

**Mercy Hospital Kingfisher  
Community Health Needs  
Assessment Summary  
2024-2025**



## Introduction

New requirements for nonprofit, 501 (c)(3), hospitals were enacted under the Patient Protection and Affordable Care Act (ACA), passed on March 23, 2010. One of the most significant of the new requirements is the Community Health Needs Assessment (CHNA) that must be conducted during taxable years after March 23, 2012 and submitted with IRS form 990. A CHNA must then be completed every three years following.

While the requirements are fairly new, the IRS has made strides in defining hospitals that must complete the CHNA as well as details of what is expected in the CHNA report to be submitted. At this time the only entities that must complete the CHNA are hospital organizations defined as:

- An organization that operates a State-licensed hospital facility
- Any other organization that the Secretary determines has the provision of hospital care as its principal function or purpose constituting the basis for its exemption under section 501 (c)(3).

The general goal behind the requirement is to gather community input that leads to recommendations on how the local hospital can better meet and serve residents' needs. The community input is typically derived from a community survey and a series of open meetings. Local health data are presented. Community members then identify and prioritize their top health needs.

After listening to community input, the hospital defines an implementation strategy for their specific facility. The implementation strategy is a written plan that addresses each of the health needs identified in the community meetings. To meet Treasury and IRS guidelines an implementation strategy must:

- Describe how the hospital facility plans to meet the health need, or
- Identify the health need as one the hospital facility does not intend to meet and explain why the hospital facility does not intend to meet the health need<sup>1</sup>

After the needs are identified that the hospital can address, the implementation strategy must take into account specific programs, resources, and priorities for that particular facility. This can include existing programs, new programs, or intended collaboration with governmental, nonprofit, or other health care entities within the community.<sup>2</sup>

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<sup>1</sup>Internal Revenue Service. 2011. Notice and Requests for Comments Regarding the Community Health Needs Assessment Requirements for Tax-Exempt Hospitals. Internal Revenue Bulletin: 2011-30.

<sup>2</sup> Ibid

The facility must make the recommendations and implementation strategy widely available to community members. The facility must adopt the implementation strategy in that same taxable year.

This document discusses the steps taken to conduct a CHNA for Mercy Hospital Kingfisher in 2024. It begins with a description of the hospital's steps to addressing priorities identified during the previous CHNA from 2022 along with the impacts, followed by a description of the medical service area, including a demographic analysis, and then summarizes each meeting that took place during the CHNA process. The report concludes by listing the recommendations that came out of the process and presenting the hospital's implementation strategy and marketing plan.

The report along with the implementation strategy is presented and approved by the governing board on May 13, 2025.

## **Previous Community Health Needs Assessment- Priorities, Implementation, and Evaluation**

Mercy Hospital Kingfisher worked with the Oklahoma Office of Rural Health in 2019 to complete their third Community Health Needs Assessment. The previous assessments were completed in 2016 and 2013. During that time, health concerns were identified by community members and then prioritized by community members in focus group-style meetings. The following identifies each priority, implementation taken, and an evaluation or impact of the implementation.

It must be noted that the Covid-19 pandemic greatly impacted the implementation of some of the priorities and outreach opportunities during 2020 to present.

### **Area of concern identified in 2019/2020:**

Mental health including suicide and opioids

Activity 1: Emergency Department Screenings/Assessments- Mercy Hospital Kingfisher administers a screening questionnaire to all patients seen through the emergency department to determine mental health needs. From there, patients who are identified as needing services or care are then referred to the appropriate provider or facility. Mercy Hospital Kingfisher averages roughly 3,300 patients seen through the emergency department on an annual basis (there is a possibility of duplicates).

Activity 2: The hospital has a strong relationship with Red Rock Behavioral Health Services for referrals and services for patients. Red Rock does collaborate with the emergency department at Mercy Hospital Kingfisher to complete evaluations and assist in placing patients. This is a continued partnership.

Area of concern: Smoking and tobacco use

Activity 1: Mercy Kingfisher Clinic refers patients who smoke or use tobacco products to the Oklahoma Tobacco Helpline where they can get free resources including patches, coaching calls, quit guides, and supportive messages through texting and emails. Promotional materials are also posted throughout the clinic and patient rooms with the 800 number contact information.

Estimates of the number of individuals who have benefited from this offering and promotion are not available.

**Area of concern: Obesity and diabetes**

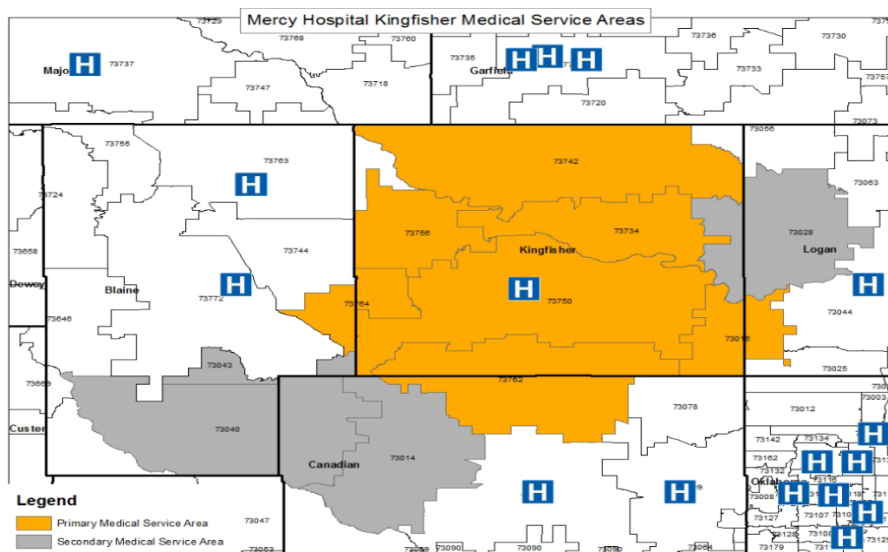
Activity 1: Mercy Hospital Kingfisher supported and participated in the Kingfisher Community Collaborative Walk-tober event promoting health and exercise. Mercy Hospital Kingfisher had over 20 coworkers participate with over 100 local residents participating from the Kingfisher community.

Activity 2: The local Compassion Clinic provides primary care services at no cost once per month. These services also include screenings including A1c checks. Medications are also available as needed for patients. Roughly 75 individuals per month and 225 per quarter benefit from this offering.

**Mercy Hospital Kingfisher Medical Services Area Demographics**

Figure 1 displays the Mercy Hospital Kingfisher medical services area. Mercy Hospital Kingfisher and all area hospitals are delineated in the figure. The surrounding hospitals are identified in the table below by county along with their respective bed count.

**Figure 1.**



City	County	Hospital	No. of Beds
Watonga	Blaine	Mercy Hospital Watonga	17
Okeene	Blaine	Okeene Municipal Hospital	25
Yukon	Canadian	INTEGRIS Canadian Valley	75
Enid	Garfield	INTEGRIS Bass Baptist Health Center	183
Enid	Garfield	INTEGRIS Bass Pavilion	24
Enid	Garfield	St. Mary's Regional Medical Center	245
Kingfisher	Kingfisher	Mercy Hospital Kingfisher	25
Guthrie	Logan	Mercy Hospital Logan County	25
Fairview	Major	Fairview Regional Medical Center	25
Oklahoma City	Oklahoma	INTEGRIS Portland Avenue	238
Oklahoma City	Oklahoma	Community Hospital, LLC	49
Oklahoma City	Oklahoma	INTEGRIS Baptist Medical center	629
Edmond	Oklahoma	INTEGRIS Health Edmond	40
Oklahoma City	Oklahoma	Lakeside Women's Hospital	23
Oklahoma City	Oklahoma	McBride Orthopedic Hospital	74
Oklahoma City	Oklahoma	Mercy Hospital Oklahoma City	349
Oklahoma City	Oklahoma	Oklahoma Heart Hospital	99
Oklahoma City	Oklahoma	Oklahoma Spine Hospital	25
Oklahoma City	Oklahoma	OU Medical Center	756
Oklahoma City	Oklahoma	St. Anthony Hospital	686

As delineated in Figure 1, the primary medical service area of Mercy Hospital Kingfisher includes the zip code areas of Kingfisher, Cashion, Dover, Loyal, Okarche, Hennessey, and Omega. The primary medical service area experienced a population increase of 9.8 percent from the 2000 Census to the 2010 Census (Table 1). This same service area experienced a population increase of 2.2 percent from the 2020 Census.

Table 1. Mercy Hospital Kingfisher Medical Service Areas Zip Code Population

Population by Zip Code		2000 Population	2010 Population	2020 Population	% Change 2000-2010	% Change 2010-2020
<b>Primary Medical Service Area</b>						
73750	Kingfisher	6,551	7,025	7,232	7.2%	2.9%
73016	Cashion	1,367	1,850	2,053	35.3%	11.0%
73734	Dover	981	1,067	926	8.8%	-13.2%
73756	Loyal	289	352	279	21.8%	-20.7%
73762	Okarche	1,966	2,156	2,257	9.7%	4.7%
73742	Hennessey	3,617	3,824	3,909	5.7%	2.2%
73764	Omega	182	144	128	-20.9%	-11.1%
<b>Total</b>		14,953	16,418	16,784	9.8%	2.2%
<b>Secondary Medical Service Area</b>						
73014	Calumet	1,531	1,431	1,419	-6.5%	-0.8%
73028	Crescent	3,199	3,454	3,194	8.0%	-7.5%
73040	Geary	1,972	1,976	1,571	n/a	-20.5%
73043	Greenfield	165	125	152	-24.2%	21.6%
<b>Total</b>		6,867	6,986	6,336	1.7%	-9.3%

SOURCE: Population data from the U.S. Bureau of Census, Decennial Census 2000, 2010 and 2020 (July 2024)

The secondary medical services area is comprised of the zip code areas of Calumet, Crescent, Geary, and Greenfield. The secondary medical service area experienced an increase in population of 1.7 percent from 2000 to 2010 followed by a population decrease of 9.3 percent from 2010 to the 2020 Census.

Table 2 displays the current existing medical services in the primary service area of Mercy Hospital Kingfisher medical services area. Most of these services would be expected in a community of Kingfisher’s size: doctors, dentists, nursing homes and pharmacies are present. Mercy Hospital Kingfisher is a 25 bed critical access facility located in Kingfisher County, Oklahoma. Services offered by Mercy Hospital Kingfisher include acute in patient services, swing bed, physical, speech, and occupational therapy, laboratory, modified Barium Swallow studies, and radiological services (CT, MRI, and Ultrasound) are also available at Mercy Hospital Kingfisher. A complete list of hospital services and community involvement activities can be found in Appendix A.

