

# Valdez

## Community Health Needs Assessment 2017



**Providence Valdez Medical Center**  
Valdez, Alaska

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*(Valdez CHNA updated with corrections March, 2018)*

# Executive summary

As health care continues to evolve, Providence is responding with dedication to its Mission and a core strategic outcome to *create healthier communities, together*. Partnering with community organizations, we conduct a formal community health needs assessment every three years to learn about the greatest needs from the perspective of some of the most marginalized groups of people in communities we serve.

Following the CHNA, a community health improvement plan is developed that details the strategies and tactics that Providence Valdez Medical Center will implement to respond to the significant health needs in our community. Additionally, the assessments help guide our community benefit investments, not only for our own programs, but those partners we support in our community.

In early 2017 Providence Valdez Medical Center initiated a community health needs assessment process and formed a CHNA Advisory Group to guide the process. The group was composed of Valdez community members, experts and representatives from various local organizations and agencies. These partners were invited to ensure the assessment process was guided by community stakeholders that represent the broad interests of the community.

As part of the CHNA process, a communitywide survey was conducted to help us better understand the health-related needs in Valdez. Secondary data was also collected from various state and federal sources to supplement the survey findings. In addition to these data sources, qualitative interviews were conducted with 14 key area leaders and stakeholders who provided insight into the community's health-related needs.

The survey and secondary data, along with the stakeholder interviews, were then analyzed by the CHNA Advisory Group to determine the top health-related needs for Valdez. All of the data and interviews reviewed by the CHNA Advisory Group can be found in the appendices of this document. The following four prioritized issues were selected by the CHNA Advisory Group:

1. Local health care provider workforce
2. Mental health/substance abuse
3. Access to specialty care
4. Healthy lifestyle/chronic disease

Following publication of this 2017 Valdez CHNA, Providence Valdez Medical Center and its community partners will begin to identify activities and strategies to address the priority needs identified. The resulting community health improvement plan will be completed and appended to this document by May 15, 2018.

Providence Health and Services Alaska, Providence Valdez Medical Center and the PVMC Health Advisory Council are committed to the best possible health and health care for Valdez and look forward to working with the community to address the needs identified in this assessment.

We encourage readers to share this assessment broadly with others in the community.

## 2017 Valdez CHNA Overview

In early 2017 Providence Valdez Medical Center began a community health needs assessment and formed a CHNA Advisory Group. The group was composed of Valdez community members, experts and representatives from Providence Valdez Medical Center, Valdez Medical Clinic, Prince William Sound Community College, Providence Valdez Counseling Center, City of Valdez, Valdez Food Bank, Valdez City Schools, State of Alaska Division of Public Health, Providence Valdez Health Advisory Council, Sound Wellness Alliance Network and Valdez City Council. These partners were invited to ensure the assessment process was guided by community stakeholders that represent the broad interests of the community. Our CHNA process used four key strategies:

- **Data collection** - Both primary and secondary data were collected. The primary data was first generated through a 33-question communitywide survey conducted in May. The survey results were combined with state and federal data to better create a full picture of the health status and needs in Valdez.
- **Stakeholder interviews** - To collect qualitative information about health needs in Valdez, key stakeholder interviews were conducted with 14 community leaders who represent the broad interests of the community in order.
- **Analysis** – The stakeholder interviews and the communitywide survey responses were analyzed to determine key themes and issues. These issues were then grouped into related areas of data for further analysis and prioritization by the Valdez CHNA Advisory Group.
- **Needs identification** - The Valdez CHNA Advisory Group analyzed all available data and identified top health-related priorities in Valdez based on three criteria:
  - Size of population affected
  - Severity of the condition or issue
  - Ability of the community to have a positive impact on the issue

## Top priority Valdez health needs

2017 prioritized needs
<ol style="list-style-type: none"><li>1. Local health care provider workforce</li><li>2. Mental health/substance abuse</li><li>3. Access to specialty care</li><li>4. Healthy lifestyle/chronic disease</li></ol>

## Assessment findings overview

### Prioritized need #1 – Local health care provider workforce

All small and remote communities like Valdez struggle to attract and retain health care providers. A significant number of the stakeholders interviewed as part of the CHNA process identified provider workforce as one of the top challenges facing health care in Valdez. Nurses and primary care physicians were called out specifically. Compared to our last CHNA, there was a decline in the percentage of survey respondents who identified primary care as one of the top three greatest health care needs in Valdez; however, primary care was still the greatest health care need identified in the survey. The issue of long wait times and scheduling difficulties have been identified over the last several needs assessments as a barrier to health care access. A significant cause for this has been identified as insufficient provider numbers due to challenges attracting and retaining physicians.

### Prioritized need #2 - Mental health/substance abuse

Poor mental health and substance abuse were identified as problems in the Valdez community. Remote, rainy climates along with long, dark winters are known to have a negative impact on mental health and are also frequently associated with increased substance abuse.

### Prioritized Need #3– Access to specialty care

Like many small and remote communities, Valdez faces challenges gaining access to specialty medical services. Nearly 1 in 5 survey respondents indicate that they left Valdez because they needed specialty care not available in the community. Given the distance by road and the frequency of no-fly days in Valdez, leaving Valdez for needed specialty treatment can be difficult. Access to specialty care was identified by survey respondents as one of the top four most significant health related needs in the community.

### Prioritized Need #4– Healthy lifestyle/chronic disease

Three of the top four leading causes of death in the Valdez-Cordova area are chronic diseases: – cancer, heart disease and stroke. In each case, health-related behaviors have a significant relationship to the onset, course and outcome of the chronic disease process. The relationship between obesity and diabetes is similarly intertwined with lifestyle choices. Roughly 2 in 3 survey respondents are either overweight or obese (31 percent overweight, 30 percent obese, and 5 percent morbidly obese). Nearly 1 in 4 respondents report that they have a chronic disease. Slightly more than 1 in 10 respondents report that they do not engage in any form of physical activity for 30 minutes or more a week. Nearly 1 in 5 smoke tobacco products, e-cigarettes or use smokeless tobacco – a lifestyle choice with significant negative consequences related to the onset of many chronic diseases. The system cost of unhealthy lifestyles and unmanaged chronic diseases are born by individuals and the communities they live in.

# Introduction

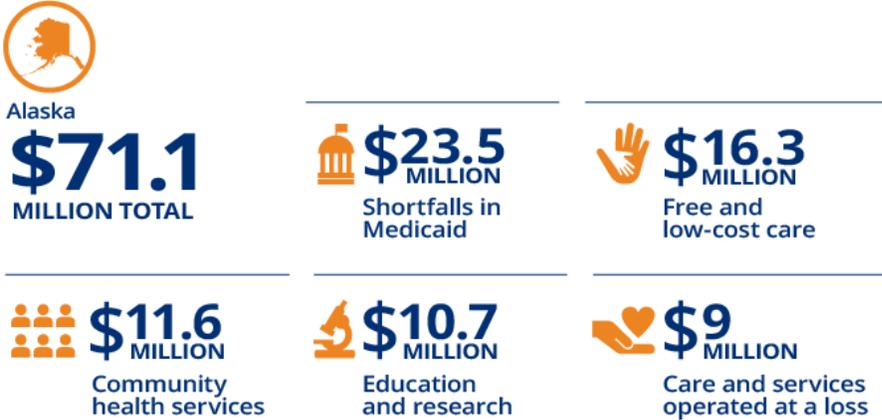
## Creating healthier communities, together

As health care continues to evolve, Providence is responding with dedication to its Mission and a desire to *create healthier communities, together*. Partnering with others of goodwill, we conduct a formal community health needs assessment to learn about the greatest needs and assets in our community, especially considering members of medically underserved, low-income, and minority populations or individuals.

This assessment helps us develop collaborative solutions to fulfill unmet needs while continuing to strengthen local resources. It guides our community benefit investments – not only for our own programs but also for many partners – toward improving the health of entire populations.

## Serving Alaska

Providence Health & Services has a long history of serving Alaska, beginning when the Sisters of Providence first brought health care to Nome in 1902 during the Gold Rush. Continuing that history of service, during 2016 Providence Health and Services Alaska provided over \$71 million in community benefit and charity care in response to unmet needs and to improve the health and well-being of those we serve in Alaska.



Data is consolidated for Providence Health & Services and its partners based on unaudited financial reporting.

Providence Health & Services Alaska has 16 ministries. The majority of facilities are located in the Anchorage area where we serve Alaskans from all over the state. In addition, we have a presence in four other Alaska communities. Technology advances allow us to provide affordable, quality care closer to home. Communities in Alaska are receiving expanded services via technologies supported by our health system, such as lifesaving telestroke and eICU care. Providence Alaska Medical Center, a 401-bed acute care facility, is the only comprehensive tertiary referral center serving all Alaskans. PAMC features the Children’s Hospital at Providence (the only one of its kind in Alaska), the state’s only Level III NICU, heart and cancer centers, the state’s largest Emergency Department, full diagnostic, rehab and surgical services as well as both inpatient and outpatient mental health and substance abuse services for adults and children.

Our care and services also include a family practice residency program, a continuum of senior and community services, and a developing medical group. PHSA manages three critical access hospitals located in the remote communities of Kodiak, Seward and Valdez, all co-located with skilled nursing

facilities. Community mental health centers are operated in Kodiak and Valdez. PHSA responds to certain unique needs of Alaska communities by building partnerships of service through five joint ventures including: Providence Imaging Center; St. Elias Long Term Acute Care Hospital; Imaging Associates; LifeMed Alaska (a medical transport / air ambulance service); and Creekside Surgery Center.

### Providence Valdez ministries

Providence continues its mission of service in Valdez through Providence Valdez Medical Center and the Providence Valdez Counselling Center. PVMC is a critical access hospital that features 11 acute care beds and 10 long-term care beds.

PVMC provides an array of inpatient and outpatient services, including:

- 24-hour emergency services
- Obstetrical services, anesthesia, labor and delivery, post-partum care
- Laboratory - CLIA-certified
- Imaging services to include ultrasound, CAT scan, and bone densitometry
- Physical, occupational and speech therapy
- Stress testing
- General medical care
- Endoscopy and minor surgical services
- Sleep disorder studies
- Specialty physician clinics

PVCC provides an array outpatient behavioral health services, including:

- Individual and group therapy
- Psychiatric services and medication management
- Substance abuse prevention and treatment
- Outpatient counseling
- Domestic violence intervention and treatment
- Anger management
- Case management services / case assessments and referrals
- Prime for Life Youth Group
- Alcohol Drug Information School (ADIS) 79
- Supervised visitation
- Parenting classes
- Couples and family counseling
- 24 hour emergency services
- Crisis intervention
- Behavioral health disaster response
- Community education and outreach

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### About us

Providence Health & Services is committed to improving the health of the communities it serves, especially for those who are poor and vulnerable. In 2016, Providence provided nearly \$1.2 billion in community benefit to help meet the needs of its communities, both today and into the future. Providence Health & Services is a part of Providence St. Joseph Health, a family of organizations that includes 50 hospitals, 829 physician clinics, senior services, supportive housing and many other health and educational services. The health system and its partners employ 111,000 caregivers serving communities across seven states – Alaska, California, Montana, New Mexico,

Oregon, Texas and Washington. Learn more at [psjhealth.org](http://psjhealth.org).

**Our Mission**

As people of Providence, we reveal God's love for all, especially the poor and vulnerable, through our compassionate service.

**Our Values**

Respect, Compassion, Justice, Excellence, Stewardship

**Our Vision**

Simplify health for everyone

**Our Promise**

Together, we answer the call of every person we serve: Know me, Care for me, Ease my way. ®

# Description of community

The

This section provides a definition of the community served by the hospital, and how it was determined. It also includes a description of the medically underserved, low-income and minority populations.

service area of Providence Valdez Medical Center is defined as the City of Valdez. Valdez is located on Prince William Sound and surrounded by the Chugach Mountains. The city is connected to the interior of Alaska by the Richardson highway and is roughly 300 miles by road from Anchorage. The area sees significant annual precipitation with an average snowfall of nearly 300 inches per year. Valdez is a fishing port for both commercial and sport fishing. It is also the terminus of the Trans-Alaska Pipeline where Alaska North Slope oil is loaded onto ships for transport to external markets.



## Population and age demographics

The 2015 U.S. Census Bureau American Community Survey estimates the Valdez population is 3,979.

- 26% percent youth (0-18 years)
- 68% percent young adults (18-64 years)
- 5% percent seniors (65 years and older)

## Ethnicity

The following data is based on the 2010 census.

- 81.5 percent were white
- 1.9 percent were Asian
- 8.2 percent were Alaska Native or American Indian
- 4.7 percent were Hispanic or Latino
- 0.6 percent were African American or black

- 0.8 percent were native Hawaiian or other Pacific Islander

## **Income**

The following data is based on the 2011-2015 American Community Survey 5 Year Estimates:

- \$98,204 = median household income
- 4.5 percent children under age 18 live in poverty
- 9.4 percent of residents of all ages live in poverty

## **Housing**

- Median gross rent is \$1136
- 67.2 percent of housing units/homes are owner-occupied
- 3 percent report being homeless (sleep outside, in improvised dwelling, car, local shelter or couch surf)

# Process, participants and health indicators

This section provides a description of the processes and methods used to conduct the assessment; this section describes data and other information used in the assessment, the methods of collecting and analyzing the information, and any parties with whom we collaborated or contracted with for assistance. This section also provides a summary of how we solicited and took into account input received from persons who represent the broad interests of the community. This description includes the process and criteria used in identifying the health needs as significant.

## Assessment process

Every three years, Providence Health & Services Alaska and Providence Valdez Medical Center conduct a community health needs assessment for the Valdez community. The CHNA is an evaluation of key health indicators of the community. In 2017, Wipfli LLP was engaged by Providence to collect and aggregate primary and secondary data in the form of a CHNA report. This CHNA report was completed in compliance with the IRS requirements described in section 501(r)(3) of the Internal Revenue Code.

Providence uses an organized and responsive process to conduct the CHNA and to establish a community health improvement plan to address needs identified in the CHNA. Steps include:

1. Formation of a CHNA advisory group
2. Definition of the community served by PVMC
3. Data collection and analysis
  - Primary data (community survey)
  - Secondary data/demographics
  - Stakeholder Interviews
4. Identification and prioritization of community health needs by the community CHNA advisory group
5. Creation of a community health improvement plan in collaboration with community partners to address identified needs
6. Make CHNA and CHIP widely available to the community

## Participants

Providence Valdez Medical Center Health Advisory Council served as the CHNA Advisory Group. It was charged with completing key objectives outlined by the IRS CHNA requirements, including the identification and prioritization of community health needs within the community. Committee members were invited and selected to ensure the assessment process was guided by community stakeholders who represent the broad interests of the community. Together, these partners brought in the public health perspective and the interests of members of medically underserved, low-income, and minority populations. Biographical, professional, educational and community involvement detail for each of the members may be found in **Appendix 4**.

<b>Valdez CHNA Advisory Group Member</b>	<b>Position- Community Role/Organization</b>
Jeremy O'Neil	Administrator/ PVMC – PVMC HAC – SWAN core team member
John Cullen, M.D.	Partner Physician/Valdez Medical Clinic – PVMC HAC member
Doug Desorcie	Former President/ Director/ Prince William Sound Community College - PVMC HAC member
Pauline Doucet	Assistant Administrator-Director of Clinical Services/PVMC
Heidi Fox	Director/PVMC Counselling Center
Lindsie King	Finance Manager/ PVMC
Ruthie Knight	Teacher/ Valdez City Schools – Mayor,City of Valdez - PVMC HAC member
Nancy Lethcoe	PVMC HAC member and Valdez Food Bank Volunteer
Edmore Mangena	Mission Integration and Spiritual Care leader, PVMC
Lon Needles	City Council Member/ City of Valdez - PVMC HAC member
Jim Nygaard	Superintendent/Valdez City Schools - PVMC HAC member
Dan O'Connor	Director/ Prince William Sound Community College Campus - PVMC HAC member
Darren Reese	City Council Member/ City of Valdez - PVMC HAC member
Cindy Rymer	Public Works/City of Valdez - PVMC HAC member
Samuel Shirk, M.D.	Physician-Chief of Staff/PVMC- Partner Physician/Valdez Medical Clinic – PVMC HAC member
Pam Shirrell	Retired Public Health Nurse/State of Alaska - PVMC HAC member
Todd Wegner	Assistant City Manager/ City of Valdez – PVMC HAC member

## Data collection

### Primary data

A community survey was made available online and administered in hard copy throughout the community by the advisory committee, community volunteers and PVMC staff. The survey was based on the prior Valdez assessment survey to enable tracking and demonstration of health trends, but was also augmented based on input from the Valdez CHNA Advisory Group to capture information about unique and/or timely health-related issues within the Valdez community. The survey results can be found in **Appendix I**.

### Secondary data

Secondary data was collected from the following major sources:

- Alaska Bureau of Vital Statistics
- Alaska Youth Risk Behavior Survey
- County Health Rankings
- ESRI, 2015 (Based on US Census Data)
- Medicaid.gov
- National Center for Health Statistics

The secondary data includes a variety of service areas in addition to state and national measures to present a community profile, birth and death characteristics, access to health care, chronic diseases, social issues, and other demographic characteristics. Data was collected and presented at the service area level and wherever possible, compared to Alaska and national benchmarks. Results of the secondary data can be found in **Appendix 2**.

County Health Rankings data is aggregated from the following national data sources:

- The Behavioral Risk Factor Surveillance System
- National Center for Health Statistics
- U.S. Census Bureau's Small Area Health Insurance Estimates program

This report presents a summary that highlights the data findings, presents key priorities identified through the CHNA, and will contain a community health improvement plan approved by the Providence Alaska Community Ministry Board and PVMC Community Advisory Board by May 15, 2018.

### Community and stakeholder input

Key stakeholder interviews were conducted with community leaders in the Valdez community. These individuals were identified by the CHNA Advisory Committee based on their qualifications to represent the broad interest of the community served. Generally, the interviewees included individuals with special knowledge or expertise in public health and those who represent and/or serve the medically underserved, minority and vulnerable populations. Interviewees were invited to participate in the informational interviews. A list of the interviewees and the interview results can be found in **Appendix 3**.

No known information gaps were identified that would impact the ability to assess community health needs.

### Health indicators and trends

For an overview of the findings, see the **Priority health issues and baseline data** in the following section or see the following appendices for all supporting data and interview results.

- **Appendix 1** – Valdez community health survey results – primary data
- **Appendix 2** - Valdez health indicator data and trends - secondary data
- **Appendix 3** - Valdez community stakeholder interview input

# Identified priority health needs

This section describes the significant priority health needs that were identified during the CHNA. This section also describes the process and criteria used to prioritize the needs. Potential resources in the community to address the significant health needs are also described in the section.

## Prioritization process and criteria

Providence Health & Services Alaska conducts a community health needs assessment once every three years for each of the communities it serves. For each assessment, a CHNA Advisory Group is formed to guide the CHNA process from inception to completion. The group comprises 10 to 15 local community leaders and health experts that represent the broad interests and demographics of the community.

CHNA Advisory Group involvement includes establishing questions for a communitywide health survey, identifying relevant state and federal data and selecting 10 to 20 key local stakeholders to be interviewed about health-related needs in their community. The CHNA Advisory Group is also tasked with reviewing and analyzing the resulting information to identify and prioritize the top health-related needs in their community. The prioritization process is conducted as follows:

1. **Aggregate data and identifying key health issues** – Local community health survey responses, state and national data and local qualitative stakeholder interview responses are aggregated and analyzed by Providence strategic planning and the CHNA data collection contractor. High-level issues and themes are identified and result in the creation of eight to 12 key issues or broad areas of need for the community, such as behavioral health, prevention, health care access and healthy behaviors.
2. **CHNA Advisory Group provides preliminary prioritization input** – The aggregated data and stakeholder interview responses are then provided to the local CHNA Advisory Group for review and analysis. An online prioritization survey – based on up to 12 key areas of need – is used to help ensure the voice and input of each of the local CHNA Advisory Group members is represented in the prioritization results. The survey has two elements:
  - **Criteria-based ranking** – Prior to meeting in-person, the CHNA Advisory Group members are asked to complete a survey to rank each area of need based on the following criteria:
    - ✓ **SIZE/SCOPE:** How significant is the scope of the health issue - number of people affected?
    - ✓ **SERIOUSNESS:** How severe are the negative impacts of this issue on individuals, families, and the community?
    - ✓ **ABILITY TO IMPACT:** What is the probability that the community could succeed in addressing this health issue? Considerations include available community resources, whether there are known interventions, and community commitment.
  - **Qualitative - community experience ranking** – As a further step, the CHNA Advisory Group members are each asked what they personally view as the top health needs for their community.

3. **CHNA Advisory Group identifies top health needs** –The results of the online criteria-based ranking and the qualitative community experience ranking are presented to the CHNA Advisory Group during an in-person meeting as a starting point for identifying the CHNA priorities for their community.
  - The top three to four health needs identified in the CHNA Advisory Group survey are reviewed, confirmed and/or modified based on the discussion and local knowledge of the group members.
  - Members are then asked to give specific reasons why they selected each of the top three to four needs. This step helps fully capture the unique aspects of the ‘high-level’ areas of need for their community.
  - The top three or four needs and detailed input of the CHNA Advisory Group members are then documented and summarized to drive subsequent community health improvement planning.
4. **Board validation of CHNA community priorities** – The Providence Alaska Community Ministry Board and local hospital community advisory board validate the CHNA Advisory Group priority findings.

Upon validation of the CHNA findings by the boards, community health improvement planning will begin that will establish a collaborative response by Providence and community leaders to address the needs identified in the CHNA. A Providence CHIP is completed and approved by the community ministry and advisory boards by May 15 of the year following the completion of the CHNA.

## 2017 Assessment findings overview

### Prioritized health issues and baseline data

#### Prioritized need #1 – Local health care provider workforce

All small and remote communities like Valdez struggle to attract and retain health care providers. A significant number of the stakeholders interviewed as part of the CHNA process identified provider workforce as one of the top challenges facing health care in Valdez. Nurses and primary care physicians were called out specifically. Compared to our last CHNA, there was a decline in the percentage of survey respondents who identified primary care as one of the top three greatest health care needs in Valdez; however, primary care was still the greatest health care need identified in the survey. The issue of long wait times and scheduling difficulties have been identified over the last several needs assessments as a barrier to health care access. A significant cause for this has been identified as insufficient provider numbers due to challenges attracting and retaining physicians.

Data point	2014	2017
Consider primary care services to be one of the top three greatest health care needs in Valdez	35%	16%
Consider mental health/substance abuse to be one of the top three greatest health care needs in Valdez	12% MH* 11% SA*	15%
Residents that indicate they use the emergency room as their main source of healthcare	9%	6%

*\*The 2014 survey broke out Mental Health (MH) and Substance Abuse (SA) as two responses. Because the two are so interrelated, the two responses were combined into one for the 2017 CHNA survey.*

#### Prioritized need #2 - Mental health/substance abuse

Poor mental health and substance abuse were identified as problems in the Valdez community. Remote, rainy climates along with long, dark winters are known to have a negative impact on mental health and are also frequently associated with increased substance abuse.

Data point	2014	2017
Report being so sad or hopeless in last 12 months they stopped doing regular activities	14%	17%
Considered suicide in the last 12 months	5%	5%
Needed mental health services in the last 12 months	15%	21%
Engaged in binge drinking: Three or more times within last month	32%	32%
Consider mental health/substance abuse services to be one of the top three greatest health care needs in Valdez	12%	15%

#### Prioritized Need #3– Access to specialty care

Like many small and remote communities, Valdez faces challenges gaining access to specialty medical services. Nearly 1 in 5 survey respondents indicate that they left Valdez because they needed specialty care not available in the community. Given the distance by road and the frequency of no-fly days in Valdez, leaving Valdez for needed specialty treatment can be difficult. Access to specialty care was identified by survey respondents as one of the top four most significant health related needs in the community.

Data point	2014	2017
Left Valdez to obtain health care elsewhere	64%	75%
Left Valdez to obtain health care elsewhere because they needed specialist opinion/surgery/procedure/test	38%	33%
Consider specialists/specialty care to be one of the top three greatest health care needs in Valdez	30%	13%

#### Prioritized Need #4– Healthy lifestyle/chronic disease

Three of the top four leading causes of death in the Valdez-Cordova area are chronic diseases: – cancer, heart disease and stroke. In each case, health-related behaviors have a significant relationship to the onset, course and outcome of the chronic disease process. The relationship between obesity and diabetes is similarly intertwined with lifestyle choices. Roughly 2 in 3 survey respondents are either overweight or obese (31 percent overweight, 30 percent obese, 5 percent morbidly obese). Nearly 1 in 4 respondents report that they have a chronic disease. Slightly more than 1 in 10 respondents report that they do not engage in any form of physical activity for 30 minutes or more a week. Nearly 1 in 5 smoke tobacco products, e-cigarettes or use smokeless tobacco – a lifestyle choice with significant negative consequences related to the onset of many chronic diseases. The system cost of unhealthy lifestyles and unmanaged chronic diseases are born by individuals and the communities they live in.

<b>Data point</b>	<b>2014</b>	<b>2016</b>
Percent of adult residents who are overweight or obese	66%	66%
Percent reporting 'none' when asked – How many days per week do you engage in physical activity for a total of 30 minutes or more?	9%	11%
Percent that report having a chronic disease (e.g. congestive heart failure, diabetes, asthma, etc...)	-	24%
Percent who have a chronic disease who report not having the resources to treat the condition	-	16%
Engaged in binge drinking: Three or more times within last month	32%	32%
Smoke tobacco products, e-cigarettes or use smokeless tobacco	19%	17%

# Addressing identified needs

This section describes how Providence will develop and adopt an implementation strategy (i.e. community health improvement plan) to address the prioritized community needs.

## Plan development

Providence Valdez Medical Center will consider the prioritized health needs identified through this community health needs assessment and develop strategies to address needs considering resources, community capacity and core competencies. PVMC will seek input from community partners in its planning process. Those strategies will be documented in a community health improvement plan that describes how Providence plans to address the health needs. If Providence does not intend to address a need or will have a limited response to the identified need, the CHIP will explain why<sup>1</sup>.

The CHIP will not only describe the actions Providence intends to take but also the anticipated impact of these actions and the resources the hospital plans to commit to address the health need. Because partnership is important to addressing health needs, the CHIP will describe any planned collaboration between Providence and other facilities or organizations.

The improvement plan will be approved by the Providence community ministry board by May 15, 2018. When approved, the CHIP will be attached to this community health needs assessment report in **Appendix 5**.

### 2017 prioritized needs

1. Local health care provider workforce
2. Mental health/substance abuse
3. Access to specialty care
4. Healthy lifestyle/chronic disease

<sup>1</sup>Reasons may include resource constraints, other facilities or organizations in the community addressing the need, a relative lack of expertise or competency to address the need, the need being a relatively low priority, and/or a lack of identified effective interventions to address the need.

# Evaluation of 2015-2017 CHIP

This section evaluates the impact of actions that were taken to address the significant health needs identified in the prior community health needs assessment and associated implementation strategy (i.e. community health improvement plan - CHIP).

The top health issues identified and addressed in the 2013-2015 CHNA/CHIP were:

1. Overweight / Lack of physical activity
2. Availability and access to primary care services
3. Mental health / Substance abuse

## Prioritized need #1:

### Overweight / Lack of physical activity

Data point	2014	2017
Percent of adult residents who are overweight or obese	66%	66%
Valdez residents reporting their health as 'good' or 'very good'	73%	73%
Percent reporting 'none' when asked – 'How many days per week do you engage in physical activity for a total of 30 minutes or more?'	9%	11%

### Subsidized programs and services

Providence provides subsidized programs and services through regular operations. These are clinical and social services provided by Providence despite a financial loss because it responds to an identified community need that is not met elsewhere in the community. Programs and services that address overweight / lack of physical activity include:

- **SQORD** - Starting in the fall of 2016, and in an effort to increase physical activity and reduce overweight and obesity among school-age children, Providence offered its SQORD pilot partnership to Valdez City Schools. The Providence SQORD program leverages technology and social connectivity to create a fun new way to inspire a lifelong habit of healthy behaviors. Students in grades 5, 6, 7, and 8 received durable, 3-axis accelerometers called Boosters that convert intensity and duration of activity into points that are tracked online. In the virtual environment, individuals can customize a PowerMe avatar, check their activity tracker, earn medals and rewards by collecting points, join in friendly challenges, and communicate with others. This unique hardware-software platform is designed to make physical activity more interactive and engaging for kids. To date, 411 devices have been delivered to Valdez City Schools. Valdez Middle School student SQORD participants increased their 2016-2017 activity levels by 23 percent. In the long term, this kind of activity among children can create healthy habits that last a lifetime and shift community health.

### Other Providence programs, services and collaborations that benefit community

Providence also provides programs and services that meet community needs, but are not categorized as “subsidized” or as “community benefit” by IRS definition as no unreimbursed costs are incurred in the delivery of the service. Of these programs and services, those that address overweight / lack of physical activity include:

- **Sound Wellness Alliance Network (SWAN)** - Providence supported collaboration with, and provides representation on, the Sound Wellness Alliance Network in an effort to address identified needs in the Valdez community. SWAN coordinates a number of programs aimed at engaging Valdez residents in improving their health and participating in physical activity (e.g. Ski For Free; Healthier You; Know Your Numbers Campaign; Run Series; Valdez Library Health Books; Valdez Community Garden; and Hike Alaska's Wild Kountry)

### Community investment funding support

Often there are organizations that already provide services in the community that address community needs. Rather than duplicate services, Providence partners with these organizations to ensure community needs are served. Organizations that have received community benefit investments and funding support from Providence to address overweight / lack of physical activity include:

- **Valdez Community Playground** - Providence supported the Valdez Community Playground project, a volunteer effort with a grassroots approach to radically revitalize the playtime experience for children in Valdez. Located at Hermon Hutchens Elementary School, the new playground provides a healthy and safe environment for children to play. The Valdez Community Playground Committee's vision was predicated on the notion that a volunteer-built playground would engender a sense of community and pride in both young and old. In addition to a \$7,500 community investment in 2015, Providence also provided community investment to the United Way of Valdez, which directed those and additional funds to support the playground. For in-kind support, Providence sponsored work shifts by our caregivers (all employees) during the compressed build effort.
- **Food security** - Providence supported and collaborated with organizations that address food security for low-income individuals and families. Reduction of food insecurity and increasing access to healthy foods is a basic necessity to improve the health and activity levels of individuals and the community. Most recently, Providence provided \$105,000 in community investment funds over the period of 2015-2016 to the following organizations:
  - Food Bank of Valdez
  - Valdez Senior Center for Meals on Wheels
- **Youth sports** - Providence gave significant support to several Valdez nonprofit agencies whose central focus was youth activity and fitness. These agencies establish an enduring love of sport, fitness and competition through team based/social intense programming. In 2016, Providence provided a total of \$25,000 in community investment funding, distributed to the following organizations:
  - Valdez Youth Basketball
  - Valdez Little League
  - Valdez Torpedoes Swim Club
  - Valdez Synchronized Swimming
  - Valdez Youth Wrestling

### Measurement

#### Intermediate measures

- Goal: Increased average number of physical activity hours logged per person

Healthier You activity, tobacco cessation	2016	2017
Participants/participants that finished	379 / 257 (68%)	400 / 194 (48%)
Hours of activity/average hours per person	16,672 / <b>64.87</b>	14,040 / <b>72.37</b>
<b>Smoke free days</b>	<b>70</b>	<b>186</b>

- Goal: Increased percentage of individuals who positively changed their BMI:

<b>Weight loss</b>	<b>2016</b>	<b>2017</b>
Pounds lost / Average pounds lost per person	1005 / <b>3.9</b>	889 / <b>4.6</b>

- Increased percentage of equipment checked out for skiing:

<b>Ski for Free</b>	<b>2015-2016</b>	<b>2016-2017</b>
Skis	978	877
Boots	1078	856
Poles	1040	977
Other gear	398	518
<b>Total</b>	<b>3494</b>	<b>3228</b>

- Goal: Increased prevalence of Valdez residents reporting their health as 'good' or 'very good'.
  - 2014 - 73 percent reported their health as 'good' or 'very good'
  - 2017 - 73 percent reported their health as 'good' or 'very good'
- Goal: Increased activity levels of school-aged children in Valdez<sup>2</sup>
  - Valdez Middle School student SQORD participants increased their 2016-2017 activity levels by 23%.

#### **Long range measures**

- Goal: Reduced prevalence of overweight and obesity in Valdez
  - 2014 - 66 percent of adults are either overweight or obese
  - 2017 - 66 percent of adults are either overweight or obese

### **Prioritized need #2:**

#### **Availability and access to primary care services**

<b>Data point</b>	<b>2014</b>	<b>2017</b>
Consider primary care services to be one of the top three greatest health care needs in Valdez	35%	16%
Percent of residents report using emergency room for their main source of health care.	9%	6%
Percent of residents that report they do not have health insurance	11%	6%

#### **Subsidized programs and services**

Providence provides subsidized programs and services through regular operations. These are clinical and social services provided by Providence despite a financial loss because it meets an identified community need that is not met elsewhere in the community. Programs and services that address uninsured and affordability of care as barriers to access include:

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<sup>2</sup> The Institute for Social and Economic Research (ISER) from the University of Alaska Anchorage has been contracted to evaluate the SQORD three-year program.

