

Mercy Hospital Watonga  
Community Health Needs Assessment  
Summary  
2024-2025



January 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>

<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 Watonga in 2024. It begins with a description of the hospital's steps to addressing priorities identified during the 2021 CHNA 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.

This report along with the implementation strategy was presented and approved by the governing board on 05/13/2025.

## **2021 Community Health Needs Assessment- Priorities, Implementation, and Evaluation**

Mercy Hospital Watonga worked with the Oklahoma Office of Rural Health in 2021 to complete their third Community Health Needs Assessment. The previous assessments were completed in 2015 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. The Covid-19 pandemic greatly impacted nearly two of the project years since the completion of the previous CHNA. Therefore, community outreach, education and interaction was greatly hindered.

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

In an effort to promote social distancing and following recommendations outlined the CDC's website, the hospital hosted one community listening session via Zoom. Key stakeholders that were unable to attend this session on October 28, 2021, received individual follow up calls that were completed similar to key informant interviews. All stakeholders received all of the typical primary and secondary data prior to their respective meetings. The meeting presentations and handouts can be found in Appendices C-E. The Oklahoma Office of Rural Health facilitated the gathering of the secondary data, the completion of the survey, and the Zoom meeting and follow up interviews. Data summaries are provided in the following sections.

Community members who were included to provide input:

- Mercy Hospital Watonga representatives
- Watonga Chamber of Commerce
- Local church leader
- Mercy Hospital Watonga Auxiliary
- Blaine County Extension

Key stakeholders were identified due to their expertise of health conditions and concerns in the Watonga area along with the respective populations they represent. In particular, Blaine County Health Department was invited to participate for their expertise of public health in Blaine County. Significant efforts were made to include those who represented low-income and racially diverse populations.

#### Area of concern: Physical activity

Activity 1: Assist with annual Watonga grade school track meet- The track meet includes students pre-K through 5th grades. Mercy Hospital Watonga coworkers assisted in keeping classes in the correct lines and making sure students made it back to their teachers. Coworkers were also available to assist with the timing of the races. Also, a first aid station was provided and operated by Mercy Hospital Watonga. It is estimated roughly 300 students participated and benefited from this event.

Activity 2: Alliance House Lawn games- The Alliance House is the local men's shelter that is available to men in the community who are indigent and trying to become positive members of the community through workforce program. Examples of the games included corn hole and horse shoes. It is estimated that 5-6 individuals benefited from this offering.

Activity 3: Block party- This event was sponsored by Mercy Hospital Watonga. Activities provided at this event include a bouncy house, water slide, outdoor movies, and therapeutic petting zoo. Mercy Hospital Watonga provides lunch at each venue along with Mercy Kids t-shirts, and back packs with hand sanitizer were provided at the petting zoo. This is an annual event; therefore, over the span of 3 years, 90 area youth have benefitted from this offering.

#### Area of concern: Mental health

Activity 1: Block party- This event was sponsored by Mercy Hospital Watonga. Activities provided at this event include a bouncy house, water slide, outdoor movies, and therapeutic petting zoo. Mercy Hospital Watonga provides lunch at each venue along with Mercy Kids t-shirts, and back packs with hand sanitizer were provided at the petting zoo. This is an annual event; therefore, over the span of 3 years, 90 area youth have benefitted from this offering.

Activity 2: Middle School Mentor Program- This is an ongoing event that has grown significantly from inception. Mercy Hospital Watonga coworkers volunteer and complete a training before partnering with a middle school student to be their mentor. In total, 240 Watonga middle school students have benefitted from this offering since the 2018 CHNA.

Activity 3: Alliance House- Funds were raised by co-workers to support the local men's shelter in community. The funds raised were used to purchase a new washer and dryer.

Activity 4: Thanksgiving and Christmas Dinner Adoption- Mercy Hospital Watonga coworkers sponsored two local families each year. In addition to providing the holiday meals, Christmas gifts were provided for the children of each family. Since 2018, 15 individuals have benefitted from this offering.

#### Area of concern: Healthy eating and childhood nutrition

Activity 1: Grand Prairie Low Income Housing Sponsorship- Mercy Hospital Watonga provided apples and oranges to residents of the Grand Prairie Low Income Housing division. Two events were held, and to date, 80 individuals have benefited from this event.

Activity 2: Alliance House- Mercy Hospital Watonga donated grocery gift cards to 5 residents to shop for food items at the local grocery store.

Mercy Hospital Watonga Administration utilized responses from these meetings to generate the list of priorities based on the frequencies of responses, potential impact the hospital can have on these items, and the opportunity to collaborate with existing organizations and providers in the community. The following items were identified as priorities:

Mental health – via telemedicine

- The hospital currently partners with Red Rock Mental and Behavioral Health Services. The hospital does screen each patient for depression and suicide. If there is a concern, a contact is then made with Red Rock for care. The hospital would like to further the partnership to provide greater services and awareness to the community.

Diabetes and hypertension including education

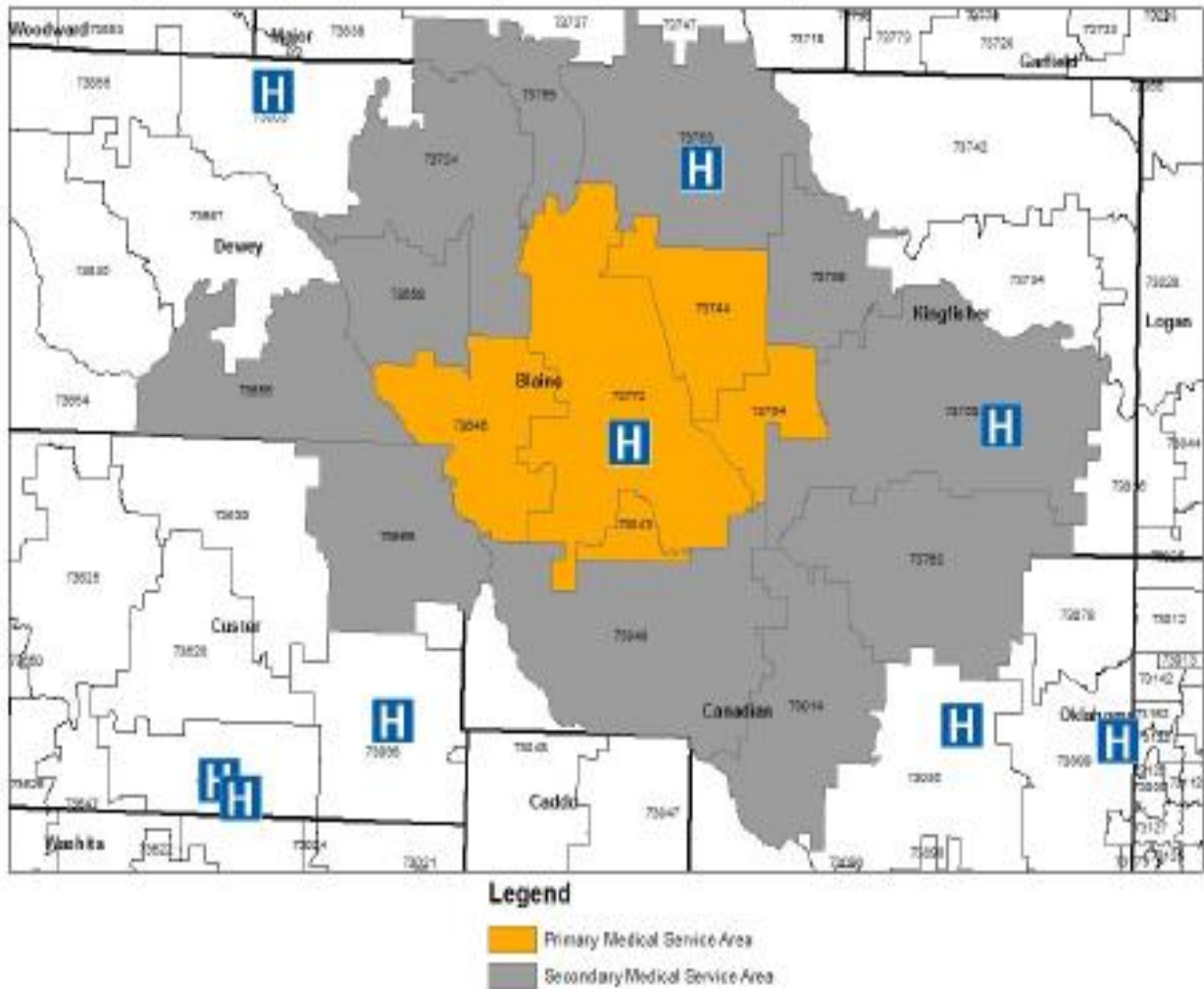
- The hospital currently has an outpatient program where patients can request a dietary consult.
- The hospital also visits the senior citizens' center monthly to provide regular blood pressure and blood sugar checks.
- Education is provided to patients in an inpatient setting to manage their conditions, care and diet upon discharge.
- The hospital plans to add outpatient dietary consultations and education for better management of diabetes and hypertension.
- The hospital is exploring opportunities to provide education in a safe setting to the greater community in the areas of diabetes, foot care, and hypertension.

Response to these priorities is from the CHNA Marketing Plan

### **Mercy Hospital Watonga Medical Services Area Demographics**

Figure 1 displays the Mercy Hospital Watonga medical services area. Mercy Hospital Watonga 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. Mercy Hospital Watonga Primary and Secondary Medical Service Areas**



**Figure 1.1 Mercy Hospital Watonga Medical Service Areas**

City	County	Hospital	No. of Beds
Watonga	Blaine	Mercy Hospital Watonga	25
Okeene	Blaine	Okeene Municipal Hospital	25
Oklahoma City	Canadian	Integrus Canadian Valley Regional Hospital	40
Clinton	Custer	Clinton Indian Hospital	N/A
Clinton	Custer	Clinton Regional Hospital	22
Weatherford	Custer	Weatherford Regional Hospital	25
Seiling	Dewey	Seiling Municipal Hospital	18
Kingfisher	Kingfisher	Mercy Hospital Kingfisher	25

As delineated in Figure 1, the primary medical service area of Mercy Hospital Watonga includes the zip code area of Watonga, Greenfield, Hitchcock, Fay, and Omega. The primary medical

service area experienced a population decrease of 1.8 percent from the 2000 Census to the 2010 Census (Table 1). This same service area experienced another population decrease of 36.2 percent from the 2010 Census to the 2020 Census.