**Table 2. Existing Medical Services in the Mercy Hospital Kingfisher Medical Services Area**

<b>Count</b>	<b>Service</b>
1	Hospital, Mercy Hospital, Kingfisher
6	Physician clinics
5	Dental Offices
3	Optometrist Offices
2	Chiropractor Offices
4	Nursing Homes
1	Assisted Living Facility
2	Home Health Services
2	Hospice Services
1	County Health Department, Kingfisher County
1	EMS Service, Kingfisher
6	Pharmacies

In addition to examining the total population trends of the medical service areas, it is important to understand the demographics of those populations. Table 3 displays trends in age groups for the primary and secondary medical service areas as well as Kingfisher County in comparison to the state of Oklahoma. Overall, the over 65 age group has experienced an increase in population across all geographies from the 2010 Census to the latest 2020 Census. This cohort accounted for 16.5 percent of the total population at the state level. In terms of the medical service areas, this age group accounted for 17.2 percent of the primary medical service area, 19.2 percent of the secondary medical service area, and 17.4 percent of the population of Kingfisher County. The 45-64 age group accounts for the largest share of the population in the primary (25.0%) and secondary (27.4%) service areas and Kingfisher County (26.8%). This is compared to the state share of 24.0 percent of the total state population.

**Table 3. Percent of Total Population by Age Group for Mercy Hospital Kingfisher Medical Service Areas, Kingfisher County and Oklahoma**

Age Groups	Primary Medical Service Area	Secondary Medical Service Area	Kingfisher County	Oklahoma
<b>2010 Census</b>				
0-14	21.9%	20.3%	22.0%	20.7%
15-19	7.1%	7.5%	7.1%	7.1%
20-24	4.9%	5.3%	5.0%	7.2%
25-44	24.1%	22.3%	24.1%	25.8%
45-64	27.2%	26.9%	26.8%	25.7%
65+	14.9%	17.7%	15.0%	13.5%
Totals	100.0%	100.0%	100.0%	100.0%
<b>Total Population</b>	16,418	6,986	15,034	3,751,351
<b>2020 Census</b>				
0-14	21.8%	19.6%	21.8%	19.9%
15-19	7.6%	6.7%	7.5%	7.0%
20-24	4.9%	5.2%	4.9%	6.8%
25-44	23.5%	21.9%	23.5%	25.8%
45-64	25.0%	27.4%	24.9%	24.0%
65+	17.2%	19.2%	17.4%	16.5%
Totals	100%	100%	100.0%	100.0%
<b>Total Population</b>	16,784	6,336	15,184	3,959,353

SOURCE: U.S. Census Bureau, Decennial Census data for 2010 and 2020 (www.census.gov [July 2024]).

Changes in racial and ethnic groups can impact the delivery of healthcare services, largely due to language barriers and dramatically different prevalence rates for specific diseases, such as diabetes. A noticeable trend in Oklahoma is the growth in the Hispanic origin population. In 2010, those of Hispanic origin accounted for 8.9 percent of the total state population. The latest 2020 Census suggest that this population group has experienced an increase to 11.9 percent of the total population. This trend is evident in Kingfisher County and the primary medical service area. This cohort accounts for 16.9 percent of the population in the primary medical service area, 5.6 percent in the secondary, and 18.1 percent of the population in Kingfisher County.

**Table 4. Percent of Total Population by Race and Ethnicity for Mercy Hospital Kingfisher Medical Service Areas, Kingfisher County and Oklahoma**

<b>Race/Ethnic Groups</b>	<b>Primary Medical Service Areas</b>	<b>Secondary Medical Service Areas</b>	<b>Kingfisher County</b>	<b>Oklahoma</b>
<b>2010 Census</b>				
<b>White</b>	85.2%	81.7%	84.5%	72.2%
<b>Black</b>	1.1%	1.7%	1.1%	7.4%
<b>Native American</b>	3.1%	9.8%	3.1%	8.6%
<b>Other</b>	7.6%	2.0%	8.1%	5.9%
<b>Two or more Races</b>	3.1%	4.7%	3.2%	5.9%
<b>Hispanic Origin</b>	12.7%	4.4%	13.4%	8.9%
<b>Total Population</b>	16,418	6,986	15,034	3,751,351
<b>2020 Census</b>				
<b>White</b>	77.3%	78.7%	76.7%	63.5%
<b>Black</b>	1.1%	1.6%	1.2%	7.3%
<b>Native American</b>	3.1%	8.0%	3.1%	8.4%
<b>Other</b>	8.1%	2.1%	8.7%	7.9%
<b>Two or more Races</b>	10.4%	9.5%	10.3%	12.8%
<b>Hispanic Origin</b>	16.9%	5.6%	18.1%	11.9%
<b>Total Population</b>	16,784	6,336		3,959,353

SOURCE: U.S. Census Bureau, Decennial Census data for 2010 and 2020 (www.census.gov [July 2024]).

<sup>1</sup> Native American includes American Indians and Alaska Natives.

<sup>2</sup> Other is defined as Asian Americans, Native Hawaiians, Pacific Islanders and all others.

<sup>3</sup> Two or more races indicate a person is included in more than one race group.

<sup>4</sup> Hispanic population is not a race group but rather a description of ethnic origin; Hispanics are included in the five race groups.

## **Summary of Community Input for 2021 CHNA**

Community input was solicited from the Kingfisher County Collaborative which was selected due to their expertise of public health needs and their vast representation of the community. Stakeholders include those that represent or work closely with low income and racially diverse populations. The handouts can be found in Appendices C-E. Data summaries are provided in the following sections. Community members who were included to provide input:

- Mercy Hospital Kingfisher representatives
- Red Rock Behavioral
- Kingfisher Public Schools
- Kingfisher County Cooperative Extension

- Kingfisher Community Collaborative
- TSET
- Kingfisher County Health Department
- Sooner Success

### **Economic Conditions of Kingfisher County and Economic Impact of Health Sector**

Based on 2020 Census, economic indicators for Kingfisher County in comparison to Oklahoma and the United States are outlined in Table 5. Kingfisher County tends to lead Oklahoma and the United States in many of the economic variables. In terms of per capita income, or the total income divided by the population, Kingfisher is more favorable than Oklahoma and slightly lags the nation. Oklahoma as a state tends to lag the national average. In terms of employment and unemployment, there were many changes since 2020. The 2023 annual unemployment rate for Kingfisher County was 2.3 percent. This rate is lower than the state (3.1%) and the national (3.6%). All of these rates are non-seasonally adjusted. The most recent monthly estimates (May 2024) show Kingfisher County to be slightly higher than 2023 with a 2.4 percent rate. This is lower than both the state (3.6%) and the national (3.7%) rates.

The share of individual captured below the poverty threshold for income and household size is calculated by the U.S. Census Bureau. In 2022, the poverty rate for all ages in Kingfisher County was 12.0 percent. This is lower than the state and national rates. The share of children, or those under the age of 18, followed a different trend of being lower than the state but higher than the national rate. All economic indicators can be found in Table 5.

**Table 5. Economic Indicators for Kingfisher County, the State of Oklahoma and the Nation**

<b>Indicator</b>	<b>County</b>	<b>State</b>	<b>U.S.</b>
<b>Total Personal Income (2022)</b>	\$1,099,735,000	\$226,307,998,000	\$21,820,248,000,000
<b>Per Capita Income (2022)</b>	\$71,911	\$56,298	\$65,470
<b>Employment (2023)</b>	9,079	1,845,328	161,037,000
<b>Unemployment (2023)</b>	209	58,180	6,080,000
<b>Unemployment Rate (2023)</b>	2.3%	3.1%	3.6%
<b>Employment (May 2024)</b>	9,102	1,916,291	161,341,000
<b>Unemployment (May 2024)</b>	220	70,673	6,235,000
<b>Unemployment Rate (May 2024)</b>	2.4%	3.6%	3.7%
<b>Percentage of People in Poverty (2022)</b>	12.0%	15.6%	12.6%
<b>Percentage of Under 18 in Poverty (2022)</b>	16.5%	19.7%	16.3%
<b>Transfer Dollars (2022)</b>	\$175,803,000	\$48,710,861,000	\$4,002,084,000,000
<b>Transfer Dollars as Percentage of Total Personal Income (2022)</b>	16.0%	21.5%	18.3%
<b>Medical Benefits as a share of Transfer Payments (2022)</b>	41.8%	40.6%	44.3%

\*State and County estimates are considered preliminary

SOURCES: 2023 Bureau of Labor Statistics; 2022 Bureau of Economic Analysis; 2022 U.S. Census Bureau.

Table 6 displays various education variables for Kingfisher County. The first three lines are education attainment percentages for the population aged 25 years and greater. In Kingfisher County, 91.0 percent of the population has at least their high school diploma, 47.6 percent has at least some college, and 22.9 percent of the population has at least a bachelor’s degree. The far-right handed column provides a ranking within the state based on the highest, or most favorable percentages. The free and reduced lunch rate is the share of children in Kingfisher County who are enrolled in public school and eligible for free and reduced lunches. Kingfisher County’s rate is 36.0 percent. This is lower than the state average of 56.0 percent. This is the 3rd lowest rate in the state.

**Table 6. Education Data for Kingfisher County and the State of Oklahoma**

Indicator	County	State	Kingfisher County Ranking
At Least High School Diploma	91.0%	88.9%	11th Highest
Some College	47.6%	58.2%	46th Highest
At Least Bachelor's Degree	22.9%	27.3%	21st Highest
Free and Reduced Lunch Rate	36.0%	56.0%	3rd Lowest

Sources: U.S. Census Bureau, American Community Survey, 2018-2022, National Center for Education Statistics 2021-2022

**Table 7. Payer Source Data for Kingfisher County and the State of Oklahoma**

Indicator	County	State	Kingfisher County Ranking
2021 Uninsured rate (under 65)	20.2%	16.9%	60th Lowest
2021 Uninsured rate (under 19)	12.6%	8.0%	70th Lowest
2024 Medicare share of total population	19.3%	20.0%	13th Lowest
2024 Original Medicare (A & B)	13.9%	11.9%	24th Lowest
2024 Medicare Advantage & Other	5.4%	8.1%	19th Lowest
2024 Medicaid share of total population	21.5%	26.0%	17th Lowest
2024 Dual Enrollees (Medicare & Medicaid)	2.5%	3.1%	18th Lowest

Sources: U.S. Census Bureau Small Area Health Insurance Estimates, 2021; Centers for Medicare and Medicaid Services, Medicare Part A and B Recipients by State and County, February 2024 Enrollment Data; Oklahoma Health Care Authority, Total Enrollment by County, April 2024 Enrollment Data

Table 7, above, includes payer source data for Kingfisher County residents in comparison to the state. A ranking is also provided with the lowest percentages as the more favorable ranking. In 2021, 20.2 percent of individuals under the age of 65 were categorized as uninsured. This is higher than the state rate of 16.9 percent. In terms of children, or those under the age of 19, this rate was 12.6 percent. This was also higher than the state rate of 8.0 percent. In 2024, 19.3 percent of the population had Medicare as a payer for healthcare. This includes Medicare parts A, B and Advantage. In terms of Medicaid, 21.5 percent of the population in Kingfisher County had Medicaid as a payer source. The Medicare and Medicaid data were gathered from different sources, and duplicates have not been removed.

## **Health Data**

Various sources of health data were examined including data from the County Health Rankings and Roadmaps Program through the University of Wisconsin Population Health Institute, and the Robert Wood Johnson Foundation. The County Health Rankings program evaluates and ranks counties based on two distinct areas: Health Factors and Health Outcomes.