- **ACA Marketplace enrollment** – In response to the dilemma of uninsured persons in the Valdez area, Providence facilitated the ACA benefits enrollment process as part of its strategy to improve population health. In addition, when the State of Alaska expanded Medicaid in 2015 – with strong support from our health system – Providence redoubled its Medicaid fee agent authorities to enroll individuals into the state Medicaid system who had been historically unable to access or afford basic health care services.
- **Medicaid presumptive eligibility** - Providence registered with the State of Alaska to be able to offer coverage for service on a presumptive basis. This allows qualifying uninsured individuals to access and receive services during a limited grace period. During the grace period, the individual is able to qualify for covered services and work on long-term coverage through the Medicaid program.

### Other Providence programs, services and collaborations that benefit community

Providence also provides programs and services that meet community needs, but are not categorized as “subsidized” or as “community benefit” by IRS definition as no unreimbursed costs are incurred in the delivery of the service. Of these programs and services, those that address alcohol/substance abuse include:

- **Duke University - Population Care Coordination Program** – Providence convened a population health steering committee, whose select members participated in the 12-week PCCP. The process provides a framework for each collaborating provider and organization to deliver more effective multilevel care based on population- and patient-centered principles. The community collaboration will involve Valdez Medical Clinic and our Valdez hospital, as well as members from local clinics and hospitals in Kodiak, Seward and Anchorage.
- **Emergency Department** – Providence monitored use of our Valdez ED, including ambulatory-sensitive conditions<sup>3</sup>, and collaborated with Valdez Medical Clinic in the effort to get people the care they need at the right time and right setting to avoid unnecessary ED utilization.
- **Valdez Medical Clinic** – Providence collaborated with Valdez Medical Clinic to improve the utilization and effectiveness of preventive care in Valdez through the following initiatives:
  - Duke University Population Care Coordination collaboration, described above
  - Emergency Department collaboration to ensure our patients get the care they need at the right time and in the best, most affordable setting to avoid unnecessary ED utilization. Related to this collaboration, Valdez Medical Clinic has piloted extended clinic hours, including Saturdays.
  - Explored opportunities to bolster the delivery of primary care and address access. In 2015, Providence facilitated focus group discussions with community members, health advisory council members, and the Valdez Medical clinic to better understand the barriers to primary care access, as well as to identify possible solutions. In 2016, Valdez Medical Clinic created a community advisory group, recruited an additional physician and physician’s assistant, and continued its journey toward a patient-centered medical home model.
- **Medical provider loan repayment** – Providence worked with the State of Alaska to develop a public-private based loan repayment program for physicians and other critical/scarce health care professionals. Currently titled SHARP III, this loan repayment program, slated to become operational in 2018, stands to vastly improve the ability of Valdez to compete for and attract medical providers, especially primary care physicians to the community.

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<sup>3</sup> Ambulatory-sensitive conditions are medical problems that are potentially preventable or conditions that could have been treated in a less acute, and thus less costly medical setting. For example, hypertension (high blood pressure) is a condition that can be treated outside of a hospital.

- **Improved access to health care** – Providence supported organizations in the community that assist residents in increasing their access to health care services, which may include assisting residents to enroll in health insurance, transportation to health care visits, or care coordination. Most recently in 2015, Providence provided a total of \$10,000 in community investment funds to the following organizations:
  - Frontier Community Services – provides services for people who have a disability
  - Connecting Ties, Inc. – offers services for people with disabilities to stay in their own home in a safe and healthy environment

### Community investment funding support

Often there are organizations that already provide services in the community that address community needs. Rather than duplicate services, Providence partners with these organizations to ensure community needs are served. Organizations that have received community benefit investments and funding support from Providence to address uninsured and affordability of care as barriers to access include:

- **Prince William Sound College** – Providence supported activities and programs at the college that develop the health care workforce and access to care, including health programs and scholarships. Most recently in 2015, Providence provided \$70,000 in community investment funds.

### Measurement

- Goal: Increase access to primary care services by increasing the prevalence of insured individuals in the community.
  - 2014 – 11 percent without health insurance
  - 2017 – 6 percent without health insurance
- Goal: Reduced prevalence of people reporting using the emergency room as their primary form of health care.
  - Responses to the question: ‘Do you use the emergency room for your main source of health care? This would be for illness as well as for emergencies.’
    - 2014 – 9 percent indicated ‘yes’
    - 2017 – 6 percent indicated ‘yes’
- Goal: Decrease in prevalence of people reporting that they consider primary care to be one of the top three health care related needs in Valdez?
  - 2014 – 35 percent consider primary care to be one of the top three health care related needs in Valdez
  - 2017 – 16 percent consider primary care to be one of the top three health care related needs in Valdez

## Prioritized need #3: Mental health/substance abuse

Data point	2014	2017
Report being so sad or hopeless in last 12 months they stopped doing regular activities	14%	17%
Considered suicide in the last 12 months	5%	5%
Needed mental health services in the last 12 months	15%	21%
Engaged in binge drinking: Three or more times within last month	32%	32%
Consider mental health/substance abuse services to be one of the top three greatest health care needs in Valdez	12%	15%

### Subsidized programs and services

Providence provides subsidized programs and services through regular operations. These are clinical and social services provided by Providence despite a financial loss because it meets an identified community need that is not met elsewhere in the community. Programs and services that address uninsured and affordability of care as barriers to access include:

- See our support described in the ‘ACA marketplace enrollment’ and ‘presumptive eligibility’ sections in prioritized need #2.

### Other Providence programs, services and collaborations that benefit community

Providence also provides programs and services that meet community needs, but are not categorized as “subsidized” or as “community benefit” by IRS definition as no unreimbursed costs are incurred in the delivery of the service. Of these programs and services, those that address mental health/substance abuse include:

- **Tele-health** – Providence increased remote and out-of-clinic access to care through two tele-health pilot initiatives. We are pleased to report that one is now operational in Valdez: remote delivery of psychiatric, substance abuse and behavioral health counseling. The second - remote delivery of emergency de-escalation psychiatric consults – could be offered in Valdez if it is successful in the primary pilot location.
- **Increase provider capacity** – Providence actively maintained its ‘well-being’ plan to address the emotional needs of the mental health services providers to reduce burnout and turnover. Additionally, Providence continued to focus on attracting and retaining qualified mental health service providers in a competitive recruiting market.
- **Community education** – Providence continued to engage in community outreach and public education offerings focused on mental health issues, awareness, and available services with local employers, the University, Valdez School District and other venues in Valdez.
- **Valdez School Counseling Program** – Starting in 2016, Providence increased its visibility and connection with school-age children by collaborating with Valdez City Schools to embed counselors inside the schools. The Counseling Center’s satellite puts the services in better proximity to the mental health needs of the children of Valdez.

### Community investment funding support

Providence also provides community benefit investments to organizations already providing services in the community that address community needs. In this way, we partner with and support established services and networks rather than duplicating services. Organizations that have received community

investments and funding support from Providence to address alcohol/substance abuse include:

- **Recover Alaska** – Providence worked collaboratively with community partners to reduce harm caused by excessive alcohol consumption in Alaska. Together, we focused on systems, policy, statutory and practice changes. Providence provided community investment funding and continuing board membership and in-kind support to Recover Alaska to help the community better understand and address the growing problem of substance abuse.
- **Youth outreach** – Providence supported programs that provide outreach to engage youth in their health and well-being and support their mental wellness. During 2015 to 2016, Providence provided a total of \$40,000 in community investment funds to the following organizations:
  - Valdez Museum – Classroom teaching, home school collaborations and museum field trips bring local and regional heritage and culture to life for students of all ages.
  - Valdez Art Council - energizes the community to embrace the arts in our everyday lives. Youth benefit from year-round opportunities to experience the arts.
  - Valdez Youth Court – Peer-driven legal intervention for high-school-age offenders. High-schoolers volunteer and are introduced to concepts of the legal system that afford vulnerable youth an effective deterrent to recidivism and/or continued substance abuse.
- **Vulnerable populations** – Providence supported programs that serve vulnerable families and individuals whose lives are often affected by mental health issues and substance abuse. During 2015 to 2016, Providence provided a total of \$37,500 in community investment funds to the following organizations:
  - Bags of Love – provides handmade blankets and other personal items to displaced mothers and children seeking safety in the local shelter
  - Copper River Basin Child Advocacy Center - dedicated to providing support while improving the inter-agency response for children and families affected by child abuse
  - Advocates for Victims of Violence – advocates for the men, women, and children who are victims of abuse and sexual assault.

## Measurement

### Intermediate measures

- Goal: New services for substance abuse, behavioral health and psychiatric tele-health
  - Remote delivery of psychiatric, substance abuse and behavioral health counseling is now operational in Valdez.

### Long-range measures

- Goal: Decrease the number of people who report feeling so sad or hopeless every day for two weeks or more that they stopped doing usual activities.

Percent of people that report feeling so sad or hopeless every day for two weeks or more that they stopped doing usual activities.

- 2014 – 14 percent
  - 2017 – 17 percent
- Goal: Decreased number of Valdez youth engaged in alcohol or substance use
    - Data pending

# Resources potentially available to address significant needs identified in 2017 CHNA

This section inventories community partners that are addressing the identified needs in the CHNA. This table begins to outline our strategy of creating healthier communities together.

## CHNA

Providence and our partners cannot and should not address all of the significant community health needs independently. To bring about lasting positive change, improving community health requires collaboration across community stakeholders. There are a number of existing community resources potentially available to respond to identified community needs. For those organizations not involved in our CHNA or CHIP, we will share our findings so that they also have the benefit of the research in planning or adjusting their services.

Organization or program	Description	Associated Community Need
<b>Providence Valdez Medical Center</b>	<ul style="list-style-type: none"> <li>• 24-hour Emergency Services</li> <li>• 11 acute care and 10 long-term care beds</li> <li>• Obstetrical services, anesthesia, labor &amp; delivery, post-partum care</li> <li>• Laboratory - CLIA-certified</li> <li>• Imaging services to include MRI, ultrasound, CAT scan, and bone densitometry</li> <li>• Physical, Occupational and Speech Therapy</li> <li>• Stress testing</li> <li>• General medical care</li> <li>• Endoscopy and minor surgical services</li> <li>• Sleep disorder studies</li> <li>• Specialty Physician Clinics</li> </ul>	<ul style="list-style-type: none"> <li>• Mental Health/Substance Abuse</li> <li>• Local Healthcare Provider Workforce</li> <li>• Access to Specialty Care</li> <li>• Healthy Lifestyle / Chronic Disease</li> </ul>
<b>Providence Valdez Counselling Center</b>	<ul style="list-style-type: none"> <li>• Individual and Group Therapy</li> <li>• Psychiatric Services &amp; Medication Management</li> <li>• Substance Abuse Prevention and Treatment</li> <li>• Outpatient Counseling</li> <li>• Domestic Violence Intervention &amp; Treatment</li> <li>• Anger Management</li> <li>• Case Assessments and Referrals</li> <li>• Case Management Services</li> <li>• Prime for Life Youth Group</li> <li>• Alcohol Drug Information School (ADIS) 79</li> <li>• Supervised Visitation</li> <li>• Parenting Classes</li> <li>• Couples &amp; Family Counseling</li> <li>• 24 hour Emergency Services</li> <li>• Crisis Intervention</li> <li>• Behavioral Health Disaster Response</li> <li>• Community Education and Outreach</li> </ul>	<ul style="list-style-type: none"> <li>• Mental Health/Substance Abuse</li> <li>• Local Healthcare Provider Workforce</li> </ul>

<b>Valdez Medical Clinic</b>	<ul style="list-style-type: none"> <li>• Family practice clinic</li> <li>• Medical treatment by appointment (preferred) or on walk-in basis during business hours</li> <li>• Physicians provide emergency on-call service at the hospital</li> <li>• Patient Referrals as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Mental Health/Substance Abuse</li> <li>• Local Healthcare Provider Workforce</li> <li>• Healthy Lifestyle / Chronic Disease</li> </ul>
<b>Valdez Public Health Center – State of Alaska</b>	<ul style="list-style-type: none"> <li>• Newborn baby visits and health checks</li> <li>• Weight and height checks</li> <li>• Infant and child nutritional information</li> <li>• Nutritional screening and education, obesity and healthy lifestyle</li> <li>• Breastfeeding information</li> <li>• Well-child checks and developmental screenings</li> <li>• Parenting concerns and information</li> <li>• Childhood immunizations for children from birth to 18 years</li> <li>• Infectious disease and tuberculosis screening and service</li> <li>• Domestic violence and interpersonal violence screening and referral</li> <li>• Vision screening for all ages</li> <li>• Family Planning Services or Women and Men:</li> <li>• Pap Smears, breast screening and birth control</li> <li>• Reproductive services</li> <li>• STD Screening</li> <li>• Services to children and adults sliding scale based on ability to pay</li> </ul>	<ul style="list-style-type: none"> <li>• Mental Health/Substance Abuse</li> <li>• Local Healthcare Provider Workforce</li> <li>• Healthy Lifestyle / Chronic Disease</li> </ul>
<b>Connecting Ties, Inc.</b>	<p>Provides community support and opportunities to individuals who experience a disability. Home and community-based waiver services for: children with complex conditions, Alaskans living independently and persons with developmental disabilities. Medicaid Consumer directed personal care services. Fee agent for Medicaid. Low-cost voucher for local transportation needs.</p>	<ul style="list-style-type: none"> <li>• Mental Health/Substance Abuse</li> <li>• Local Healthcare Provider Workforce</li> <li>• Healthy Lifestyle / Chronic Disease</li> </ul>
<b>Valdez Food Bank</b>	<p>Valdez Food Bank’s mission is to assist people in need and lacking sufficient nutrition through regularly scheduled distribution of basic food items. Our clients are underemployed, on disability, unemployed, or experiencing circumstances beyond control. The Valdez Food Bank also provides other types of emergency assistance such as heating, electricity, dental services, medical prescriptions and treatment. Such assistance is awarded on a case by case basis by the board and requires evidence of actual dire need. This assistance is given in the absence of other available sources</p>	<ul style="list-style-type: none"> <li>• Healthy Lifestyle / Chronic Disease</li> </ul>
<b>Sound Wellness Alliance Network (SWAN)</b>	<p>SWAN's mission is to promote health and wellness for all. In partnership with other local organizations our programming includes:</p> <ul style="list-style-type: none"> <li>• Ski for Free – Free Nordic ski checkout</li> <li>• Healthier You – A three month event engaging the community to make healthy positive change</li> <li>• Valdez Run Series – a series of 5K’s and half-marathons throughout the summer months</li> </ul>	<ul style="list-style-type: none"> <li>• Healthy Lifestyle / Chronic Disease</li> </ul>

**Frontier  
Community  
Services**

Frontier Community Services, nationally accredited through the Council on Accreditation (COA), provides independent living support to Adults with Physical and Developmental Disabilities (APDD), Children with Complex Medical Conditions (CCMC), Intellectual and Developmental Disabilities (IDD) and Alaskans Living Independently (ALI). The Home and Community Based waiver services we provide in Valdez are assisted living, respite care, nursing oversight, chore services, supported employment, day habilitation, supported living, and care coordination

- Mental Health/Substance Abuse
- Local Healthcare Provider Workforce
- Access to Specialty Care
- Healthy Lifestyle / Chronic Disease

**Arctic  
Chiropractic**

- Primary focus of neck pain, back pain, headaches, and migraines
- Chiropractic adjustments
- Massage therapy
- Vibration therapy
- EMS therapy
- DOT and Sports Physicals

- Local Healthcare Provider Workforce
- Healthy Lifestyle / Chronic Disease

**PWSCC Health &  
Fitness Center**

Full gym, including weight room, cardio floor, exercise classes, showers, and towel service. Home of the Ski for Free program: Free access to Nordic ski equipment (skis, boots, poles), snowshoes, GPS units, headlamps, gaiters- membership not required for this access

- Healthy Lifestyle / Chronic Disease

# 2017 Valdez CHNA approval

This Valdez community health needs assessment was adopted on Oct. 17, 2017, by the Providence Health & Services Alaska Community Ministry Board. The final report was made widely available<sup>1</sup> by Dec. 31, 2017



Bruce Lamoureux  
Senior Vice President  
Chief Executive, Alaska Region



Sarah Barton  
Chair  
Providence Health & Services Alaska Community Ministry Board



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Request a copy, provide comments or view electronic copies of current and previous community health needs assessments: <http://alaska.providence.org/about-us/community-health-needs-assessments>

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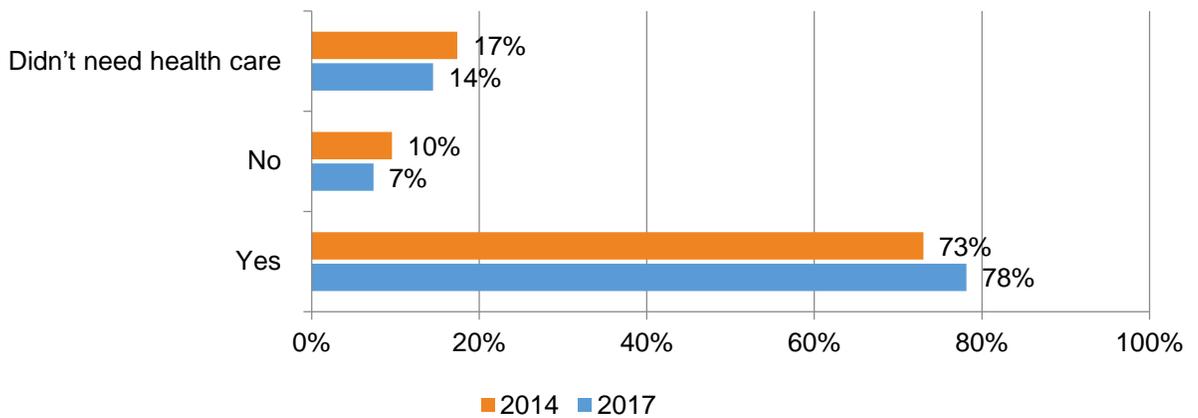
<sup>1</sup> Per § 1.501(r)-3 IRS Requirements

# Appendix 1

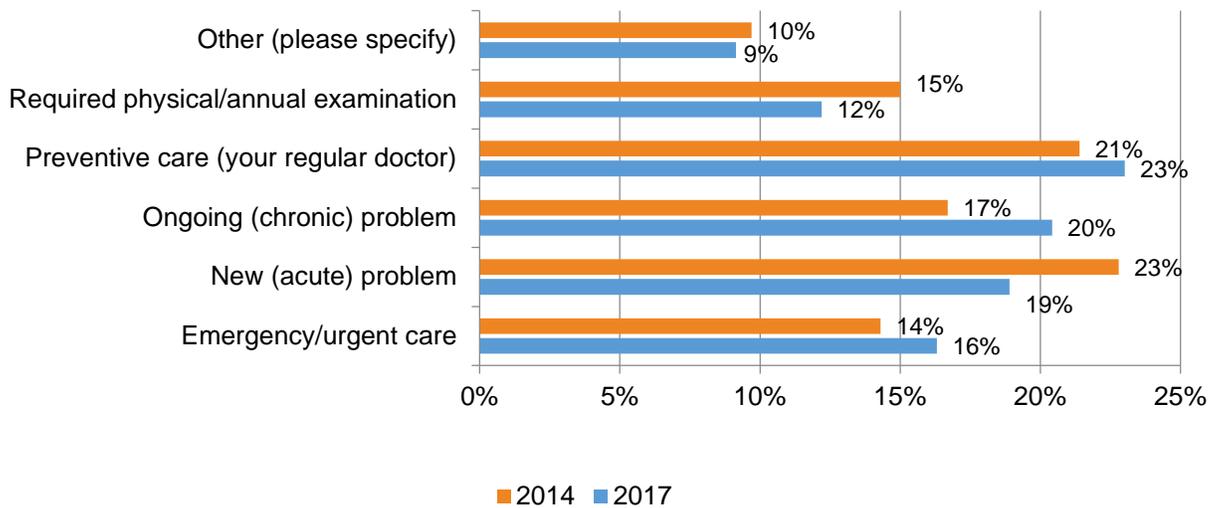
Valdez Health Indicator Data and Trends  
Community Health Survey Results

# Valdez Community Health Survey

## 1. Have you needed health care in the last 12 months and were you able to receive it?



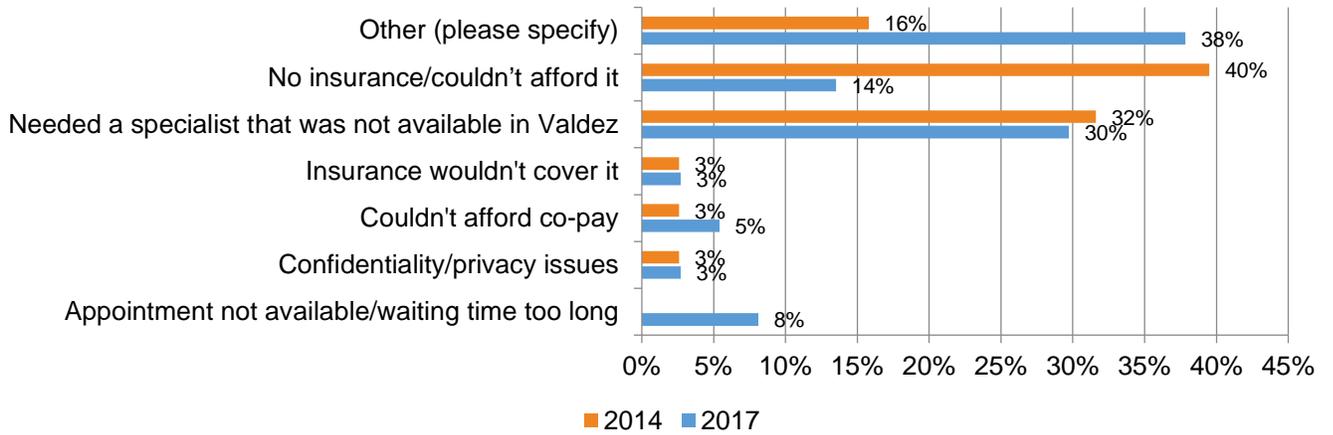
## 1a. If yes, what was the primary reason for your most recent visit? (Choose only one)



**1a. “Other” (Please Specify) responses to the question: If yes, what was the primary reason for your most recent visit?**

	#	Other:		#	Other:
1	1	Back problem	25	1	Hep C
2	1	Birth control	26	1	hurt leg
3	1	Flu/cold	27	2	Illness
4	1	Grandbaby delivery	28	1	In Anchorage
5	1	I needed a checkup. I will not use the clinic doctors so I go to Anchorage Providence. Why does Providence Valdez not give us a choice of doctors	29	1	In Anchorage - 2 months to get into local
6	1	Injury	30	1	Injured shoulder, counseling
7	1	Labor and delivery	31	1	Long term care
8	1	new chronic condition	32	1	Needed specialist that was not available in Valdez
9	1	OB	33	1	New knee
10	1	Physical therapy	34	1	pneumonia
11	1	Physical Therapy	35	3	Pre/Post-partum care
12	4	PT (2 'PT' previously reflected)	36	1	Pre-op
13	8	Pregnancy	37	1	Removal of stitches 10 days after Dermatologist removed moles.
14	1	Allergies	38	1	Self blood-draw
15	1	Appointment not available/waiting time too long	39	1	Shoulder replacement
16	1	baby	40	1	Sick
17	1	Breathing difficulty	41	1	Sinus infection
18	1	Broken bone	42	1	Substance abuse treatment
19	1	Clinic	43	1	Surgery
20	1	Day clinic closed, not emergency	44	1	Surgery - foot and hernia
21	2	Dental	45	1	Therapy - Speech & OT/PT
22	1	Depo shot	46	1	thyroid cancer follow ups
23	2	Didn't need health care	47	1	Vaccination
24	1	Had to go to Anchorage - personal choice		62	<b>Total 'Other' Comments</b>

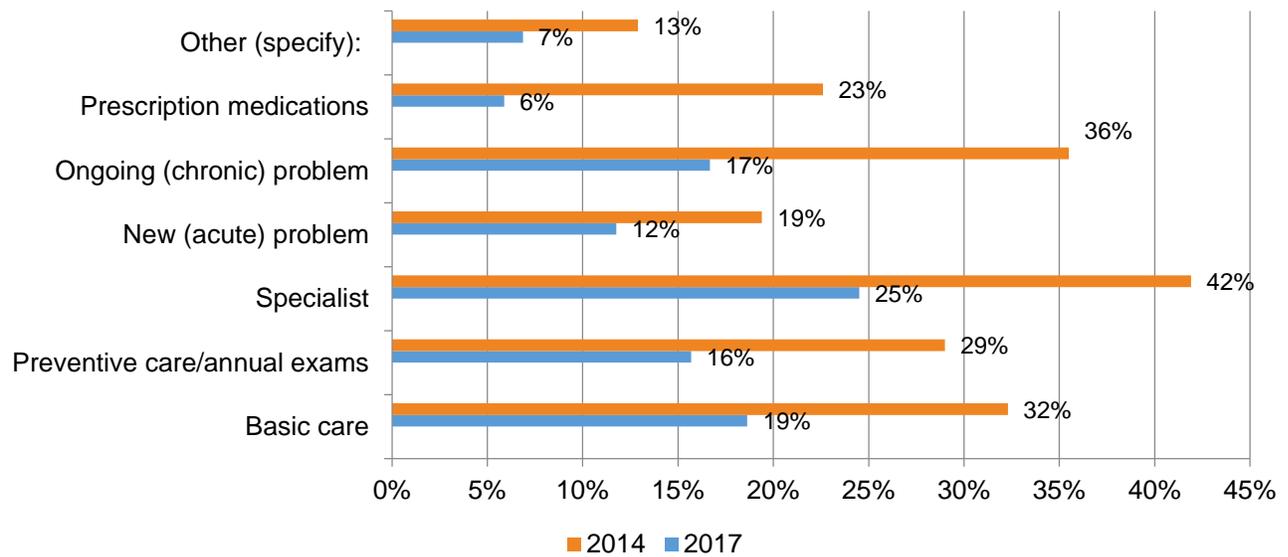
### 1b. If no, why couldn't you receive it?



### 1b. "Other" (Please Specify) responses to the question: If no, why couldn't you receive it?

	#	Other:
1	1	Didn't need it.
2	1	my doctors are in Anchorage
3	1	Told by local clinic it would be six to eight weeks to get a physical
4	1	Providence medical needs their own doctors. I will not use doctor _____
5	1	Didn't need any medical care
6	1	Regular doctor in Anchorage
7	1	Other (specify): VA
8	1	No choice of doctors
9	1	Wanted but couldn't find same gender provider
10	1	Received, but can't afford
11	1	gyno
12	1	Podiatrist
13	2	Ophthalmologist
14	2	Out of town
15	1	Surgeon
16	3	Didn't need healthcare
17	1	Other
18	1	Valdez native Tribe
19	1	Clinic left me - never saw MD. Needed employment physical
20	1	Urologist
21	1	Orthopedic, pain, rheumatology
22	1	Refused Service
23	1	Knowledgeable doctor
24	1	Asthma
	<b>28</b>	<b>Total 'Other' Comments</b>

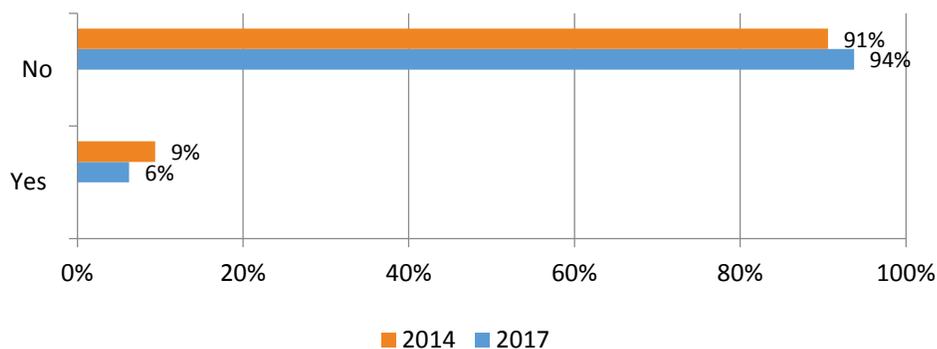
**1c. If no, what type of health care did you go without? (Choose all that apply)**



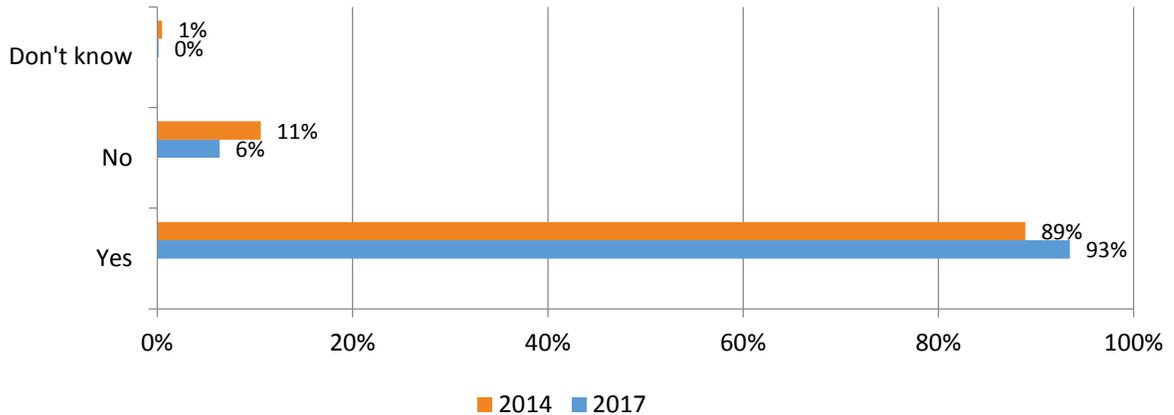
**1C. "Other" (Please Specify) responses to the question: If no, what type of health care did you go without?**

#	Other:
1	Expert Prenatal Advice regarding IUD placement
2	No ongoing problems at this time
3	Cancer screening, dermatologist
4	Employment physical
5	None
6	Physical Therapy
7	Other
7	<b>Total 'Other' Comments</b>

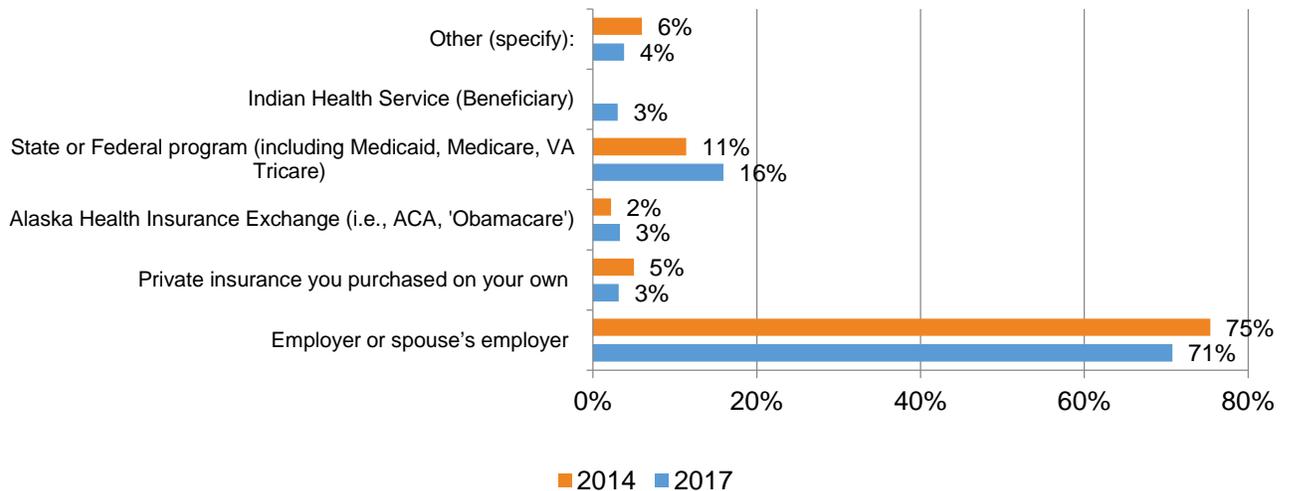
**2. Do you use the emergency room for your main source of health care? This would be for illness as well as for emergencies.**



### 3. Do you have health insurance?



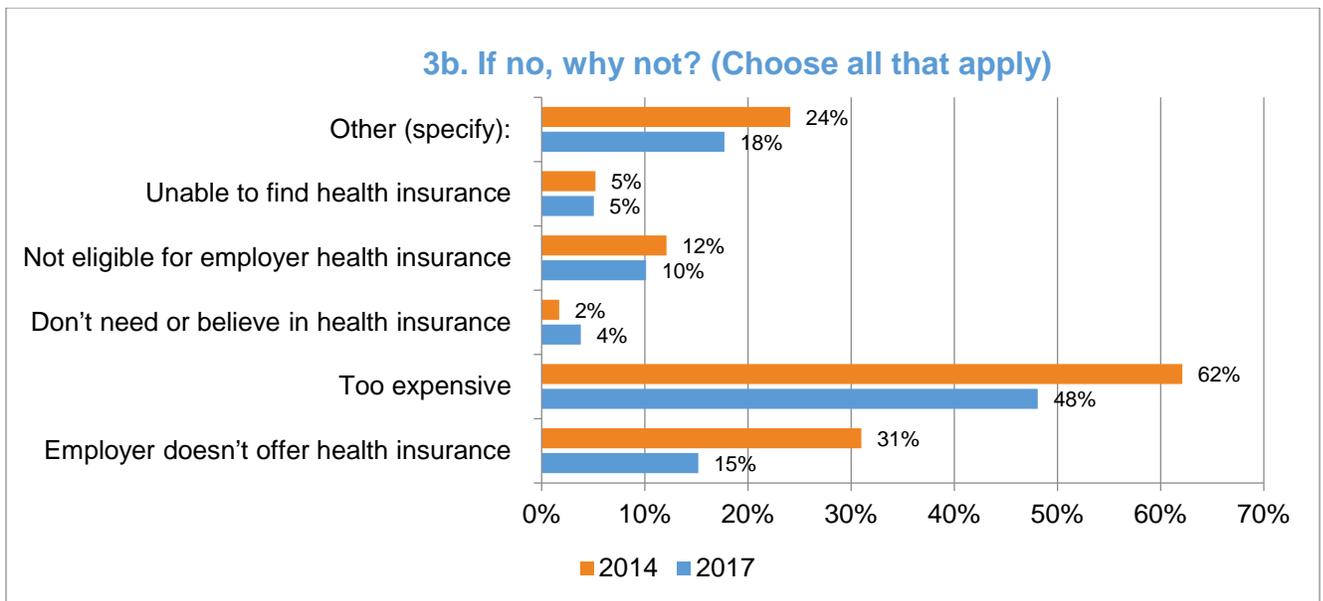
### 3a. If yes, where do you get your health insurance?