The secondary medical services area is comprised of the zip code Calumet, Canton, Geary, Kingfisher, Longdale, Loyal, Oakwood/Eagle City, Okarcho, Okeene, Putnam and Thomas. The secondary medical service area experienced an increase in population of 4.1 percent from 2000 to 2010 followed by a population decrease of 4.6 percent from 2010 to the 2020 Census.

<b>Table 1</b>						
<b>Population of Mercy Hospital Watonga</b>						
<b>Medical Service Area</b>						
		2000	2010	2020	% Change	% Change
Population by Zip Code		Population	Population	Population	2000-2010	2010-2020
<i>Primary Medical Service Area</i>						
73043	Greenfield	165	125	152	-24.2%	21.6%
73744	Hitchcock	378	267	277	-29.4%	3.7%
73646	Fay	448	384	363	-14.3%	-5.5%
73764	Omega	182	144	128	-20.9%	-11.1%
73772	Watonga	5,992	6,119	3,574	2.1%	-41.6%
<b>Total</b>		<b>7,165</b>	<b>7,039</b>	<b>4,494</b>	<b>-1.8%</b>	<b>-36.2%</b>
<i>Secondary Medical Service Area</i>						
73014	Calumet	1,531	1,431	1,419	-6.5%	-0.8%
73724	Canton	1,143	1,190	995	4.1%	-16.4%
73040	Geary	1,972	1,976	1,571	0.2%	-20.5%
73750	Kingfisher	6,551	7,025	7,232	7.2%	2.9%
73755	Longdale	901	905	744	0.4%	-17.8%
73756	Loyal	289	352	279	21.8%	-20.7%
73658	Oakwood/ Eagle City	275	260	236	-5.5%	-9.2%
73762	Okarcho	1,966	2,156	2,257	9.7%	4.7%
73763	Okeene	1,609	1,623	1,443	0.9%	-11.1%
73659	Putnam	182	160	150	-12.1%	-6.3%
73669	Thomas	1,596	1,675	1,557	4.9%	-7.0%
<b>Total</b>		<b>18,015</b>	<b>18,753</b>	<b>17,883</b>	<b>4.1%</b>	<b>-4.6%</b>
SOURCE: Population data from the U.S. Bureau of Census, Decennial Census 2000, 2010 and 2020 (July 2024)						

Table 2 displays the current existing medical services in the primary service area of the Mercy Hospital Watonga medical services area. Most of these services would be expected in a service area of Watonga’s size: two physician offices and clinics, two dental offices, and two optometry offices. Mercy Hospital Watonga is a 25-bed critical access hospital located in Blaine County. The hospital provides acute and swing bed inpatient services, 24-hour emergency department, MRI, CT, Ultrasound, rehabilitation services, and specialists referrals. 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 Watonga Medical Services**

Count	Service
1	Hospital: Mercy Hospital Watonga
2	Physician offices and clinics
2	Dental offices
2	Optometry offices
2	Home health providers
1	Hospice provider
1	EMS provider
1	County Health Department: Blaine County
1	Mental health provider
2	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 Blaine 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 accounts for 16.5 percent of the total population at the state level. This is compared to 19.2 percent of the population of the primary medical service area, 19.6 percent of the secondary medical service area, and 20.8 percent of Blaine County. The 45-64 age cohort accounts for the largest share of the primary (27.1%), secondary (25.5%), and county (26.1%) population.

<b>Table 3</b>				
<b>Percent of Total Population by Age Group for Mercy Hospital Watonga Medical Service Areas, Blaine County and Oklahoma</b>				
Age Groups	Primary Medical Service Area	Secondary Medical Service Area	Blaine County	Oklahoma
<b>2010 Census</b>				
0-14	15.5%	21.5%	18.0%	20.7%
15-19	4.4%	7.2%	5.7%	7.1%
20-24	8.7%	4.8%	7.0%	7.2%
25-44	36.6%	23.5%	30.5%	25.8%
45-64	23.1%	28.3%	24.4%	25.7%
65+	<u>11.7%</u>	<u>14.7%</u>	<u>14.4%</u>	<u>13.5%</u>
Totals	100.0%	100.0%	100.0%	100.0%
Total Population	7,039	18,753	11,943	3,751,351
<b>2020 Census</b>				
0-14	21.4%	20.7%	20.7%	19.9%
15-19	6.6%	7.1%	6.5%	7.0%
20-24	4.4%	5.0%	4.7%	6.8%
25-44	21.4%	22.1%	21.1%	25.8%
45-64	27.1%	25.5%	26.1%	24.0%
65+	<u>19.2%</u>	<u>19.6%</u>	<u>20.8%</u>	<u>16.5%</u>
Totals	100.0%	100.0%	100.0%	100.0%
Total Population	4,494	17,883	8,735	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 2020 Census suggest that this population group has experienced an increase to 11.9 percent of the total population. This trend is evident in Blaine County and both medical service areas.

The share of the population identified as of Hispanic Origin accounted for 13.1 percent of the primary medical service area’s population in 2020 and 10.1 percent of the secondary medical service area during the same time period.

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

Race/Ethnic Groups	Primary Medical Service Area	Secondary Medical Service Area	Blaine County	Oklahoma
<b>2010 Census</b>				
White	78.5%	85.1%	79.7%	72.2%
Black	4.2%	0.7%	2.6%	7.4%
Native American <sup>1</sup>	5.8%	6.8%	8.0%	8.6%
Other <sup>2</sup>	7.4%	4.0%	5.9%	5.9%
Two or more Races <sup>3</sup>	4.1%	3.4%	3.8%	5.9%
Hispanic Origin <sup>4</sup>	35.7%	7.5%	24.1%	8.9%
Total Population	7,039	18,753	11,943	3,751,351
<b>2020 Census</b>				
White	69.2%	79.8%	74.0%	63.5%
Black	5.1%	0.9%	3.0%	7.3%
Native American <sup>1</sup>	7.9%	5.4%	7.7%	8.4%
Other <sup>2</sup>	6.1%	4.7%	4.9%	7.9%
Two or more Races <sup>3</sup>	11.7%	9.2%	10.4%	12.8%
Hispanic Origin <sup>4</sup>	13.1%	10.1%	11.3%	11.9%
Total Population	4,494	17,883	8,735	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.

## Economic Conditions of Blaine County and Economic Impact of Health Sector

Economic indicators for Blaine County in comparison to Oklahoma and the United States are outlined in Table 5. Blaine County tends to lag Oklahoma and the United States in terms of per capita income, or the total income divided by the population. Oklahoma, as a state, tends to lag the national average. In terms of employment and unemployment, there have been many changes in recent years. The 2023 annual unemployment rate for Blaine 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 show Blaine County to be lower than 2023 with a 2.2 percent rate. This is lower than 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 Blaine County was 16.9 percent. This is higher than the state (15.6%) and the national rate(12.6%). The share of children in poverty, or those under the age of 18, was higher in Blaine County when compared to the rates in Oklahoma and the nation. All economic indicators can be found in Table 5.

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

Table 5			
Economic Indicators for Blaine County, the State of Oklahoma and the Nation			
Indicator	County	State	U.S.
Total Personal Income (2022)	\$424,357,000	\$226,307,998,000	\$21,820,248,000,000
Per Capita Income (2022)	\$50,465	\$56,298	\$65,470
Employment (2023)	4,303	1,845,328	161,037,000
Unemployment (2023)	100	58,180	6,080,000
Unemployment Rate (2023)	2.3%	3.1%	3.6%
Employment (May1 2024)*	4,373	1,916,291	161,341,000
Unemployment (May 2024)*	98	70,673	6,235,000
Unemployment Rate (May 2024)*	2.2%	3.6%	3.7%
Percentage of People in Poverty (2022)	16.9%	15.6%	12.6%
Percentage of Under 18 in Poverty (2022)	22.2%	19.7%	16.3%
Transfer Dollars (2022)	\$122,351,000	\$48,710,861,000	\$4,002,084,000,000
Transfer Dollars as Percentage of Total Personal Income (2022)	28.8%	21.5%	18.3%
Medical Benefits as a share of Transfer Payments (2022)	43.8%	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 Blaine County. The first three lines are education attainment percentages for the population aged 25 years and greater. In Blaine County, 82.6 percent of the population has at least their high school diploma, 46.2 percent has at least some college, and 17.8 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 Blaine County who are enrolled in public school and eligible for free and reduced lunches. Blaine County’s rate is 68.0 percent. This is higher than the state average of 56.0 percent. This is the 53rd lowest rate in the state. Following includes information concerning payer source data for Blaine County residents in comparison to the state. A ranking is also provided with the lowest percentages as the more favorable ranking. In 2021, 17.1 percent of individuals under the age of 65 were categorized as uninsured in Blaine County. 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 8.1 percent. This was also higher than the state rate of 8.0 percent. In 2024, 23.4 percent of the population had Medicare as a payer for healthcare. This includes Medicare parts A, B and Advantage. In terms of Medicaid, 29.3 percent of the population in Blaine County had Medicaid as a payer source. The Medicare and Medicaid data were gathered from different sources, and duplicates have not been removed.