Health factors, considered tomorrow's health, are comprised of health behaviors, clinical care, social and economic factors, and physical environment. Data suggests, in general, the health status of Kingfisher County residents is somewhat comparable to that of neighboring counties. Areas of concern include Kingfisher County's smoking rate, obesity rate, and uninsured rate are all less desirable than the top U.S. performers. All health factors variables are presented in Table 8 along with Kingfisher County specific data, the top U.S. performers, and the state average. The yellow highlighted categories are the areas identified by the County Health Rankings and Roadmaps as areas to explore (generally where Kingfisher County ranks poorly compared to the national benchmark). The green highlighted areas are identified by County Health Rankings and Roadmaps as areas of strength for Kingfisher County.

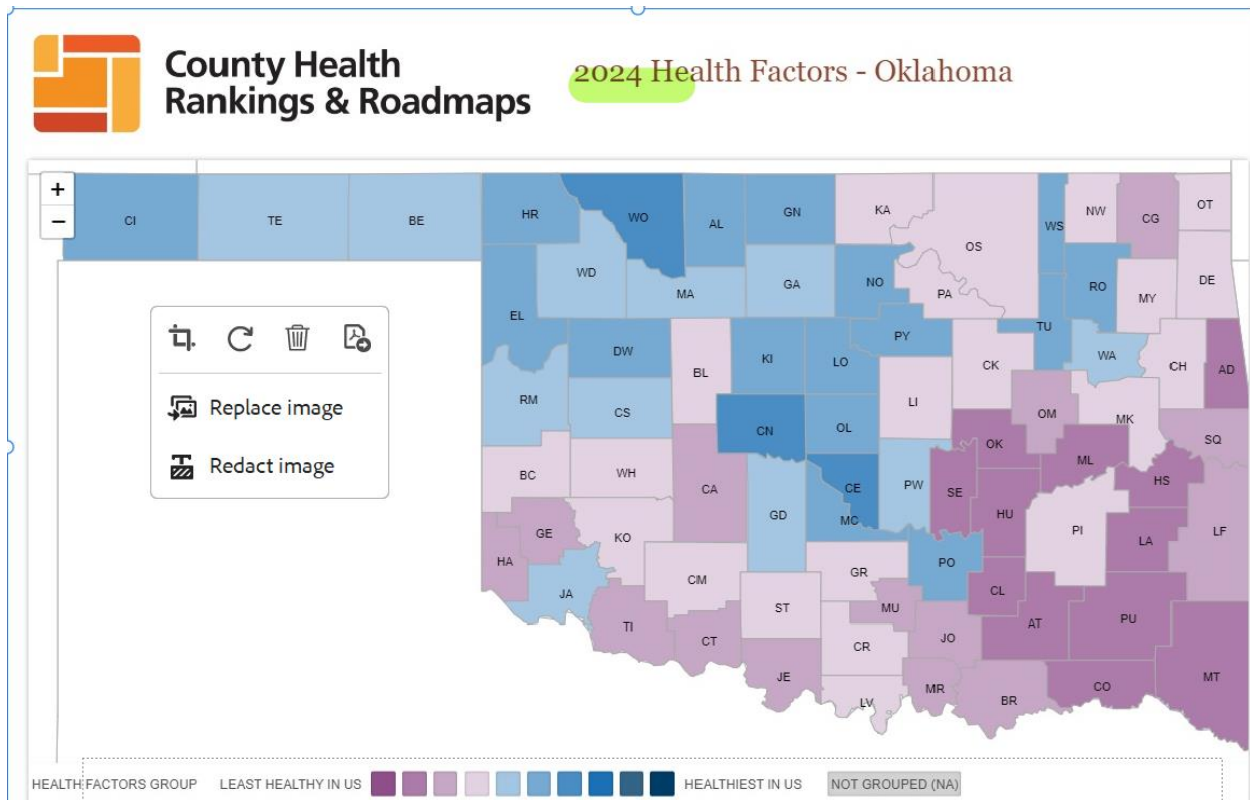
## Health Indicators and Outcomes for Kingfisher County

**Table 8. Health Factors**

Category	Kingfisher County	Error Margin	Oklahoma	United States
<b>Health Behaviors</b>				
Adult Smoking	18%	15-22%	18%	15%
Adult Obesity	39%	31-47%	40%	34%
Food Environment Index	8.4		5.6	7.7
Physical Inactivity	28%	23-34%	27%	23%
Access to Exercise Opportunities	59%		71%	84%
Excessive Drinking	15%	12-19%	14%	18%
Alcohol-Impaired Driving Deaths	33%	22-44%	27%	26%
Sexually Transmitted Infections	211		520	496
Teen Births	23	18-28	27	17
<b>Clinical Care</b>				
Uninsured	20%	18-23%	17%	10%
Primary Care Physicians	2,170:1		1,690:1	1,330:1
Dentists	1,390:1		1,560:1	1,360:1
Mental Health Providers	550:1		230:1	320:1
Preventable Hospital Stays	2,808:1		3,069	2,681
Mammography Screening	40%		40%	43%
Flu Vaccinations	48%		42%	46%
<b>Social &amp; Economic Factors</b>				
High School Graduation	91%	88-94%	89%	89%
Some College	56%	47-65%	60%	68%
Unemployment	2.0%		3.0%	3.7%
Children in Poverty	17%	12-21%	20%	16%
Income Inequality	4.2	3.4-4.9	4.6	4.9
Children in Single-Parent Household	19%	12-26%	26%	25%
Social Associations	18.4		11.3	9.1
Injury Deaths	81	62-103	98	80
<b>Physical Environment</b>				
Air-Pollution- Particulate Matter	9.1		8.7	7.4
Drinking Water Violations	Yes			
Severe Housing Problems	7%	4-9%	13%	17%
Driving Alone to Work	84%	80-88%	80%	72%
Long Commute- Driving Alone	34%	27-41%	28%	36%

Source: County Health Rankings & Roadmaps; University of Wisconsin Population Health Institute; Robert Wood Johnson Foundation

The following figure depicts each county’s rank by shade. Kingfisher County’s ranking is comparable to Logan, Canadian, Major and Oklahoma Counties. Kingfisher County’s ranking is more favorable than Blaine and Garfield County’s.

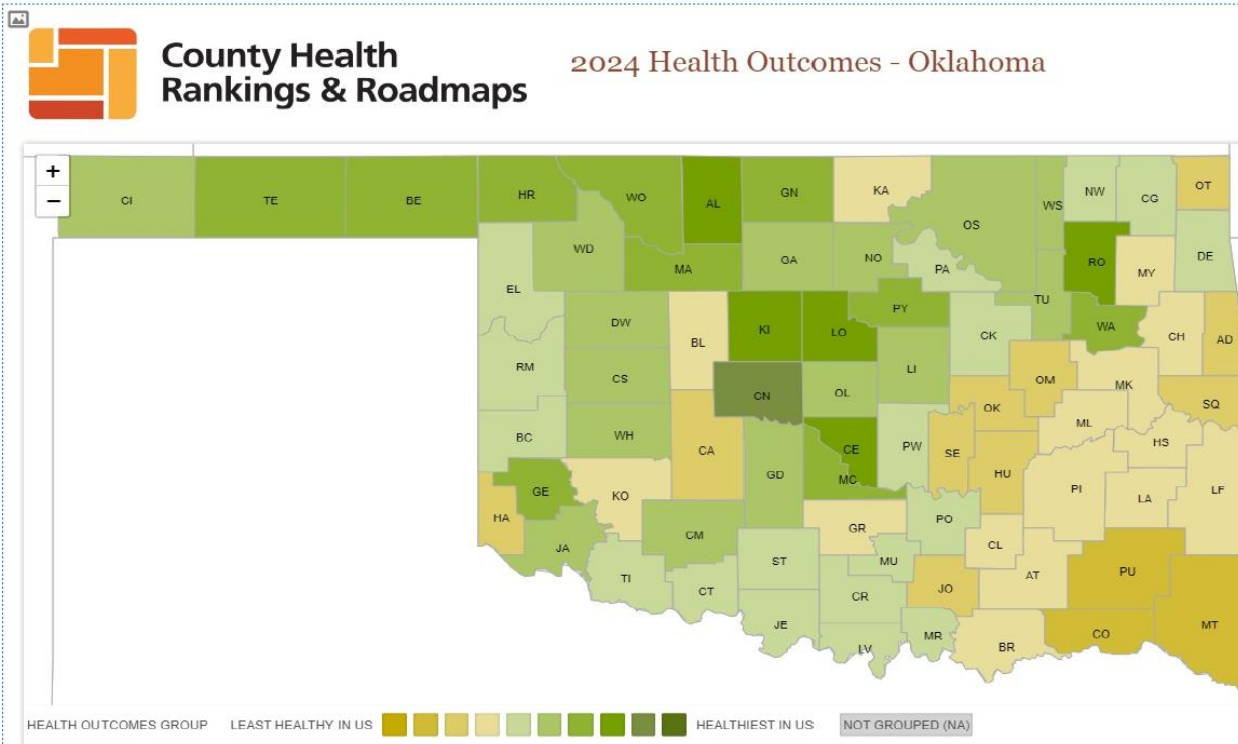


**Table 9. Health Outcomes**

Category	Kingfisher County	Error Margin	Oklahoma	United States
<b>Length of Life</b>				
Premature Death	7,700	6,200-9,200	10,300	8,000
<b>Quality of Life</b>				
Poor or Fair Health	18%	15-21%	19%	14%
Poor Physical Health Days	3.9	3.0-4.8	3.8	3.3
Poor Mental Health Days	5.2	4.1-6.3	5.5	4.8
Low Birth Weight	7%	6-8%	8%	8%

Source: County Health Rankings & Roadmaps; University of Wisconsin Population Health Institute; Robert Wood Johnson Foundation

The following figure shows county health outcomes rankings by shades. Kingfisher County’s ranking is comparable to Logan County. Kingfisher County’s ranking is more favorable than Oklahoma, Blaine, Major, and Garfield Counties.



## Community Survey Methodology and Results 2024

A survey was designed to gauge hospital usage, satisfaction, and community health needs. The survey was available in both paper and web format. The web format was administered through Survey Monkey application licensed by the Oklahoma Office of Rural Health. The survey link was posted on the hospital’s website, Facebook page and emailed to all Mercy Hospital Kingfisher co-workers. Announcements of the electronic version of the survey were made at local civic groups and the Kingfisher Community Collaborative. Mercy Hospital Kingfisher employees were encouraged to share the survey link on their social media accounts. A copy of the survey form and results can be found in Appendix D. Community members were asked to return any hard copy completed surveys to Mercy Hospital Kingfisher. The survey ran from October 22, 2024 to November 22, 2024. A total of 91 surveys from the Mercy Hospital Kingfisher medical service area were completed.

Table 10 below shows the survey respondent representation by zip code. The largest share of respondents was from the Kingfisher (73750) zip code with 53 responses or 58 percent of the total. Hennessey (73742) followed with 12 responses, Dover (73734) at 5 and Watonga (73772) with 4 responses.