### 3a. "Other" (Please Specify) responses to the question: If yes, where do you get your health insurance?

#	Other:
1	Employer and VA
2	PERS
3	VNT and on parents until 26
4	Parents/Parent's Employer
5	Aetna
6	Aetna (state retired)
7	Alaska Native
8	Blue Cross
9	Dad's BCBS

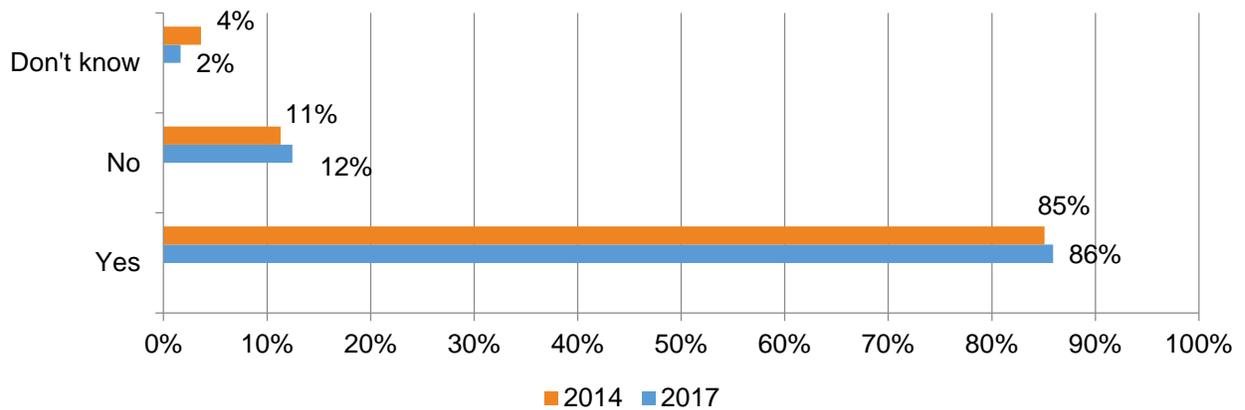
10	1	Insurance
11	1	Insurance through parents employer
12	1	Local 341
13	1	Retired IBEW - now we pay
14	3	Retirement
15	1	Union
16	2	UNT
17	1	VA
18	1	When working
29		<b>Total 'Other' Comments</b>



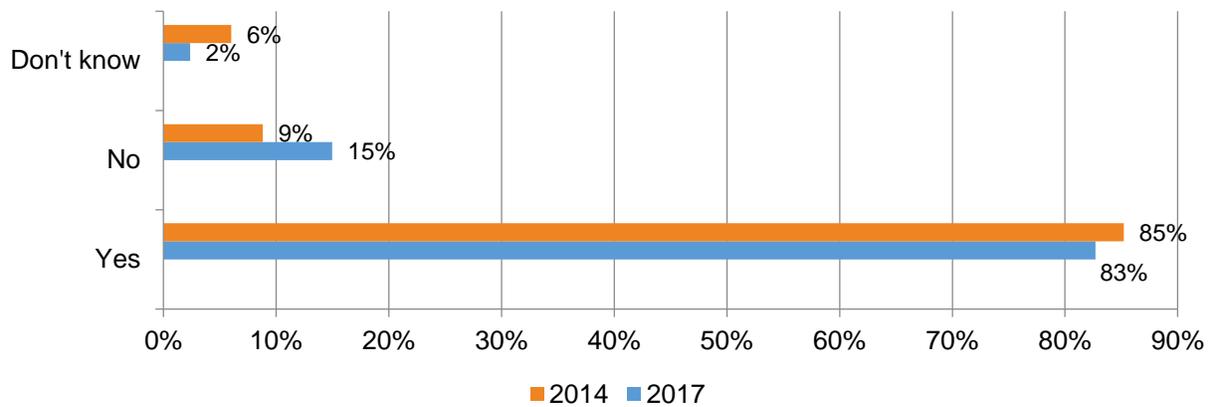
**3b. "Other" (Please Specify) responses to the question: If no why not?**

#	Other:
1	1 Self employed
2	1 Husband's employer insurance is too expensive, but our income is too high for Medicaid
3	1 In the process of trying to get health insurance
4	1 our healthcare system profits from keeping us sick, I want to participate in healthcare that encourages prevention, seeks to avoid pharmaceuticals and invasive procedures
5	1 Union
6	1 Living with family
7	2 VNT only right now
8	1 State employee
9	1 parents
10	1 Pending
11	1 AK Native
12	1 Health care plan
13	1 Incomplete application
14	<b>Total 'Other' Comments</b>

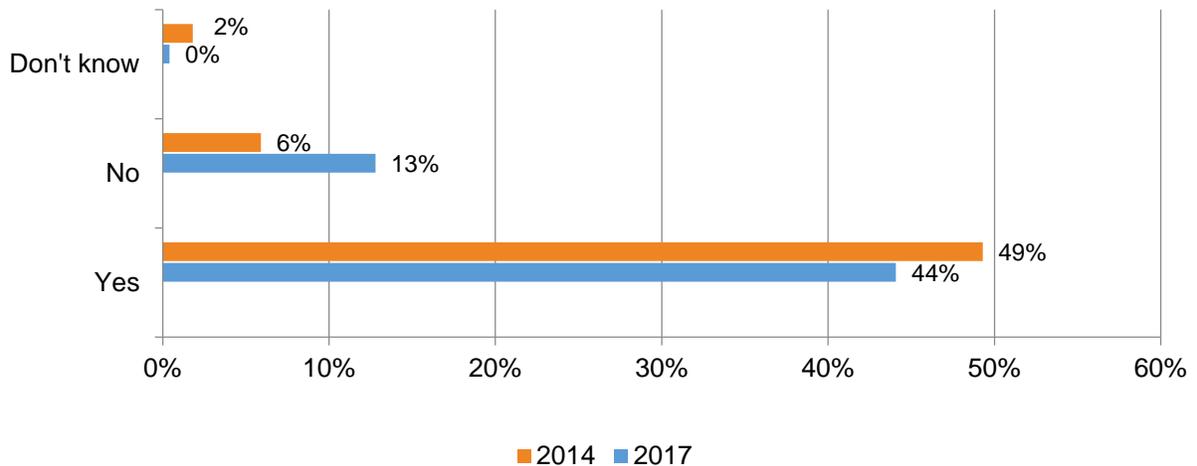
**4a. Does your health insurance cover, or do you have additional coverage for Dental Care**



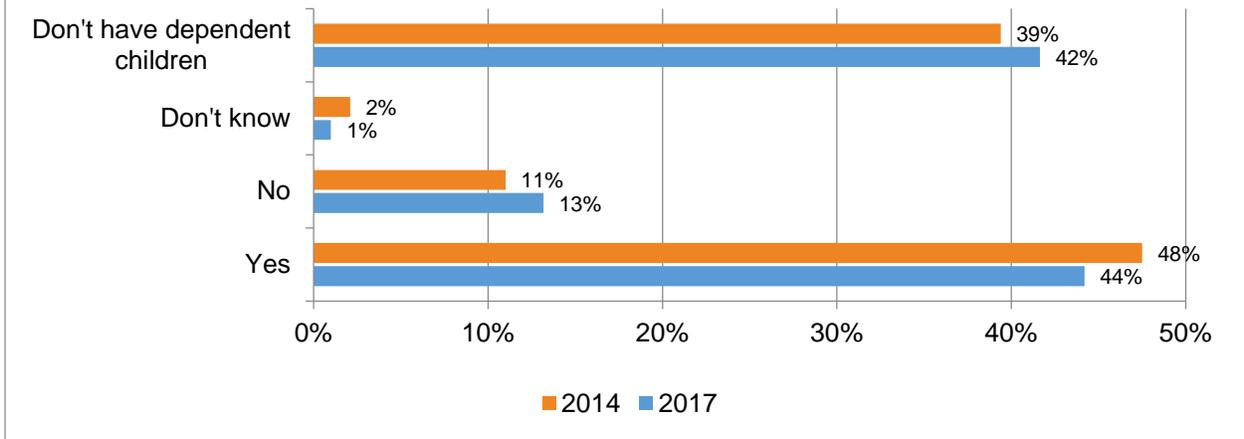
**4b. Does your health insurance cover, or do you have additional coverage vision care?**



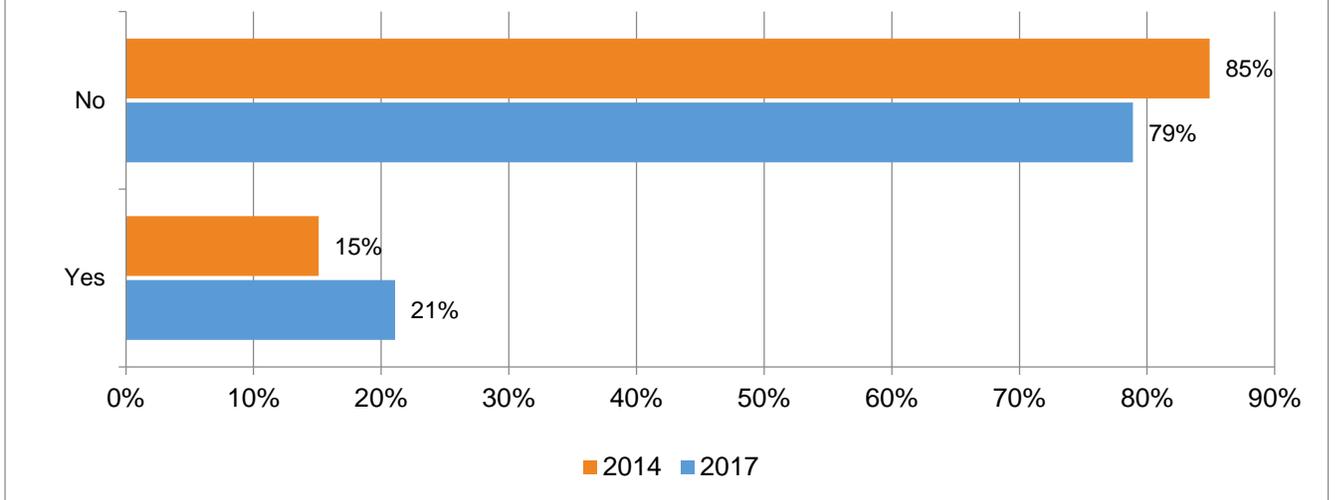
**5a. Do your dependent children have Health insurance/Denali Kidcare?**



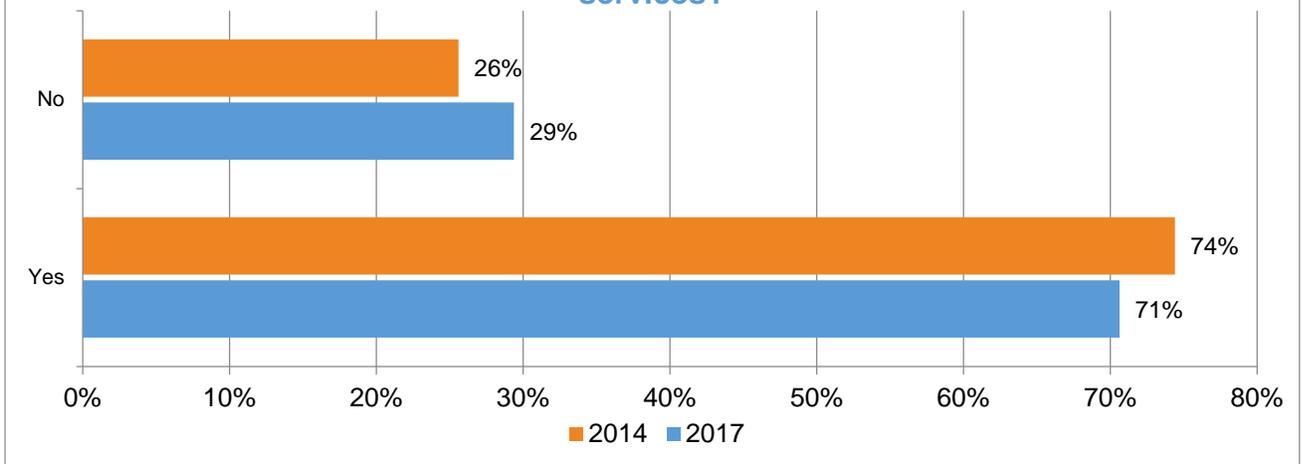
### 5b. Do your dependent children have Dental insurance?



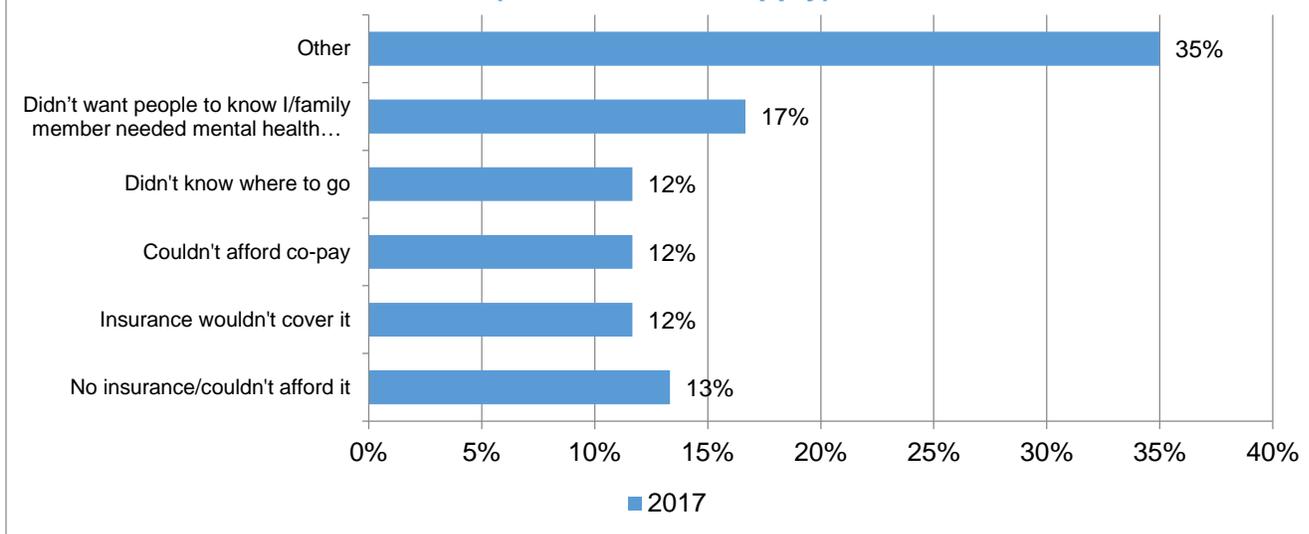
### 6. In the last 12 months, have you or a family member needed mental health services (counseling or other help)?



### 6a. If yes, were you able to receive the needed mental health services?



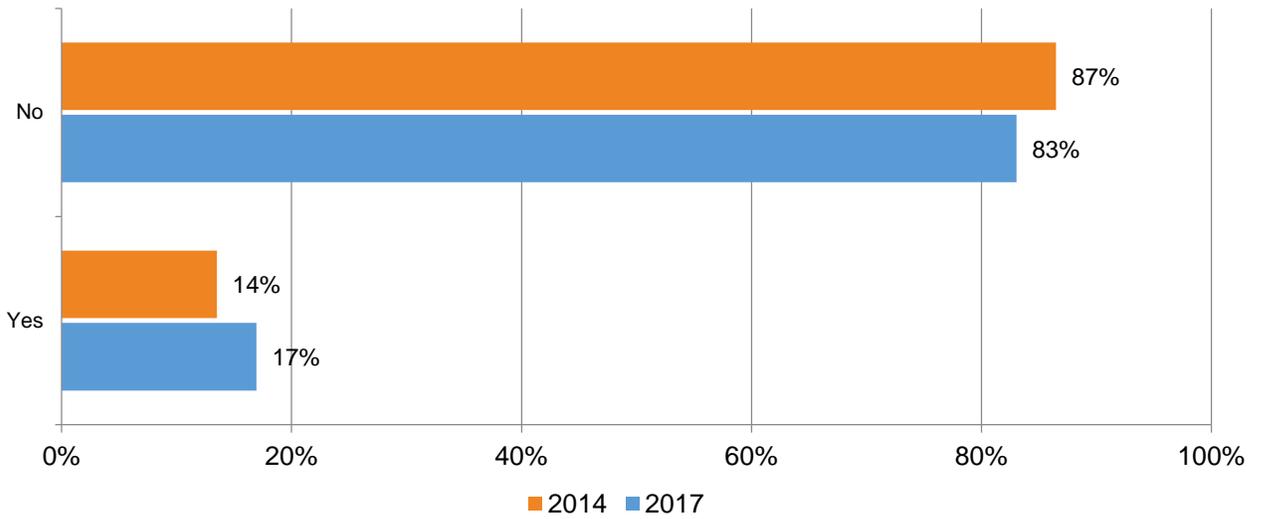
**6b. If no, why couldn't you receive needed mental health services?  
(Choose all that apply)**



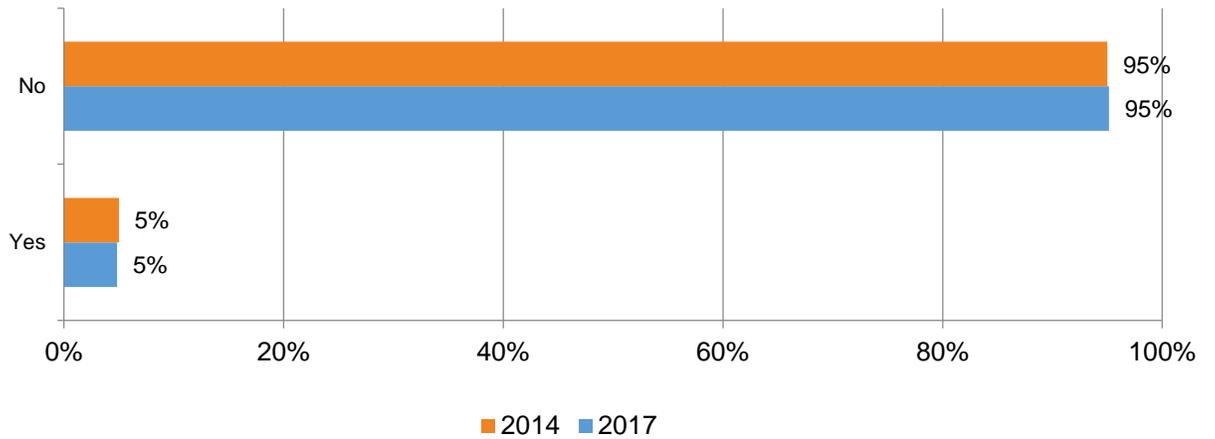
**6b. "Other" (Please Specify) responses to the question: If no, why couldn't you receive needed mental health services?**

	#	Other:
1	1	Didn't want to work with local me talk health professionals
2	1	have not made an appointment yet
3	1	Availability/time of day
4	1	Limited choice of psychologist in Valdez.
5	1	Providence Valdez Counselling Center (PVCC) has been such a rotating crew of people that I didn't want to start end therapy with a different therapist.
6	1	Don't want to pay for it and don't know who would be good
7	1	wait time too long for appointment
8	7	Services not available in Valdez
9	1	didn't know if I would get help I needed
10	1	too sick to go in
11	1	didn't need
12	1	Grief counseling too expensive
13	1	In Seattle
14	1	Moved to Oregon to receive intensive care (daily)
15	1	Pending
	<b>21</b>	<b>Total 'Other' Comments</b>

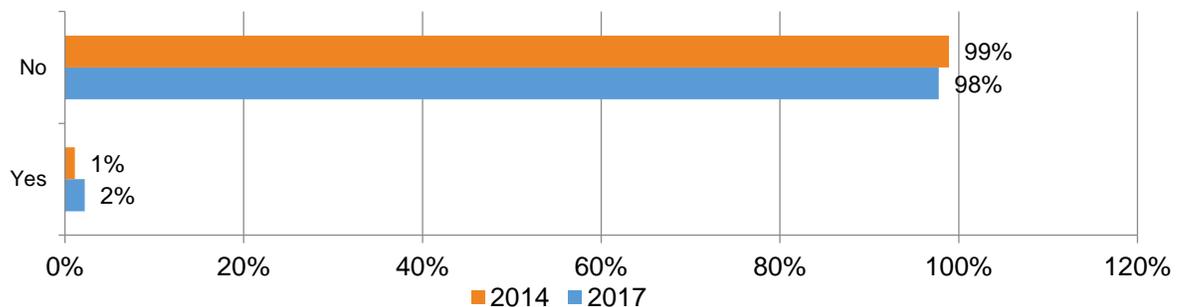
**7. During the past 12 months, did you ever feel so sad or hopeless almost every day for two weeks**

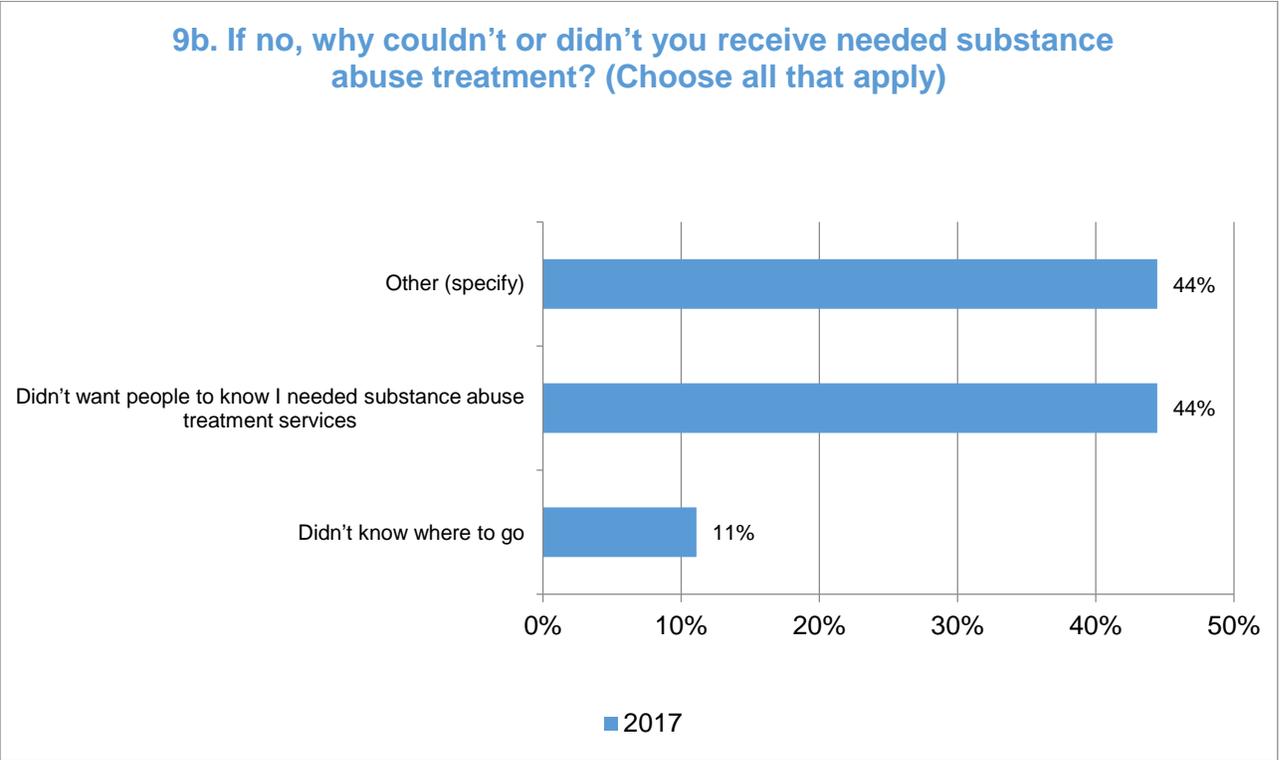
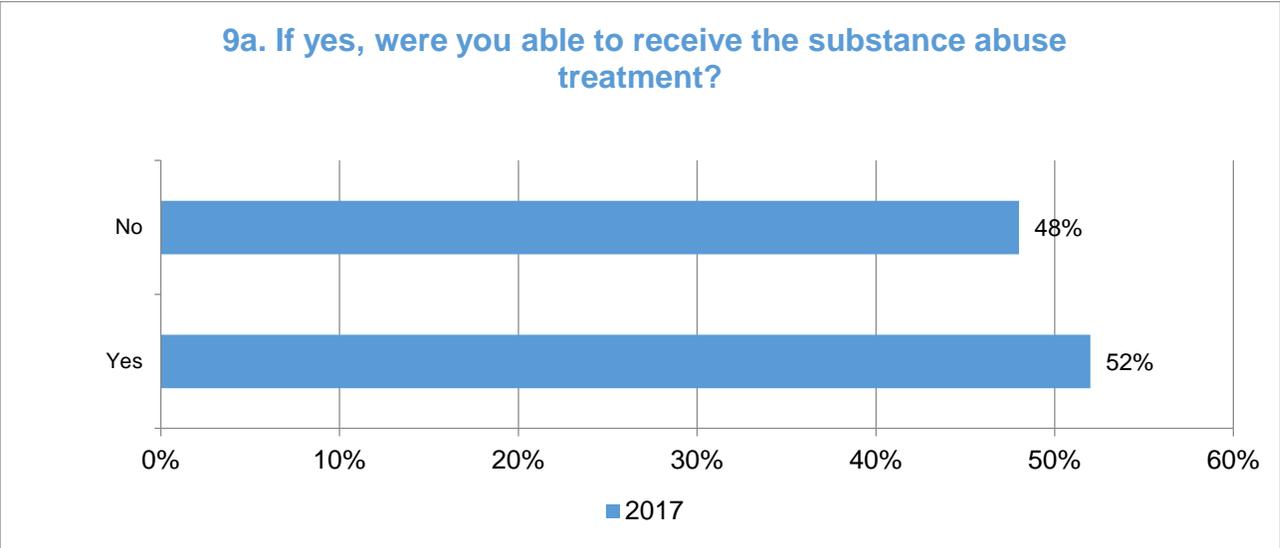


**8. Have you thought about committing suicide at any time in the past 12 months?**



**9. In the last 12 months, have you needed or tried to get substance abuse treatment?**

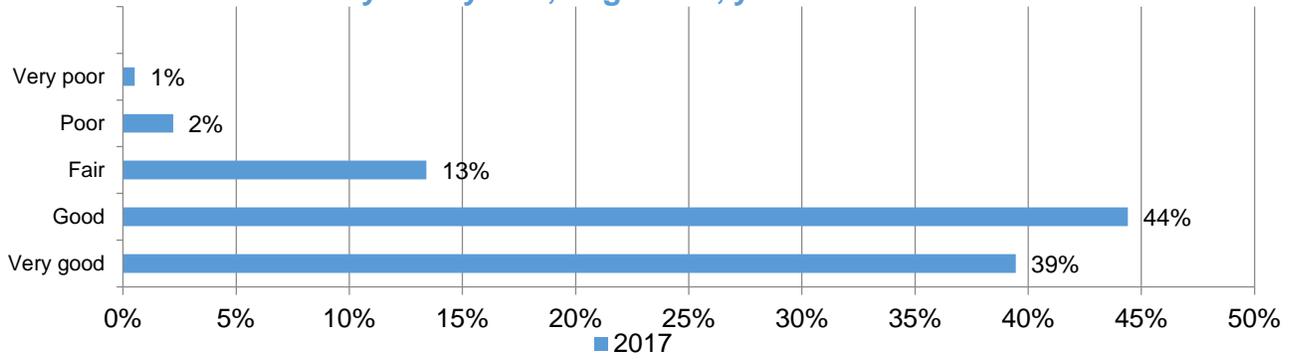




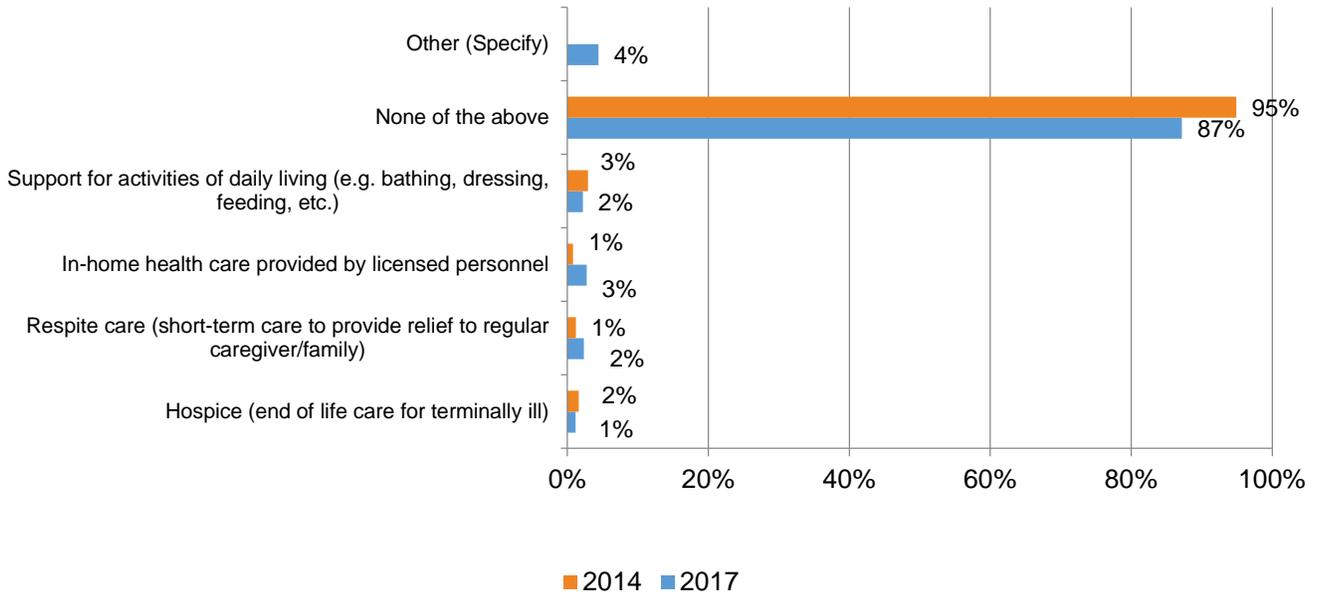
**9b. "Other" (Please Specify) responses to the question: If no, why couldn't you receive needed substance abuse treatment?**

#	Other:
1	Treatment was for son - Long wait list - 6 months
2	I'm an alcoholic
3	No believe
4	Other
<b>4</b>	<b>Total 'Other' Comments</b>

**10. Would you say that, in general, your mental health is:**



**11. Mark any services below that you or a member of your household needed in Valdez during the last 12 months:**

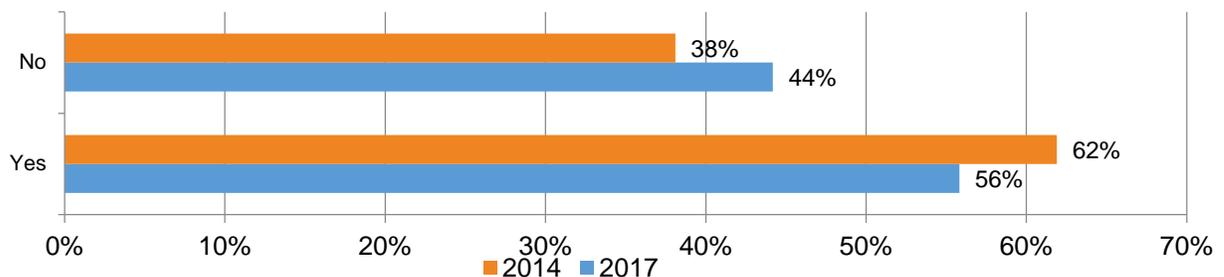


**11. “Other” (Please Specify) responses to the question: Mark any services below that you or a member of your household needed in Valdez during the last 12 months**

