmitted infections are 50% fewer than the statewide rate.

Opportunities

- Prescription drug abuse is a significant issue in Hamblen County.
- Adult obesity is 33%.
- 34% of adults report no physical activity.
- Proportion of driving deaths with alcohol involvement (35%) is higher than the state percent of (28%).

Data Sources

Community Themes & Strengths Assessment from Key Informant Interviews in Hamblen County, TN
Community Health Survey

www.countyhealthrankings.org

www.tennessee.gov

quickfacts.census.gov

datacenter.kidscount.org

tvhomeless.org

hit.state.tn.us

hpsafind.hrsa.gov

Acknowledgments

Even before the assessment process was completed, its value was becoming evident. This process has expanded our network of community partners and has given us the chance to work with organizations that are new to us. The assessment outcomes have focused our efforts and resources on what is important to the community and what has the potential to meaningfully and measurably improve the health of Hamblen County.

We wish to acknowledge the following individuals for assisting us in our first perspectives in helping us reach the important conclusions of the assessment.

- Bill Brittian – County Executive Hamblen County
- Sherry Montgomery – Director, Hamblen County Health Department
- Marshall Ramsey – President, Hamblen County Chamber of Commerce
- Debbie Thayer – Director Hamblen County Senior Center
- Dedra Whitaker – Chief Nursing Officer, Morristown-Hamblen Healthcare System
- Gordon Lintz – President & CAO, Morristown-Hamblen Healthcare System
- Pam Purkey – Health educator, Hamblen County Health Department
- Cindy Thompson – Director of Critical Care, Morristown Healthcare
- Kelly Smith – Director of Hamblen Co. Coordinated School Health

Many thanks to all the community organizations who helped us distribute the survey throughout Hamblen County and to those leaders who participated in focus groups.

Additionally, we thank the hundreds of residents who took the time to share their perspectives and experiences in the community health survey. Morristown Hamblen Healthcare System and Covenant Health remain committed to improving the health and quality of life in our communities.