**Table 10 Zip Code of Residence**

<b>Zip Code</b>	<b>Community</b>	<b>Count</b>
73750	Kingfisher	53
73742	Hennessey	12
73734	Dover	5
73772	Watonga	4
73016	Cashion	2
73036	El Reno	2
73756	Loyal	2
73762	Okarche	2
73012	Edmond	1
73044	Guthrie	1
73055	Marlow	1
73078	Piedmont	1
73099	Yukon	1
73644	Elk City	1
73727	Carrier	1
Blank	Unknown	2
Total		91(100%)

The survey focused on several health topics of interest to the community. Highlights of the results:

***Primary Care Physician Visits***

- 79% of respondents had used a primary care physician in the Kingfisher area.
- 70% of those reported satisfaction with that care.
- Only 27% of survey respondents believe there are enough primary care physicians practicing in the Kingfisher area.
- 68% responded they were able to get an appointment within 48 hours with their primary care physician when needed one.
- 58% of respondents indicated that they have used the services of an urgent care in the past 24 months.
- 80% responded they would utilize urgent care or after hours services offered in Kingfisher.

***Other Needed Services***

According to the survey respondents, the following are services that are being accessed outside of the Kingfisher service area that could, or should, be provided within Kingfisher and the surrounding communities:

**Table 11 Type of Desired Specialist**

Type of Specialty	Number of Respondents answering “Yes”	Percent
Ear, Nose, Throat	77	85%
Cardiology	74	81%
Mental/Behavioral Health	71	78%
Cancer Care	66	73%
Pediatrics	64	70%
Urology	64	70%
Obstetrics	63	69%
Endocrinology	61	67%
Orthopedics	59	65%
Sleep Disorders	58	64%
Audiology	55	60%
Ophthalmology	53	58%
Urgent Care	53	58%

Other desired services listed by respondents include:

- Dermatology
- Dialysis
- Podiatry
- Gastroenterology
- Mammography
- Rheumatology
- Ultrasound/Mammography
- Specialists supporting inpatients, ER transfers out for any specialist care

***Hospital Usage and Satisfaction***

Survey highlights include:

-71% of respondents that have used hospital services in the past 24 months used services at Mercy Hospital Kingfisher.

-55% of those surveyed used other Mercy locations

-Other non-Mercy facilities used included: Multiple Integris facilities, St. Mary’s Enid, McBride, OU, Community Hospital, and Lakeside Women’s Center.

-100% of survey respondents gave a reason of “physician referral” for using a facility other than Mercy Hospital Kingfisher.

-The most common services used at Mercy Hospital Kingfisher include

- Diagnostic imaging (X-ray, CT, Ultrasound, MRI) (78%)
- Laboratory (69%)
- Emergency Department (59%)
  - 84% of those using services at Mercy Hospital Kingfisher reported being satisfied with services received.

### ***Local Healthcare Concerns and Additional Services***

Survey respondents were asked what concerns them most about health in their community. The most common response was access to mental health for adults and children (30%) with Obesity following at 20%. Additional concerns listed include: Access to health food choices, physical activity, cost of health care, and community access to specialty physicians.

### ***Community Health Needs- Identification of Priorities***

Community meetings were held to present data and gather data in a town-hall style meetings as well as Zoom meetings and individual interviews. A complete listing of individuals who participated is included in Appendix B.

During the community meeting process, participants were asked the following six questions:

- What do you see as some of the greatest health concerns in the community?
- What do you see as some of the greatest access to care barriers in Kingfisher/Kingfisher County?
- In terms of the low income, racially diverse, or medically underserved populations in Kingfisher/Kingfisher County, what do you see as barriers to care and needs?
- If you could change one thing in Kingfisher/Kingfisher County, to improve the overall quality of life, what would it be?
- What are you most proud of in Kingfisher/Kingfisher County?
- What is your vision for a healthy community?
- What are the most beneficial health resources or services in Kingfisher/Kingfisher County?

The concerns listed were:

- Mental health for adults and children (including concerns of bullying and racism in schools)
- Obesity
- Good water access
- Healthy foods availability locally and at sports games
- Addiction (Drugs, Alcohol, tobacco, vaping)
- Elderly being able to afford medications
- Lack of physical activity
- Poor nutrition
- Diabetes
- Community Division
- Lack of variety of specialty physicians
- Support for the LGBTQ community

Of the various concerns listed, the following four needs were selected as priority areas of focus. The hospital and connected community based organizations ability to positively impact and make improvements in these four areas is largely why these areas were chosen. The four priority areas are as follows:

- Mental health and access to services
- Access to healthcare services

- Access to healthy food/poor nutrition

Kingfisher does have many recognized strengths listed by survey respondents such as:

- Summer food programs
- Creative camps and programs
- Compassion Clinic (free clinic)
- Mobile DHS
- The Trails
- Mercy Hospital Kingfisher and it's physical therapy program
- Kingfisher high school trainer
- Kingfisher County Collaborative
- Meals on Wheels
- Increasing number of specialty physicians coming to Mercy Hospital Kingfisher
- Community outreach events

### **Community Health Needs Assessment Marketing Plan**

The hospital will make the Community Health Needs Assessment Summary available upon request at Mercy Hospital Kingfisher and a copy will be available to be downloaded from the hospital's website (<https://www.mercy.net/about/our-communities/community-benefits/>)



## **Appendix A- Hospital Services/Community Benefits**

Mercy Hospital Kingfisher Hospital Services

### **Inpatient Services:**

Acute Inpatient  
Observation  
Swing Bed  
Physical Therapy  
Speech Therapy  
Laboratory  
Radiology – CT, MRI, Ultrasound,  
EKG  
Pharmacy  
Wound Care  
Case Management  
Social Services  
Dietary  
Chaplain Service  
Respiratory Therapy  
Interdisciplinary approach  
Modified Barium Swallow studies

### **Outpatient Services**

Laboratory  
Radiology-CT, MRI-Mammograms, Ultrasounds

### **Clinics**

Orthopedics  
Cardiology  
Urology

### **Community Activities**

Health Fair - county  
Health Fair for schools  
Blood Drives  
Relay for Live  
Toy Land for DHS  
Food Bank for Kingfisher  
Supporter of local Ambucs chapter  
Meals on Wheels  
Chamber member  
Thanksgiving Meal Adoption  
Christmas Gift Adoption  
Scholarships

Emergency Department  
Sleep Lab  
Wound Care  
Physical Therapy  
Occupational Therapy  
Speech Therapy  
Dietary consults  
Injections and transfusions through nursing care  
Provide therapy through the school system

**Internal Hospital Activities**  
Hospital website  
Training/Internships of med students  
and nursing students and allows  
observation for high school and  
college students  
Birthday celebrations  
Hospital appreciation celebration  
Mercy Foundation  
Annual caregiver training

## **Appendix B Community Input Participants**

### **Mercy Hospital Kingfisher Community Health Needs Assessment Community Input Meeting**

#### **Name**

Brittney Hladik – City of Kingfisher  
Blair Coughlan – Kingfisher County Health Department – District 2  
Becky Hansens – Community Volunteer  
Blair Braun – Jacket Laundry local business owner  
Jeff Braun – Jacket Laundry local business owner  
Brooke Wilson – Community Volunteer  
Mindy O’Dell – City of Kingfisher  
Ashley Vasquez – Community Volunteer  
Lisa Copeland – Sooner Success  
Lindy Peterman – OSU Extension  
Heather Leitner – OSU Extension  
Isabella Vallederama – Kingfisher County Health Department  
Mandy Clifton – Santa’s Toyland/Retired Department of Human Services  
Tiffany Tiller – Youth and Family Services  
Matiland Pickle – All About Kingfisher  
Deborah Stewart – Mercy Hospital-Kingfisher

## Appendix C Interview/Focus Group Questions/Answers



### Kingfisher County Community Health Needs Assessment – Interview and /or Focus Group Questions

What do you see as some of the greatest health concerns in the community?

What do you see as some of the greatest access to care barriers in Kingfisher County/Kingfisher?

In terms of the low income, racially diverse, or medically underserved populations in Kingfisher/Kingfisher County, what do you see as barriers to care and needs?

If you could change one thing in Kingfisher/Kingfisher County to improve the overall quality of life, what would it be?

What are you most proud of in Kingfisher/Kingfisher County?

What is your vision for a healthy community?

What are the most beneficial health resources or services in Kingfisher/Kingfisher County?

What are your biggest concerns living in this community?



Interview/Focus Group Question	Interview/Focus Group Answers
1. What do you see as some of the greatest health concerns in the community?	Obesity, Mental Health Options/Children’s mental health Good Water Access Healthy foods at sports games Drug Addiction Elderly being able to afford medications Lack of physical activity Poor nutrition Diabetes Alcohol, Tobacco & other drugs
2. What do you see as some of the greatest access to care barriers in Kingfisher County/Kingfisher?	Transportation Knowledge of resources Costs of therapy services/healthcare Lack of support groups No access to mental health care Timely access to a quality provider Waiting for responses Lack of specialty physicians in the hospital
3. In terms of low income, racially diverse, or medically underserved populations in Kingfisher/Kingfisher County, what do you see as barriers to care and needs?	Transportation Access/Knowledge of resources Funds/affordability Lack of access to care/providers
4. If you could change one thing in Kingfisher/Kingfisher County to improve the overall quality of life, what would it be?	Affordable quality fitness centers Anti-bullying (welcoming the stranger) Easy food access for children Mandatory emotional life skills classes in schools Free exercise classes for older people More walkable community (more side walks) Access to healthy food options More services for rural residents such as Meals on Wheels for those not living in town
5. What are you most proud of in Kingfisher/Kingfisher County?	The Trails Great Firework & Christmas Celebration The community has an involved and caring attitude towards betterment. Amount of amenities available Community involvement/volunteering Welcoming community Resilient people Willingness of residents to help others in need
6. What is your vision for a healthy community?	Starting conversations with younger kids concerning healthy habits. More options to healthy foods/ restaurants Everyone gets the knowledge they need Creating more public spaces where one can connect to nature. Mental, physical, emotional and spiritual health Access to quality healthcare (physical & mental health) Clean, safe environment

<p>7. What are the most beneficial resources or services in Kingfisher/Kingfisher County?</p>	<p>Summer food programs  Creative camps and programs  Health Department  The free clinic (Compassion Clinic)  Mobile DHS  The Trails  Mercy Hospital, Kingfisher &amp; physical therapy program  Kingfisher high school trainer  More specialty physicians coming to the hospital  Kingfisher County Collaborative  Meals on Wheels  Outreach events</p>
<p>8. What are your biggest concerns living in this community?</p>	<p>Kids well being and mental health being a priority in the school system  Community Division  Affordability  Vaping  Lack of variety of specialty physicians  Welcome and support for LGBTQ community  Reports of bullying and racism against kids in schools  Drugs, alcohol, Tobacco, and vaping in youth (12-18 years old)  Lack of exercise  Lack of healthy eating options</p>

## Appendix D Survey Question Answers

### Kingfisher Community Survey

#### Q1 The zip code of my residence is:

Answered: 91 Skipped: 0

Zip Code	Town	Count
73750	Kingfisher	53
73742	Hennessey	12
73734	Dover	5
73772	Watonga	4
73016	Cashion	2
73036	El Reno	2
73756	Loyal	2
73762	Okarche	2
73012	Edmond	1
73044	Guthrie	1
73055	Marlow	1
73078	Piedmont	1
73099	Yukon	1
73644	Elk City	1
73727	Carrier	1
Blank	Unknown	2
Total		91

Kingfisher Community Survey

Q2 What is your current age?