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

<b>Education Data for Blaine County and the State of Oklahoma</b>			
Indicator	County	State	Blaine County Ranking
At Least High School Diploma	82.6%	88.9%	70th Highest
Some College	46.2%	58.2%	53rd Highest
At Least Bachelor's Degree	17.8%	27.3%	46th Highest
Free and Reduced Lunch Rate	68.0%	56.0%	53rd Lowest
Sources: U.S. Census Bureau, American Community Survey, 2018-2022, National Center for Education Statistics 2021-2022			
<b>Payer Source Data for Blaine County and the State of Oklahoma</b>			
Indicator	County	State	Blaine County Ranking
2021 Uninsured rate (under 65)	17.1%	16.9%	25th Lowest
2021 Uninsured rate (under 19)	8.1%	8.0%	26th Lowest
2024 Medicare share of total population	23.4%	20.0%	37th Lowest
2024 Original Medicare (A & B)	17.0%	11.9%	57th Lowest
2024 Medicare Advantage & Other	6.4%	8.1%	26th Lowest
2024 Medicaid share of total population	29.3%	26.0%	41st Lowest
2024 Dual Enrollees (Medicare & Medicaid)	3.0%	3.1%	27th 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			

## 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. This data suggests, in general, the health status of Blaine County residents is somewhat comparable to that of neighboring counties. Areas of concern include Blaine County's smoking rate, obesity rate, and teen birth rate are all less desirable than the top U.S. performers. Also, the rate of uninsured and mammography rates of Medicare beneficiaries are all areas of concern in Blaine County. All health factors variables are presented in Table 7, along with Blaine 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 Blaine County ranks very poorly compared to the national benchmark). The green highlighted areas are identified by County Health Rankings and Roadmaps as areas of strength for Blaine County.

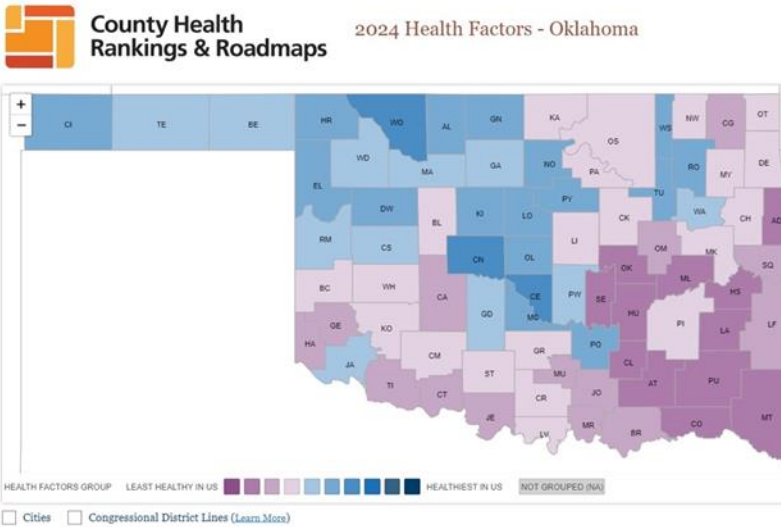
## Health Indicators and Outcomes for Blaine County

**Table 7. Health Factors**

Category	Blaine County	Error Margin	Oklahoma	United States
<b>Health Behaviors</b>				
Adult Smoking	21%	17-26%	18%	15%
Adult Obesity	42%	35-51%	40%	34%
Food Environment Index	5.9		5.6	7.7
Physical Inactivity	31%	26-37%	27%	23%
Access to Exercise Opportunities	50%		71%	84%
Excessive Drinking	13%	11-17%	14%	18%
Alcohol-Impaired Driving Deaths	26%	16-37%	27%	26%
Sexually Transmitted Infections	315		520	496
Teen Births	37	29-46	27	17
<b>Clinical Care</b>				
Uninsured	19%	15-19%	17%	10%
Primary Care Physicians	1,710:1		1,690:1	1,330:1
Dentists	1,680:1		1,560:1	1,360:1
Mental Health Providers	250:1		230:1	320:1
Preventable Hospital Stays	2,161		3,069	2,681
Mammography Screening	32%		40%	43%
Flu Vaccinations	36%		42%	46%
<b>Social &amp; Economic Factors</b>				
High School Graduation	83%	79-86%	89%	89%
Some College	40%	32-49%	60%	68%
Unemployment	2.2%		3.0%	3.7%
Children in Poverty	22%	14-30%	20%	16%
Income Inequality	4.2	3.4-5.0	4.6	4.9
Children in Single-Parent Household	31%	20-42%	26%	25%
Social Associations	18.7		11.3	9.1
Injury Deaths	183	146-226	98	80
<b>Physical Environment</b>				
Air-Pollution- Particulate Matter	8.6		8.7	7.4
Drinking Water Violations	Yes			
Severe Housing Problems	9%	6-11%	13%	17%
Driving Alone to Work	86%	83-90%	80%	72%
Long Commute- Driving Alone	26%	20-31%	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. Blaine County’s overall health factors ranking is less favorable than Canadian, Dewey, Kingfisher, and Major Counties, comparable to Custer, and is more favorable than Caddo County.

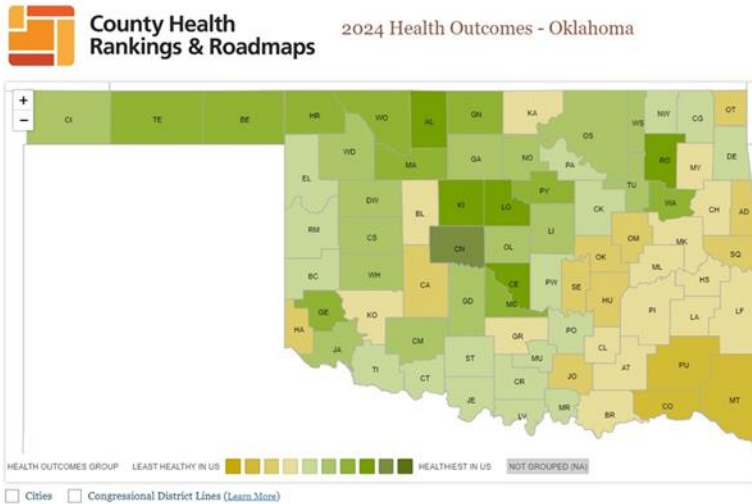


In terms of health outcomes, considered, today’s health, Blaine County’s ranking is 45<sup>th</sup> in the state. Health outcomes are comprised of two areas: length of life and quality of life. The variables for each of these sections are presented in Table 8.

Category	Blaine County	Error Margin	Oklahoma	United States
<b>Length of Life</b>				
Premature Death	14,800	11,800-17,800	10,300	8,000
<b>Quality of Life</b>				
Poor or Fair Health	21%	18-25%	19%	14%
Poor Physical Health Days	4.2	3.4-5.3	3.8	3.3
Poor Mental Health Days	5.7	4.7-7.1	5.5	4.8
Low Birth Weight	7%	5-9%	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. Blaine County’s ranking is less favorable than all the surrounding counties.



### Community Survey Methodology and Results

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 Facebook page and emailed to all Mercy Hospital Watonga Co-workers. Announcements of the electronic version of the survey were made at the Lions Club, Kiwanis, local clinics and pharmacies as well as local podcasts. A copy of the survey questions and results can be found in Appendix C. Community members were asked to return any completed hard copy surveys to Mercy Hospital Watonga.

The survey ran from October 22, 2024 through November 30, 2024. A total of 49 surveys from the Mercy Hospital Watonga medical service area were completed. Of the surveys returned, all were electronic surveys completed via Survey Monkey.

Table 9 below shows the survey respondent representation by zip code. The largest share of respondents was from the Watonga (73772) zip code with 38 responses or 77.6 percent of the total. Fay followed with 3 responses.

**Table 9. Zip Code of Residence**

Response Category Zip Code	No	%
73772 - Watonga	38	77.6%
73646 - Fay	3	6.2%
73040 - Geary	2	4.2%
73601 - Arapaho	1	2.0%
73658 - Oakwood/Eagle City	1	2.0%
73724 - Canton	1	2.0%
73763 - Okeene	1	2.0%

73773 - Waukomis	1	2.0%
Total	49	100%

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

***Primary Care Physician Visits***

- 69.4% of respondents had used a primary care physician in the Watonga service area
- 89.1% of those responded being satisfied
- Only 2 respondents or 4.1% of the survey respondents believe there are enough primary care physicians practicing in the Watonga area.
- 63.2% responded they were able to get an appointment within 48 hours with their primary care physician when they needed one.
- 44.68 % of respondents indicated that they have used the services of an urgent care in the past 24 months.
- 85.11% responded that they would utilize urgent care or after-hours services offered in Watonga

***Other Needed Services***

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

**Table 10. Type of Specialist Visits**

Type of Specialty	Number of respondents answering “Yes”	Percent
Urgent Care	42	91.30%
Pediatrics	41	89.13%
Orthopedics	40	88.89%
Urology	40	86.96%
Ear, Nose and Throat	39	81.25%
Cancer Care	38	80.85%
Mental/Behavioral Health	37	78.72%
Cardiology	37	80.43%
Obstetrics	36	81.82%
Audiology	35	77.78%
Sleep Disorder	35	79.55%
Ophthalmology	34	77.27%
Endocrinology	33	78.57%

***Hospital Usage and Satisfaction***

Survey highlights include:

- 83.33% of survey respondents that have used hospital services in the past 24 months used services at Mercy Hospital Watonga

- 14% of survey respondents reported using other Mercy locations
  - Okeene Municipal Hospital, Oklahoma Heart Hospital, Integris, and The Children’s Hospital at OU all followed
  - The most common response for using a hospital other than Mercy Hospital Watonga was physician referral (44.44%) and availability of specialty care (including surgery and labor and delivery) (41.67%)
  - 93.33% of survey respondents were satisfied with the services received at Mercy Hospital Watonga
  - Most common services used at Mercy Hospital Watonga:
    - Emergency room (90%)
    - Diagnostic Imaging (X-ray, CT, Ultrasound, MRI) (80%)
    - Laboratory (70%)

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

Survey respondents were asked what concerns them most about health in their community. The most common response was accessing specialty services (18.1%) followed by Obesity (13.6%) and drug use (9%). Table 11 displays all responses and the frequencies.