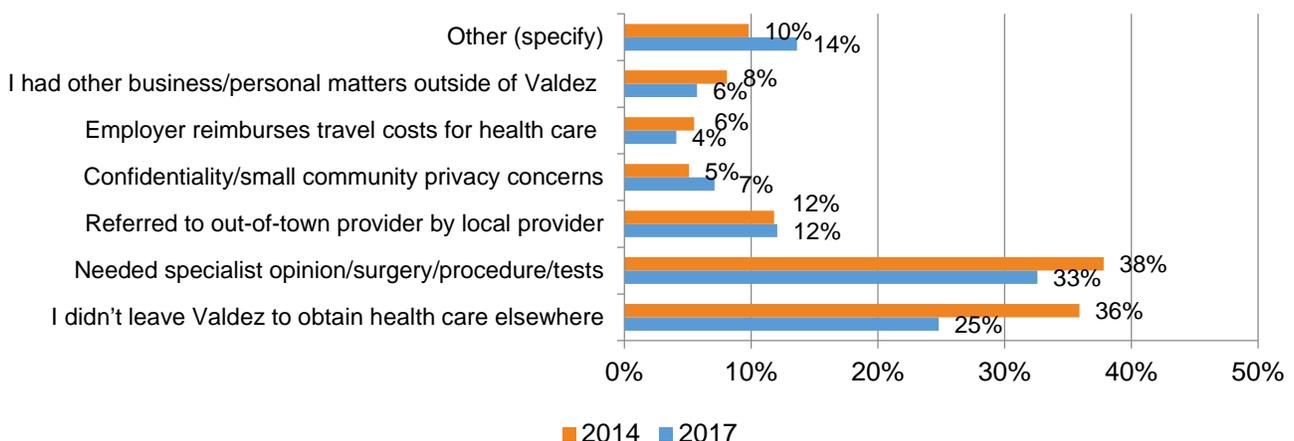
#	Other:
1	1 ACL replacement, Orthopedic surgery.
2	1 Physical therapy
3	1 PCA Provider
4	1 Heart acting up, bp going high
5	1 Needed a real doctor had to go to Anchorage
6	1 Counseling
7	1 maternity
8	1 ED, Counseling, Physical Therapy
9	2 Not avail. In Valdez

10	1	cooking and cleaning
11	1	Mental
12	1	Rehab
13	1	Moved to Oregon to get needed care
14	1	Other
15	1	MRI, Counseling
16	1	See Survey
17	1	Daily administration of meds - mental illness
18	1	Employment physical
19	1	Mental
20	1	Not a Valdez resident
21	1	Burn care
22	1	Eye (cataract) surgery
23	1	Medical equipment for disability assistance
24	1	Dehydration Issues
25	1	Insulin
26	1	Specialty services
27	1	X-ray, MRI
28		<b>Total 'Other' Comments</b>

**11a. Were you or a member of your household able to receive the needed services?**



**12. In the last 12 months, if you left Valdez to obtain health care elsewhere was it because: (Choose all that apply)**

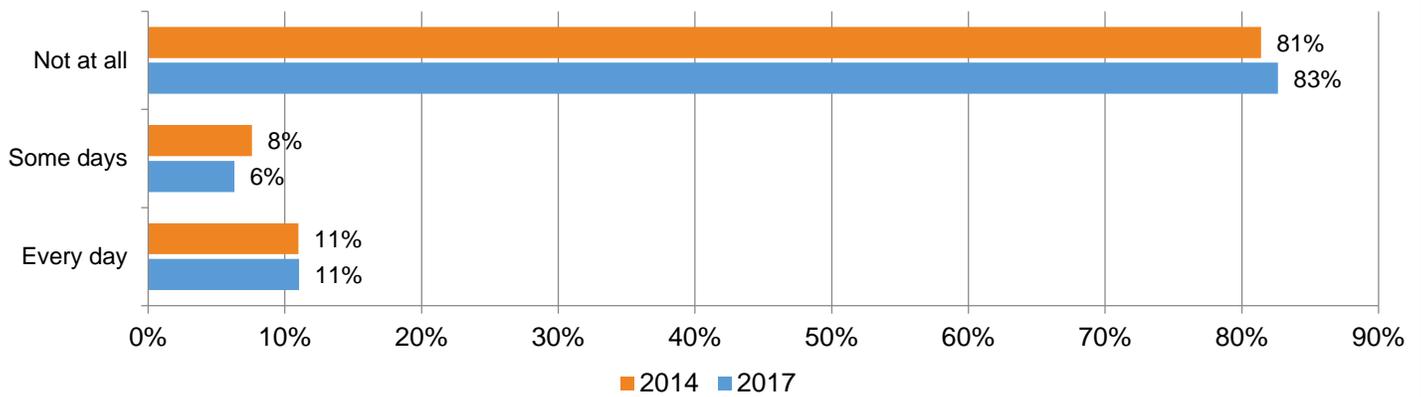


**12. "Other" (Please Specify) responses to the question: In the last 12 months, if you left Valdez to obtain health care elsewhere was it because:**

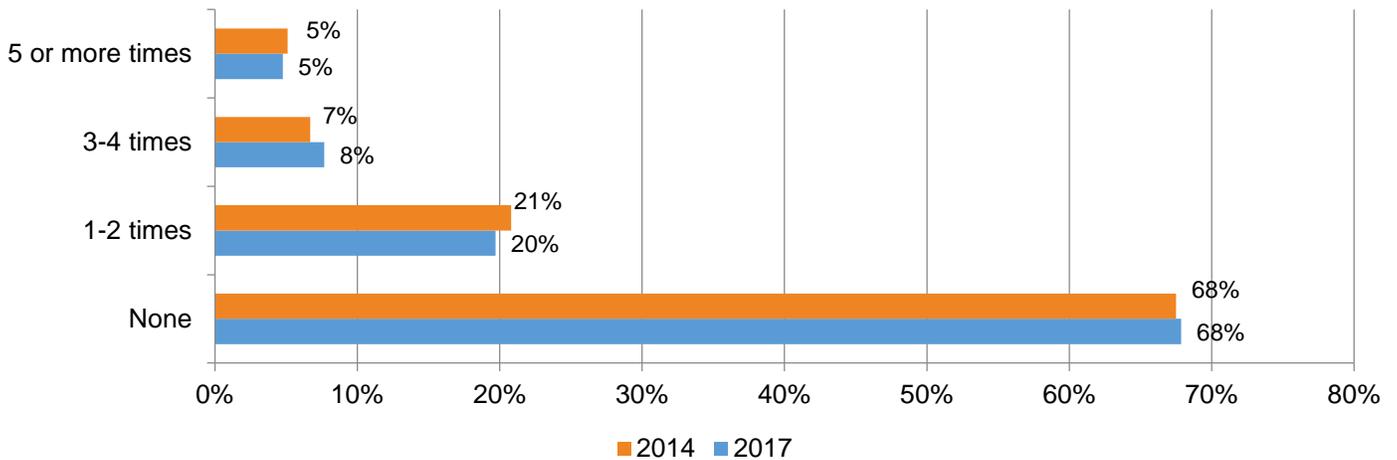
	#	Other:		#	Other:
1	1	Residing in Fairbanks for College.	25	1	dental and eye in Anchorage
2	1	I prefer a more natural approach to my health, so I use a holistic doctor.	26	1	Valdez has amazing health care.
3	1	Wanted a different primary care physician than what is offered	27	1	Took too long to get in to get appointment here
4	1	VA	28	1	needed pediatric dental services with full anesthesia
5	1	I have also gone out of town before because the Clinic has way too long of a wait. It is ridiculous!	29	1	Kept my PCP from when I lived in Anchorage
6	1	My experience with my OB-GYN was easy better in Anchorage	30	1	choice of doctor
7	1	I haven't had the need to	31	1	Prefer anchorage provider
8	1	I get my eye exams in anchorage	32	1	Feel uncomfortable/insecure receiving healthcare from local provider
9	1	Better dentist and eye doctor in Anchorage	33	1	Doctors at the clinic routinely fail to correctly diagnose and treat serious health issues.
10	1	Like some of my doctors in Anchorage and Eagle River	34	1	Also lived in different state for part of the year
11	1	Lack of faith and trust in local doctors based on experience	35	2	ANMC
12	1	Unable to get appointment with in employment requirement	36	1	audiologist
13	1	Pre Surgery Evaluations	37	1	Back Surgery
14	1	No confidence in local doctors. They have miss diagnosed family members. No confidence in their care	38	1	Better insurance coverage for dental
15	1	Everything in Valdez is out of network for my insurance. I can go to Anchorage and pay very little or nothing for treatment as opposed to \$160 for a sinus infection visit.	39	1	Colonoscopy, female health; Wanted care outside of VMC, they have a revolving door. Each time I establish with provider, they move.
16	1	No confidence in doctors at this hospital	40	1	Cardiac MRI, subspecialty cardiology, breast MRI
17	1	Pediatric specific doctor	41	3	Cardiologist
18	1	I have other providers I know in other communities that I've known and like so I wait to go to them when I'm in L48	42	1	Eye md, dermatologist (cataracts); Do not like dealing with VMC Staff
19	1	Poor quality of service in Valdez, and no confidence in regards to the staff of physicians.	43	1	Cataract Extraction
20	1	I don't believe Anchorage has more competent doctors than Valdez.	44	1	Clinic incompetent
21	1	Eye doctor in anchorage	45	1	cloaral exstrophy, tethered chord
22	1	I want a choice of doctors not the ones the clinic shoves on us.	46	1	Colonoscopy, back, ms; Not comfortable with quality of providers
23	1	Will not use clinic doctors. Providence needs its own doctors.	47	1	Cancer care
24	1	already established with another doctor	48	1	Continue with previous provider

	#	Question #12 Other Continued:		#	Other:
49	1	c-section/breech	87	1	Endocrinologist
50	1	Daughter - neurologist	88	1	Natural path/holistic care
51	1	Dental history	89	1	Need Doctors
52	1	Dental Implant	90	1	Neurologist
53	1	Dentistry Peds	91	2	Neurosurgery
54	2	Dermatology	92	1	eye surgery
55	1	Did not feel local clinic has quality or compassionate care	93	1	No faith in VMC. Never know who you will see - don't think I get good care here.
56	1	didn't leave	94	1	Not available in Valdez
57	1	Missed Diagnosis - ended up in Anchorage then Seattle for care. Told if it had been caught sooner, no need to hospitalization	95	1	Nurses in hospital are rude and some PAs in the clinic act like they don't have time or don't care
58	3	ENT	96	1	Oncology (MOHS Surgery)
59	1	Orthodontics	97	1	ongoing service from long term/previous provider
60	1	Everyone talks about each other's health	98	3	Optometry
61	1	Eye exam & Dermatology appointment	99	2	Orthopedic
62	1	eyes, heart	100	1	Orthopedic-Internal Poor quality local providers
63	1	Family meet	101	1	Orthopedic surgeon/Hearing services
64	1	GI, Dermatology, Allergist	102	3	Other
65	1	gynecology & internal medicine	103	1	Pediatric gastroenterologist
66	1	Hand surgery	104	1	Pediatric Nurse @ Providence Anchorage
67	1	heart institute - prov	105	1	Pediatric Pulmonology
68	1	Heart Institute care	106	1	Prefer out of town providers
69	1	Heart/Stroke	107	1	Preferred eye doctor in Anchorage
70	1	hip	108	1	Preferred specialist care
71	1	ICU in Anchorage, AK	109	1	Refractive eye surgery
72	1	IHS Dental	110	1	Rheumatologist
73	2	infertility	111	1	Seattle/ANC
74	1	Internal Med/Brain dr.	112	1	See survey!!
75	1	It was too expensive	113	1	Shoulder replacement
76	1	Kawaski Disease	114	1	Sleep apnea specialist
77	1	Kidney specialist/urologist	115	1	Sleep clinic
78	1	Knee replacement	116	1	Special needs assessment/ neurophysiology
79	1	knee surgery	117	5	Surgery/Surgeon
80	1	Lab	118	1	Too costly here in Valdez, even with insurance
81	1	Like & trust my doctors in Anchorage & Eagle River	119	1	Too hard to stay in hotels in Anchorage/Stayed with family in Idaho
82	1	Live in X	120	1	Trust
83	1	Lived in Anchorage	121	3	Urologist
84	1	Lived in Fairbanks during school year	122	1	Vision
85	1	mammogram-can't use one that comes here	124	1	was already there
86	1	Medicine	125	1	We need a choice of doctors
				143	Total

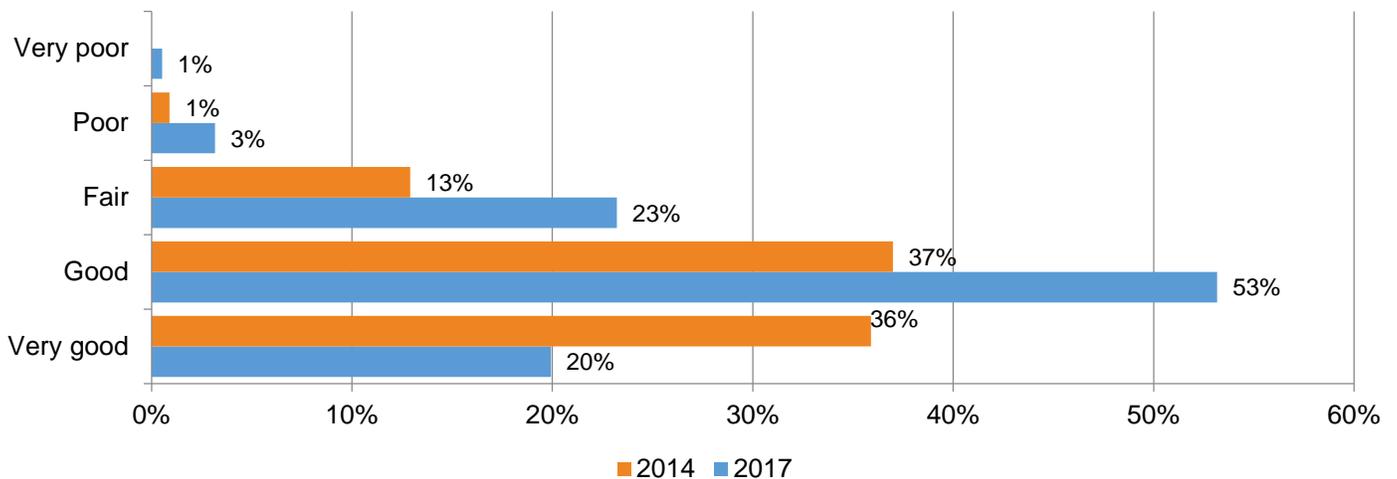
**13. Do you smoke tobacco products, e-cigarettes or use smokeless tobacco?**



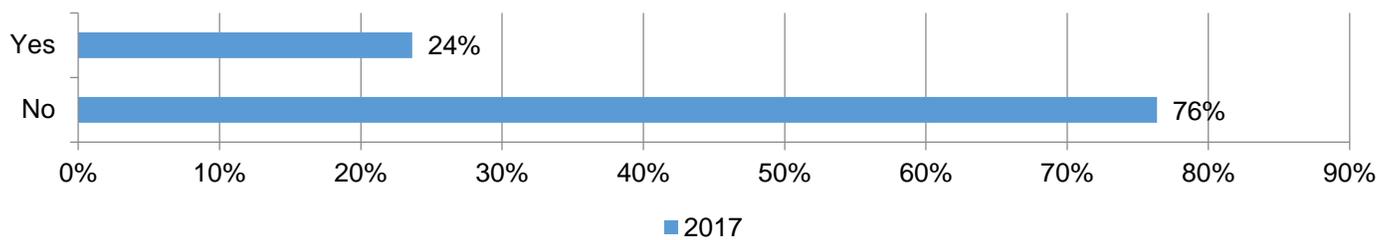
**14. Considering all types of alcoholic beverages, during the past 30 days about how many times did you have 5 or more drinks on an occasion?**



**15. Would you say that, in general, your physical health is:**



**16. Do you have any chronic diseases (e.g. congestive heart failure, diabetes, asthma, etc.)?**

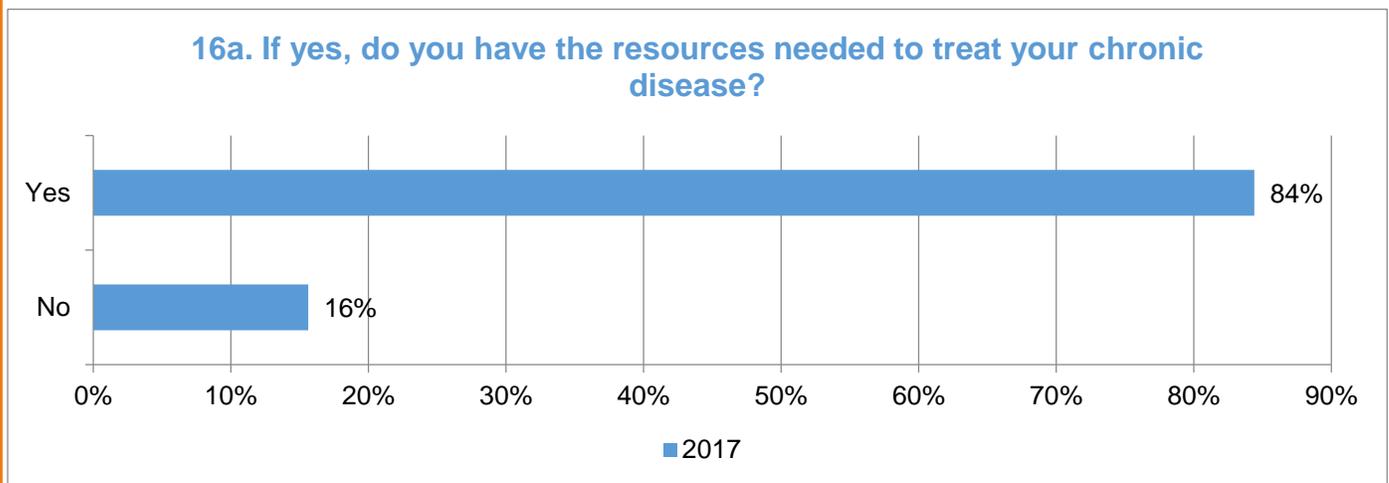


**16. “Other” (Please Specify) responses to the question: Do you have any chronic diseases (e.g. congestive heart failure, diabetes, asthma, etc.)?**

	#	Other:		#	Other:
1	1	Allergies that throw thyroid out of whack	23	3	hypothyroidism
2	1	Asthma but other problems with joint pain	24	3	RA
3	1	Asthma high blood pressure	25	2	Sjogrens
4	1	Atrib, Leiden V	26	7	Thyroid
5	1	depression and anxiety	27	1	anemic
6	1	Diabetes, high blood pressure, thyroid	28	1	Asthma & Herpes
7	2	Endometriosis	29	1	Back pain
8	1	Diabetes, hyperthyroidism	30	1	Bladder cancer stage .9A
9	1	Heart issues had heart attack 7 months ago...chronic back problems. 7 back surgeries in last 6 1/2 years. Botched have nerve damage now have neuropathy bad in both legs and feet	31	2	Blood disorder
10	2	Hep C	32	1	Breast cancer
11	1	I go to Providence in Anchorage to be treated. Providence needs its own doctors	33	1	Bronchitis
12	1	Interstitial cystitis	34	1	Cancer
13	2	Kidney disease	35	1	CFS Fibro
14	1	Knee arthritis degenerative bone disease	36	1	CHF
15	1	Lupus, Sjogrens	37	1	chronic pain
16	1	Not disclosing	38	1	COPD
17	1	Papillary Thyroid Carcinoma so had my thyroid removed, husband has a new seizure disorder as well	39	1	Type 1 insulin dependent diabetes, Alpha 1 Antritrypsin Deficiency
18	1	Parkinson's	40	1	Thyroid imbalance, migraines, fatigue
19	1	Psoriasis	41	1	Traumatic brain injury
20	7	Heart disease	42	1	Several autoimmune conditions
21	12	High Blood pressure	43	3	Arthritis
22	4	Hypertension	44	23	Asthma

**16. Continued...“Other” (Please Specify) responses to the question: Do you have any chronic diseases (e.g. congestive heart failure, diabetes, asthma, etc.)?**

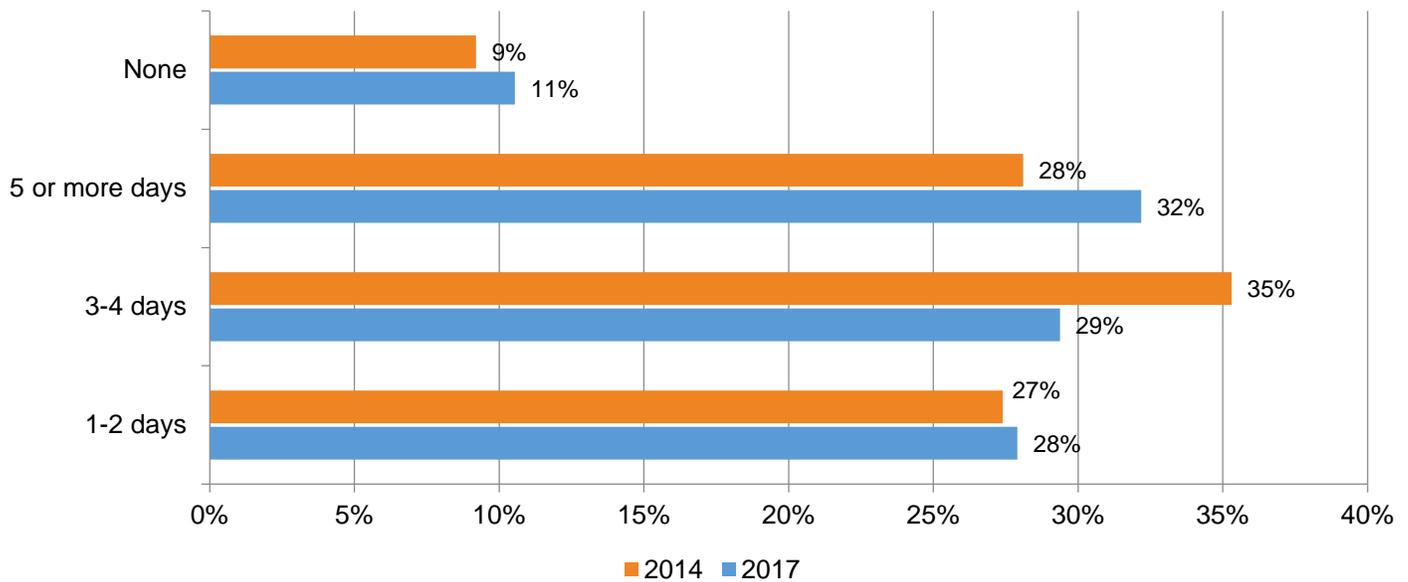
	#	Other:		#	Other:
45	2	Celiac	59	4	Lupus
46	32	Diabetes	60	1	Microcytosis
47	5	Diabetes II	61	2	Migraine/Headaches
48	2	Fibromyalgia	62	2	MS
49	1	Crohn's	63	2	No
50	1	diabetes - Adult on-set	64	3	Osteoarthritis
51	1	Diabetes, arthritis, compromised immune system	65	1	Pacemaker
52	1	Grave's disease	66	1	pre-diabetic
53	1	High Cholesterol	67	1	psoriasis,
54	1	HIV/AIDS	68	1	Psoriatic arthritis
55	1	Immune disease	69	1	Sleep apnea
56	1	Kidney stones	70	1	Stroke
57	1	liver damage from meds	71	1	Ulcerative colitis (managed)
58	1	Lots	72	4	Yes
				<b>179</b>	<b>Total</b>



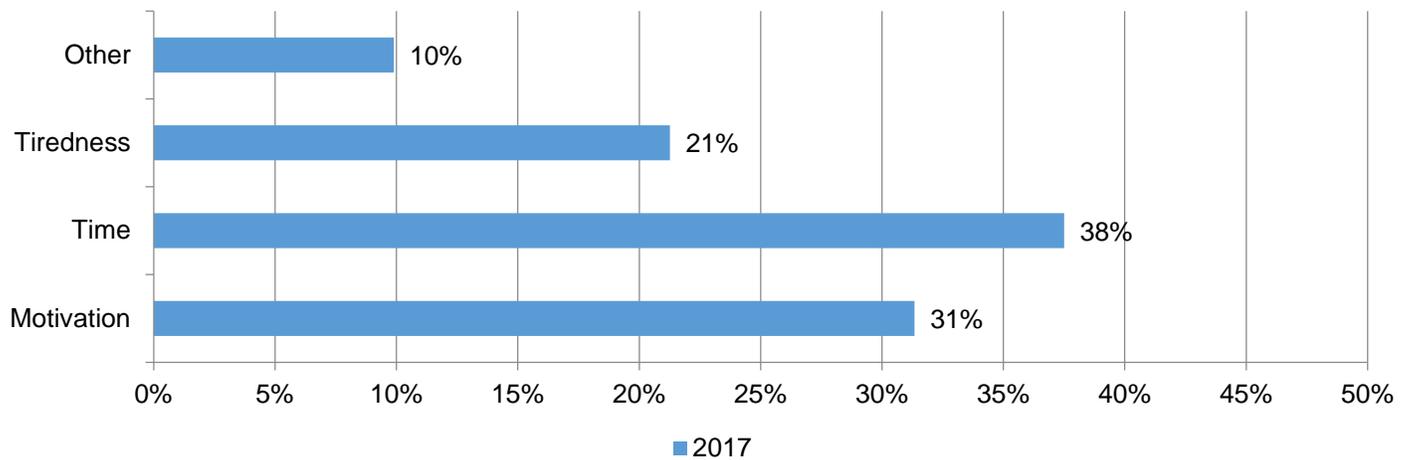
**16a. (Please Specify) responses to the question: Please specify what resources you do not have that you need to treat your chronic disease?**

	#	Other:
1	1	Cardiac specialist in Wasilla. Spinal specialist in anchorage. Valdez doesn't have health care I need
2	1	In Anchorage
3	1	Not available in Alaska
4	1	Counseling and Doctors that listen and help
5	1	Internist
6	1	The doctors here are not knowledgeable about this autoimmune disorder
7	1	Not in Valdez. Required to go to Anchorage for treatment after Dr _____ put me on wrong medication and condition worsened. Told by Anchorage doctor that 1 in 5 have the reaction and that they no longer prescribe that medication because of the reaction. Dr _____ told me to that it was not a reaction but my asthma getting worse
8	1	Need Respiratory specialist, Cardiologist
9	1	no follow-up, unable to afford inhaler
10	1	Cost to see Dr is not affordable and then the cost fill necessary rx that is prescribed is more expensive than my mortgage. Lose-lose situation. Have to choose which rx I can afford to fill, children's medications always win over mine. It's forcing me to reevaluate living here. I am a two time survivor of pulmonary embolisms and should be on blood thinners indefinitely...however, \$1800/month makes the decision for me. It's not right!
11	1	Unable to determine cause, cannot treat with no cause
12	1	My prescriptions require a specialist.
13	1	Specialist manages
14	1	don't have knowledge of the disorder
15	1	The care is not here.
16	1	Not taken seriously
17	1	Inhaler
18	1	Sometimes
19	1	out of Valdez
20	1	Not always
21	1	Specialist needed

**17. How many days per week do you engage in physical activity (such as running, walking, aerobics, etc.) for a total of 30 minutes or more?**



**17b. What are your biggest barriers to engaging in physical activity - such as running, walking, aerobics, etc.**



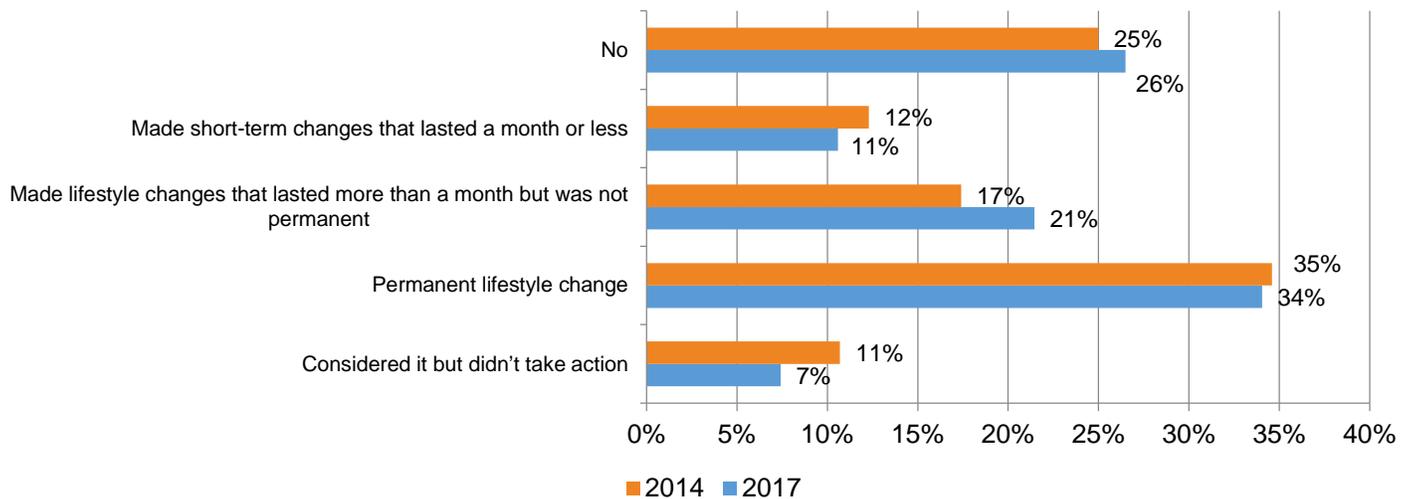
**17b. "Other" (Please Specify) responses to the question: What are your biggest barriers to engaging in physical activity - such as running, walking, aerobics, etc**

	#	Other:		#	Other:
1	1	Bad back and hip pain	32	1	Bad knee, hip, back pains
2	1	Cant afford Gym membership here.	33	1	bears
3	1	Chronic conditions prevent cardio activity	34	1	Busy
4	1	I'm a sales clerk so am on my feet walking all day. When I get home I take 2 hour nap then get up and take my dog for a couple of small walks	35	1	Chasing kids and house arrest
5	1	inability to breathe...even with oxygen therapy, and the need to lose weight	36	1	Chronic illnesses
6	1	kid occupies most all my time	37	1	chronic pain
7	1	Motivation is about equal with time as a barrier.	38	1	Cold out, makes me lazy
8	1	Outside weather	39	1	Congenital spine disorder
9	1	Pregnant at the moment so It's difficult for me to engage in regular activities.	40	1	Cost
10	1	Stress fracture in foot	41	1	Disability
11	1	There are none. Stupid question. Boy this is a loaded survey. We can only answer the way you want us to.	42	1	Fatigue from chemo
12	1	Weather depending on the day :)	43	1	Heart problem
13	1	Weather keeps me from getting outside - it's also depressing at times. I need more sunshine!	44	1	Holes in my feet
14	1	weather. i prefer outdoor recreation	45	1	Ice
15	1	Work Schedule	46	1	Including dogs
16	1	young child	47	1	Inflammation
17	2	Work	48	1	Job
18	2	Pregnancy	49	1	Knee injury
19	11	Pain	50	1	Knee surgery
20	2	Foot pain	51	1	Lack of food
21	3	Child care / Children	52	1	Lazy
22	3	injury	53	1	making time
23	4	No barriers	54	1	New knees
24	8	weather	55	1	No barriers, I'm very active
25	2	Bad knees	56	1	Old age
26	2	Depression	57	1	Opportunity
27	2	Other	58	1	Orthopedic problems - bad knees, shoulders, neck
28	2	jobs	59	1	Pain - recent surgery
29	1	Arthritis	60	1	physical fitness
30	1	Babysitter needed	61	1	Physical injuries
31	1	Back	62	1	Physical pain

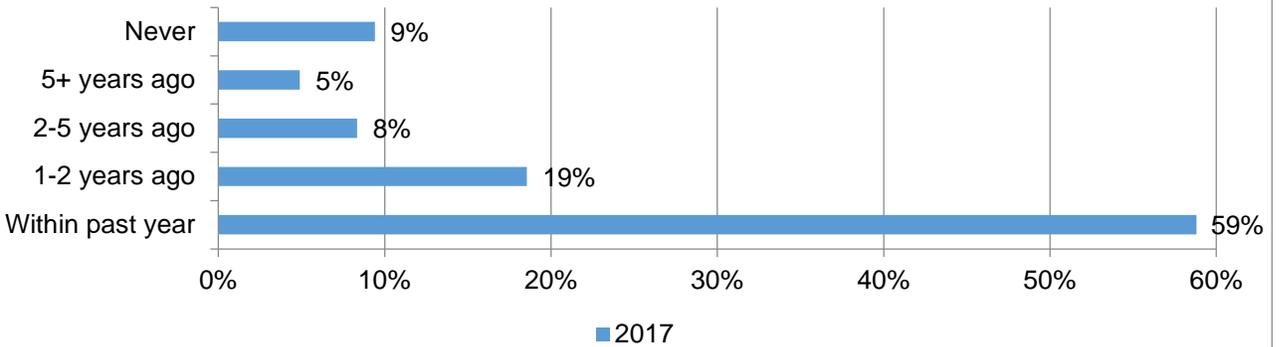
**17b. Continued... “Other” (Please Specify) responses to the question: What are your biggest barriers to engaging in physical activity - such as running, walking, aerobics, etc**