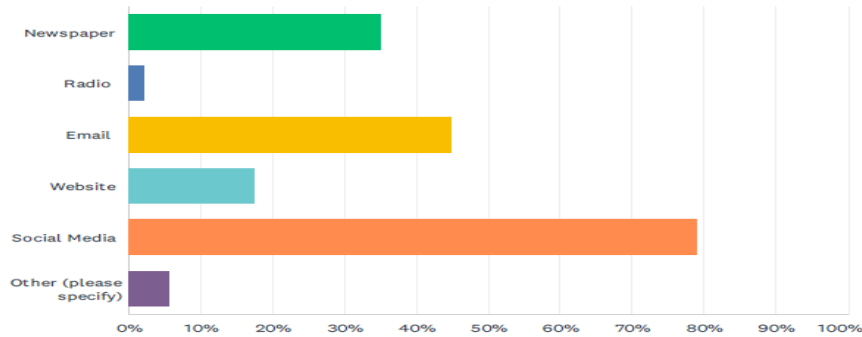
Answered: 91 Skipped: 0

Age	No. of Respondents
21	1
22	2
25	1
26	2
27	2
30	1
31	1
32	4
33	1
34	2
35	3
36	2
37	2
38	3
39	1
41	4
42	1
43	2
44	2
45	1
46	3
47	2
49	3
50	4
51	2
52	3
53	4
54	2
57	2
59	1
60	5
61	2
62	1
63	1
64	1
65	1
66	4
67	1
68	3
69	4
70	1
72	2
76	1
Total Resp.	91

Kingfisher Community Survey

Q3 How would you prefer to be notified of community events? (Please select all that apply).

Answered: 91 Skipped: 0

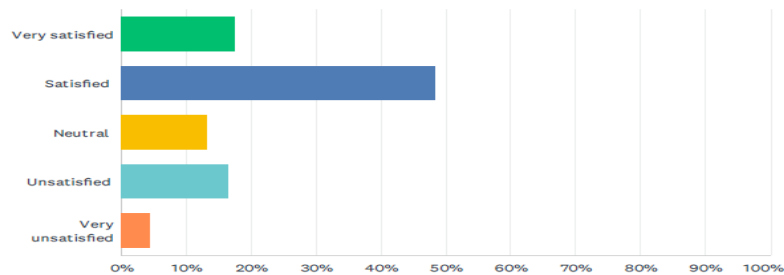


ANSWER CHOICES	RESPONSES	
Newspaper	35.16%	32
Radio	2.20%	2
Email	45.05%	41
Website	17.58%	16
Social Media	79.12%	72
Other (please specify)	5.49%	5
Total Respondents: 91		

Kingfisher Community Survey

Q4 How satisfied are you with the availability of healthcare services in Kingfisher and the surrounding communities?

Answered: 91 Skipped: 0

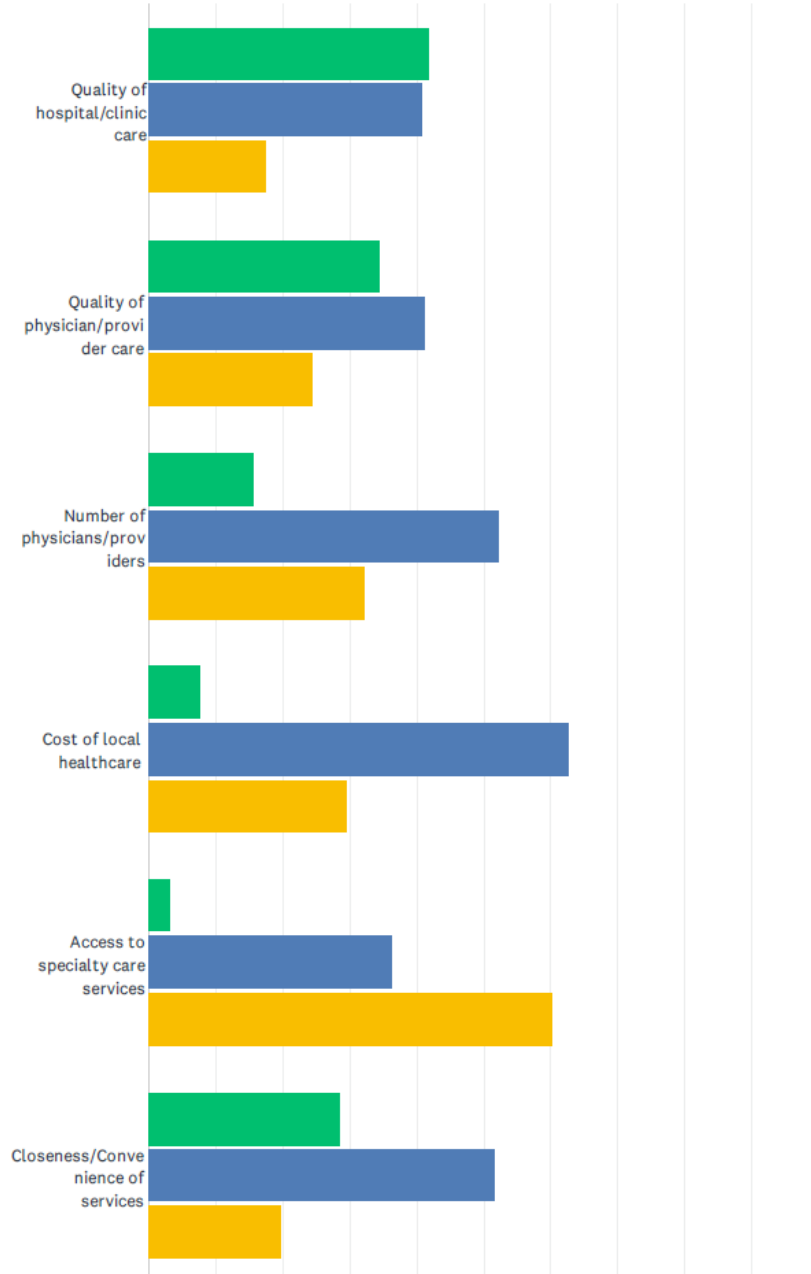


ANSWER CHOICES	RESPONSES	
Very satisfied	17.58%	16
Satisfied	48.35%	44
Neutral	13.19%	12
Unsatisfied	16.48%	15
Very unsatisfied	4.40%	4
TOTAL		91

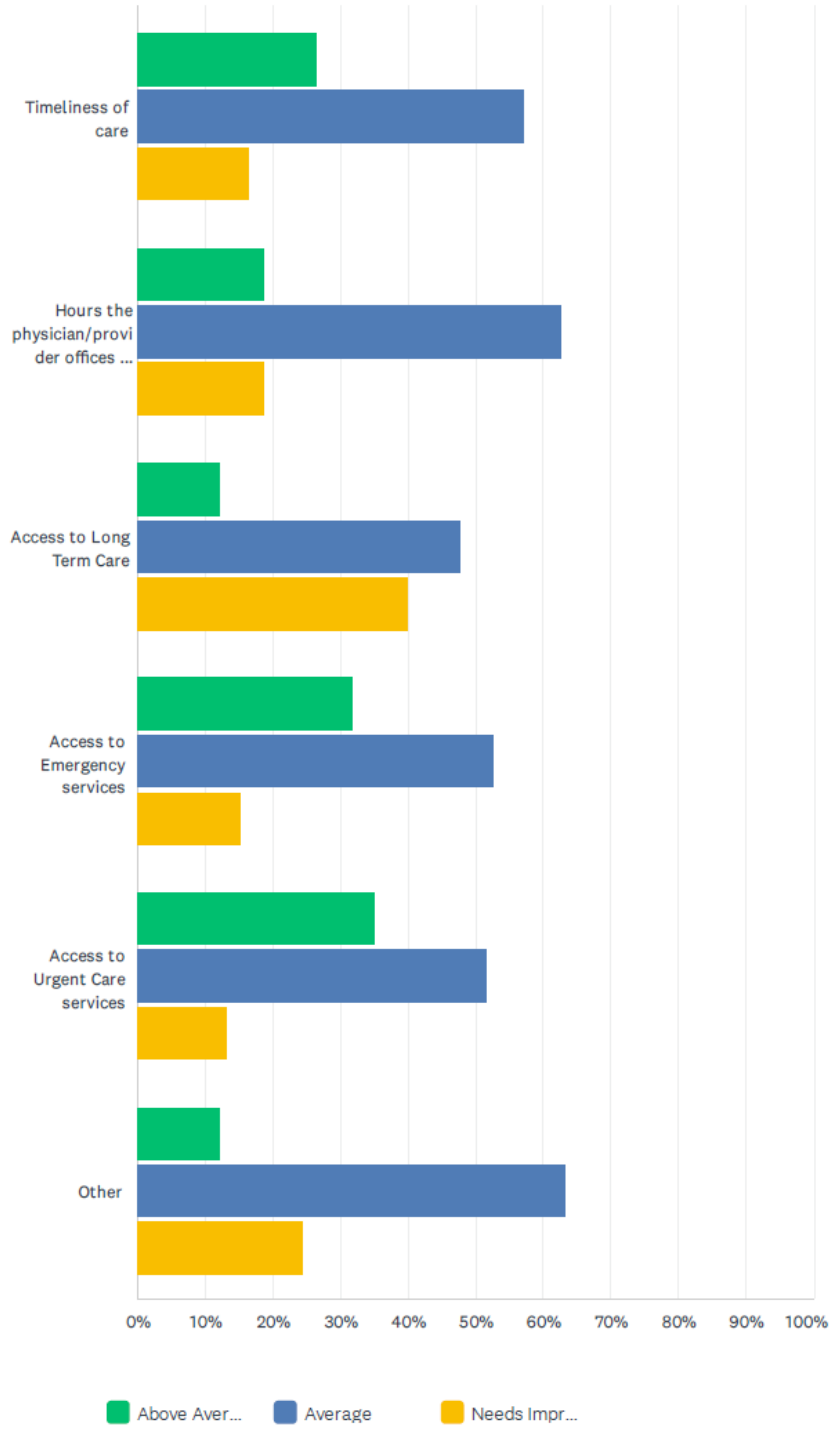
Kingfisher Community Survey

Q5 How do you view the following healthcare topics in Kingfisher and the surrounding communities? (Check all that apply):