**Table 11. Top Health Concerns in the Watonga Area**

	Number	Percent
Accessing specialty services	4	18.1%
Obesity	3	13.6
Drug Use	2	9%
Education for Sexually Transmitted Diseases	1	4.5%
Additional pharmacy products	1	4.5%
Incidence of Cancer	1	4.5%
Teen Pregnancy	1	4.5%
Alcohol Use	1	4.5%
Diabetes	1	4.5%
Mental Health Resources	1	4.5%
Community Transportation	1	4.5%
Poverty	1	4.5%
Tobacco use	1	4.5%

Survey respondents also had the opportunity to identify what additional improvements in the overall quality of life they would like to see offered in their community. There was no central theme established in the responses and only one of each listed item. Table 12 displays the full listing of responses.

**Table 12. Additional Health and Wellness Services Respondents Would Like to See Offered in Watonga**

Response Category
Sex education in the school systems
Integrated health records
Additional economic opportunities
Improved water quality
Community garden
Walking Trails
Urgent Care Center
Free/Reduced cost dental/health care
Access to mental health/drug rehabilitation
Low income housing

**Community Health Needs- Identification of Priorities 2024-2025**

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

The concerns listed were:

- Education on sexually transmitted disease
- Information on current available services
- Additional specialty services such as dialysis, physical therapy, mammography, dermatology, mental health
- Diet/Nutritional Status
- Obesity
- Drug use
- Cancer incidence
- Teen pregnancy
- Alcohol use
- Diabetes
- Mental health resources
- Community Transportation
- Tobacco use

- Additional pharmacy products such as vaccines.,

Mercy Hospital Watonga has utilized these responses to generate the list of priorities based on the frequencies of responses, potential impact the hospital can have on these items, and the opportunity to collaborate with existing organizations and providers in the community. The following items were identified as priorities:

- Diet/Nutritional Status/Obesity
- Access to specialty services
- Community Transportation
- Diabetes

Watonga does have many strengths. Some of the sources of pride noted by community members include:

- Childhood vaccination rates
- Reconstruction of Emergency Department at Mercy Hospital Watonga
- Mercy Hospital Watonga Therapy department
- Schools
- Community Involvement
- Walking Trails at Roman Nose State Park
- Huff/Lorang Park
- Improved Education Facilities
- Athletic facilities

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

The hospital will make the Community Health Needs Assessment Summary available upon request at Mercy Hospital Watonga, 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**

### **Organizational Structure**

Hospital Divisions	Medical Staff	Other
Nursing Services	Medical Executive Committee (MEC)	Foundation
Ancillary Services	Clinical Safety and Quality Council	Auxiliary
Administrative Support Services	Pharmacy and Therapeutics Committee	
Business Services	Infection Control Committee	
Mercy Shared Services		

### **Scope of Services**

In accordance with Federal and State regulations, professional practice standards and codes, MHW provides the community with a range of health care services including, but not limited to:

Clinical Care Services	Diagnostic/ Treatment/Wellness Services
Acute and Swing Bed Inpatient Services	Case Management and Discharge Planning
Emergency Department	Clinical Laboratory and Pathology
	Community Educational Programs
	Diagnostic Radiology (including CT Scan, MRI, Ultrasound)
	Rehabilitation Services (Physical Therapy, Speech Therapy, and Occupational Therapy)
	Inpatient Pharmacy Services
	Dietary Consultation
	Specialist Referral

### **Community Involvement**

Charitable care for Uninsured  
 Watonga Chamber of Commerce  
 Lions Club  
 Kiwanis  
 Oklahoma Blood Institute  
 Ministerial Alliance  
 Opportunities Inc.  
 Watonga Cheese Festival  
 Local sports sponsorship

### **Appendix B Community Input Participants 11/12/2024**

Kenny Thompson	Mercy Hospital Watonga
Deborah Stewart	Mercy Hospital Watonga
Bonnie Kraft	Indian Health Services
Blair Coughlan	County Health Department
Tom Crawford	County Health Department
Donnie Dunn	City of Watonga
Louise Dunn	Mercy Clinic
Dorene Flaming	Volunteer

Steve House

Dr. Tim Nelson

Sheri Nelson

Jeremy Wilezek

Volunteer

Family Eye Care

Volunteer

Wheeler Brothers Grain Co



**Blaine 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 Blaine County/Watonga?

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

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

What are you most proud of in Watonga/Blaine County?

What is your vision for a healthy community?

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

What are your biggest concerns living in this community?

## Focus group/Interview Responses

Question	Response
<p>What do you see as some of the greatest access to care barriers in Blaine County/Watonga</p>	<ul style="list-style-type: none"> <li>• Lack of access to care for un-insured/underinsured</li> <li>• Lack of transportation to local appointments and/or higher level of care in surrounding towns</li> <li>• Lack of primary and specialty physicians</li> <li>• DHS office closed</li> <li>• Minors unable to get birth control without parental consent</li> <li>• Lack of nursing home facilities</li> </ul>
<p>In terms of the low income, racially diverse, or medically underserved populations in Watonga/Blaine County, what do you see as barriers to care and needs?</p>	<ul style="list-style-type: none"> <li>• Language barriers when seeking care at health facilities</li> <li>• People using Emergency department as primary care</li> <li>• Helicopter needed for transport to OKC</li> <li>• Indian Health Services handles much of native population</li> <li>• DHS closed local office</li> <li>• Affordable health care for low income</li> <li>• Lack of healthcare for undocumented citizens</li> <li>• Lack of shelters for homeless individuals, men and women</li> <li>•</li> </ul>
<p>If you could change one thing in Watonga/Blaine County to improve the overall quality of life, what would it be?</p>	<ul style="list-style-type: none"> <li>• Proper sex education in school systems</li> <li>• Coordinate patient portals with all hospitals and clinics with patient permission</li> <li>• More economic opportunities</li> <li>• Complete water plant (water is terrible)</li> <li>• Community Garden which would bring healthy vegetables and outside activities</li> <li>• Urgent Care Center</li> <li>• Walking Trails</li> <li>• Free/reduced cost health clinic/dental clinic</li> </ul>

	<ul style="list-style-type: none"> <li>• Access to drug rehabilitation/mental health care</li> <li>• Low income housing</li> </ul>
What are you most proud of in Watonga/Blaine County?	<ul style="list-style-type: none"> <li>• Childhood vaccination rates</li> <li>• Reconstruction of Mercy Hospital Watonga Emergency Department and great Physical Therapy Department</li> <li>• School system</li> <li>• Community involvement</li> <li>• Local and nearby parks with paved walking trails</li> </ul>
What is your vision for a healthy community?	<ul style="list-style-type: none"> <li>• Access to health care and mental health resources for all individuals regardless of financial/immigration status</li> <li>• Continued support of the hospital and emergency management system</li> <li>• Safe walking trails in town</li> <li>• Community vegetable garden</li> </ul>
What are the most beneficial health resources or services in Watonga/Blaine County?	<ul style="list-style-type: none"> <li>• Health Department for underserved</li> <li>• Cardiologist available</li> <li>• Hospital resources including: physical therapy, CT scanner</li> <li>• Veterans Administration</li> <li>• Indian Health Services</li> <li>• RedRock Behavioral Health</li> <li>• Two private providers in town</li> <li>• Local businesses such as: pharmacy, ENS, Opportunities, grocery store, Dollar General, Family Dollar</li> </ul>
What are your biggest concerns living in the community?	<ul style="list-style-type: none"> <li>• Having to travel for healthcare</li> <li>• Access to mammography</li> <li>• Need a senior living center</li> <li>• Disjointed medical records between healthcare facilities</li> <li>• Infrastructure</li> <li>• Access to additional healthcare</li> <li>• Transportation</li> <li>• Drug use</li> <li>• Vaping in minors</li> <li>• Access to mental health services</li> </ul>

## Appendix C Survey Question Answers

### Watonga Community Survey

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

Answered: 49 Skipped: 0

Response Category Zip Code	No	%
73772 - Watonga	38	77.6%
73646 - Fay	3	6.2%
73040 - Geary	2	4.2%
73601 - Arapaho	1	2.0%
73658 - Oakwood/Eagle City	1	2.0%
73724 - Canton	1	2.0%
73763 - Okeene	1	2.0%
73773 - Waukomis	1	2.0%
Total	49	100%

Watonga Community Survey

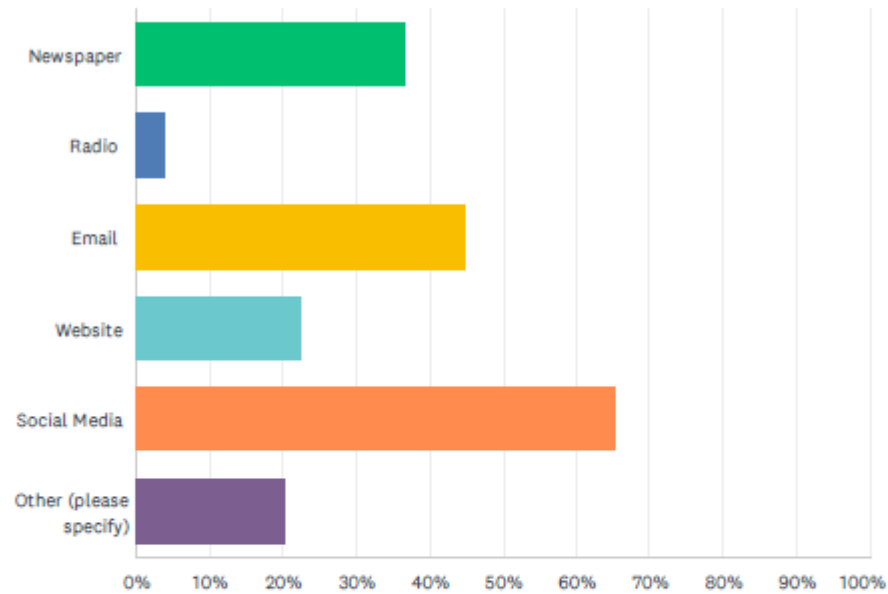
## Q2 What is your current age?