	#	Other:
63	1	Place to go
64	1	prosthetic
65	1	Schedule
66	1	Shoulder Injury
67	1	Slush/Mud
68	1	Sore knees
69	1	Soreness
70	1	Spinal Injuries
71	1	This whole survey is only asking canned questions. Why don't you ask what the people want?
72	1	Too pregnant
73	1	Weather, bears
74	1	weight
75	1	Wheelchair
76	1	Work 2 jobs
	<b>107</b>	<b>Total</b>

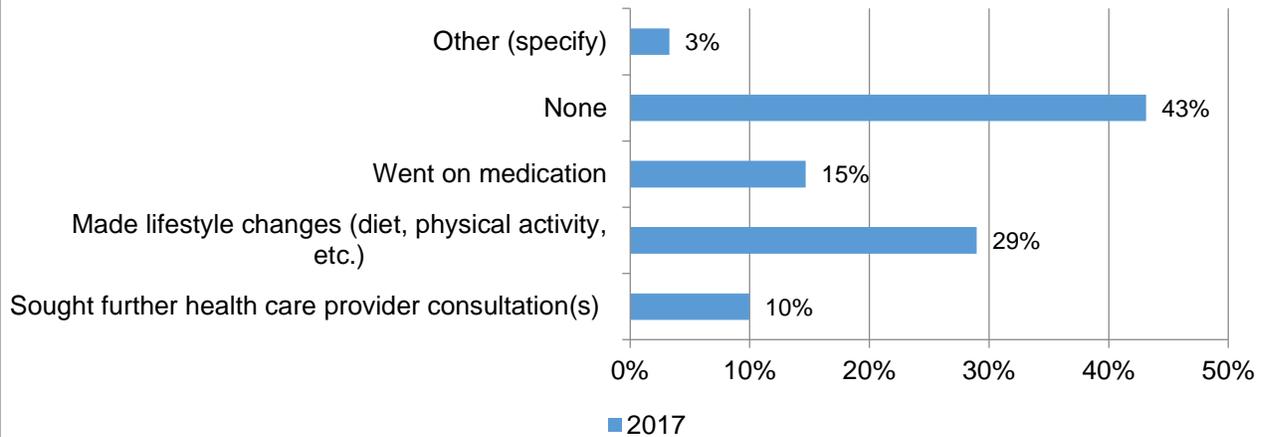
**18. Within the past year have you made a personal lifestyle change related to better health? For example, lost weight, changed diet, became more physically active, reduced stress, decreased alcohol or tobacco use.**



**19. About how long has it been since you had a conversation with your health care provider about your general health? (for non-urgent, preventive, or well-visits)**



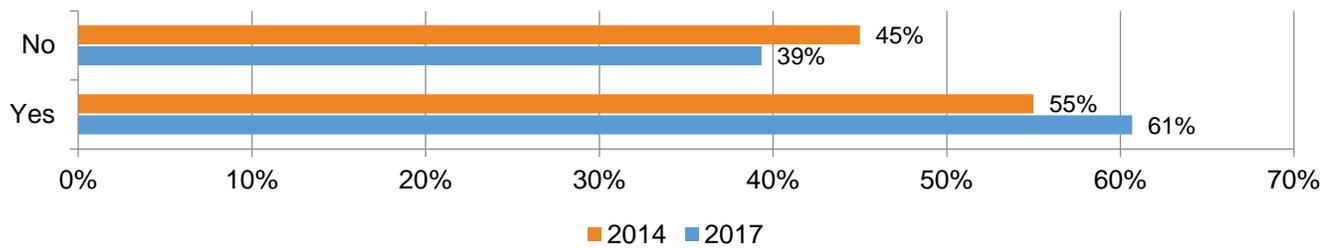
**19a. What action did you take based on the results of that conversation with your provider? (Choose all that apply)**



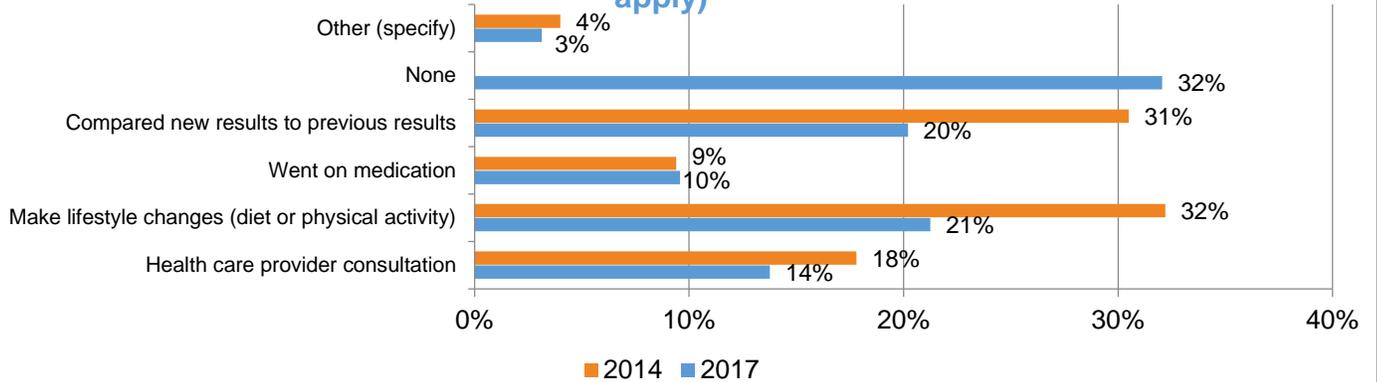
**19a. Continued... “Other” (Please Specify) responses to the question: What action did you take based on the results of that conversation with your provider?**

	#	Other:
1	1	After hip replacement which I had problems years all the doctors I went to thought all horrible chronic pain was due to spine. Rich hip was very bad. Have been on pain management. Last meeting with doctor I'm down 2cpills a day to one and depending on physical activity I take a faster acting pain pill never more than 1 or 2 per day. My doc and I discussed getting pill in smaller mg. Now take 1 pill I used to take that is half mg twice per day. Plan to wean off one then hopefully the other. Depends on neuropathy which is super painful. But my doc and I are trying to have me pill free in next couple months. She's been my rock and has made me feel good by telling me she's proud how well I've maintained my pain management and uses my story anonymous to other patients how well I've maintained pill usage and stayed basically in same dosage for 6 years.
2	1	Began to exercise more frequently but then didn't continue
3	1	I am currently seeing the doctor monthly or bi weekly for pregnancy. Not sure if that counts.
4	1	Changed some meds and pre surgery screening for Bi Pass
5	1	stayed on medication
6	1	moved to Valdez - cleaner air
7	1	Worthless woman well check, no breast examination, paps only 5 years now? Waste of my time for a thyroid check & blood pressure.
8	1	Pregnant - Had to adjust lifestyle significantly
9	1	N/a
10	1	Received confirmation that i am doing all the right things
11	1	Colonoscopy
12	1	My lifestyle changes were unrelated to my doctor visit but for the purpose of preventative care
13	1	Gyn/Cancer
14	1	Went to Anchorage
15	1	IDK
16	1	Can't do anything as good as it gets
17	1	Con't my activities
18	1	Had partial hysterectomy
19	1	General questions
20	1	Lost 30+ pounds
21	1	Awaiting consult
22	1	No help
23	1	Follow up specific exam/blood test
24	1	Temporarily
25	1	Sleep apnea, go to a specialist
	<b>25</b>	<b>Total</b>

**20. Have you had health screening completed in the past year (e.g. cholesterol, blood glucose, height/weight, mammogram, etc.)?**



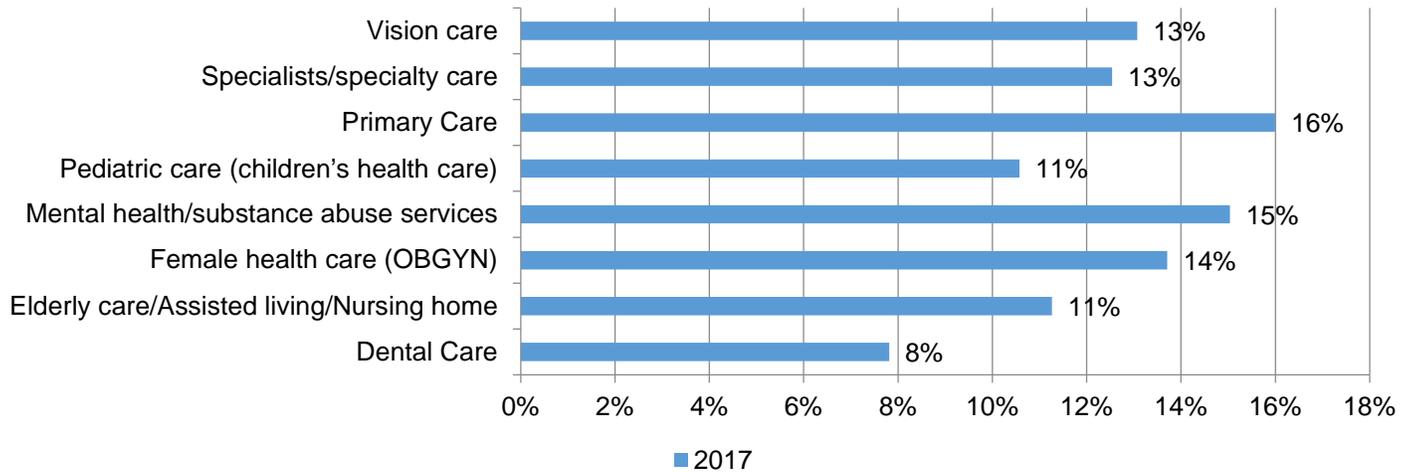
**20a. Did you take further action based on the results? (Choose all that apply)**



**20a. "Other" (Please Specify) responses: Did you take further action based on the results?**

#	Other:
1	working towards bypass surgery
2	In anchorage
3	no changes necessarily
4	updated dosage of established medication
5	I would have less stress if I did not have to go to Anchorage to have a competent doctor. Why does PVMC not have it's own doctors?
6	It would be easier if Valdez Providence had its own doctors. I will not see doctor _____.
7	Getting off meds
8	Vit D/sunshine
9	Got a referral. They could not figure it out for 2 years
10	Haven't heard mammo results yet
11	Good healthcare is in Valdez and is great
12	Continued on medication
13	Fewer med
14	Increased physical activity
15	Surgery new knee scheduled
16	Quit smoking
17	I have a sleep apnea specialist to help with my health
<b>17</b>	<b>Total</b>

## 21. What do you consider to be the top three greatest health care needs in Valdez?



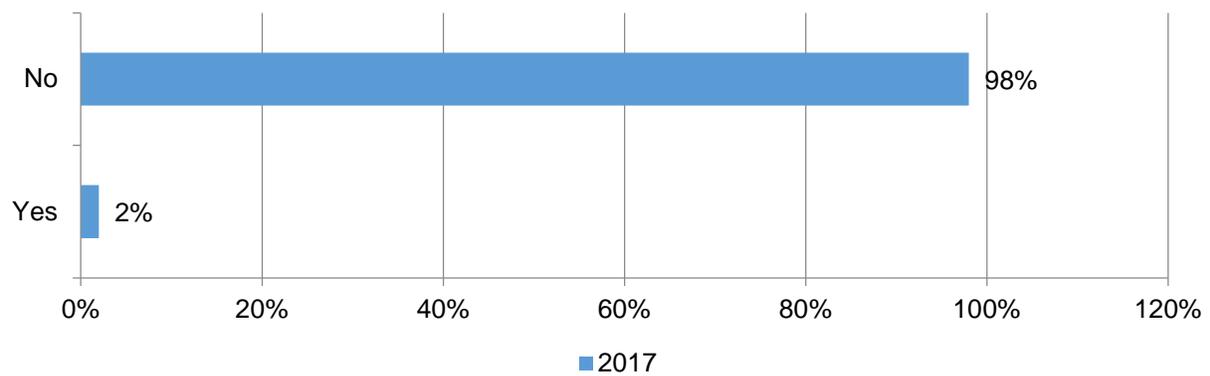
## 21. "Other" (Please Specify) responses to the question: What do you consider to be the top three greatest health care needs in Valdez?

#	Other:	#	Other:	
1	Emergency	20	1	Ultrasound technician or specialist
2	non-emergency room option for weekends	21	1	A choice of doctors. Providence needs Doctors
3	Holistic practitioner	22	1	Affordable outpatient services
4	Getting close to end of life care need... Needs for help have increased but hours given for PCA has not increased. Requested but no resentment has been performed	23	1	After hours clinic. Clinic left me in the office while they went to lunch. Appt @ 10AM. At 1:30, walked out and the MD's all at lunch. Told me to come back at 2:00PM. I won't go back.
5	Any ability to access a doc for non-insured	24	1	All of the above
6	Foot doctor	25	1	Alternate VMC provider I can trust
7	Most doctors here are fine, but some are just creepy and I will not visit them again.	26	1	Alternative clinic for primary care; After hours clinic
8	affordable care	27	1	Alternative healthcare
9	alternative practitioners including midwifery	28	1	Back specialists & arthritis doctors
10	We need eye care here other than every few months	29	1	Bereavement Services/Care protocol
11	Getting a choice of Doctors.	30	1	Better or more doctors
12	Greater staffing at the clinic to shorten wait times	31	2	2- Blood work
13	Hospice care	32	1	Cancer & Dermatology
14	Providence Valdez needs its own doctors. I want a choice .	33	1	Cardiologist
15	Addiction facility - rehab	34	1	Care for handicap
16	dermatologist	35	1	Cheap doctor visits & prescriptions
17	No other care needed. Great as it is.	36	6	6 - Dermatologist
18	choice of doctors	37	1	Dermatologist at least coming down on a regular basis
19	Think we r pretty stable in this town	38	1	Diagnostics

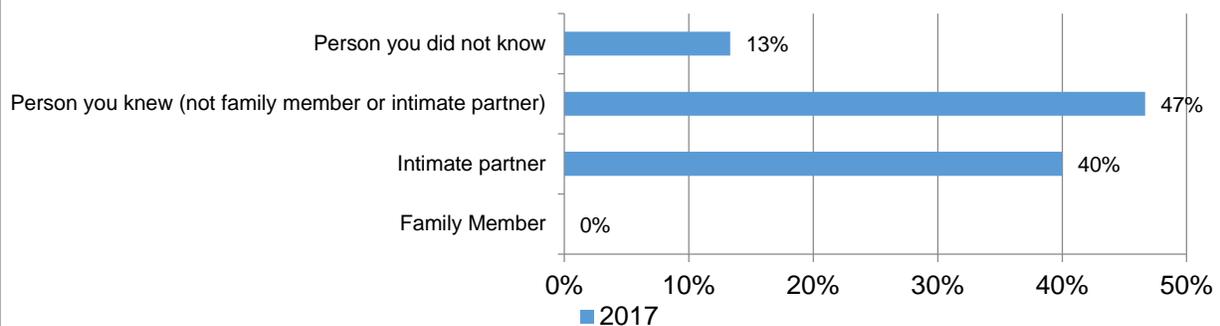
**21. Continued... “Other” (Please Specify) responses to the question: What do you consider to be the top three greatest health care needs in Valdez?**

	#	Other:		#	Other:
39	1	Different doctors	64	1	More post-surgery resources
40	1	Doctor Choice	65	1	Natural
41	1	Doctors that know what they are doing	66	1	Need for local health care doctors to listen more carefully to patients' concerns: heart conditions/sleep apnea. Referrals to specialists in Anchorage
42	1	Emergency	67	1	Need hospital doctors; Medical clinic is horrible with wait times
43	1	Emergency Care Training	68	2	Need more units at the senior center
44	1	Endocrinology	69	1	OBGYN
45	3	ENT	70	1	ENT
46	1	Eye	71	1	Orthodontist
47	2	Foot doctor	72	7	Orthopedic
48	1	General	73	1	Other
49	1	Get a separate clinic so I don't have only one option or go out of town for care	74	1	Podiatry
50	1	Heart, skin, eye specialists, choice in providers other than clinic	75	1	Specialists for Pain and Rheumatology; Vision
51	1	HIV/AIDS	76	1	Prosthetics
52	3	Home health	77	1	Renal
53	3	Hospice	78	1	rheumatologist
54	1	I think Valdez is ok	79	1	Rotating Specialty
55	1	In house doc/hospitalist	80	1	Skin
56	1	Internal medicine	81	1	Somewhere other than VMC
57	1	Kidney stone advisors	82	1	Sports Medicare
58	1	Less costly primary care	83	1	STD Prevention - Rally's about Hep C; Cancer doc
59	1	lifestyle intervention	84	1	The clinic waiting time is stupid. Fix it.
60	1	Lower cost health insurance and lower cost meds	85	1	VA Clinic
61	1	Male health care	86	1	Very important
62	1	Maternal/prenatal/OB delivering babies	87	1	Violence Victims housing
63	1	Men's Care/Screening STD		<b>107</b>	<b>Total</b>

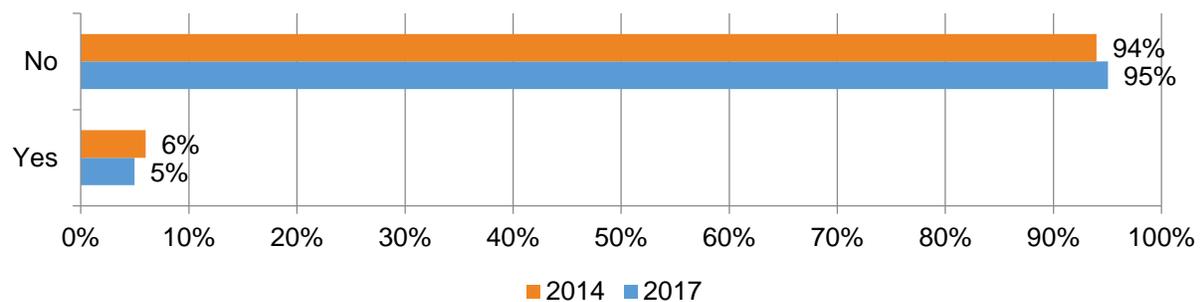
**22. In the last 12 months were you physically assaulted such as being hit, slapped, kicked, grabbed, beaten, knifed or shot?**



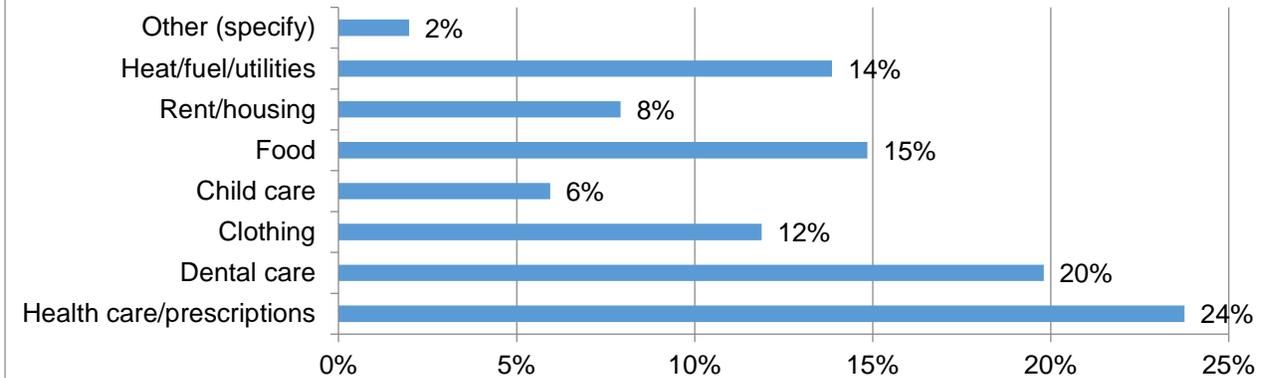
**22a. If yes, who physically assaulted you? (Mark all that apply)**



**23. In the last 12 months did you or your family have to go without basic needs such as food, child care, health care, or clothing?**

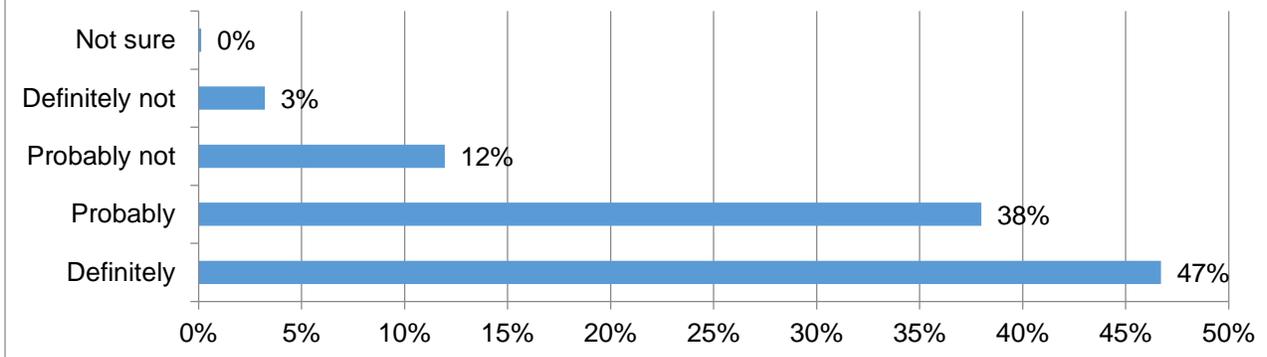


**23a. What did you go without? (Choose all that apply)**

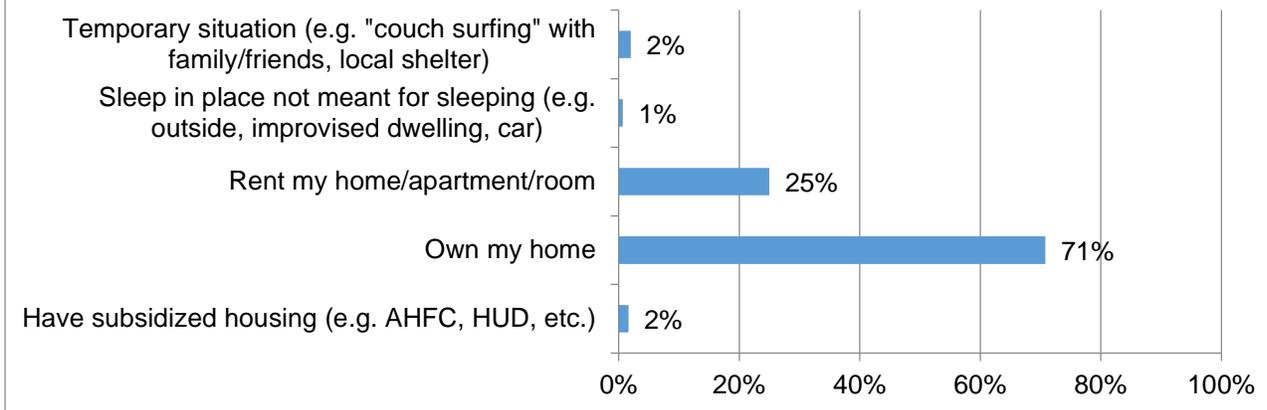


#	Other responses to 23a:
1	Heat/fuel/utilities
2	Homeless due to mental illness

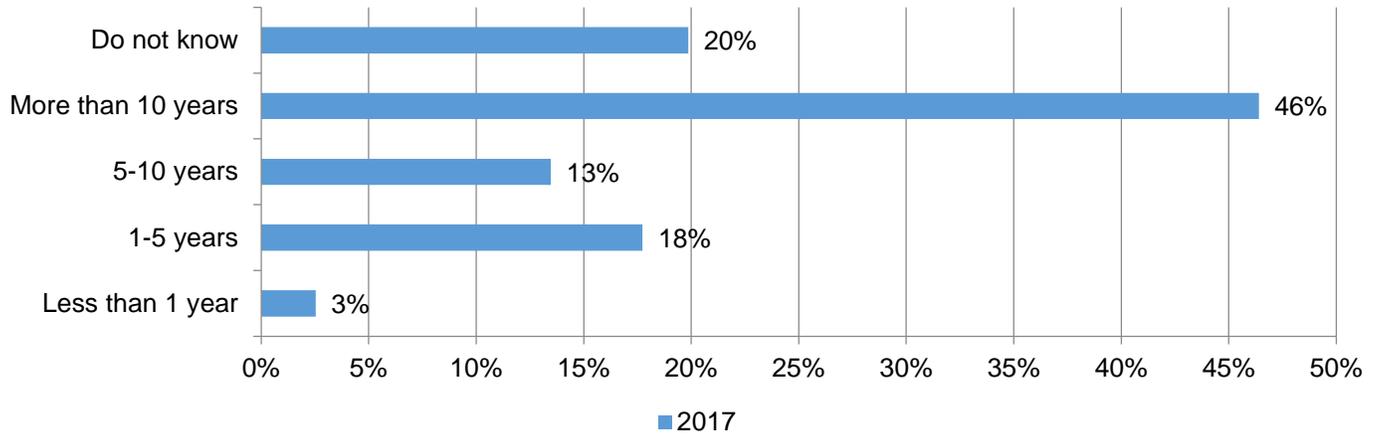
**24. If you were sick, could you easily find someone to help you with your daily chores?**



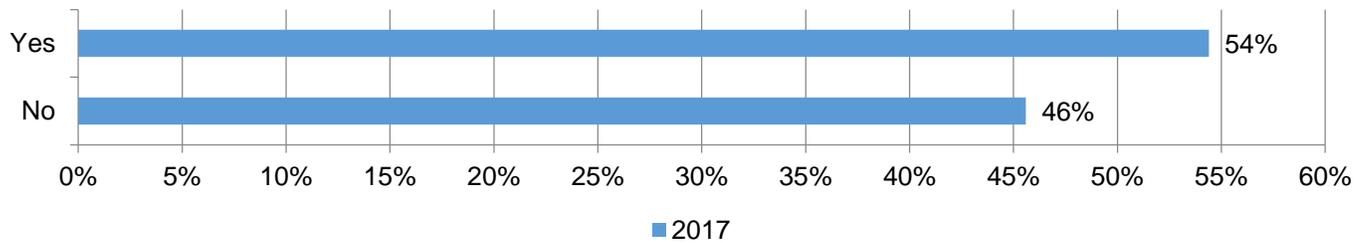
**25. Which answer best describes your housing situation for the majority of the past 12 months?**



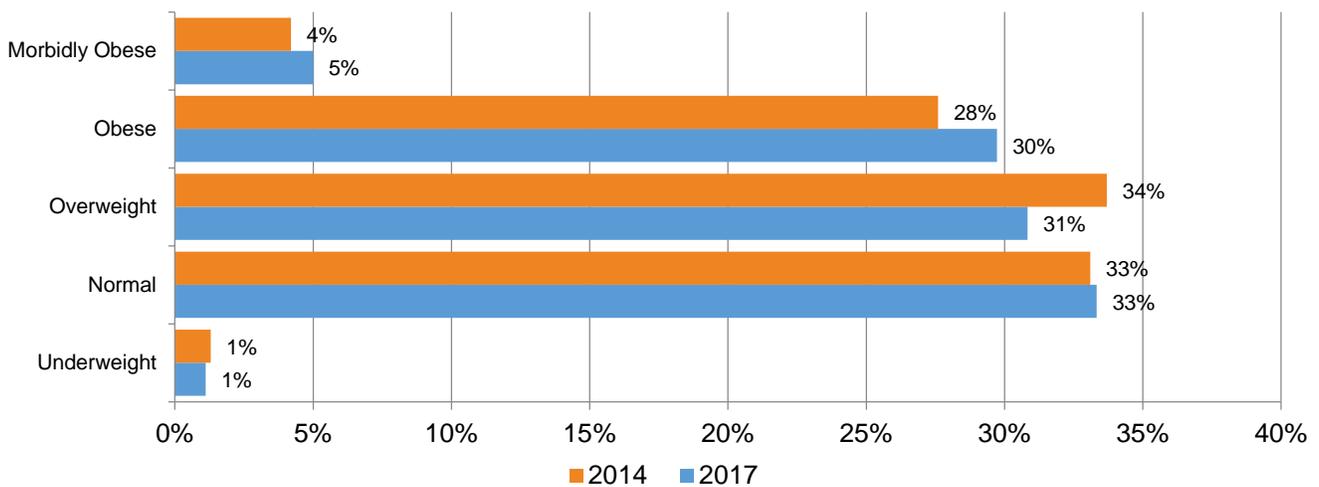
### 26. How long do you plan on residing in Valdez?



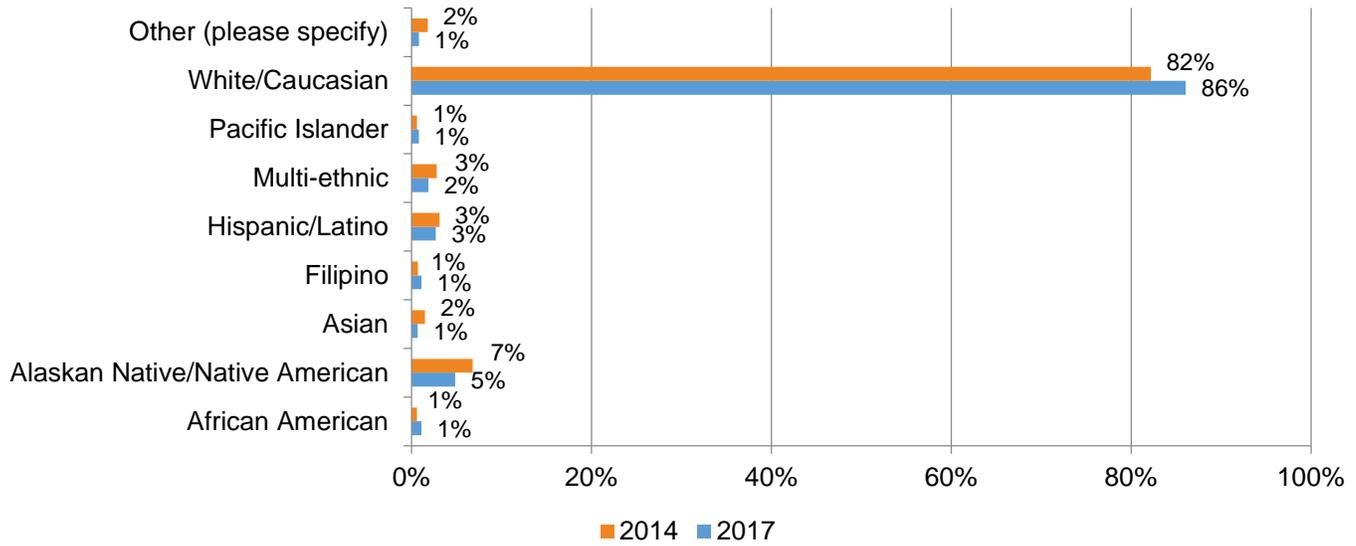
### 27. Do you plan to retire in Valdez?