Answered: 91 Skipped: 0



### Kingfisher Community Survey



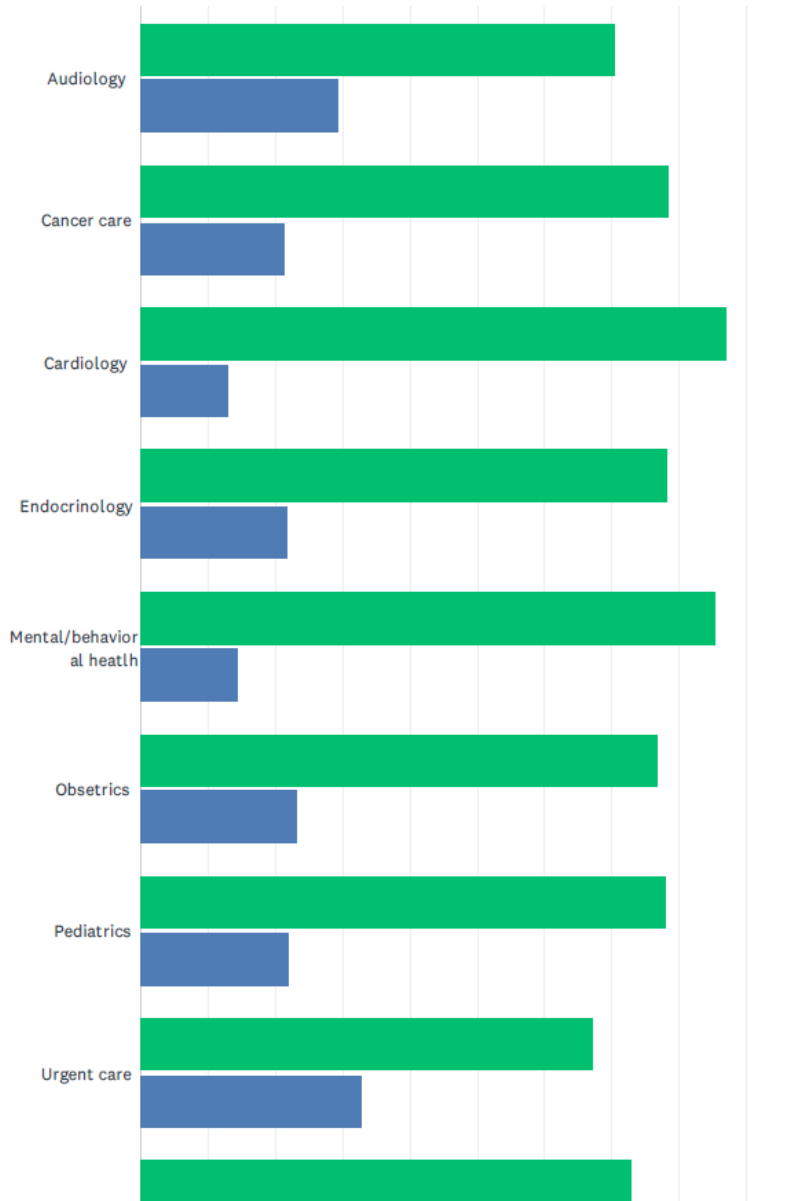
Kingfisher Community Survey

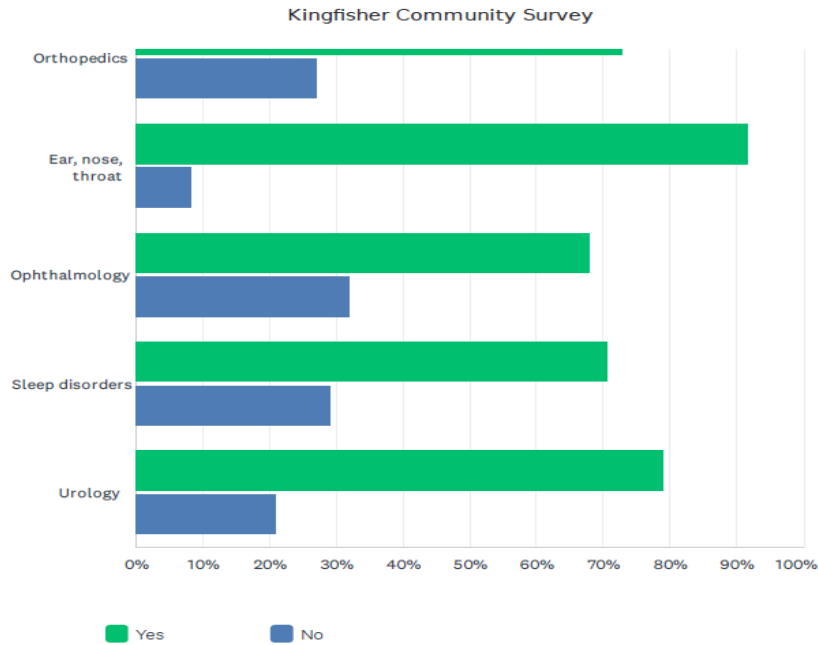
	ABOVE AVERAGE	AVERAGE	NEEDS IMPROVEMENT	TOTAL	WEIGHTED AVERAGE
Quality of hospital/clinic care	41.76% 38	40.66% 37	17.58% 16	91	1.76
Quality of physician/provider care	34.44% 31	41.11% 37	24.44% 22	90	1.90
Number of physicians/providers	15.56% 14	52.22% 47	32.22% 29	90	2.17
Cost of local healthcare	7.69% 7	62.64% 57	29.67% 27	91	2.22
Access to specialty care services	3.30% 3	36.26% 33	60.44% 55	91	2.57
Closeness/Convenience of services	28.57% 26	51.65% 47	19.78% 18	91	1.91
Timeliness of care	26.37% 24	57.14% 52	16.48% 15	91	1.90
Hours the physician/provider offices are open	18.68% 17	62.64% 57	18.68% 17	91	2.00
Access to Long Term Care	12.22% 11	47.78% 43	40.00% 36	90	2.28
Access to Emergency services	31.87% 29	52.75% 48	15.38% 14	91	1.84
Access to Urgent Care services	35.16% 32	51.65% 47	13.19% 12	91	1.78
Other	12.24% 6	63.27% 31	24.49% 12	49	2.12

Kingfisher Community Survey

Q6 What services are people accessing outside of the service area that, in your opinion, could or should be provided within Kingfisher and the surrounding communities? Accessing outside of Kingfisher and the surrounding communities:

Answered: 89 Skipped: 2





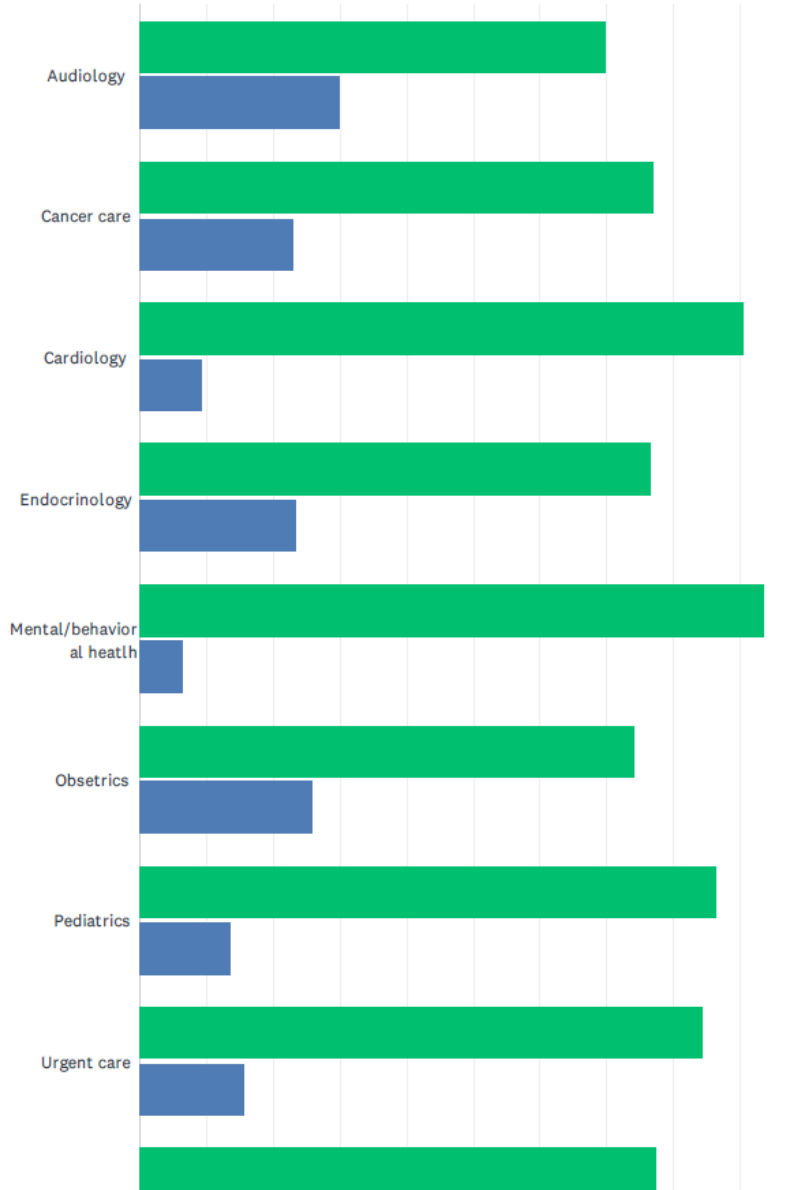
**Kingfisher Community Survey**

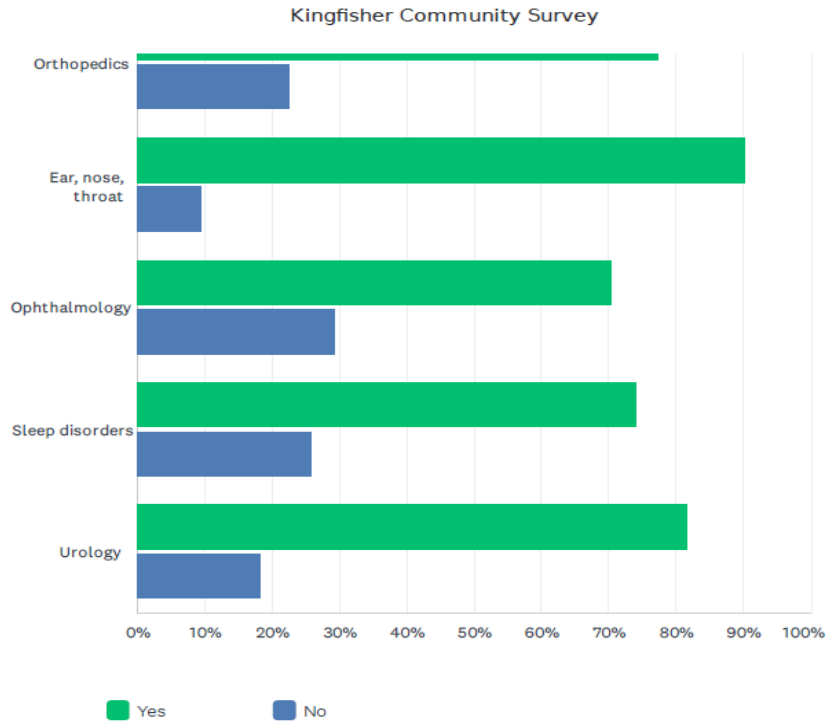
	YES	NO	TOTAL	WEIGHTED AVERAGE
Audiology	70.51% 55	29.49% 23	78	1.29
Cancer care	78.57% 66	21.43% 18	84	1.21
Cardiology	87.06% 74	12.94% 11	85	1.13
Endocrinology	78.21% 61	21.79% 17	78	1.22
Mental/behavioral health	85.54% 71	14.46% 12	83	1.14
Obstetrics	76.83% 63	23.17% 19	82	1.23
Pediatrics	78.05% 64	21.95% 18	82	1.22
Urgent care	67.09% 53	32.91% 26	79	1.33
Orthopedics	72.84% 59	27.16% 22	81	1.27
Ear, nose, throat	91.67% 77	8.33% 7	84	1.08
Ophthalmology	67.95% 53	32.05% 25	78	1.32
Sleep disorders	70.73% 58	29.27% 24	82	1.29
Urology	79.01% 64	20.99% 17	81	1.21