Answered: 49 Skipped: 0

Age	Frequency
21	1
31	1
32	1
33	1
34	4
38	1
42	2
43	1
44	2
45	1
47	1
48	1
49	1
50	3
51	2
53	3
54	3
56	1
60	1
61	3
62	2
64	3
66	2
67	1
68	3
70	2
73	1
86	1

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

Answered: 49 Skipped: 0

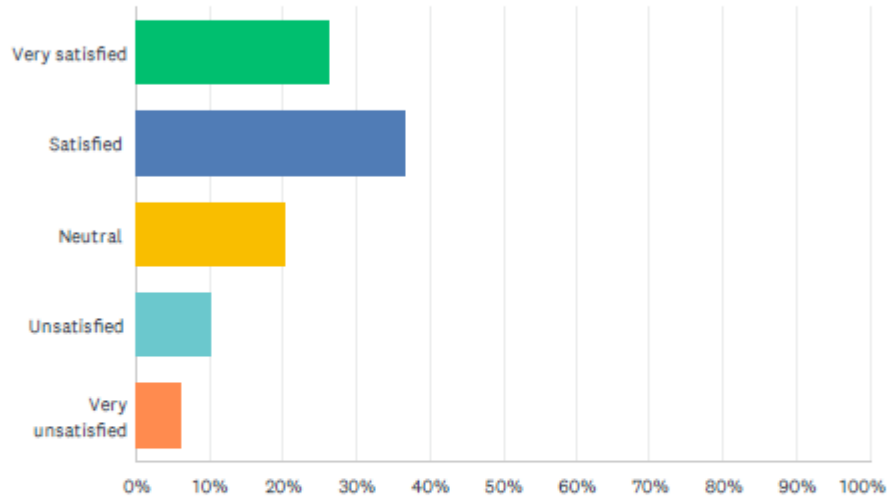


ANSWER CHOICES	RESPONSES	
Newspaper	36.73%	18
Radio	4.08%	2
Email	44.90%	22
Website	22.45%	11
Social Media	65.31%	32
Other (please specify)	20.41%	10
<b>Total Respondents: 49</b>		

Watonga Community Survey

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

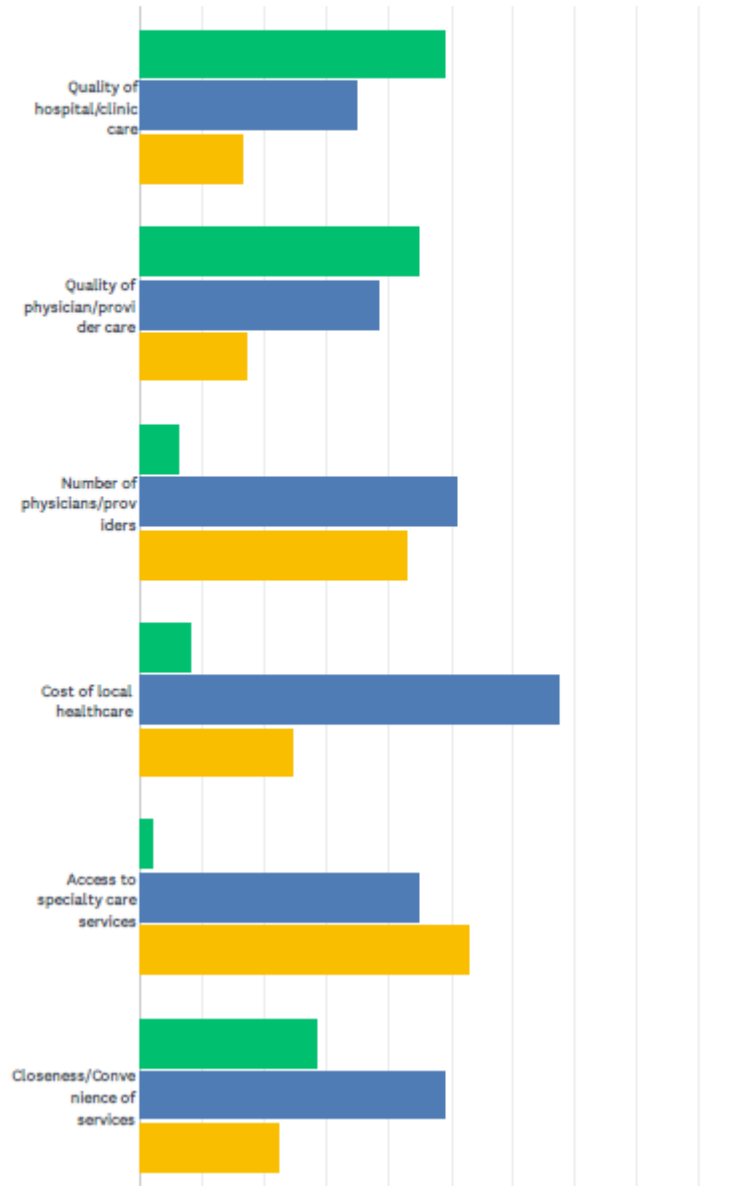
Answered: 49 Skipped: 0



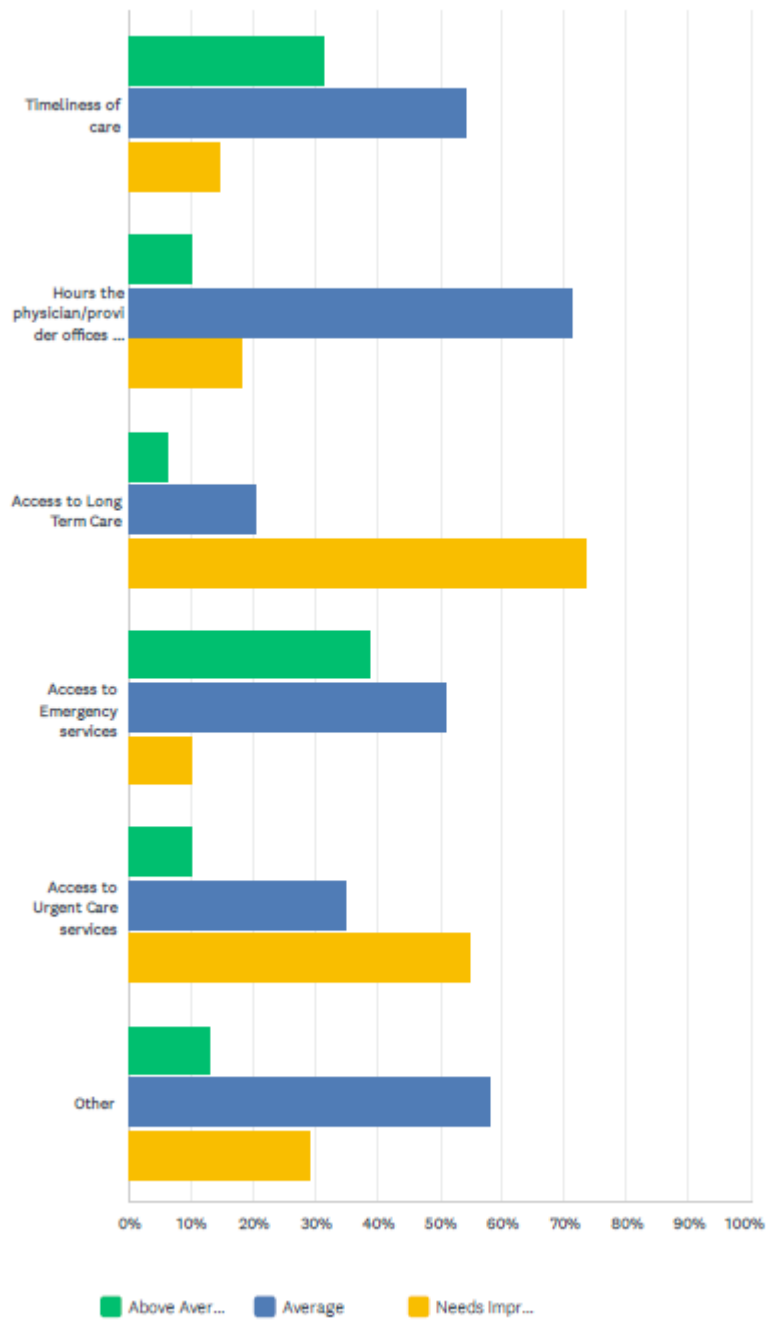
ANSWER CHOICES	RESPONSES	
Very satisfied	26.53%	13
Satisfied	36.73%	18
Neutral	20.41%	10
Unsatisfied	10.20%	5
Very unsatisfied	6.12%	3
<b>TOTAL</b>		<b>49</b>