### 28. Please indicate the letter of the category that corresponds to your current height and weight in the chart.



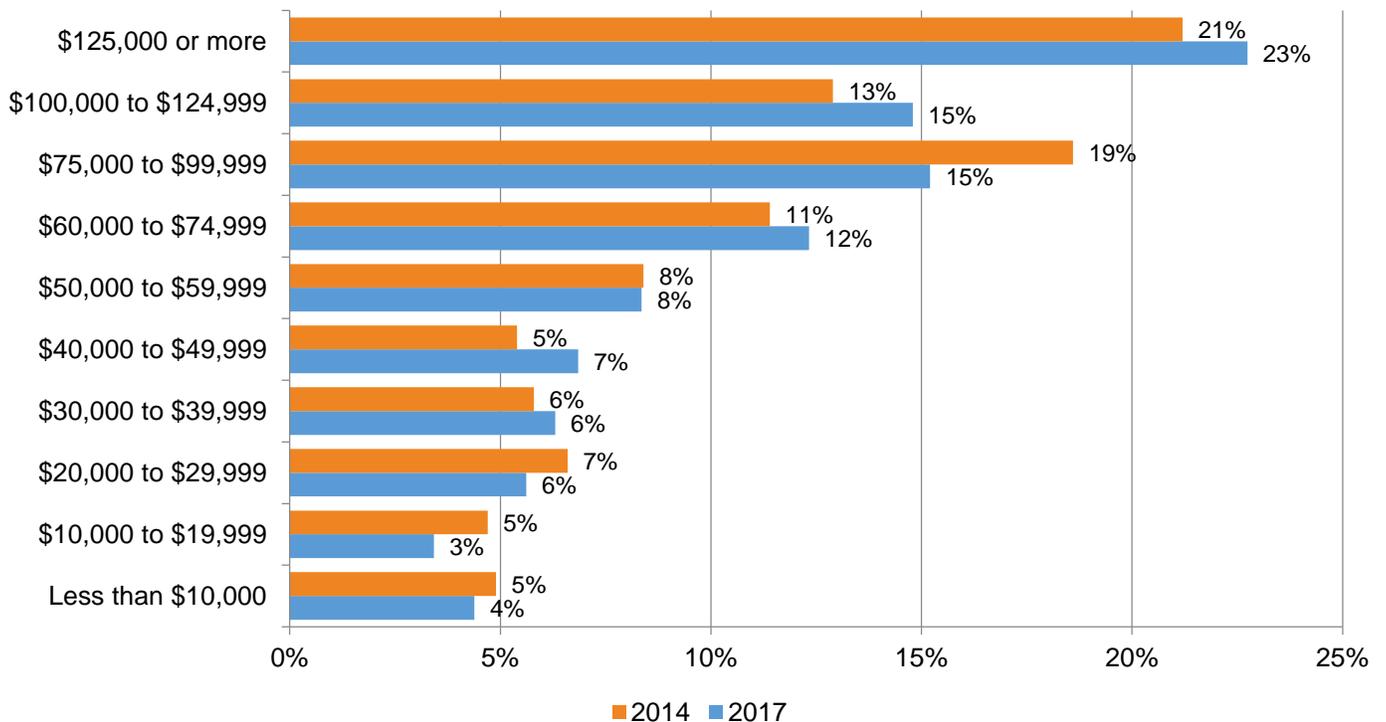
**29. Which of the following best describes your race/ethnic group?  
(Choose only one)**



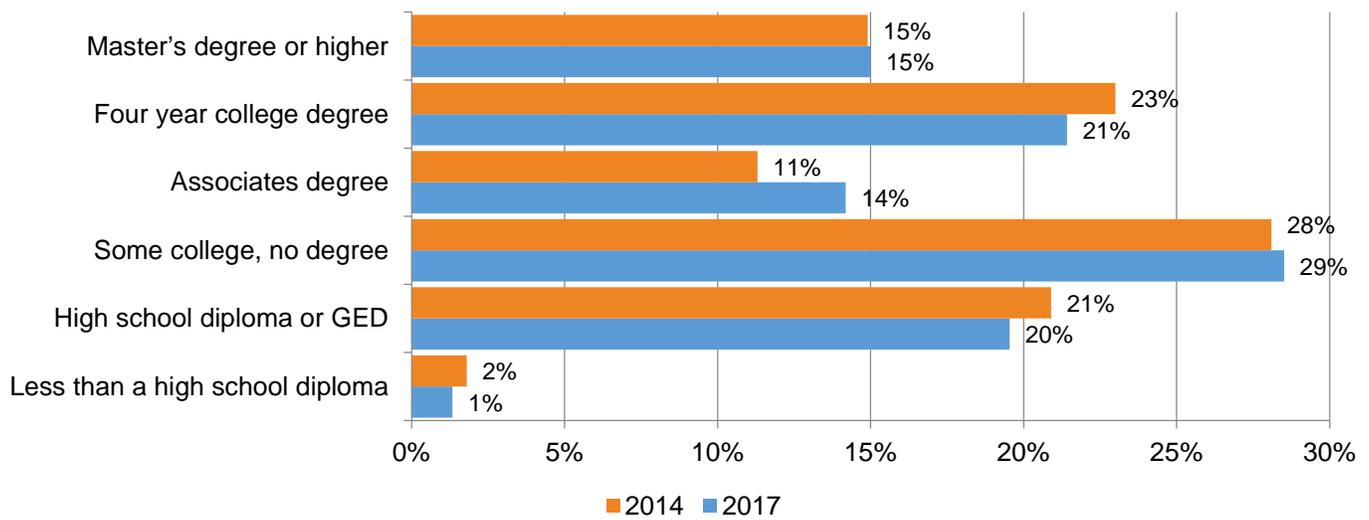
**29. Which of the following best describes your race/ethnic group? (Choose only one)**

Choose not to respond
American
Sammi
Human Being

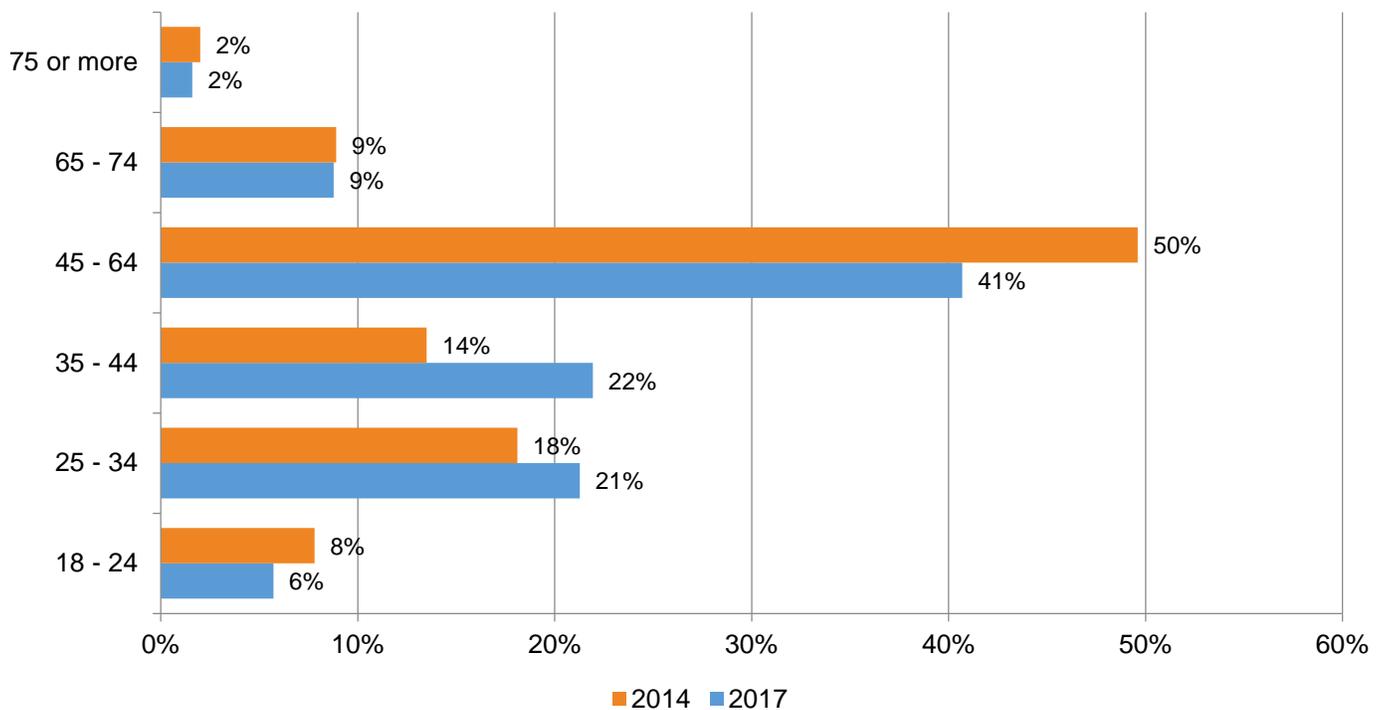
**30. Which income range best describes your annual household income?**



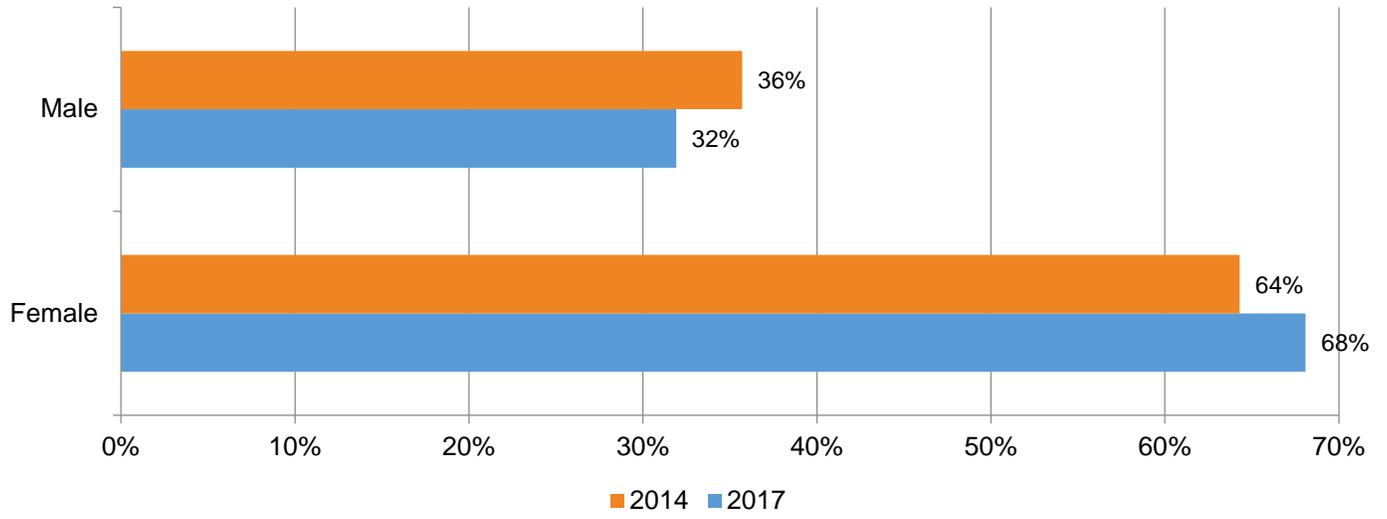
### 31. What is the highest level of education you have completed?



### 32. What is your age in years?



### 33. What is your gender?



# Appendix 2

## Valdez Health Indicator Data and Trends Secondary Data

## Community/Demographic Profile – Primary Data Results

It should be noted that the following secondary is available only at the Valdez-Cordova census tract level. As a result, the following information is inclusive of data from the Cordova community in addition to that of the Valdez community. The inclusion of Cordova along with Valdez in the State and Federal secondary data sources is the key reason Providence Valdez Medical Center conducts a primary data collection effort for Valdez in the form of a community survey, the results of which are reflected in the prior section.

### Population

The population for the community of Valdez-Cordova is 9,674. According to future projections provided by ESRI for Valdez-Cordova, the population is expected to decrease slightly over the next five years, by 1% or 95 people. Alaska is anticipated to grow by 3.5% or 26,611 people over the next five years, while the US population is expected to grow by 4.2%.

### 2016 and 2021 Population

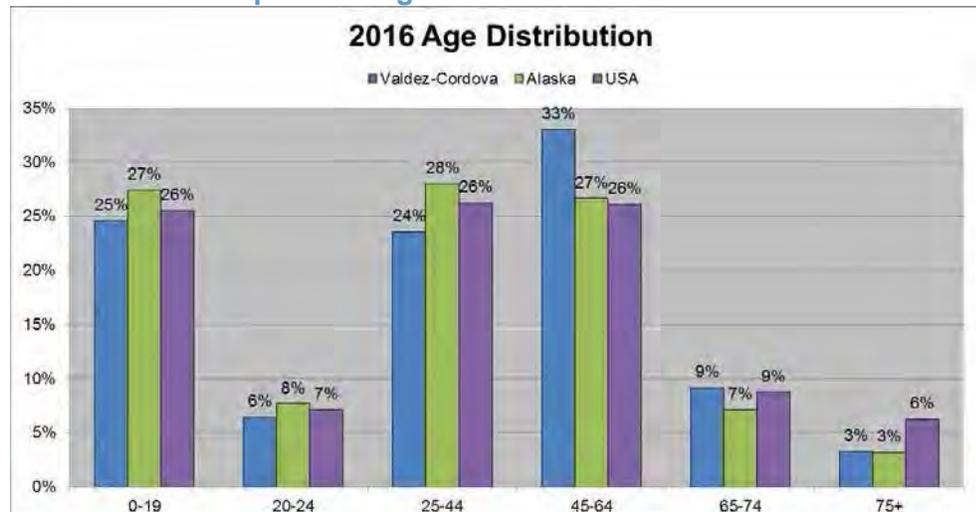
	2016	2021	% Change	Change
			(2016-2021)	(2016-2021)
Valdez-Cordova	9,674	9,579	-1.0%	-95
Alaska	752,680	779,291	3.5%	26,611
USA	323,580,626	337,326,118	4.2%	13,745,492

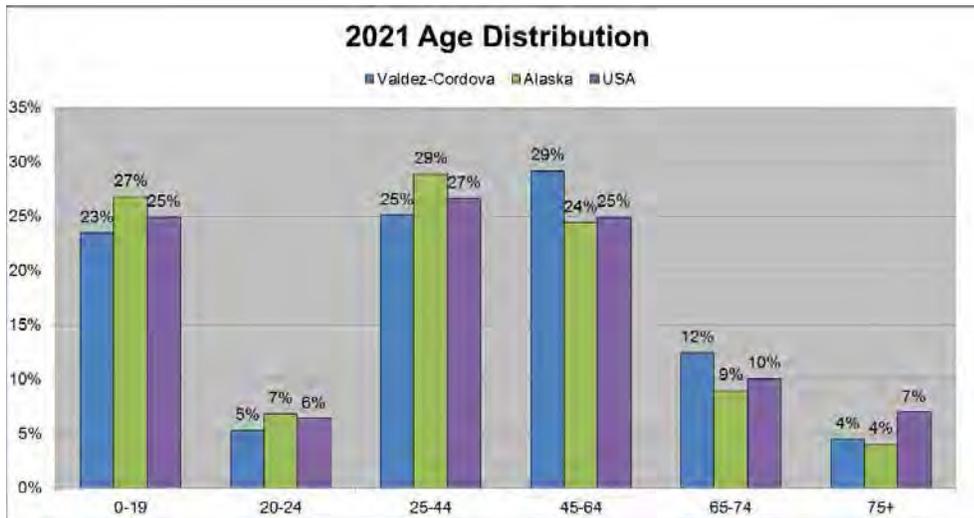
ESRI Business Information Solutions, 2017

### Population by Age

Population was grouped into major age categories for comparison. In general, Valdez-Cordova has a higher proportion of people ages 45-64 and 65-74 than Alaska and the Nation. Conversely, the proportion of people ages 0-19, 20-24, and 25-44 is lower than Alaska and the Nation. The service area population is expected to continue aging over the next five years, as the proportion of people ages 65-74 continues to rise. This will likely cause a rise in health care utilization, as older populations tend to utilize health care services at a higher rate. Health needs will also continue to shift toward disease categories that tend to present at an older age.

### 2016 and 2021 Population Age Distribution





ESRI Business Information Solutions, 2017

### Population by Race and Ethnicity

The Valdez-Cordova census area is predominantly white at 73% of the population made up of white alone. The Alaska Native population makes up roughly 13%, followed by the Asian population at roughly 3.8%. The racial distribution is less diverse than Alaska, though the proportion of Alaska Natives in Alaska is slightly higher than Valdez-Cordova.

### 2016 and 2021 Population by Race

2016 - Population by Race	Valdez-Cordova		Alaska		USA	
	Number	Percent	Number	Percent	Number	Percent
White Alone	7,067	73.1%	489,806	65.1%	228,182,245	70.5%
Black Alone	89	0.9%	28,060	3.7%	41,395,671	12.8%
Alaska Native/Native American Alone	1,298	13.4%	109,433	14.5%	3,141,471	1.0%
Asian Alone	368	3.8%	44,816	6.0%	17,654,809	5.5%
Pacific Islander Alone	65	0.7%	9,189	1.2%	609,829	0.2%
Some Other Race Alone	60	0.6%	13,627	1.8%	21,863,524	6.8%
Two or More Races	727	7.5%	57,749	7.7%	10,733,077	3.3%

2021 - Population by Race	Valdez-Cordova		Alaska		USA	
	Number	Percent	Number	Percent	Number	Percent
White Alone	6,996	73.0%	494,893	63.5%	232,415,076	68.9%
Black Alone	89	0.9%	31,099	4.1%	43,697,993	13.5%
Alaska Native/Native American Alone	1,285	13.3%	112,703	15.0%	3,333,389	1.0%
Asian Alone	365	3.8%	50,754	6.7%	20,602,906	6.4%
Pacific Islander Alone	65	0.7%	11,034	1.5%	677,072	0.2%
Some Other Race Alone	60	0.6%	15,452	2.1%	24,293,565	7.5%
Two or More Races	719	7.4%	63,356	8.4%	12,306,117	3.8%

ESRI Business Information Solutions, 2017

## Income

Income data was analyzed for Valdez-Cordova and compared to the state of Alaska and the Nation. 2016 census data reveals that Median household income for Valdez-Cordova is lower than Alaska and higher than the Nation. Average household income in Valdez-Cordova is lower than Alaska and higher than the Nation. Per capita income in Valdez-Cordova is slightly above Alaska and the Nation. Over the next five years, income levels are expected to rise in the Valdez Borough, Alaska, and the Nation in line with inflation.

### 2016 and 2021 Income Levels

2016	Valdez-Cordova	Alaska	USA
	Number	Number	Number
Median Household Income	67,470	72,692	54,149
Average Household Income	85,883	91,524	77,008
Per Capita Income	35,621	34,264	29,472

2021	Valdez-Cordova	Alaska	USA
	Number	Number	Number
Median Household Income	76,540	80,525	59,476
Average Household Income	92,040	99,024	84,021
Per Capita Income	37,908	36,808	32,025

ESRI Business Information Solutions, 2017

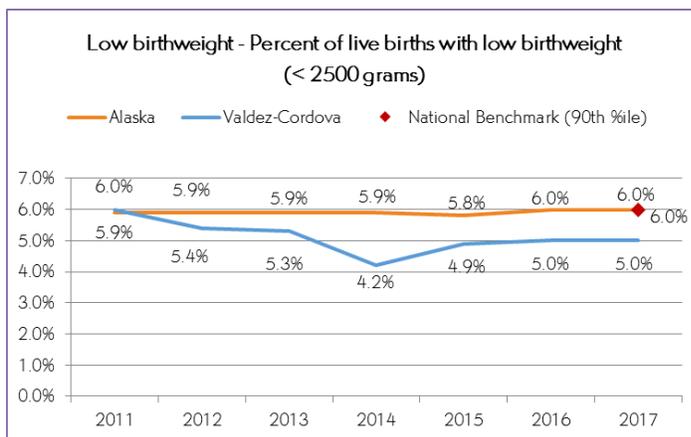
## Secondary Data Results

The *County Health Rankings* display health rankings of nearly every county in the nation and what influences the health of a county. They measure four types of health factors: health behaviors, clinical care, social and economic and physical environment factors. In turn, each of these factors is based on several measures. A subset of the major health rankings are analyzed in this report.

Overall, Valdez-Cordova ranked #5 out of 23 Boroughs/Counties/Census Areas ranked in the state for health outcomes based on the data collected by County Health Rankings.

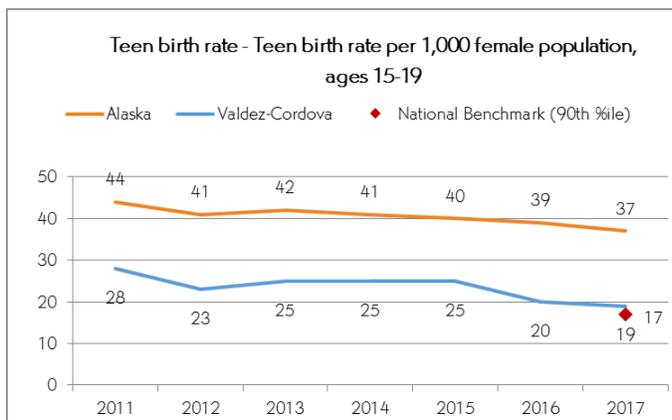
### Birth Statistics

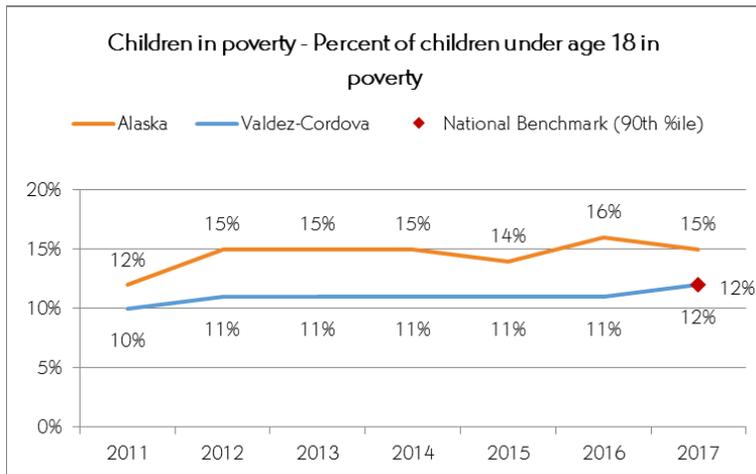
Rates of low birth rates in a community are often associated with poor health of the mothers. Low birth rates can lead to higher incidences of fetal mortality, inhibited growth, and cognitive developments and chronic disease in later life, and is generally a predictor of newborn health and survival. Low birth-weight percentages in Valdez-Cordova have been lower than the state and national benchmark from 2012-2017.



County Health Rankings, 2017

Teen birth rates were also analyzed for the Valdez Borough and compared to Alaska and the Nation. Teen birth rates in Valdez-Cordova are significantly lower than Alaska but higher than national benchmarks. The rate has been steadily declining over the past two years. The percentage of children in poverty in Valdez-Cordova is significantly lower than in Alaska and the national benchmark, though trending up slightly over the past year. This is an important group as poverty among children can often be associated with many negative health consequences throughout childhood.





County Health Rankings, 2017

### Death Statistics

The top five leading causes of death in Valdez-Cordova were analyzed for 2009-2013. Cancer ranks as the number one leading cause of death, followed by heart disease and unintentional injuries.

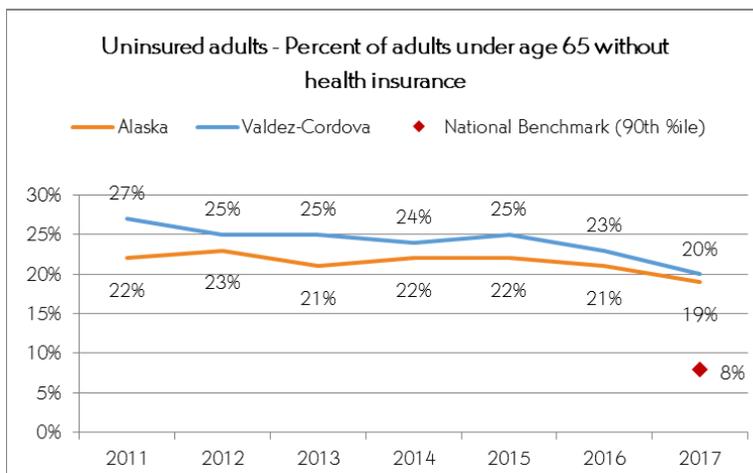
Valdez-Cordova Top Five Leading Causes of Death	2009-2011*		2010-2012*		2011-2013*	
	Rank	Deaths	Rank	Deaths	Rank	Deaths
Cancer	1	39	1	41	1	42
Heart Disease	2	31	2	36	2	34
Unintentional Injuries	4	14	4	11	3	13
Cerebrovascular Diseases	3	17	3	14	4	9
Chronic Lower Respiratory Diseases/Diabetes/Suicide	5	8	5	6	5	7

\*Due to low sample-sizes for Valdez-Cordova, three year rolling averages were utilized to achieve statistical validity

Source: Alaska Bureau of Vital Statistics

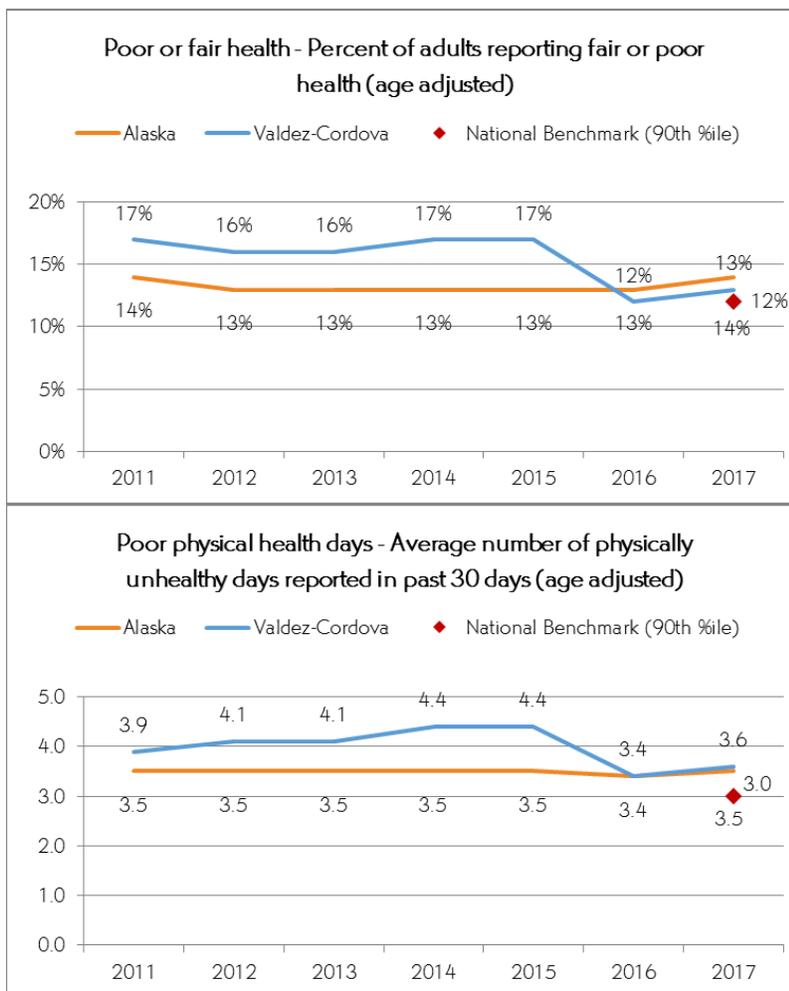
### Insurance

Individuals without health insurance often forego care due to high cost, which can lead to a higher prevalence of chronic conditions. The uninsured rate in Valdez-Cordova is 20%, which is higher than Alaska, and more than double the national benchmark.

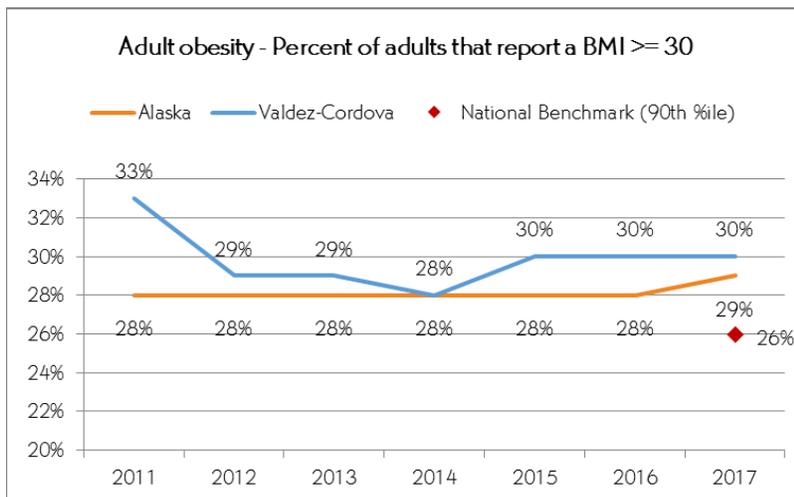


### General Population Health

One measure of health among the community included in the County Health Rankings Nationwide study is reported general well-being. Reported general health of “poor or fair health” in Valdez-Cordova was slightly lower than Alaska, and both are higher than the Nation is. What this means is that the population in Valdez-Cordova considers themselves to be slightly healthier in general compared to other Alaskans. A similar self-reported measure is “poor physical health days,” which refer to days in which an individual does not feel well enough to perform daily physical tasks. Rates in Valdez-Cordova are slightly above Alaska and the Nation. This is a positive indication, as people in Valdez-Cordova are reporting feeling worse physically, compared to Alaska. This rate dropped in 2016, however increased slightly in 2017.

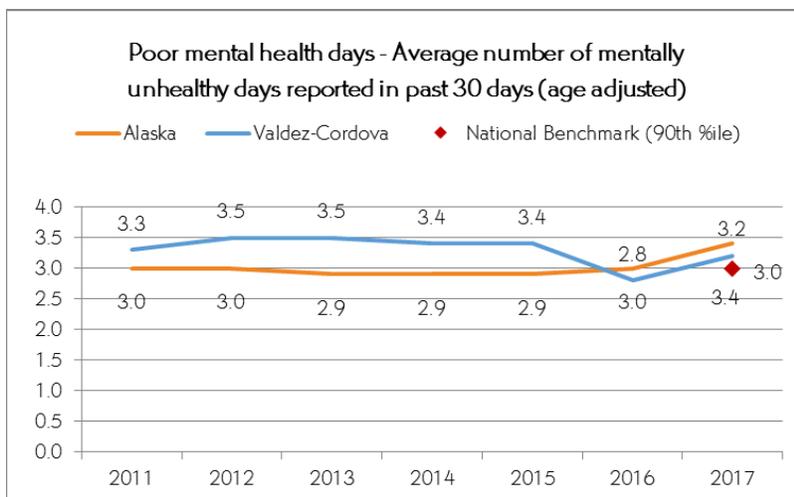


A third measure of general health of the population is the percentage of adult obesity. Nationally, the 90<sup>th</sup> percentile benchmark rate has been around 26% of the population. In Valdez-Cordova, the percentage of adults who are obese has remained steady at 30% over the past three years increasing slightly. The percentage is slightly higher than Alaska, where the obesity rate has slightly increased to 29% in the past year.



County Health Rankings, 2017

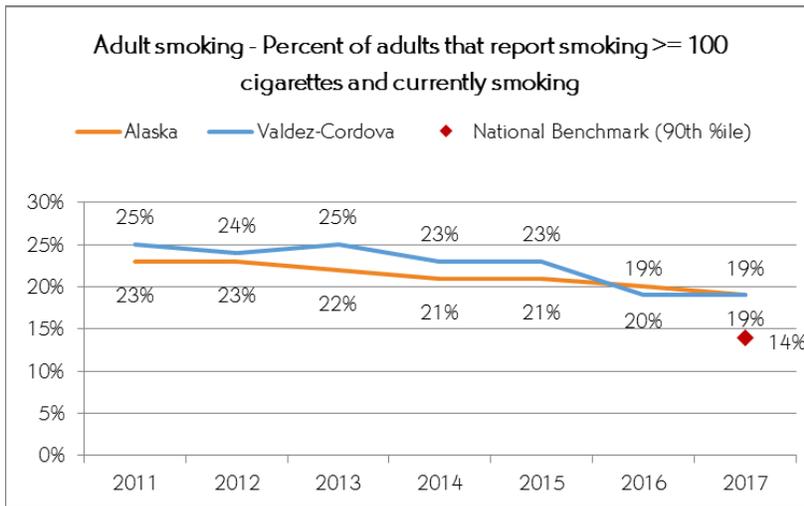
Another indicator, “Poor mental health days,” refers to the number of days in the previous 30 days when a person indicates their activities are limited due to mental health difficulties. The reported days in Valdez-Cordova are significantly lower than Alaska, and above the national benchmark. Mental health has come into the spotlight nationally as an area where continued focus and improvements efforts are warranted.



County Health Rankings, 2017

### Adult Smoking

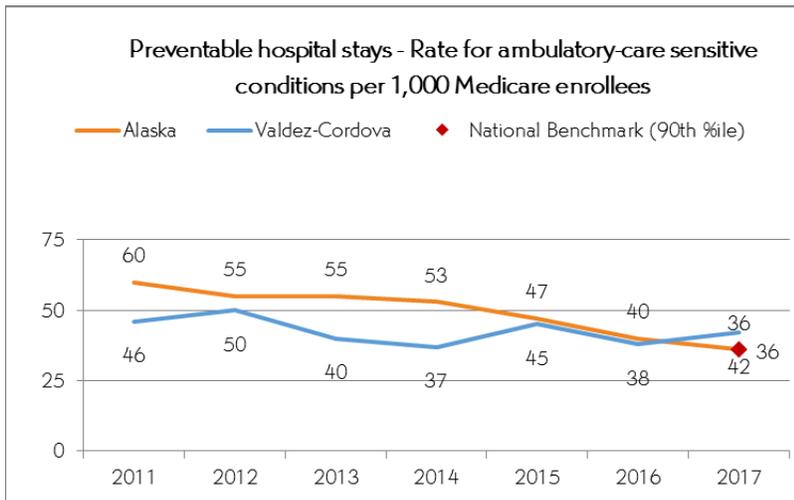
Cigarette smoking is identified as a cause of various cancers, cardiovascular disease, and respiratory conditions, as well as low birth-weight and other adverse health outcomes. Measuring the prevalence of tobacco use in the population can alert communities to potential adverse health outcomes and can be valuable for assessing the need for cessation programs or the effectiveness of existing programs. The percentage of adults that report smoking in Valdez-Cordova has declined from 23% in 2015 to 19% in 2017. These rates are in line with Alaska, though they remain significantly above the national benchmark rate of 14%.