Kingfisher Community Survey

Q7 What services are people accessing outside of the service area that, in your opinion, could or should be provided within Kingfisher and the surrounding communities? Should be provided in Kingfisher and the surrounding communities:

Answered: 83 Skipped: 8





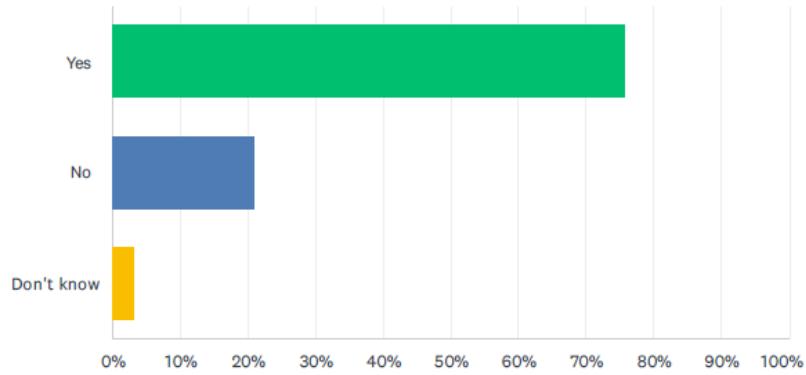
**Kingfisher Community Survey**

	YES	NO	TOTAL	WEIGHTED AVERAGE
Audiology	70.00% 49	30.00% 21	70	1.30
Cancer care	77.03% 57	22.97% 17	74	1.23
Cardiology	90.54% 67	9.46% 7	74	1.09
Endocrinology	76.47% 52	23.53% 16	68	1.24
Mental/behavioral health	93.59% 73	6.41% 5	78	1.06
Obstetrics	74.29% 52	25.71% 18	70	1.26
Pediatrics	86.30% 63	13.70% 10	73	1.14
Urgent care	84.51% 60	15.49% 11	71	1.15
Orthopedics	77.46% 55	22.54% 16	71	1.23
Ear, nose, throat	90.41% 66	9.59% 7	73	1.10
Ophthalmology	70.59% 48	29.41% 20	68	1.29
Sleep disorders	74.29% 52	25.71% 18	70	1.26
Urology	81.69% 58	18.31% 13	71	1.18

Kingfisher Community Survey

Q8 Has your household used the services of a hospital in the past 24 months?

Answered: 91 Skipped: 0

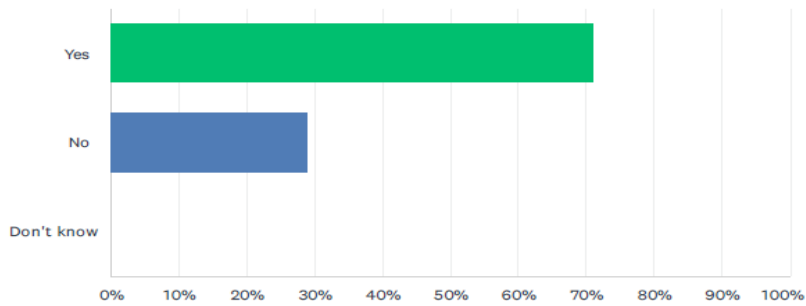


ANSWER CHOICES	RESPONSES	
Yes	75.82%	69
No	20.88%	19
Don't know	3.30%	3
TOTAL		91

Kingfisher Community Survey

Q9 Did you receive any of that care at Mercy Hospital Kingfisher?

Answered: 69 Skipped: 22

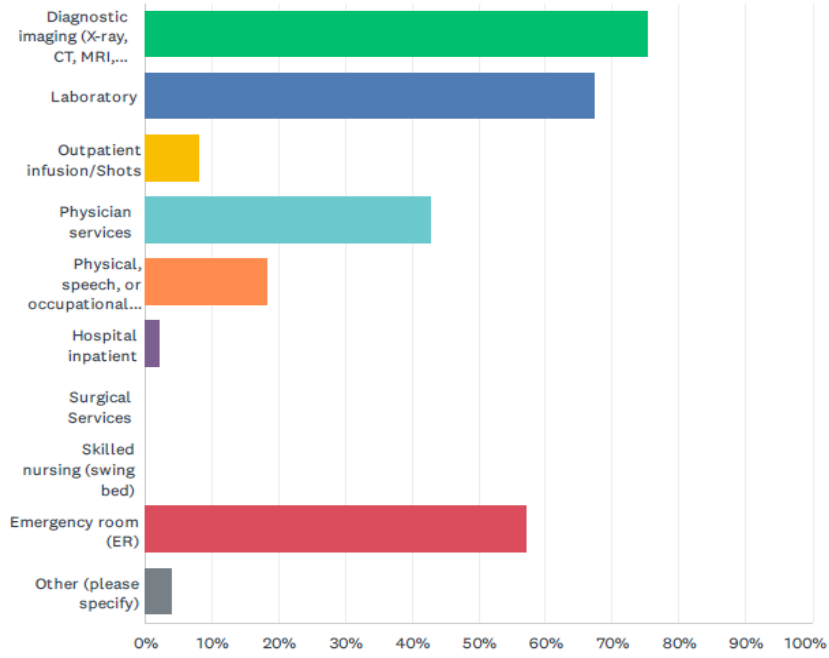


ANSWER CHOICES	RESPONSES	
Yes	71.01%	49
No	28.99%	20
Don't know	0.00%	0
TOTAL		69

Kingfisher Community Survey

Q10 What hospital services were used at Mercy Hospital Kingfisher?

Answered: 49 Skipped: 42



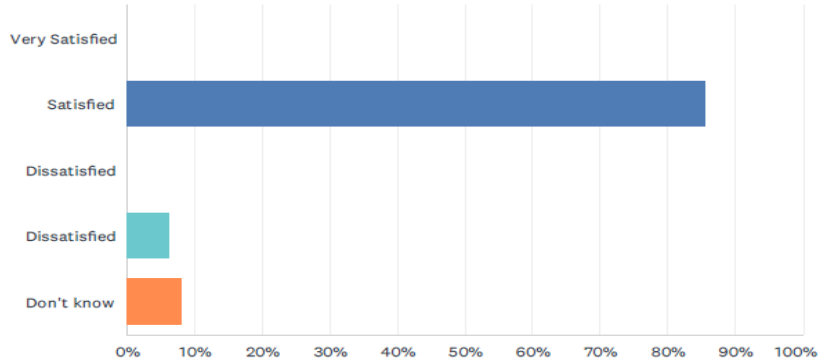
Kingfisher Community Survey

ANSWER CHOICES	RESPONSES	
Diagnostic imaging (X-ray, CT, MRI, Ultrasound)	75.51%	37
Laboratory	67.35%	33
Outpatient infusion/Shots	8.16%	4
Physician services	42.86%	21
Physical, speech, or occupational therapy	18.37%	9
Hospital inpatient	2.04%	1
Surgical Services	0.00%	0
Skilled nursing (swing bed)	0.00%	0
Emergency room (ER)	57.14%	28
Other (please specify)	4.08%	2
Total Respondents: 49		

Kingfisher Community Survey

Q11 How satisfied was your household with the services you received at Mercy Hospital Kingfisher?

Answered: 49 Skipped: 42

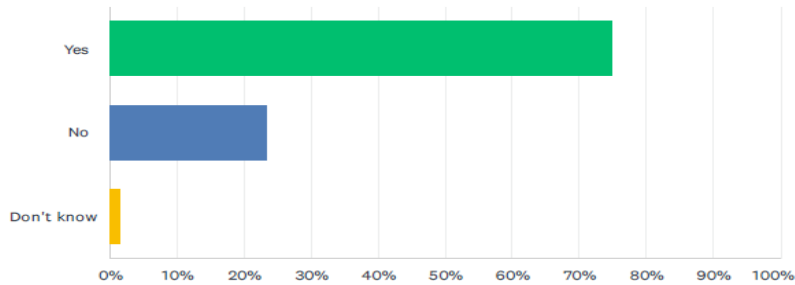


ANSWER CHOICES	RESPONSES	
Very Satisfied	0.00%	0
Satisfied	85.71%	42
Dissatisfied	0.00%	0
Dissatisfied	6.12%	3
Don't know	8.16%	4
<b>TOTAL</b>		<b>49</b>

Kingfisher Community Survey

Q12 Did you receive care at a facility other than Mercy Hospital Kingfisher?

Answered: 68 Skipped: 23



ANSWER CHOICES	RESPONSES	
Yes	75.00%	51
No	23.53%	16
Don't know	1.47%	1
<b>TOTAL</b>		<b>68</b>

Q13 Please list the hospital(s) where you received service(s).

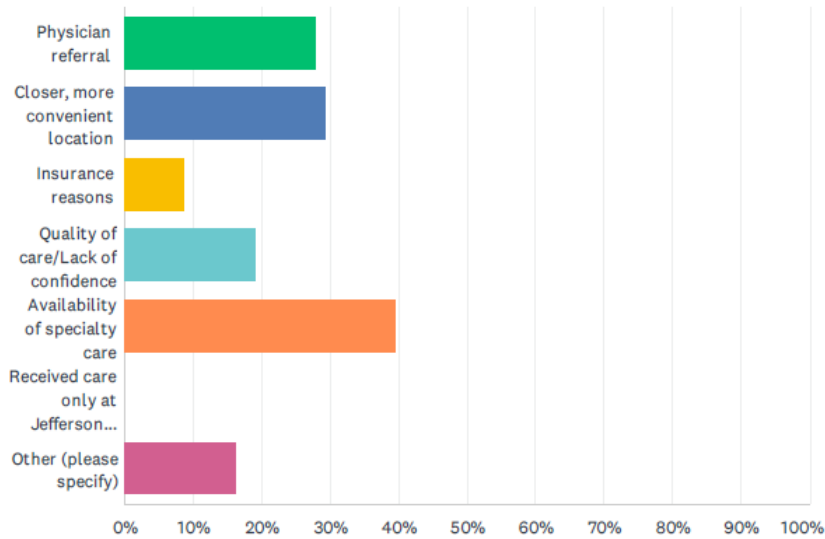
Answered: 52 Skipped: 39

<b>Hospital</b>
HPI Community Hospital
Integrus Hospital-Portland
Integrus Hospital-Baptist Campus
Integrus Hospital Enid
Integrus Cancer Institute
Lakeside Women's Center
McBride
Mercy Hospital-Oklahoma City
Mercy Hospital-Logan County
Mercy Hospital-Watonga
Oklahoma Joint Reconstruction
Oklahoma Heart Hospital
OU Medical Center
OU Children's Medical Center
St. Anthony
St. Mary's
Summit Medical Center
Surgery Center of Oklahoma

Kingfisher Community Survey

Q14 If you responded previously that your household received care at a hospital other than Mercy Hospital Kingfisher, why did you or your family member choose that hospital?