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

Answered: 49 Skipped: 0



### Watonga Community Survey

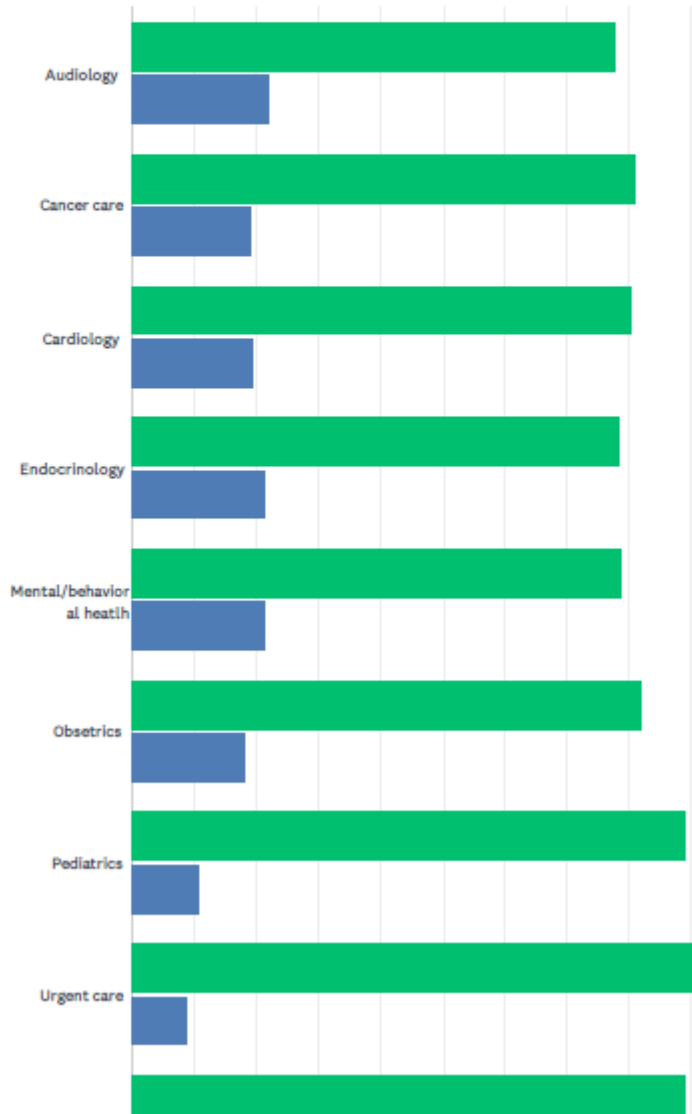


Watonga Community Survey

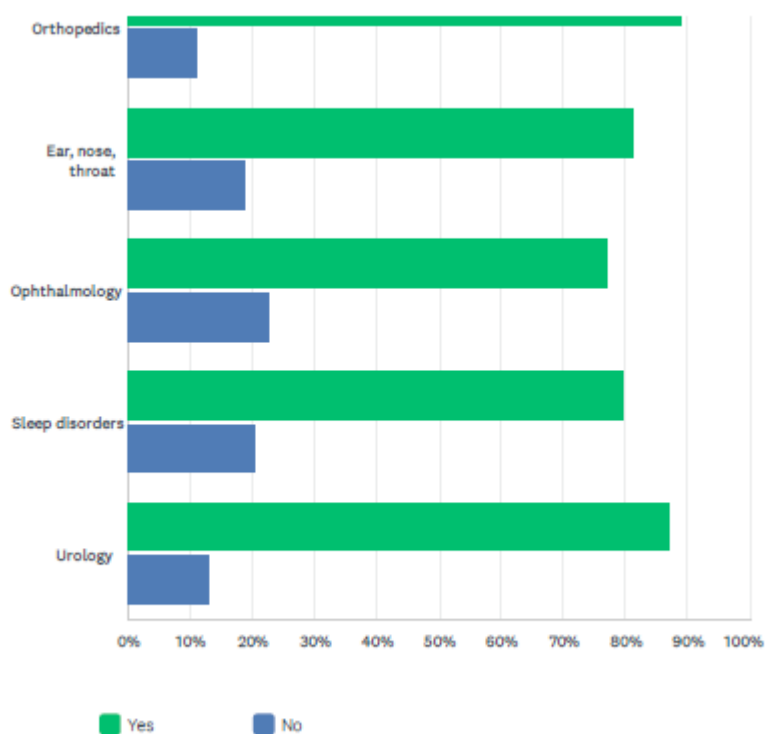
	ABOVE AVERAGE	AVERAGE	NEEDS IMPROVEMENT	TOTAL	WEIGHTED AVERAGE
Quality of hospital/clinic care	48.98% 24	34.69% 17	16.33% 8	49	1.67
Quality of physician/provider care	44.68% 21	38.30% 18	17.02% 8	47	1.72
Number of physicians/providers	6.12% 3	51.02% 25	42.86% 21	49	2.37
Cost of local healthcare	8.16% 4	67.35% 33	24.49% 12	49	2.16
Access to specialty care services	2.04% 1	44.90% 22	53.06% 26	49	2.51
Closeness/Convenience of services	28.57% 14	48.98% 24	22.45% 11	49	1.94
Timeliness of care	31.25% 15	54.17% 26	14.58% 7	48	1.83
Hours the physician/provider offices are open	10.20% 5	71.43% 35	18.37% 9	49	2.08
Access to Long Term Care	6.12% 3	20.41% 10	73.47% 36	49	2.67
Access to Emergency services	38.78% 19	51.02% 25	10.20% 5	49	1.71
Access to Urgent Care services	10.20% 5	34.69% 17	55.10% 27	49	2.45
Other	12.90% 4	58.06% 18	29.03% 9	31	2.16

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

Answered: 48 Skipped: 1



Watonga Community Survey

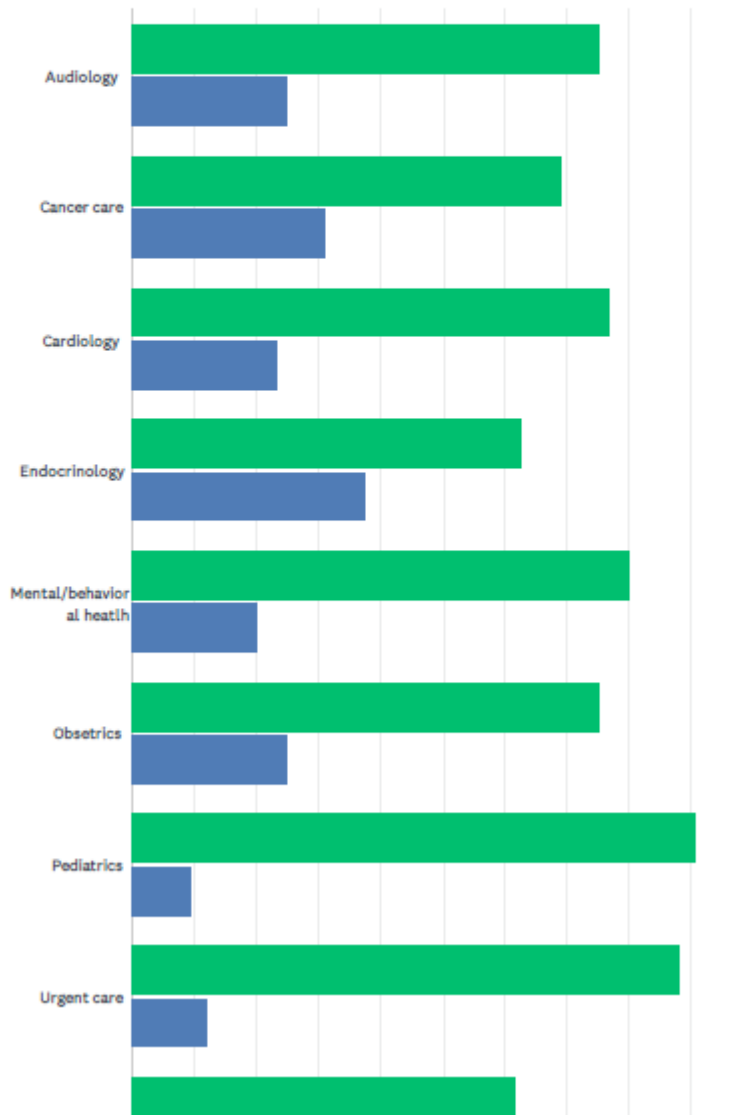


Watonga Community Survey

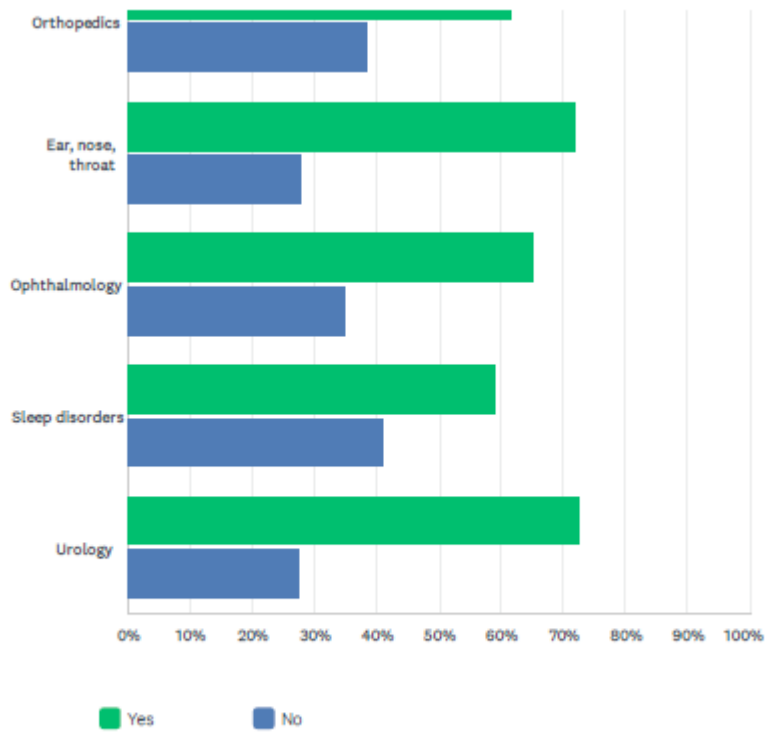
	YES	NO	TOTAL	WEIGHTED AVERAGE
Audiology	77.78% 35	22.22% 10	45	1.22
Cancer care	80.85% 38	19.15% 9	47	1.19
Cardiology	80.43% 37	19.57% 9	46	1.20
Endocrinology	78.57% 33	21.43% 9	42	1.21
Mental/behavioral health	78.72% 37	21.28% 10	47	1.21
Obstetrics	81.82% 36	18.18% 8	44	1.18
Pediatrics	89.13% 41	10.87% 5	46	1.11
Urgent care	91.30% 42	8.70% 4	46	1.09
Orthopedics	88.89% 40	11.11% 5	45	1.11
Ear, nose, throat	81.25% 39	18.75% 9	48	1.19
Ophthalmology	77.27% 34	22.73% 10	44	1.23
Sleep disorders	79.55% 35	20.45% 9	44	1.20
Urology	86.96% 40	13.04% 6	46	1.13