County Health Rankings, 2017

### Preventable Hospital Stays

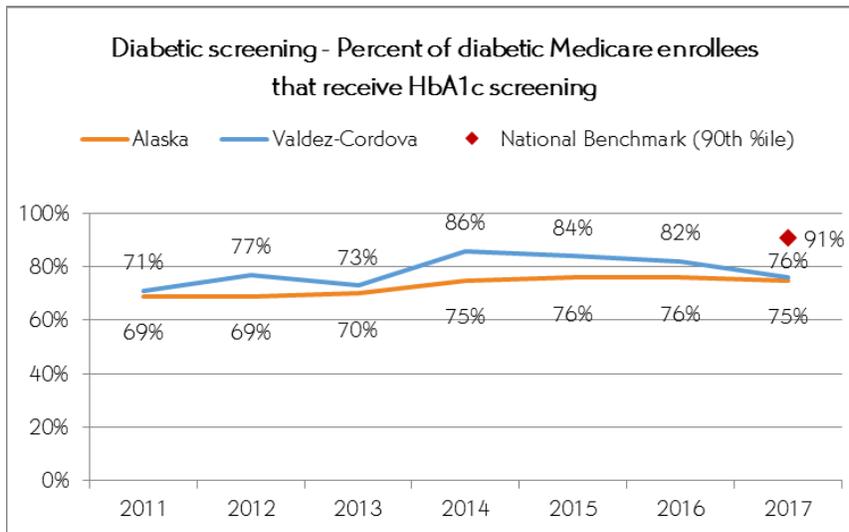
Hospitalization for diagnoses treatable in outpatient services suggests that the quality of care provided in the outpatient setting was less than ideal. The measure may also represent a tendency to overuse hospitals as a main source of care. Rates for Valdez-Cordova have varied over the past four years, to 42 per 1,000 Medicare enrollees in 2017. The rate has been consistently lower than the rate for Alaska through 2016, and significantly above the national benchmark of 36 per 1,000 Medicare enrollees.



County Health Rankings, 2017

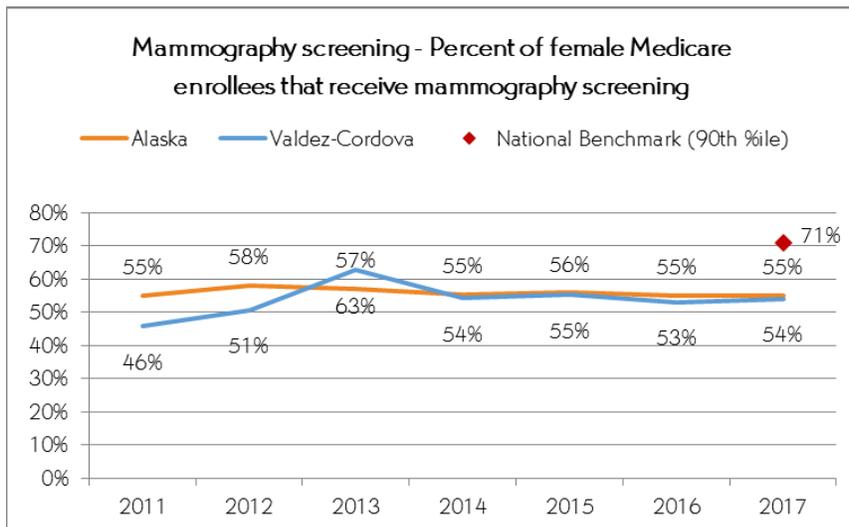
## Screening

Screening for potential health issues is a major indicator of future health issues within a community. Diabetes, which is one of the major health issues affecting our society today, was analyzed. Diabetes screening rates in Valdez-Cordova have decreased consistently over the past four years from 86% to 76%, which surpasses the Alaska rate of 75%. The national benchmark rate for Diabetic screening is 91%.



County Health Rankings, 2017

Mammography screening rates in Valdez-Cordova have dropped from 63% in 2013 down to 54% in 2017, which is slightly below the Alaska rate of 55% and significantly below the National Benchmark rate of 71%.



County Health Rankings, 2017

# Appendix 3

Valdez Community Stakeholder Interview Input

# Valdez Stakeholder Interview Results

## Stakeholder Name

1. **Jim Nygaard**, Superintendent/Valdez City Schools - PVMC HAC member
2. **Terri Lynch**, State of Alaska Division of Public Health
3. **Dr. John Cullen**, Physician/Valdez Medical Clinic – PVMC HAC member
4. **Dr. Kathleen Todd**, Physician/Valdez Medical Clinic
5. **Dr. Megan Rayman**, Physician/Valdez Medical Clinic
6. **Elke Doom**, City Manager/City of Valdez\
7. **Debbie Plant**, Executive Director/Valdez Senior Center
8. **Daniel Schally**, Judge/Alaska District Court
9. **Dan O'Connor**, Director/ Prince William Sound Community College Campus - PVMC HAC member
10. **Jeremy O'Neil**, Administrator/ PVMC – PVMC HAC – SWAN core team member
11. **Pauline Doucet**, Assistant Administrator-Director of Clinical Services/PVMC
12. **Heidi Fox**, Director/PVMC Counselling Center
13. **Matthew Wadsworth**, PVMC Counselling Center
14. **Michael Franklin**, Commander/U.S. Coast Guard Valdez Alaska

Do you or your organization serve or represent a particular population or constituency in the community (i.e., Alaska Native, low income, seniors, entire population, etc.)? If so, please give a brief description of the population and how you serve or represent them.

Responses:
I am a physician at the Valdez Medical Clinic as well as on staff to PVMC. I am the EMS Medical director for the City of Valdez. I have been in Valdez for 23 years and have been Chief of staff for 20 of those years. I stepped down this last year in favor of Dr. Shirk. I serve the community of Valdez both in my role as primary care physician and for emergency medical services.
Commanding Officer of United States Coast Guard Marine Safety Unit Valdez. Represent 125 active duty military members and their families. Totaling about 350 people.
Family Practitioner subspecializing in rural family practice. Do all sorts for procedures such as ultrasounds and podiatry. Has been in Valdez since 1980.
Clinical Director in BH Clinic.
Executive Director of Providence Valdez Counseling Center.
College CEO.
Family Medicine provider. Been in Valdez for two years.
Valdez Senior Center Executive Director. Oversee all the programs and get all the needs met.
Judge – Only judicial officer. Has been in the community for twelve and a half years.
Hospital Administrator.
Public Health Nurse. Serve the community and individuals with Well Child Checks, WIC, Immunization, STD screening, TB, disease outbreaks and emergency preparedness and education.
City Manager. Has been in Valdez for five months.
Assistant Administrator, Long-term care administrator, and Chief Nursing Executive at Valdez Medical Center. Has been in the community for 14 years.
School Superintendent – K-12. Education 110 staff around 700 students

Based on your experience, what are the three most significant health care needs in your community?

Response:
Need for more primary care providers that can perform procedures and see patients in ED. Need to have more specialists both locally and visiting. Mental health. Patients need to have someone to talk to that does not live there, someone they don't know.
Mental Health. Substance Abuse. Insurance – they either don't have insurance or have insurance with very high deductibles.
Lack services for homeless people. Lack of IP substance abuse treatment center.
Heroin and Opioid problems. Project Hope is a state mandated program that is helping with this issue by handing out Narcon and teaching people how to use it. Obesity is a major problem. There are programs available for outdoor activity for individuals that are already active. There is one fitness center in the community and the membership is very expensive (\$75/mo. for individual and \$150/mo. for family). In addition, healthy food is very expensive. They are trying to educate the community about the 5210 program (5 servings of fruits and vegetables, 2 hours of screen time, 1 hour of physical activity and 0 surgery drinks). There is a community food bank that is great that operates on a point system (based on the number of family members). Housing is also an issue. Available housing is very expensive and some people have to choose between housing and putting food on the table. Mental health and rehab are a major issue. It is very difficult to get inpatient treatment if you don't have insurance anywhere is Alaska. Valdez does not have an IP program.
Family Practice, Emergency care and basic medical needs.
Substance abuse. Alcohol and very significant prescription drug problem. Various forms of mental health issues. Emergency healthcare.
Substance abuse – No IP facility. Domestic Violence. Struggles with Suicide. Alcohol is everywhere in the community and children are learning from their parents that it's normal to drink. Mental health treatment Obesity
Cost is a major issue. Have to go to Anchorage for medical care Senior housing. There are currently 12 senior housing apartments with 28 on the waiting list. They have land available to build more housing.
a. Adequate number of family physicians who can work well as a team, able to care for major trauma and complications of obstetrics, while performing duties more typically associated with Family medicine in clinic From my perspective this is most important b. Adequate facility and nursing staff to care for major trauma and obstetrical emergencies c. Psychiatric and counseling services with wellness thrown in.
Geography is a major barrier. Lack of insurance. Cost especially if you have to travel to Anchorage to receive care.
Mental Health. Staffing – Do not have enough experiences staff, especially nurses. All new staff has to go to Anchorage for training.
Lack of a cardiologist – with the aging population there is a need for a fulltime cardiologist Lack of Podiatrist or someone that can assist the elderly with foot care. Diabetes.
Affordability.Access to health insurance Mental Health – destigmatizing mental health conditions Prevention and wellness Cultural and societal norms that make it either easy or easy to delay. Access the healthy foods, Activity, and lifestyles that do not exercise
Mental health needs increasing – not necessarily a barrier. Screenings occurring at the school. Obesity – on par with national average (slightly less if anything). Slightly younger population in the community
Chronic care management. Better coordination of care

What are the main barriers to obtaining health care in the community or taking care of significant health needs? How can those barriers be addressed?

Response:
Finances. Sliding fee scale does not take debt into account (child support, credit card debt, etc.). Food bank and churches will help but not with treatment. There is not help for medical. Know a married couple that had to get a legal separation so wife can qualify for Medicaid.
Geography and climate are the biggest barriers. Cost of living is very high Have to keep in mind that people chose to live in that area and know what the limitations are.
Cost/Insurance. Concern about privacy especially when it comes to mental health and substance abuse. Since this is a small town and everyone knows everyone else, people don't want to get behavioral health treatment due to stigma.
This is a small town and there is a Stigma about getting mental health/substance abuse help. Everyone knows everyone else and people don't want to be seen going in or coming out of the counseling center.
Cost. Everything is more expensive. Geography – Anchorage is 350 miles away by car Weather – the weather is may not permit you to fly or travel to Anchorage.
Prior to the ACA, cost was the biggest barrier. It still is a significant barrier, but now relates to high deductible plans Travel from outlying communities can be difficult. Transportation to Anchorage for critical patients is difficult as well. Canary workers often have state Medicaid from other states. Their insurance is not accepted here, because of difficulty getting Medicaid to coverer state lines.
Transportation especially when they have to go to Anchorage. Cost of care especially when they have to go to Anchorage. There is no public transportation to Anchorage and airfare is \$180 each way, which more cannot afford.
Cost is a major issue. There is one clinic that does not offer a fee for service and the public health office can only see patients under the age of 29 or if they have TB or a communicable disease. Cordova had a native clinic that will see all patients. There really needs to be a fee for service clinic in Valdez that can help the uninsured.
There are no barriers to health care. The health care system in Valdez is very strong and provides great care to the small town of Valdez. The Providence Hospital staff and the Valdez Medical clinic do a fantastic job meeting the majority of the medical needs as I see it. The only things not available are specialty care and that is covered by referrals to specialists in Anchorage.
Geography is a major barrier. Lack of insurance. Cost especially if you have to travel to Anchorage to receive care.
High cost of local visits to doctor Drive to anchorage is 6.5 hours – School district is self-insured – cost of care in lower 48 much lower. More and more people coming to mainland for lower costs. Health insurance provider sets people up for surgery in Las Vegas due to cost savings afforded. Solutions – aware of need for partnerships; make people aware of services available. Great doctors and facilities, care is good, but expensive. Possible hospital task to get out the word, health fairs, etc. Higher level of personal responsibility.
Access to health insurance. Affordable health insurance – Even though people have health insurance, they are not seeking preventive care due to the out of pocket costs.
Cost – it costs a lot of money to travel to have a procedure done. Would be nice to have preventive procedures done locally such as colonoscopies. People end up postponing care due to work schedule. Transportation – There is not public transportation.
Have employees that have had to travel to Anchorage. One for hip replacement and one for shoulder replacement. In addition, they had to stay there for a while afterwards for PT. People are also traveling for Dermatology, Oncology, and Cardiology.
Difficulty with change among stakeholders. Standard recalculating models.

Have you or anyone you know had to leave Valdez to receive needed health care services? If so, what was it for what? (If provider: Have you referred any of your patients to locations outside of Valdez? If so, for what?)

Response:
Anyone that needs to have IP mental health or substance abuse treatment has to go out of town, which in most cases is Anchorage. Alaska does not offer an IP eating disorder program so patients have to be referred out of state. Some have to be referred to API (Alaska Psychiatric Institute) which is a voluntary and involuntary lock down mental health hospital.
All specialties, physical therapy, some emergencies.
There are only four family practitioners and no specialty care. Once every three months they will have an ENT or Ortho that comes to visit. If you need to see a specialist, you have to go to Anchorage. Valdez has an MRI and a CT with three radiology techs but they don't have a radiologist.
Yes. Sometimes patients have to be flown to Anchorage for emergency services. Patients also travel for dermatology, IP substance abuse, and behavioral health.
I refer patients to Anchorage on a regular basis. These include referrals to all the major specialties. Specialty referral is a complex process. I often send patients to Anchorage by air ambulance for services not offered in Valdez or if a higher level of care is needed. Some patients must be seen quickly and can be sent to Anchorage via commercial plane. Some require equipment that we do not have in Valdez or specialties that do not come to Valdez. Referrals are made based on specialist and patient personalities, and what I think will be a good fit. They are also made based on relationships I have with various specialists, developed over the course of years, or by who I think is particularly competent at a particular procedure. I send patients to Wasilla, Anchorage, Seattle, Oregon, Palo Alto even as far as Denver. As I said, this is a very complex topic, but what it comes down to is what is best for the patient.
The hospital does offer some specialties however if you have any major medical issue you need to go to Anchorage. A friend had to go to Anchorage for treatment of Melanoma. High-risk pregnancies have to go to Anchorage. A friend had to go to Tennessee for IP rehab. They did not have insurance and could not find a center in Alaska that will accept them. This is a major issue especially with the rise in alcohol and drug abuse.
Daughter has cerebral palsy and has to go to Anchorage to see a Pediatrician and receive treatment. Have to refer patients to Anchorage to see a Clinical Psychologist
Have employees that have had to travel to Anchorage. One for hip replacement and one for shoulder replacement. In addition, they had to stay there for a while afterwards for PT. People are also traveling for Dermatology, Oncology, and Cardiology.
All the providers in Valdez are general practitioners so anytime you want or need to see a specialist you have to go to Anchorage or out of state. The cost of health care in Alaska is so high that some companies find it more cost effective to send patients to Seattle for treatment.
Yes, our military members often get referred to Anchorage for a wide range of issues from surgery to cardio, to sleep disorders.
Patients have to travel to Anchorage for Cardiology, Podiatry, and Ophthalmology. Colleague had to travel to Anchorage for Cataract surgery on both eyes. Personally had to travel to Anchorage for Surgery in January. Between airfare, transportation, lodging, and food the trip cost over \$1000.
The hospital offers a variety of services but sometimes they are needed sooner than they are available locally so patients travel to Anchorage. There is a need for Dermatology and Oral Surgery.
Most high acuity needs; OB services done locally for the most part. Cancer services, ENT specialty, most specialties go to Anchorage.
Yes. Patients with declining health, ones with chronic care, complex cases, cancer care. Some choose to leave and see a provider in Anchorage.

What groups or vulnerable populations in your community are underserved regarding their health care needs? What is the nature of their need(s)? What are the major obstacles to reaching and serving these groups? What individuals or organizations currently serve these populations?

Response:
In-between groups – They make too much money to qualify for Medicaid but they don't make enough money to get health insurance. Providers end up charging less for the services they actually do so patients can get the help they need.
Cannery workers are underserved. Many have significant health issues and arrive in Valdez without health insurance that can be used here. Many have Medicaid from the state they come from, but this is most often not transferrable. Some come from Eastern Europe and have no insurance. This group in particular is stressing the health care system in Valdez, The second group is those with high deductible plans who have high copays.
Homeless. There are no services offered to homeless especially men.
Not really sure. Perhaps the elderly since there is need for more staffing in senior living facility.
I don't know of any group that is under served.
Senior population especially with transportation since there is nothing available between Valdez and Anchorage and most are unable to afford the expenses.
Ones that have an addiction problem. There is such a stigma regarding substance abuse in the community and people don't get the help they need because of it. In addition, individuals that don't qualify for Medicare because they make too much money however, they can't afford to get health insurance.
Anyone over the age of 29 that does not have insurance. The community lacks a sliding scale clinic and the Public health office can only see patients younger than 29 or if they have TB or a communicable disease. This is due to major budget cuts in Alaska.
Homeless. The community does not want to open a homeless shelter thinking that they will attract homeless people into the community. The same does for an IP substance abuse facility. Youth. If you have money, you can do all sorts of things. If you do not have money then you struggle. A lot of substance abuse starting around age 14. If parents are drinking or if there is abuse at home then parents keep kids isolated. There are no services in the community. There are no mental health services in schools that don't require parental consent. Batterers – There are no batterers' intervention services and no help offered. The community can offer services they just need more counselors with the correct certification.
There are several including ones without insurance, the senior population that is need of senior housing and there is also a small homeless population. Not aware of any programs designed to assist.
People that are dealing with substance abuse issues. There is no consistency in treatment and there aren't enough providers to help.
Poor and uninsured – Valdez is a wealthy community. People taken care of for the most part
The homeless - there is no homeless shelter for men and the one for women is more of a battered women's shelter and for kids that are victims of violence. There is not a specific organization that offers assistance however; it is more of a community effort to assist. Also the elderly since they don't have assisted living or home health services.
Aging population Ones with complex behavioral health problems. Ones that are battling substance abuse. They offer OP counseling; however, some need IP care, which is not offered in Valdez.

## What are the greatest **strengths** of the health care system in Valdez?

Response:
The presence of Providence Valdez Medical Center. Medical staff are very caring and supportive.
Counseling center is a very safe place to go. People can go there and talk/get help without having to worry about the community finding out. They are starting to utilize telehealth for psychiatrists.
People know each other and they care Great partnership between organizations. Non-profit organization that offers hospice care in community
Service strengths are great customer service, caring and knowledgeable staff and wide array of services offered in a small town.
Valdez Medical Center is a great facility. The building is new and very good-looking and it is part of a larger network. Able to bring visiting providers Some providers have been in the community for a very long time. There is stability in the hospital leadership and they are pillars in the community Providence is part of the community. The sponsor events, they have emergency response planning, immunizations, community outreach. They offer "healthier you" which promotes healthy eating, weight loss and screening. They advertise. Hospital sponsors 5K and 10K runs Hospital is part of the community
Great collaboration between providers and the community and also between hospital, mental health, government, non-government, and primary care clinics. A special mention to the Valdez School District, Prince William Sound College, and the City of Valdez. Diagnosis capabilities are extremely broad considering the size
City's support of hospital. Sense of Family. Longevity of practice. Ability to train new people. Ability to do procedures. Attitude – Providers have an "I can" attitude.
There is great community spirit. Providers do a lot in the community Providers are excellent
Have a healthy community. Due to the size of the community, they have a unique system. You can be seen in urgent care, have imaging and diagnostics the same day, schedule a follow up and are treated while seeing the same provider. They treat patients that don't have health insurance.
Wellness programs are offered. The hospital and providers get to know people. Doctors are friends and neighbors There is a sense of community
The greatest weakness is the potential of losing the culture and experience that we have. It will be difficult to replace what we have with new providers unless we can fit them into what we have.
Access to primary and urgent care needs, great airport for life flight.
Have a nice facility. Have caring providers and individuals that want to help
Strong hospital with a great team Hospital is supported and respected.

## What are the greatest **weaknesses** of the health care system in Valdez?

Response:
The greatest weakness is the potential of losing the culture and experience that we have. It will be difficult to replace what we have with new providers unless we can fit them into what we have.
Due to the size of the community and the limited number of providers, they don't have another provider look at the problem and help diagnose it or have a second opinion or specialist. There are two factions in the local government that are working against each other and that is never a good thing.
Transportation Cost Lack of specialties
This is a small community and once negative person with a bad experience can poison opinions.
Valdez Counseling Center has a major provider shortage and there are times that they don't have any counselors. Hard to attract staff to community. Geography, housing, and cost of living is very high.
Not having a full time psychiatrist on site every day. One of the biggest struggles is when the community requests a program however; no one shows up to attend.
The hospital is separate from the clinic. Not enough providers/staff.
Services greatest weakness is lack of specialty doctors. However, that is covered very well by referrals.
Opportunities - Improve focus on wellness and preventive care and creating social groups to help manage conditions and diseases. Geography and climate. Weather can be very volatile. Recruitment and retention of qualified health care professionals Some still lack affordable health insurance.
Transient nature of population in and out, hard to get traction on health care services or other services. Specialty care.
Higher rate of burn out among health care professionals Cost of medications especially for ones that don't have insurance.
No public transportation. Have to travel for major medical or to see a specialist Hospital offers small and basic procedures
Lack of fee for service clinic People that lack insurance Lack of reach and programs for people that are not physically active
Limited scope of what they are allowed to do. Valdez Medical Clinic could better manage patients and have better efficiency. How they manage, patients could be better. They are a separate entity from the hospital.

## What could be done to improve the health care system in Valdez?

Response:
Change attitudes towards mental health.
Finding a way to increase the number of family physicians in Valdez to 4.5 - 5 FTE This will likely mean subsidizing or at least paying appropriately for services they are currently doing for free or for at a discount,. It will be increasingly difficult to find physicians capable or willing to follow the schedule we have historically used. There is a greater emphasis on young physicians on work/life balance. Midlevels help. but not much. The team capable of taking care of surgical emergencies must have a level of training that midlevels generally do not have. They can help in clinic and even the ER, but this actually takes away from the number of family physicians that we can have to handle major emergencies unless there is a radical change in payment. We can continue to mentor medical students and physicians in training in full scope rural family medicine as some of these will return to Valdez. I am currently on a campaign to popularize family medicine in Valdez.
Could always have better equipment. More space to see more patients Better access to care Clinic needs to find a way to provide health insurance to its employees.
Change attitudes about mental health. Reduce mental health stigma. The counseling center has done a couple of presentations regarding mental health. Help people know what services are offered, what those services entail, and how to access them. Offer more youth services. There was a study done in Iceland regarding teen drinking. They were able to reduce the percentage from 57% to 6% by offering more teen activities in schools, having curfews, and offering socialization, which gives them a sense of belonging.
Having more specialists.
More mental health and substance abuse services. More staffing and a consistency in providers. Find a way to attract and retain staff for the long term
Level the playing field when it comes to providers that are needed. Give them what it takes to get them to work in Valdez. There needs to be an overall system change. Pay new providers more and help pay back student loans. Find out what the large cities are doing to get and keep providers. Hospital used to pay for health insurance for providers however; they don't do that any longer. They give the providers money and they have to get insurance. The problem with that is the IRS considers it as income and they are being taxed for it. They need to remedy this so they can recruit and retain more providers.
Most are covered above.
Staffing. Need more providers. They have a small population so not much can be done.
Improvements only one that comes to mind could be more Doctors but I realize that takes a large population to support.
Have an integrated healthcare plan where primary, secondary and behavioral health providers working together. Need to have a unified front. There is so much potential. Everyone is careful because of politics. They don't want to make a wrong move so they don't make any!
Need more traveling specialists There is a need for more screening equipment installed. Even though they just installed a new MRI machine there is still a need for more.
Drawing specialty services closer to tele med. Leveraging technology to improve capabilities of local providers Destigmatizing mental health.
Entitlement in America, even higher in AK if ACA goes away Still more need for personal accountability Basic needs are available if people are willing to prioritize those services.

# Appendix 4

Partners in Community Health Advisory Group

## Partners in the 2017 Valdez Community Health Needs Assessment

The Valdez CHNA Advisory Group was formed to guide the CHNA process. The advisory group was composed of Valdez community experts and representatives who are noted by asterisk in the list above. These partners were invited to ensure the assessment process was guided by community stakeholders that represent the broad interests of the community. Together, the partners brought in the public health perspective and the interests of members of medically underserved, low-income, and minority populations. These members were key to ensure the assessment reached out to the entire Valdez community.

**John Cullen**, MD, General Partner, Valdez Medical Clinic; PVMC; and member of the PVMC Health Advisory Board. The Valdez Medical Clinic is a full service family practice clinic, consisting of four physicians that includes coverage of the hospital's emergency room. It is the only primary care clinic located in Valdez.

**Doug Desorcie**, PVMC Health Advisory Council Member, former Prince William Sound Community College President, City of Valdez Community Events Coordinator; Doug has been a resident of Valdez since 1992 and has served on numerous civic boards throughout the community. He has been a constant champion for education and healthcare and shares a passion for community celebration and promotion. Doug was the first UAF hockey player to be named All-American and was inducted into the UAF Athletics Hall of Fame.

**Pauline Doucet**, Assistant Administrator-Director of Clinical Services, PVMC. Her responsibilities include community outreach, physician engagement and day-to-day management of clinical operations (Acute Care departments and Long Term Care- as LTC Administrator and Manager). She brings 30 years of clinical nursing experience to her role at PVMC.

**Heidi Fox**, - PVMC, Director - Providence Valdez Counseling Center (PVCC). PVMC provides comprehensive health care to residents and visitors of Valdez; Prince William Sound and Richardson Highway communities. PVCC is the sole behavioral health service provider in Valdez offering a variety of services and is staffed by a Psychiatrist, Licensed Professional Counselors, a Licensed Clinical Social Worker, Certified Chemical Dependency Counselors, and a Case Manager.

**Ruth E. Knight**, City of Valdez Mayor- Valdez City Schools, City of Valdez, and PVMC Health Advisory Council Member. Valdez City Schools is a rural, public school district with one elementary school, one middle school, one high school, and one home school program.

**Nancy Lethcoe**, Retired tourism business owner and owner of Prince William Sound Books, PVMC Health Advisory Council Member and a 25 year resident of Valdez. Her volunteer work includes a Buddhist Paper Sangha for prisoners, the Valdez Food Bank, Epiphany Church Council, and the Providence Health Advisory Council.

**Edmore Mangena** - Mission Integration and Spiritual Care leader, PVMC, License Professional Counselor, PVCC; and part-time pastor of the Seventh-day Adventist Church in town. His responsibilities including providing mission and core values education encouraging the animation of the mission and values in all the "people of Providence" –caregivers and health advisory council. He's also the chairman of the bioethics/medical ethics committee.

**Lon Needles**, City of Valdez City Council Member, PVMC Health Advisory Council Vice-Chairperson, Vice President of the Valdez Senior Center, gubernatorial appointed member of the Alaska Labor Relations Agency. Lon moved to Valdez from Fairbanks in the 1980's. He is an avid snow-machiner and advocates for quality of life, education and public safety, as well as wise fiscal stewardship

through his civic endeavors.

**Jim Nygaard**, Valdez City Schools Superintendent, PVMC Health Advisory Council Member. Has worked throughout Alaska for the past 15 years and was awarded the Alaska Superintendent of the year Award in 2012. The Valdez City Schools Consists of Elementary, Middle and High School serving the educational needs of students in grades Kindergarten – 12.

**Dan O'Connor** – Prince William Sound College Campus Director, PVMC Health Advisory Council, Secretary he was appointed by the University of Alaska Board of Regents as President of Prince William Sound College in April of 2014. When PWSC became a college within the University of Alaska Anchorage, he was named CEO and College Director. Dan has 44 years of experience in education with assignments in colleges and universities in Pennsylvania, Ohio, California, and now in Alaska

**Jeremy O'Neil**, Chief Administrative Officer, Providence Valdez Medical Center. PVMC provides comprehensive health care to residents and visitors of Valdez; Prince William Sound and Richardson Highway communities. As a critical access hospital (CAH), PVMC features 11 acute care and swing beds. PVMC delivers about 45 babies annually and provides general acute care services, including emergency care; diagnostic lab; an imaging center; and rehabilitation therapy (PT, OT & Speech) services. In addition PVMC provides 10 extended care beds and a counseling center.

**Darren Reese**, City of Valdez city Council Member, PVMC Health Advisory Council Member, Retired Veteran, Station Foreman for the State of Alaska Department of Transportation; Darren has been a Valdez resident for over 20 years and a has been a vocal supporter of affordable housing, economic diversification and the many unique characteristics that make Valdez an exceptional community.

**Cindy Rymer**, Administration, City of Valdez Public Works Department and PVMC Health Advisory Council Member - Chairperson. She is a 42 year resident of Valdez and has been apart of the Hospital in one way or the other as a member of the Hospital Task Force ,Hospital Auxiliary, as well as the Advisory board since 1999.

**Samuel Shirk, MD**, Chief of Staff, PVMC and member of the PVMC Health Advisory Board. The Valdez Medical Clinic is a full service family practice clinic, consisting of four physicians, which also includes coverage of the hospital's emergency room. It is the only primary care clinic located in Valdez.

**Pam Shirrell**, Registered Nurse (RN), Licensed Nursing Home Administrator, 25 year resident of Valdez. 12 years acute care experience as an RN prior to moving to Valdez, 6 years as Health Services Director, Harborview Developmental Center, and 17 years as the Valdez Public Health Nurse retiring in 2013. Currently: Chair, Providence Valdez Health Advisory Board; Member, Providence Regional Ministry Board; Chair, Prince William Sound Community College; Member, Valdez Local Emergency Planning Committee; Co-Chair, Prince William Sound Traveling Health & Safety Fair.

**Todd Wegner**, - City of Valdez representative, PVMC Health Advisory Council Member. The City of Valdez is responsible for a variety of public services, including emergency services and public safety, community planning, public facilities and city lands, hazard mitigation and flood zone management, harbor management, snow and garbage removal, water and wastewater provision, parks and recreation, annual budgeting, Valdez permanent fund management, and governance. Healthcare Continuum of Care has been a long-standing priority for the community of Valdez, as it strives promote a superior healthcare system for its residents.

# Appendix 5

## Valdez Community Health Resource List

# Valdez community health resource list

## **Providence Valdez Medical Center**

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Phone: (907) 835-2249

Business Fax: (907) 834-1890

Confidential Fax: (907) 834-1885

Physical Address: 911 Meals Avenue, Valdez

Mailing Address: P.O. Box 550, Valdez, AK 99686

Website: [www.providence.org/alaska/valdez](http://www.providence.org/alaska/valdez)

- 24-hour Emergency Services
- 11 acute care and 10 long-term care beds
- Obstetrical services, anesthesia, labor & delivery, post-partum care
- Laboratory - CLIA-certified
- Imaging services to include MRI, ultrasound, CAT scan, and bone densitometry
- Physical, Occupational and Speech Therapy
- Stress testing
- General medical care
- Endoscopy and minor surgical services
- Specialty Physician Clinics

## **Providence Valdez Counseling Center**

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Evening Group Sessions, and Local Emergency On-Call Staff

Phone: (907) 835-2838

Fax: (907) 835-5927

Physical Address: 911 Meals Avenue, Valdez

Mailing Address: P.O. Box 1050, Valdez, AK 99686

Website: <http://www.providence.org/alaska/valdez>

- Individual and Group Therapy
- Psychiatric Services & Medication Management
- Substance Abuse Prevention and Treatment
- Outpatient Counseling
- Domestic Violence Intervention & Treatment
- Anger Management
- Case Assessments and Referrals
- Case Management Services
- Prime for Life Youth Group
- Alcohol Drug Information School (ADIS) 79
- Supervised Visitation
- Parenting Classes
- Couples & Family Counseling
- 24 hour Emergency Services
- Crisis Intervention
- Behavioral Health Disaster Response
- Community Education and Outreach

### **Valdez Medical Clinic**

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Phone: (907) 835-4811

Fax: (907) 835-5162

Physical Address: 1001 Meals Avenue, Valdez (Adjacent to the hospital)

Mailing Address: P.O. Box 1829, Valdez, AK 99686

- Family practice clinic
- Medical treatment by appointment (preferred) or on walk-in basis during business hours
- hours
- Physicians provide emergency on-call service at the hospital
- Patient Referrals as appropriate

### **Valdez Public Health Center**

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Phone: (907) 835-4612

Fax: (907) 835-2419

Physical Address: 1001 Meals Avenue, Valdez

Mailing Address: P.O. Box 950, Valdez, AK 99686

- Newborn baby visits and health checks
- Weight and height checks
- Infant and child nutritional information
- Nutritional screening and education, obesity and healthy lifestyle
- Breastfeeding information
- Well-child checks and developmental screenings
- Parenting concerns and information
- Childhood immunizations for children from birth to 18 years
- Infectious disease and tuberculosis screening and service
- Domestic violence and interpersonal violence screening and referral
- Vision screening for all ages
- Emergency Planning
- Family Planning Services or Women and Men:
  - Pap Smears, breast screening and birth control
  - Reproductive services
  - STD Screening
- Services to children and adults sliding scale based on ability to pay
- No one will be refused services due to inability to pay
- All services available through in-community and office visits
- Referral services as needed

### **Connecting Ties, Inc.**

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Phone: (907) 835-3274

Fax: (907) 835-3512

Toll free: 866-835-3275

Physical Address: 128 Chenega Street, Ste A, Valdez

Mailing Address: P.O. Box 2017, Valdez, AK 99686

Website: <http://www.connectingties.org/>

Provides community support and opportunities to individuals who experience a disability. Home and community-based waiver services for: children with complex conditions, Alaskans living independently and persons with developmental disabilities. Medicaid Consumer directed personal care services. Fee agent for Medicaid. Low-cost voucher for local transportation needs. We are here to help or assist you in any way we can, to make your life more enjoyable and enable you to attain the

necessary services to live in the community of your choice in a safe and healthy environment.