Answered: 68 Skipped: 23

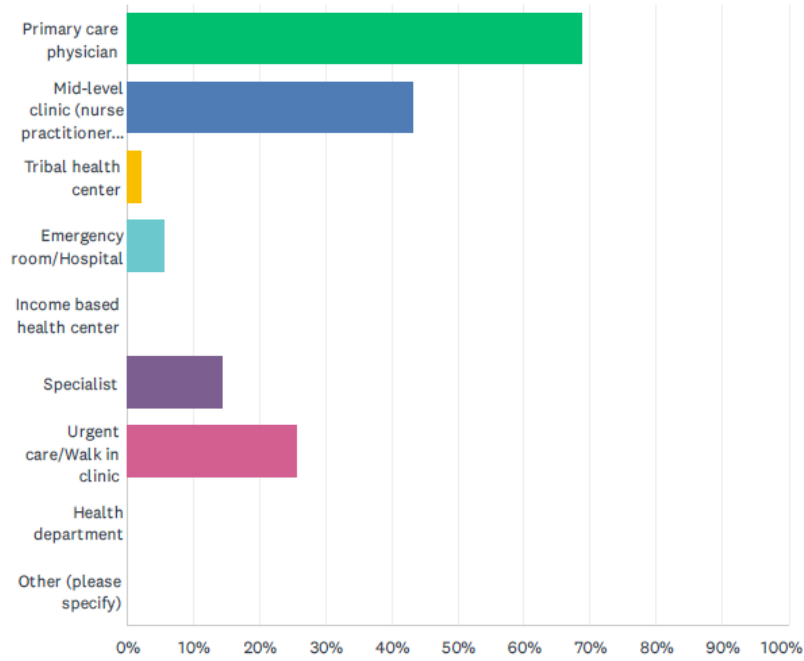


ANSWER CHOICES	RESPONSES	
Physician referral	27.94%	19
Closer, more convenient location	29.41%	20
Insurance reasons	8.82%	6
Quality of care/Lack of confidence	19.12%	13
Availability of specialty care	39.71%	27
Received care only at Jefferson County Hospital	0.00%	0
Other (please specify)	16.18%	11
Total Respondents: 68		

Kingfisher Community Survey

Q15 What kind of medical provider do you use for routine care?

Answered: 90 Skipped: 1

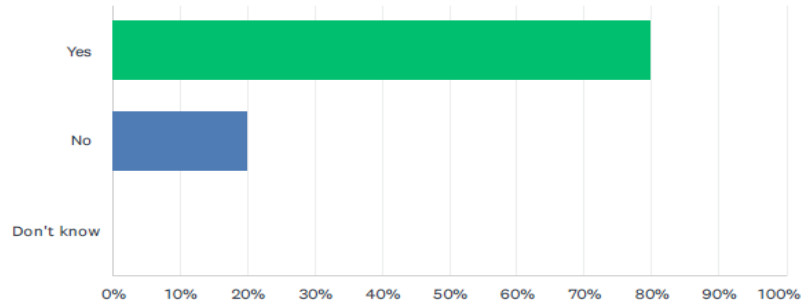


ANSWER CHOICES	RESPONSES	
Primary care physician	68.89%	62
Mid-level clinic (nurse practitioner or PA)	43.33%	39
Tribal health center	2.22%	2
Emergency room/Hospital	5.56%	5
Income based health center	0.00%	0
Specialist	14.44%	13
Urgent care/Walk in clinic	25.56%	23
Health department	0.00%	0
Other (please specify)	0.00%	0
Total Respondents: 90		

Kingfisher Community Survey

Q16 Has your household been to a primary care (family) doctor in the Kingfisher area?

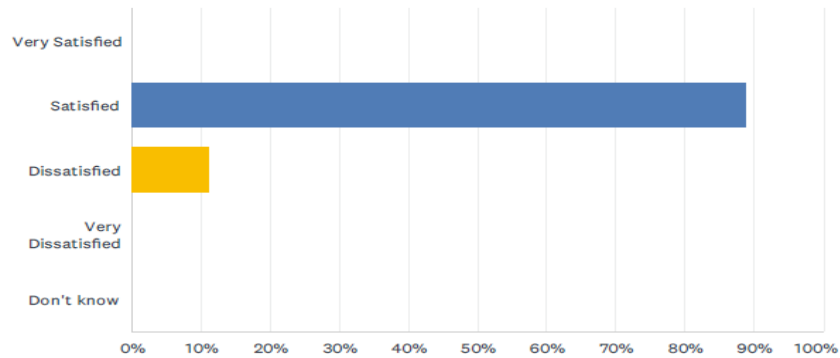
Answered: 90 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	80.00%	72
No	20.00%	18
Don't know	0.00%	0
<b>TOTAL</b>		<b>90</b>

Q17 How satisfied was your household with the quality of care received in the Kingfisher area?

Answered: 72 Skipped: 19

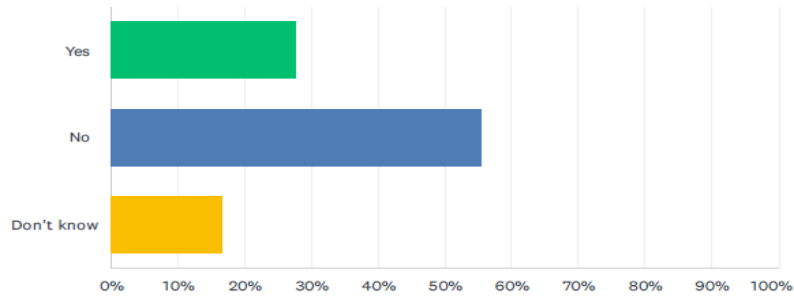


ANSWER CHOICES	RESPONSES	
Very Satisfied	0.00%	0
Satisfied	88.89%	64
Dissatisfied	11.11%	8
Very Dissatisfied	0.00%	0
Don't know	0.00%	0
<b>TOTAL</b>		<b>72</b>

Kingfisher Community Survey

Q18 Do you think there are enough primary care (family) doctors practicing in the Kingfisher area?

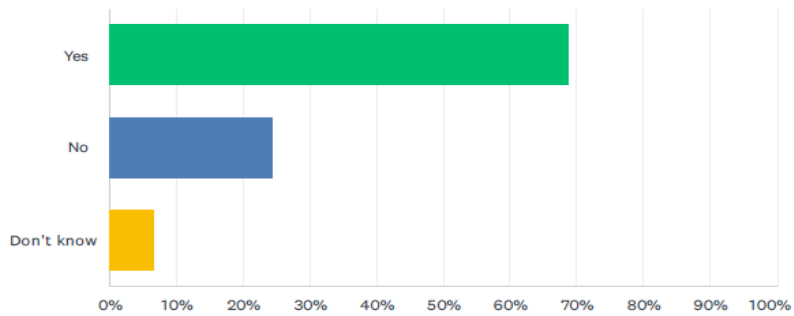
Answered: 90 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	27.78%	25
No	55.56%	50
Don't know	16.67%	15
TOTAL		90

Q19 Are you able to get an appointment, within 48 hours, with your primary care doctor when you need one?

Answered: 90 Skipped: 1

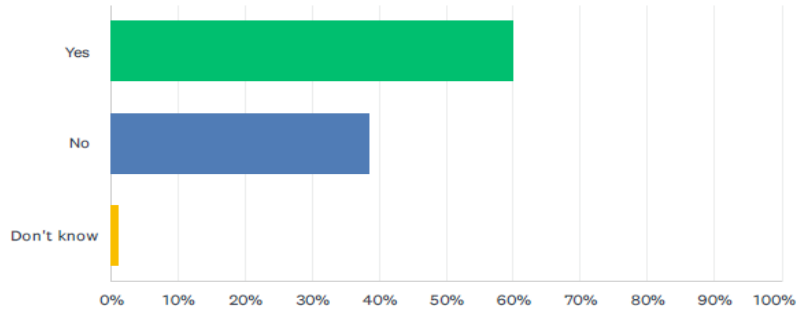


ANSWER CHOICES	RESPONSES	
Yes	68.89%	62
No	24.44%	22
Don't know	6.67%	6
TOTAL		90

Kingfisher Community Survey

Q20 Have you used the services of a walk-in, urgent care or after hours clinic in the past 24 months?

Answered: 88 Skipped: 3

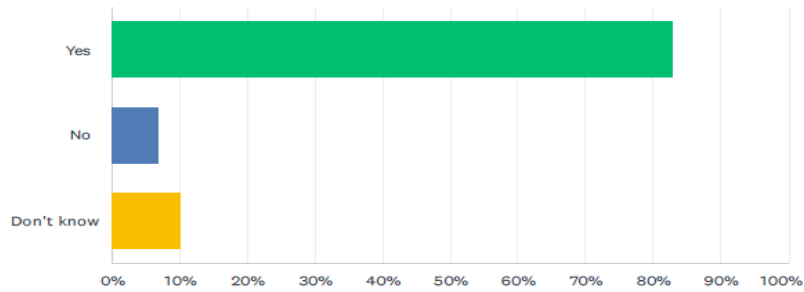


ANSWER CHOICES	RESPONSES	
Yes	60.23%	53
No	38.64%	34
Don't know	1.14%	1
TOTAL		88

Kingfisher Community Survey

Q21 Would you utilize a walk in and/or after hours clinic if offered in the Kingfisher area?

Answered: 88 Skipped: 3

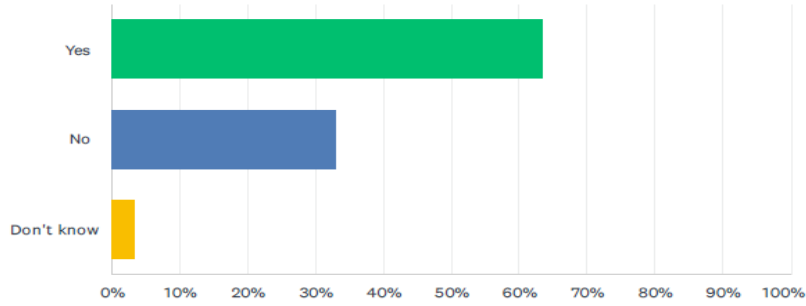


ANSWER CHOICES	RESPONSES	
Yes	82.95%	73
No	6.82%	6
Don't know	10.23%	9
TOTAL		88

Kingfisher Community Survey

Q22 Has your household used telemedicine services, a visit either by telephone or video with your provider, in the past 24 months?

Answered: 88 Skipped: 3

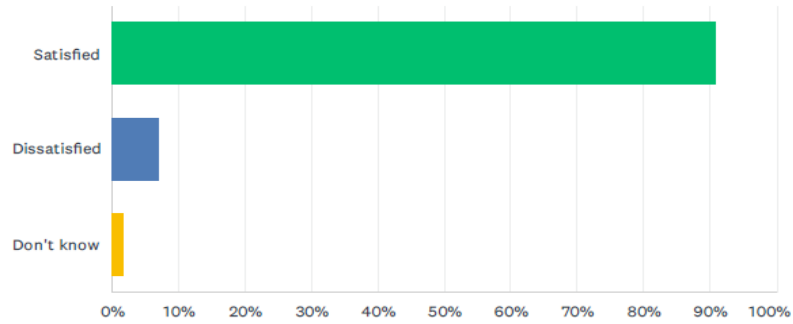


ANSWER CHOICES	RESPONSES	
Yes	63.64%	56
No	32.95%	29
Don't know	3.41%	3
TOTAL		88

Kingfisher Community Survey

Q23 How satisfied was your household with the quality of care received via telemedicine?

Answered: 56 Skipped: 35



ANSWER CHOICES	RESPONSES	
Satisfied	91.07%	51
Dissatisfied	7.14%	4
Don't know	1.79%	1
TOTAL		56