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

Answered: 45 Skipped: 4



Watonga Community Survey



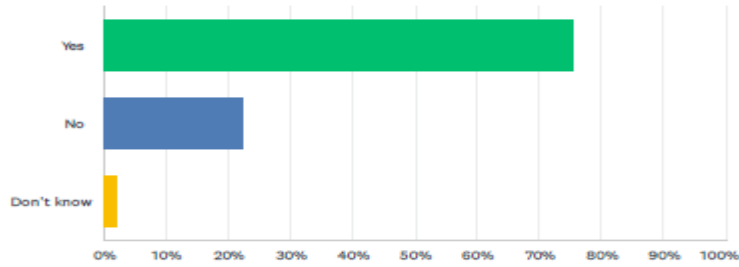
Watonga Community Survey

	YES	NO	TOTAL	WEIGHTED AVERAGE
Audiology	75.00% 30	25.00% 10	40	1.25
Cancer care	69.05% 29	30.95% 13	42	1.31
Cardiology	76.74% 33	23.26% 10	43	1.23
Endocrinology	62.50% 25	37.50% 15	40	1.38
Mental/behavioral health	80.00% 36	20.00% 9	45	1.20
Obsetrics	75.00% 30	25.00% 10	40	1.25
Pediatrics	90.70% 39	9.30% 4	43	1.09
Urgent care	88.10% 37	11.90% 5	42	1.12
Orthopedics	61.54% 24	38.46% 15	39	1.38
Ear, nose, throat	72.09% 31	27.91% 12	43	1.28
Ophthalmology	65.00% 26	35.00% 14	40	1.35
Sleep disorders	58.97% 23	41.03% 16	39	1.41
Urology	72.50% 29	27.50% 11	40	1.27

Watonga Community Survey

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

Answered: 49 Skipped: 0

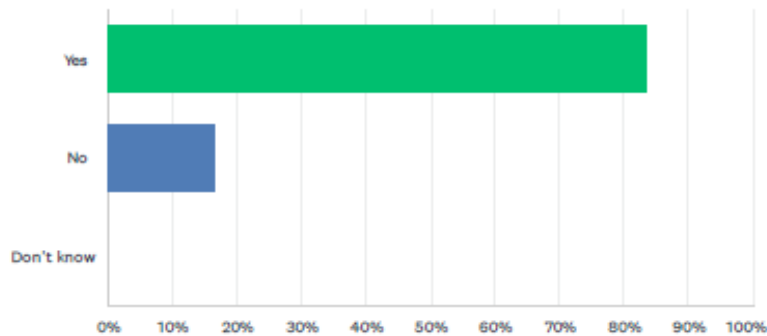


ANSWER CHOICES	RESPONSES	
Yes	75.51%	37
No	22.45%	11
Don't know	2.04%	1
TOTAL		49

Watonga Community Survey

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

Answered: 36 Skipped: 13

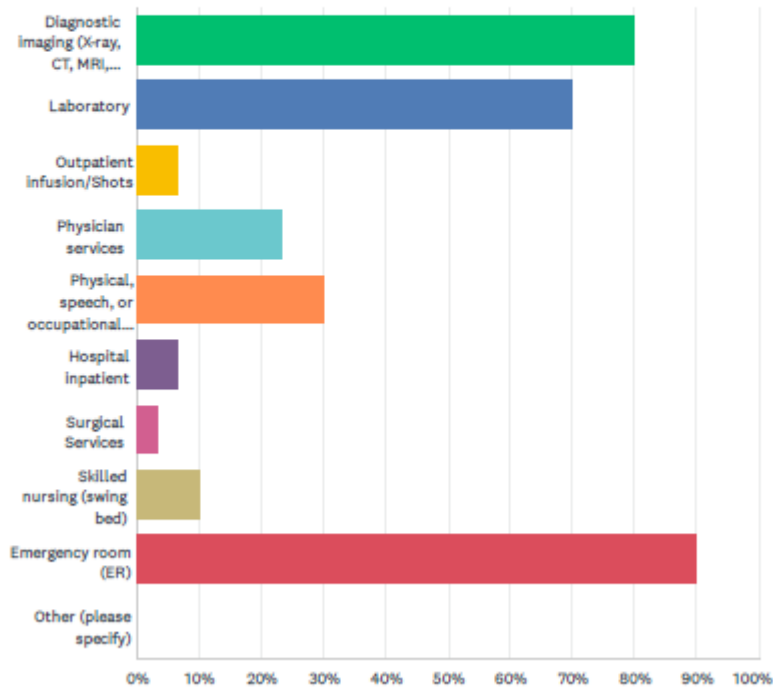


ANSWER CHOICES	RESPONSES	
Yes	83.33%	30
No	16.67%	6
Don't know	0.00%	0
TOTAL		36

Watonga Community Survey

Q10 What hospital services were used at Mercy Hospital Watonga?

Answered: 30 Skipped: 19



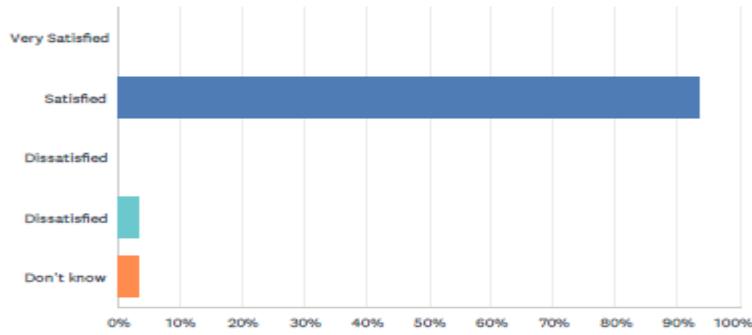
Watonga Community Survey

ANSWER CHOICES	RESPONSES	
Diagnostic imaging (X-ray, CT, MRI, Ultrasound)	80.00%	24
Laboratory	70.00%	21
Outpatient infusion/Shots	6.67%	2
Physician services	23.33%	7
Physical, speech, or occupational therapy	30.00%	9
Hospital inpatient	6.67%	2
Surgical Services	3.33%	1
Skilled nursing (swing bed)	10.00%	3
Emergency room (ER)	90.00%	27
Other (please specify)	0.00%	0
Total Respondents: 30		

Watonga Community Survey

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

Answered: 30 Skipped: 19

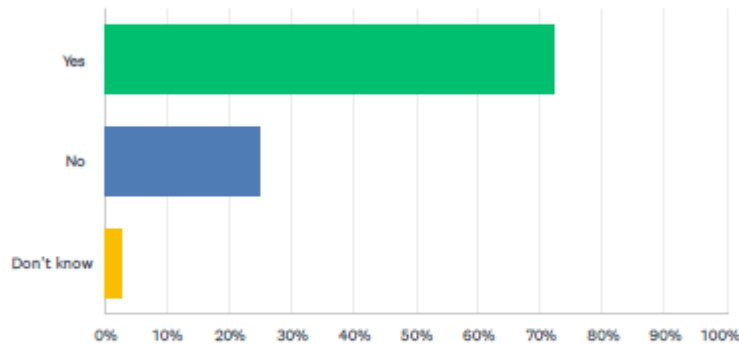


ANSWER CHOICES	RESPONSES	
Very Satisfied	0.00%	0
Satisfied	93.33%	28
Dissatisfied	0.00%	0
Dissatisfied	3.33%	1
Don't know	3.33%	1
<b>TOTAL</b>		<b>30</b>

Watonga Community Survey

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

Answered: 36 Skipped: 13



ANSWER CHOICES	RESPONSES	
Yes	72.22%	26
No	25.00%	9
Don't know	2.78%	1
<b>TOTAL</b>		<b>36</b>

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

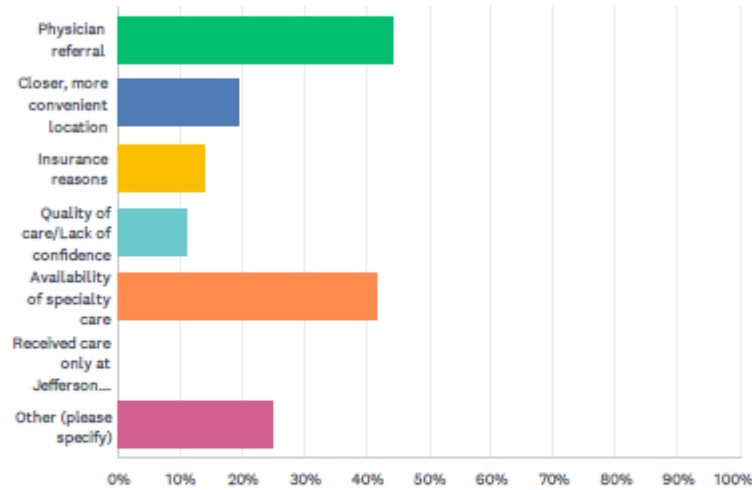
Answered: 27 Skipped: 22

Facility
Integrus Baptist Oklahoma City
Integrus McBride
Mercy Hospital-Oklahoma City
Mercy Hospital Kingfisher
Mercy Hospital Watonga
OCOM
Oklahoma Heart Hospital
Okeene Municipal Hospital
OU Children's Hospital
SSM Urgent Care-ElReno
Yukon/Mustang Heart Hospital

Watonga Community Survey

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

Answered: 36 Skipped: 13

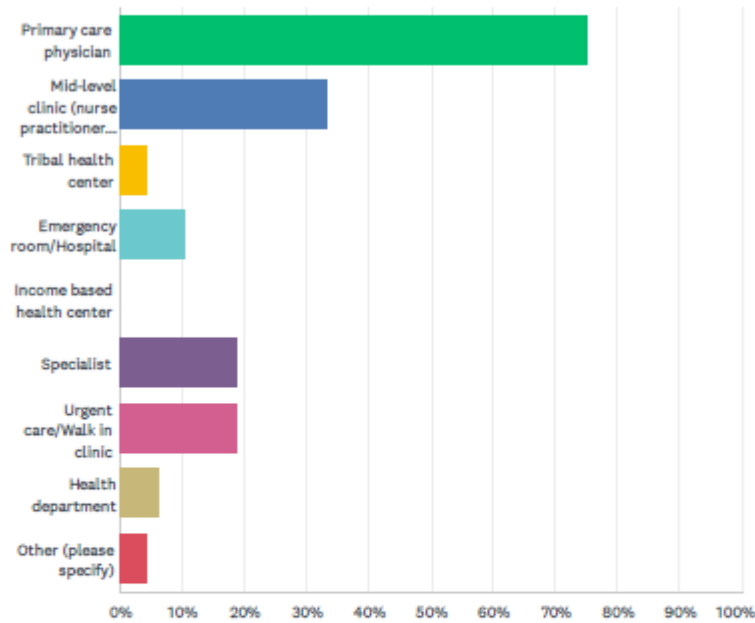


ANSWER CHOICES	RESPONSES	
Physician referral	44.44%	16
Closer, more convenient location	19.44%	7
Insurance reasons	13.89%	5
Quality of care/Lack of confidence	11.11%	4
Availability of specialty care	41.67%	15
Received care only at Jefferson County Hospital	0.00%	0
Other (please specify)	25.00%	9
Total Respondents: 36		

Watonga Community Survey

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

Answered: 48 Skipped: 1

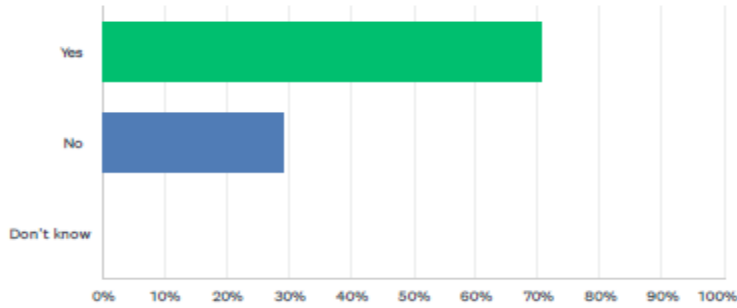


ANSWER CHOICES	RESPONSES	
Primary care physician	75.00%	36
Mid-level clinic (nurse practitioner or PA)	33.33%	16
Tribal health center	4.17%	2
Emergency room/Hospital	10.42%	5
Income based health center	0.00%	0
Specialist	18.75%	9
Urgent care/Walk in clinic	18.75%	9
Health department	6.25%	3
Other (please specify)	4.17%	2
Total Respondents: 48		

Watonga Community Survey

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

Answered: 48 Skipped: 1

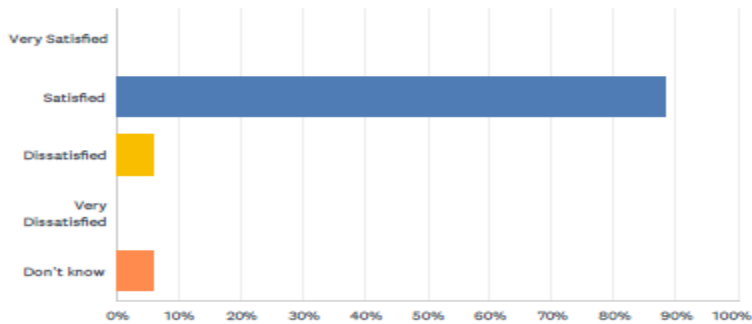


ANSWER CHOICES	RESPONSES	
Yes	70.83%	34
No	29.17%	14
Don't know	0.00%	0
TOTAL		48

Watonga Community Survey

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

Answered: 34 Skipped: 15

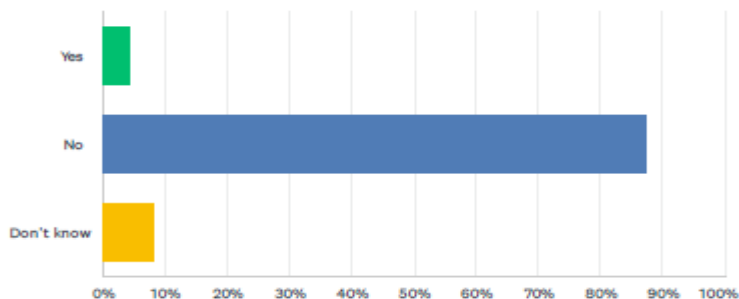


ANSWER CHOICES	RESPONSES	
Very Satisfied	0.00%	0
Satisfied	88.24%	30
Dissatisfied	5.88%	2
Very Dissatisfied	0.00%	0
Don't know	5.88%	2
TOTAL		34

Watonga Community Survey

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

Answered: 48 Skipped: 1

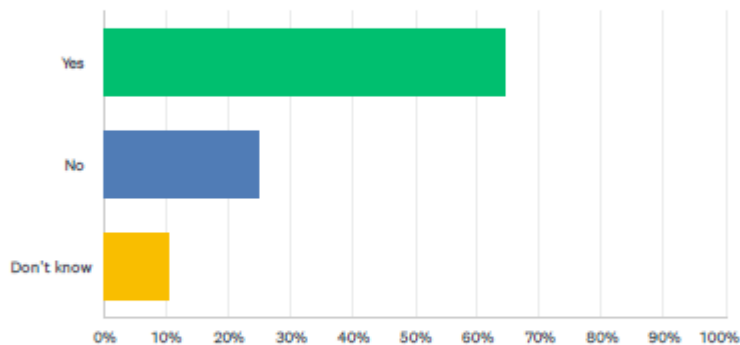


ANSWER CHOICES	RESPONSES	
Yes	4.17%	2
No	87.50%	42
Don't know	8.33%	4
TOTAL		48

Watonga Community Survey

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

Answered: 48 Skipped: 1

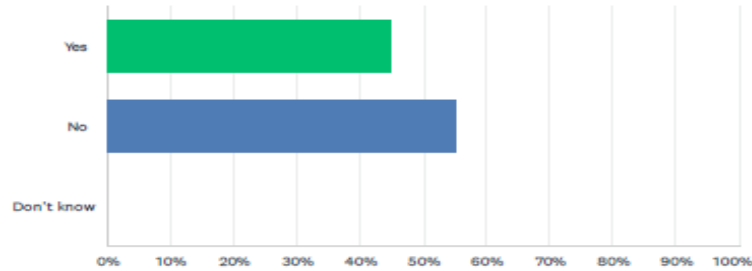


ANSWER CHOICES	RESPONSES	
Yes	64.58%	31
No	25.00%	12
Don't know	10.42%	5
TOTAL		48

Watonga Community Survey

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

Answered: 47 Skipped: 2

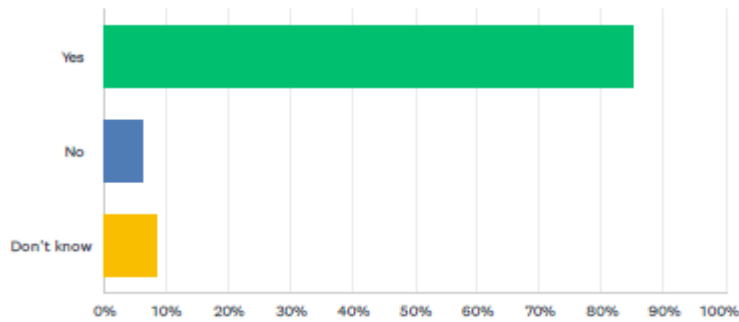


ANSWER CHOICES	RESPONSES	
Yes	44.68%	21
No	55.32%	26
Don't know	0.00%	0
TOTAL		47

Watonga Community Survey

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

Answered: 47 Skipped: 2

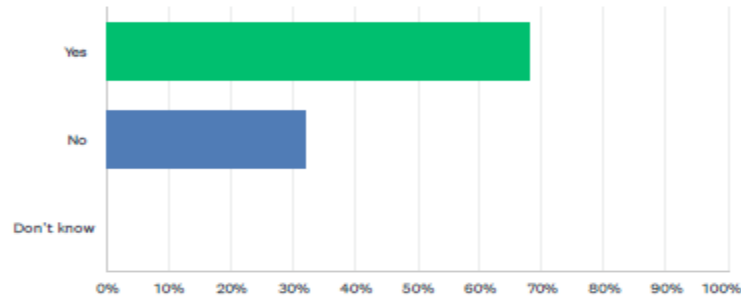


ANSWER CHOICES	RESPONSES	
Yes	85.11%	40
No	6.38%	3
Don't know	8.51%	4
TOTAL		47

Watonga 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: 47 Skipped: 2

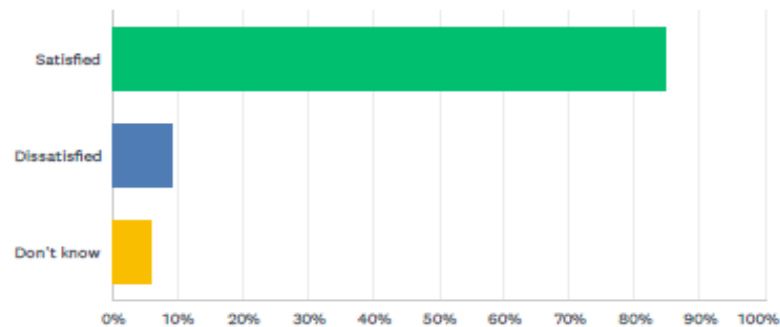


ANSWER CHOICES	RESPONSES	
Yes	68.09%	32
No	31.91%	15
Don't know	0.00%	0
<b>TOTAL</b>		<b>47</b>

Watonga Community Survey

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

Answered: 33 Skipped: 16



ANSWER CHOICES	RESPONSES	
Satisfied	84.85%	28
Dissatisfied	9.09%	3
Don't know	6.06%	2
<b>TOTAL</b>		<b>33</b>