### **Valdez Food Bank**

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Phone: (907) 835-3663  
Physical Address: 278 Rich Hwy., Valdez  
Mailing Address: P.O. Box 848, Valdez, AK 99686  
Website: <http://www.foodbankofalaska.org>

Valdez Food Bank's mission is to assist people in need and lacking sufficient nutrition through regularly scheduled distribution of basic food items. Our clients are underemployed, on disability, unemployed, or experiencing circumstances beyond control. The Valdez Food Bank also provides other types of emergency assistance such as heating, electricity, dental services, medical prescriptions and treatment. Such assistance is awarded on a case by case basis by the board and requires evidence of actual dire need. This assistance is given in the absence of other available sources.

### **Valdez Senior Citizens Center**

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Phone: (907) 835-5032  
Fax: (907) 835-2518  
Physical Address: 1300 E. Hanagita Place, Valdez  
Mailing Address: P.O. Box 1635, Valdez, AK 99686  
Website: <http://www.valdezeniorcenter.org>

- Home delivered and congregate meals to seniors & adults with disabilities 7 days per week Noon to 1:00 PM
- Personal care Attendants & Medicaid Choice Waiver services to eligible adults
- Exercise programs, swim programs, activities, crafts, and transportation for individuals unable to drive

### **Sound Wellness Alliance Network (SWAN)**

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Phone: (907) 834-1807  
Fax: (907) 834-1890  
Physical Address: 911 Meals Avenue, Valdez  
Mailing Address: P.O. Box 550, Valdez, AK 99686  
Website: [www.swanalaska.org](http://www.swanalaska.org)

SWAN's mission is to promote health and wellness for all. In partnership with other local organizations our programming includes:

- Ski for Free – Free Nordic ski checkout
- Healthier You – A three month event engaging the community to make healthy positive change.
- Valdez Run Series – a series of 5K's and half-marathons throughout the summer months

### **Frontier Community Services**

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Phone: (907) 835-4504  
Fax: (907) 835-4527  
Mailing Address: P.O. Box 1310, Valdez, AK 99686  
Website: [www.fcsonline.org](http://www.fcsonline.org)

Frontier Community Services, nationally accredited through the Council on Accreditation (COA), provides independent living support to Adults with Physical and Developmental Disabilities (APDD), Children with Complex Medical Conditions (CCMC), Intellectual and Developmental Disabilities (IDD) and Alaskans Living Independently (ALI). The

Home and Community Based waiver services we provide in Valdez are assisted living, respite care, nursing oversight, chore services, supported employment, day habilitation, supported living, and care coordination. We are committed to providing the highest level of care for our consumers and will continue to expand our services to meet the needs of all the people living in this special community. Our aim is to provide choices to local residents in need of services to ensure their health, safety, and quality of life.

### **Valdez Hospital Auxiliary**

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Physical Address: 911 Meals Ave, Valdez  
Mailing Address: P.O. Box 94, Valdez, AK 99686

The Valdez Community Hospital Auxiliary also provides support to hospital and community services through the purchase of equipment, and by volunteer efforts.

Membership is open to all interested individuals willing to support the Auxiliary's activities through personal volunteering.

- Hospital gift shop
- Health education
- Safe Sitter program
- Education brochures
- Newborn gift bags
- Healthcare scholarship

### **Local Emergency Planning Committee (LEPC)**

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Phone: (907) 835-4560 or 1-907-255-6056  
Mailing Address: P.O. Box 601, Valdez, AK 99686  
Website: <http://www.valdezlepc.org>

- Provides community right-to-know reporting on hazardous and toxic chemicals
- Provides emergency planning services for the community of Valdez

### **Arctic Chiropractic**

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Phone: (907) 835-8777  
Fax: (907) 835-8702  
Physical Address: 501 E. Bremner  
Mailing Address: P. O. Box 1706, Valdez, AK 99686

- Primary focus of neck pain, back pain, headaches, and migraines
- Chiropractic adjustments
- Massage therapy
- Vibration therapy
- EMS therapy
- DOT and Sports Physicals

\* Now accepting Medicaid for patients under 21

### **Valdez Native Tribe**

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Phone: (907) 835-4951  
Fax: (907) 835-5589  
Physical Address: 1750 Zurich Loop Road, Valdez  
Mailing Address: P.O. Box 1108, Valdez, AK 99686

### **Safeway Pharmacy**

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Phone: (907) 835-1226

Physical Address: 1313 Meals St., Valdez, AK 99686

- Prescription pharmacy
- Health – related products
- Physician's Formula Cosmetics (hypo-allergenic)

### **PWSCC Health & Fitness Center**

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Phone: (907) 834-1684

Fax: (907) 834-1691

Physical Address: 303 Lowe Street, Valdez, AK 99686

Mailing Address: P.O. Box 397, Valdez, AK 99686

Website: <http://pwsc.alaska.edu/health-fitness-center>

Full gym, including weight room, cardio floor, exercise classes, showers, and towel service. Home of the Ski for Free program: Free access to Nordic ski equipment (skis, boots, poles), snowshoes, GPS units, headlamps, gaiters- membership not required for this access

# Appendix 6

## Valdez Community Health Improvement Plan

CHIP will be attached in this appendix by May 15, 2018.

# Community Health Improvement Plan 2018-2020

Providence Valdez Medical Center  
Valdez, Alaska

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Providence Valdez Valdez Medical Center  
911 Meals Avenue  
Valdez, AK 99686

# Executive summary

Providence conducts Community Health Needs Assessments (CHNA) in the communities it serves at least once every three years in order to better understand the health related needs in the community. The results of the CHNA are then used to guide Providence's Community Health Improvement Planning (CHIP) efforts to better address the health related needs of the community.

In early 2017 Providence Valdez Island Medical Center (PVMC) initiated a CHNA and formed a community CHNA Advisory Group. The group was composed of Valdez community experts and representatives from Prince William Sound College, Valdez City Schools, City of Valdez, Providence Valdez Medical Center, Valdez Medical Clinic, Valdez City Council, Providence Valdez Counselling Center, public health nursing, PVMC Health Advisory Council, local small business and other organizations.

These community partners were asked to participate in order to ensure the assessment process was guided by community stakeholders that represent the broad interests of the community and to help PVMC develop its Community Health Improvement Plan (CHIP) in response to the CHNA findings.

The CHNA/CHIP process was conducted as follows:

- a. **Data collection** - Both primary and secondary data were collected. The primary data was collected by means of a 33 question communitywide survey.
- b. **Stakeholder interviews** - Key stakeholder interviews were also conducted with 14 community leaders that represent the broad interests of the community in order to collect qualitative information about health needs in Valdez.
- c. **Analysis** – The stakeholder interviews and the community survey responses were analyzed to determine key themes and issues. These issues were then grouped into related areas of data for further analysis and prioritization by the Valdez CHNA Advisory Group.
- d. **Needs identification** - The Valdez CHNA Advisory Group then analyzed the data and identified top health-related priorities in Valdez based on the following criteria: size of population affected; severity of the condition or issue; and the ability of the community to have a positive impact on the issue. The following were the top three health related needs identified in the CHNA process.
  1. **Local health care provider workforce**
  2. **Mental health/substance abuse**
  3. **Access to specialty care**
  4. **Healthy lifestyle/chronic disease**
- e. **Community Health Improvement Plan (CHIP)** – With the help of the CHNA Advisory Group, PVMC established a CHIP identifying what activities and strategies it would pursue in response to the identified needs.

## **PVMC 2018-2020 COMMUNITY HEALTH IMPROVEMENT PLAN SUMMARY**

### **1. LOCAL HEALTHCARE PROVIDER WORKFORCE**

*In an effort to address this need, Providence Valdez Medical Center will:*

- Partner with the Valdez Medical Clinic to arrive at ideal provider levels and to explore developing a rural health intensive rotation for Med Students / Residents
- Engage the community in the effort to address primary care space needs
- Join with other rural and similarly impacted facilities to lobby the State of Alaska for relief around the high cost of entry into medical and other healthcare professions

### **2. MENTAL HEALTH / SUBSTANCE ABUSE**

*In an effort to address this need, Providence Valdez Medical Center will:*

- Partner with the community to reduce abuse and domestic violence among adults and children through community education and outreach.
- Partner with local agencies and State officials to reduce the incidence of opioid addiction in Valdez
- Engage the community in the effort to address Counseling Center space needs
- Partner with the Sound Wellness Alliance Network and other agencies to campaign against substance abuse, violence, depression, etc.

### **3. ACCESS TO SPECIALTY CARE**

*In an effort to address this need, Providence Valdez Medical Center will:*

- Continue to explore viable telemedicine opportunities.
- Leverage nurse specialties when possible i.e. wound care, lactation, chemotherapy, etc.
- Engage the community in the effort to address Specialty Clinic space needs
- Continue to seek out enduring relationships with specialty providers who are willing to provide care on-site in Valdez.

### **4. HEALTHY LIFESTYLE / CHRONIC DISEASE**

*In an effort to address this need, Providence Valdez Medical Center will:*

- Coordinate with community partners to encourage investment in and multi-agency efforts around health and wellbeing programming in Valdez
- Exemplify corporate wellness through wellness committee sponsored activities that extend to outside organizations
- Champion the HRSA Population Health pilot project that seeks to leverage a multi-community network around chronic disease management and community health improvement.

# Introduction

## CREATING HEALTHIER COMMUNITIES, TOGETHER

As health care continues to evolve, Providence is responding with dedication to its Mission and a desire to *create healthier communities, together*. Partnering with others of goodwill, we conduct a formal community health needs assessment to learn about the greatest needs and assets in our community, especially considering members of medically underserved, low-income, and minority populations or individuals.

This assessment helps us develop collaborative solutions to fulfill unmet needs while continuing to strengthen local resources. It guides our community benefit investments – not only for our own programs but also for many partners – toward improving the health of entire populations.

## SERVING ALASKA

Providence Health & Services has a long history of serving Alaska, beginning when the Sisters of Providence first brought health care to Nome in 1902 during the Gold Rush. Continuing that history of service, during 2016 Providence Health and Services Alaska provided over \$71 million in community benefit and charity care in response to unmet needs and to improve the health and well-being of those we serve in Alaska.



Data is consolidated for Providence Health & Services and its partners based on unaudited financial reporting.

Providence Health & Services Alaska has 16 ministries. The majority of facilities are located in the Anchorage area where we serve Alaskans from all over the state. In addition, we have a presence in four other Alaska communities. Technology advances allow us to provide affordable, quality care closer to home. Communities in Alaska are receiving expanded services via technologies supported by our health system, such as lifesaving telestroke and eICU care. Providence Alaska Medical Center, a 401-bed acute care facility, is the only comprehensive tertiary referral center serving all Alaskans. PAMC features the Children’s Hospital at Providence (the only one of its kind in Alaska), the state’s only Level III NICU, heart and cancer centers, the state’s largest Emergency Department, full diagnostic, rehab and surgical

services as well as both inpatient and outpatient mental health and substance abuse services for adults and children.

Our care and services also include a family practice residency program, a continuum of senior and community services, and a developing medical group. PHSA manages three critical access hospitals located in the remote communities of Kodiak, Seward and Valdez, all co-located with skilled nursing facilities. Community mental health centers are operated in Kodiak and Valdez. PHSA responds to certain unique needs of Alaska communities by building partnerships of service through five joint ventures including: Providence Imaging Center; St. Elias Long Term Acute Care Hospital; Imaging Associates; LifeMed Alaska (a medical transport / air ambulance service); and Creekside Surgery Center.

### **Providence Valdez Ministries**

Providence continues its mission of service in Valdez through Providence Valdez Medical Center and the Providence Valdez Counselling Center. PVMC is a critical access hospital that features 11 acute care beds and 10 long-term care beds.

PVMC provides an array of inpatient and outpatient services, including:

- 24-hour emergency services
- Obstetrical services, anesthesia, labor and delivery, post-partum care
- Laboratory - CLIA-certified
- Imaging services to include ultrasound, CAT scan, and bone densitometry
- Physical, occupational and speech therapy
- Stress testing
- General medical care
- Endoscopy and minor surgical services
- Specialty physician clinics

PVCC provides an array outpatient behavioral health services, including:

- Individual and group therapy
- Psychiatric services and medication management
- Substance abuse prevention and treatment
- Outpatient counseling
- Domestic violence intervention and treatment
- Anger management
- Case management services / case assessments and referrals
- Prime for Life Youth Group
- Alcohol Drug Information School (ADIS) 79
- Supervised visitation
- Parenting classes
- Couples and family counseling
- 24 hour emergency services
- Crisis intervention
- Behavioral health disaster response
- Community education and outreach

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## **About us**

Providence Health & Services is committed to improving the health of the communities it serves, especially for those who are poor and vulnerable. In 2016, Providence provided nearly \$1.2 billion in community benefit to help meet the needs of its communities, both today and into the future. Providence Health & Services is a part of Providence St. Joseph Health, a family of organizations that includes 50 hospitals, 829 physician clinics, senior services, supportive housing and many other health and educational services. The health system and its partners employ 111,000 caregivers serving communities across seven states – Alaska, California, Montana, New Mexico, Oregon, Texas and Washington. Learn more at [psjhealth.org](http://psjhealth.org).

## **Our Mission**

As people of Providence, we reveal God’s love for all, especially the poor and vulnerable, through our compassionate service.

## **Our Values**

Respect, Compassion, Justice, Excellence, Stewardship

## **Our Vision**

Simplify health for everyone

## **Our Promise**

Together, we answer the call of every person we serve: Know me, Care for me, Ease my way.®

# Purpose of this plan

In 2017 Providence Valdez Island Medical Center conducted a community health needs assessment. This community health improvement plan is designed to address key health needs identified in that assessment. The prioritized needs were chosen based on community health data and identifiable gaps in available care and services. In the course of our collaborative work, we determined that emphasis on these needs would have the greatest impact on the community’s overall health with significant opportunities for collaboration. These are:

<b>2016 Valdez prioritized needs</b>
<ol style="list-style-type: none"><li><b>1. Local health care provider workforce</b></li><li><b>2. Mental health/substance abuse</b></li><li><b>3. Access to specialty care</b></li><li><b>4. Healthy lifestyle/chronic disease</b></li></ol>

## **Our overall goal for this plan**

As we work to create healthier communities, together, the goal of this improvement plan is to measurably improve the health of individuals and families living in the areas served by Providence Valdez Island Medical Center. The plan’s target population includes the community as a whole, and specific population groups including minorities and other underserved demographics.

# Community Profile

The service area of Providence Valdez Medical Center is defined as the City of Valdez. Valdez is located on Prince William Sound and surrounded by the Chugach Mountains. The city is connected to the interior of Alaska by the Richardson highway and is roughly 300 miles by road from Anchorage. The area sees significant annual precipitation with an average snowfall of nearly 300 inches per year. Valdez is a fishing port for both commercial and sport fishing. It is also the terminus of the Trans-Alaska Pipeline where Alaska North Slope oil is loaded onto ships for transport to external markets.



## POPULATION AND AGE DEMOGRAPHICS

The 2015 U.S. Census Bureau American Community Survey estimates the Valdez population is 3,979.

- 26% percent youth (0-18 years)
- 68% percent young adults (18-64 years)
- 5% percent seniors (65 years and older)

## ETHNICITY

The following data is based on the 2010 census.

- 81.5 percent were white
- 1.9 percent were Asian
- 8.2 percent were Alaska Native or American Indian
- 4.7 percent were Hispanic or Latino

- 0.6 percent were African American or black
- 0.8 percent were native Hawaiian or other Pacific Islander

## INCOME

The following data is based on the 2011-2015 American Community Survey 5 Year Estimates:

- \$98,204 = median household income
- 4.5 percent children under age 18 live in poverty
- 9.4 percent of residents of all ages live in poverty

## HOUSING

- Median gross rent is \$1136
- 67.2 percent of housing units/homes are owner-occupied
- 3 percent report being homeless (sleep outside, in improvised dwelling, car, local shelter or couch surf)

# SUMMARY OF PRIORITIZED COMMUNITY NEEDS AND ASSOCIATED PROVIDENCE ACTION PLANS

## 1. LOCAL HEALTHCARE PROVIDER WORKFORCE

All small and remote communities like Valdez struggle to attract and retain health care providers. A significant number of the stakeholders interviewed as part of the CHNA process identified provider workforce as one of the top challenges facing health care in Valdez. Nurses, primary care physicians and other hard to recruit/retain professional positions were called out specifically as being essential to ensure appropriate access to the needed care.

## 2. MENTAL HEALTH / SUBSTANCE ABUSE

Poor mental health and the related issue of substance abuse were identified as problems in the Valdez community. Remote, harsh climates along with long, dark winters are known to have a negative impact on mental health and are frequently associated with high instances of isolation and increased substance abuse.

## 3. ACCESS TO SPECIALTY CARE

Like many small and remote communities, Valdez faces challenges gaining access to specialty medical services. Nearly 1 in 5 survey respondents indicate that they left Valdez because they needed specialty care not available in the community. Given the distance by road and the frequency of no-fly days in Valdez, leaving Valdez for needed specialty treatment can be difficult.

## 4. HEALTHY LIFESTYLE / CHRONIC DISEASE

Three of the top four leading causes of death in the Valdez-Cordova area are chronic diseases: –cancer, heart disease and stroke. In each case, health-related behaviors have a significant relationship to the onset, course and outcome of the chronic disease process. The relationship between obesity and diabetes is similarly intertwined with lifestyle choices. Roughly 2 in 3 survey respondents are either overweight or obese (31 percent overweight, 30 percent obese, and 5 percent morbidly obese). Nearly 1 in 4 respondents report that they have a chronic disease. Slightly more than 1 in 10 respondents report that they do not engage in any form of physical activity for 30 minutes or more a week. Nearly 1 in 5 smoke tobacco products, e-cigarettes or use smokeless tobacco – a lifestyle choice with significant negative consequences related to the onset of many chronic diseases. The system cost of unhealthy lifestyles and unmanaged chronic diseases are born by individuals and the communities they live in.

## PRIORITY HEALTH NEED #1:

### LOCAL HEALTHCARE PROVIDER WORKFORCE

---

#### Community need(s) addressed

- Sufficient provider capacity to ensure access to needed care

#### Goal(s)

- Our goal is a Valdez community where all residents have access to needed care

#### Strategies

- Sustainable healthcare provider recruitment and retention model
- Sufficient facility capacity to accommodate healthcare provider workforce
- Optimize utilization of hospital / clinic shared healthcare provider workforce

#### Providence action plan

- a. PVMC will engage the community through its Health Advisory Council to **explore existing facility space constraints** as it relates to primary care and other outpatient services, and determine the way forward for identified upgrade and expansion needs
- b. Providence will **implement a 'well-being' plan** to address the mental health needs of the mental health services providers to reduce burnout and turnover. Additionally, Providence continues to focus on attracting and retaining qualified mental health service providers in a competitive recruiting market

#### Collaboration and community investment support plan

- c. PVMC will partner with the Valdez Medical Clinic (VMC) to **establish sufficient health care provider staffing levels** to serve the needs of the community – *currently understood to be approximately five (5) full time equivalents.*
- d. **Medical Provider Loan Repayment (Sharp III)**- PVMC will join with other similarly impacted rural health care facilities and practices that struggle to attract and retain necessary healthcare workforce to lobby the State of Alaska for relief around the high cost of entry into medical and other healthcare profession. Primarily, the State of Alaska manages several programs that offer education debt assistance to a variety of medical and other healthcare professionals. Due to funding constraints the above programs are in need of upgrade so that communities and other stakeholders can make up for the State funding that is no longer available. Providence will seek community partners (including from the City and State) to develop a community-based loan repayment program that makes Valdez more competitive and attractive when recruiting medical providers, especially primary care physicians

- e. PVMC will partner with VMC to explore the development of a **rural health intensive rotation for Medical Students / Residents** to establish VMC as a compelling and attractive destination for those seeking a broad scope family practice residency experience.

## Measurement

The following were identified as success measures for the PVMC programs, activities, and collaborations listed above. Success measures a-c are drawn from the Community Health Needs Assessment (CHNA) survey which is conducted once every three years. The 2017 survey results for success measures a-c below will serve as baseline data for comparison with the 2020 CHNA survey results. Success measures d-f below will be drawn from PVMC data sources.

- a. Percent of residents that indicate they use the **emergency room** as their **main source of healthcare**
- b. Percent of residents that **consider primary care services** to be one of the top three greatest health care needs in Valdez
- c. Percent of residents that **consider mental health/substance abuse** to be one of the **top three greatest health care needs** in Valdez
- d. Number of **Alaska residency rotation placements** in Valdez
- e. Local **physician turnover** rate
- f. PVMC **caregiver turnover** rate

## Existing community resources related to local healthcare provider workforce

Organization or Program	Description	Associated Community Need
<b>Providence Valdez Medical Center</b>	<ul style="list-style-type: none"> <li>• 24-hour Emergency Services</li> <li>• 11 acute care and 10 long-term care beds</li> <li>• Obstetrical services, anesthesia, labor &amp; delivery, post-partum care</li> <li>• Laboratory - CLIA-certified</li> <li>• Imaging services to include MRI, ultrasound, CAT scan, and bone densitometry</li> <li>• Physical, Occupational and Speech Therapy</li> <li>• Stress testing</li> <li>• General medical care</li> <li>• Endoscopy and minor surgical services</li> <li>• Specialty Physician Clinics</li> </ul>	Stable provider workforce
<b>Prince William Sound College</b>	Registered Nurse and Certified Nurses Aid programs	Stable provider workforce
<b>State of Alaska – Division of Public Health</b>	SHARP – Alaska’s Healthcare Workforce Incentive Program	Stable provider workforce

## PRIORITY HEALTH NEED #2:

### MENTAL HEALTH / SUBSTANCE ABUSE

---

#### Community needs addressed

- Access to needed mental health and substance abuse services
- Community mental health and substance abuse awareness, education and collaboration

#### Goal(s)

Our goal is a Valdez community where all residents have access to, and are able to receive, the mental health and substance abuse treatment and support services necessary to achieve emotional and behavioral well-being.

#### Strategies

Collaborate with community partners and organizations in the community to:

- Ensure safety-net and essential mental health and substance abuse services to address community need
- identify and reach out to those in need of mental health and substance abuse services before they escalate to a state of crisis
- Educate the community about mental health and substance abuse issues to reduce stigma and raise awareness of available services to help shorten the time to treatment for those in need

#### Providence action plan

- a. **Tele-health** – Providence intends to increase remote and out-of-clinic access to care through piloting two tele-health initiatives. One of these pilots – remote delivery of substance abuse and behavioral health counseling – is occurring in Valdez. The second - remote delivery of emergency de-escalation psychiatric consults – could be offered in Valdez if it is successful in the primary pilot location.
- b. PVMC will engage the community through its Health Advisory Council to explore existing real estate **space constraints** as it relates to **Counseling Center services** and determine the way forward for identified upgrade and expansion needs.

#### Collaboration and community investment support plan

- c. Providence will continue to collaborate with **Valdez School Counseling Program** to better address **mental health needs of children** in the Valdez community.
  - d. PVCC will Partner with Copper River Basin Child Advocacy Center, Valdez City Schools, Prince William Sound College and Advocates for Victims of Violence to **reduce domestic violence and abuse among adults and children** through community education and outreach.
-

- e. PVCC will Partner with local agencies and State officials to **reduce substance abuse** (especially opioid abuse) among all community members through health-professional training, community education and outreach.
- f. PVCC will Partner with the Sound Wellness Alliance Network and other agencies to **raise community awareness and understanding** of the causes, impacts and resources available to address **substance abuse, violence and mental health** issues in our community.

## Measurement

The following were identified as success measures for the PVMC programs, activities, and collaborations listed above. Success measures a-h are drawn from the Community Health Needs Assessment (CHNA) survey which is conducted once every three years. The 2017 survey results for success measures a-h below will serve as baseline data for comparison with the 2020 CHNA survey results.

### *Percent of residents that:*

- a. Report that, in general, their **mental health is either ‘good’ or ‘very good’**.
- b. Report **feeling so sad or hopeless** every day for two weeks or more that they stopped doing usual activities.
- c. **Considered suicide** in the last 12 months
- d. Consider **mental health/substance abuse** to be one of the **top three greatest health care needs** in Valdez
- e. Report being **unable to receive needed mental health services in last 12 months**
- f. Indicate being **unable to receive needed mental health services** in last 12 months because they **could not afford** the needed mental health services.
- g. Report needing substance abuse treatment services that report being able to receive the needed substance abuse treatment services
- h. Report being **unable to receive needed substance abuse services in last 12 months**

## Existing community resources related to mental health / substance abuse

Organization or Program	Description	Associated Community Need
<b>Providence Valdez Counseling Center</b>	<ul style="list-style-type: none"> <li>• Individual and Group Therapy</li> <li>• Psychiatric Services &amp; Medication Management</li> <li>• Substance Abuse Prevention and Treatment</li> <li>• Outpatient Counseling</li> <li>• Domestic Violence Intervention &amp; Treatment</li> <li>• Anger Management</li> <li>• Case Assessments and Referrals</li> <li>• Case Management Services</li> <li>• Prime for Life Youth Group</li> <li>• Alcohol Drug Information School (ADIS) 79</li> <li>• Supervised Visitation</li> <li>• Parenting Classes</li> <li>• Couples &amp; Family Counseling</li> <li>• 24 hour Emergency Services</li> </ul>	mental health / substance abuse

	<ul style="list-style-type: none"> <li>• Crisis Intervention</li> <li>• Behavioral Health Disaster Response</li> <li>• Community Education and Outreach</li> </ul>
<b>Valdez City Schools</b>	<ul style="list-style-type: none"> <li>• DARE program</li> </ul>
<b>Advocates for Victims of Violence</b>	<ul style="list-style-type: none"> <li>• Direct Services</li> <li>• Youth Services</li> <li>• Legal Advocacy</li> </ul>
<b>Copper River Basin Child Advocacy Center</b>	<ul style="list-style-type: none"> <li>• Crisis Intervention</li> <li>• Forensic and Medical Examinations</li> <li>• Prevention</li> <li>• Outreach</li> </ul>

## PRIORITY HEALTH NEED #3:

### ACCESS TO SPECIALTY CARE

---

#### Community needs addressed

- Access to specialty care services

#### Goal(s)

- Our goal is a Valdez community where residents have access to needed specialty care
- Our goal is to help provide the greatest amount of services feasible in community to remove the burden and cost of travel as a barrier to needed care.

#### Strategies

- Optimize specialty services available in the Valdez community
- Explore new care delivery models such as tele-health

#### Providence action plan

- a. PVMC will **Leverage nurse specialties** and **expand scope of practice** where when possible (i.e. wound care, lactation, chemotherapy, etc...) to help address the need for specialty care in the Valdez community.
- b. PVMC will engage the community through its Health Advisory Council to explore **existing real estate constraints** as it relates to **Specialty Clinic space** and determine the way forward for identified upgrade and expansion needs.
- c. PVMC will continue to seek out, solidify and maintain enduring **relationships with specialty providers** who are willing to provide care on-site in Valdez.
- d. Providence will continue to explore emerging **tele-medicine** technologies as a means to further expand access to specialty services in Valdez.

#### Collaboration and community investment support plan

- g. Providence will **partner with specialty providers** who are **willing to visit Valdez on a reoccurring basis** to offer their services. These providers will be selected based on “best practice,” to insure the highest level of safety and continuum of care.

## Measurement

The following were identified as success measures for the PVMC programs, activities, and collaborations listed above. Success measures a-b are drawn from the Community Health Needs Assessment (CHNA) survey which is conducted once every three years. The 2017 survey results for success measures a-b below will serve as baseline data for comparison with the 2020 CHNA survey results.

### *Percent of residents that:*

- a. Report **having to leave Valdez for needed care**
- b. **Consider specialty care** to be one of the **top three greatest health care needs** in Valdez

## Existing community resources related to access to specialty care

Organization or Program	Description	Associated Community Need
<b>Providence Valdez Medical Center</b>	<ul style="list-style-type: none"><li>• 24-hour Emergency Services</li><li>• 11 acute care and 10 long-term care beds</li><li>• Obstetrical services, anesthesia, labor &amp; delivery, post-partum care</li><li>• Laboratory - CLIA-certified</li><li>• Imaging services to include MRI, ultrasound, CAT scan, and bone densitometry</li><li>• Physical, Occupational and Speech Therapy</li><li>• Stress testing</li><li>• General medical care</li><li>• Endoscopy and minor surgical services</li></ul> Specialty Physician Clinics	Specialty Care

## PRIORITY HEALTH NEED #4:

### HEALTHY LIFESTYLE / CHRONIC DISEASE

---

#### Description

#### Community needs addressed

- Healthy lifestyle opportunities
- Chronic disease prevention, treatment and management
- Social connections/supportive social network

#### Goal(s)

Our goal is a Valdez community that works proactively to prevent illness; ensure adequate nutrition; and address social, behavioral and environmental factors that influence community health.

#### Strategies

- Partner with community agencies to strengthen continuum care models, increase community education and awareness and advocacy for ‘blue zone’ styled principles that will connect, engage and improve the health of the community.

#### Providence action plan

- a. Direct local and Providence Health and Services Alaska region efforts in relation to the **HRSA Population Care Coordination pilot project**. The Population Care Coordination Process provides a framework for provider collaboration and **more effective multilevel care** based on population- and patient-centered principles.
- b. Expand and improve **PVMC caregiver wellness culture and practices** through wellness-committee sponsored activities that extend to outside organizations and exemplify transformative employee wellness models.

#### Collaboration and community investment support plan

- h. Providence will **partner with Prince William Sound College** to enhance the **“Healthier Valdez” initiative** that supports education and programming centered on nutrition, health & wellness.
- i. Providence will **partner with Connections to Care** to leverage the resources of the volunteer organization that offers healthcare navigation services for **extremely fragile/vulnerable** members of the Valdez community.
- j. Providence will **partner with Sound Wellness Alliance Network** to assist in its population health approach to **community wellness**.

## Measurement

The following were identified as success measures for the PVMC programs, activities, and collaborations listed above. Success measures a-g are drawn from the Community Health Needs Assessment (CHNA) survey, which is conducted once every three years. The 2017 survey results for success measures a-g below will serve as baseline data for comparison with the 2020 CHNA survey results.

### *Percent of residents that:*

- a. Are either **overweight or obese**.
- b. Report engaging in **binge drinking** in the past 30 days.
- c. Report smoking **tobacco, e-cigarettes** or use **smokeless tobacco**.
- d. Indicate that, in general, their **health is either good or very good**.
- e. Indicate they **have a chronic disease** who further indicate they **do not have the resources needed** to treat their chronic disease.
- f. Report that they or their family **had to go without food in the last 12 months**.
- g. Report that **if sick, they could not easily find someone to help them** with their daily chores?

## Existing community resources related to healthy lifestyle / chronic disease

Organization or Program	Description	Associated Community Need
<b>Providence Valdez Medical Center</b>	<ul style="list-style-type: none"> <li>• 24-hour Emergency Services</li> <li>• 11 acute care and 10 long-term care beds</li> <li>• Obstetrical services, anesthesia, labor &amp; delivery, post-partum care</li> <li>• Laboratory - CLIA-certified</li> <li>• Imaging services to include MRI, ultrasound, CAT scan, and bone densitometry</li> <li>• Physical, Occupational and Speech Therapy</li> <li>• Stress testing</li> <li>• General medical care</li> <li>• Endoscopy and minor surgical services</li> <li>• Specialty Physician Clinics</li> </ul>	Healthy lifestyle/Chronic disease
<b>Prince William Sound College</b>	Wellness and disease management educational programming	Healthy lifestyle/Chronic disease
<b>Connections to Care</b>	Support resources related to managing health crises and end of life care	Health lifestyle/Chronic disease
<b>Sound Wellness Alliance Network</b>	Community approach to improved wellness and quality of life	Healthy lifestyle/Chronic disease

# Healthier Communities Together

This section inventories community partners that are addressing the identified needs in the CHNA. This table begins to outline our strategy of creating healthier communities together.

## COMMUNITY RESOURCES AVAILABLE TO ADDRESS IDENTIFIED NEEDS

Providence and partners cannot address the significant community health needs independently. Improving community health requires collaboration across community stakeholders. Below outlines a list of community resources potentially available to address identified community needs

Organization or Program	Description	Associated Community Need
<b>Advocates for Victims of Violence</b>	<ul style="list-style-type: none"> <li>• Direct Services</li> <li>• Youth Services</li> <li>• Legal Advocacy</li> </ul>	<ul style="list-style-type: none"> <li>• Mental health / substance abuse</li> </ul>
<b>Connections to Care</b>	<ul style="list-style-type: none"> <li>• Support resources related to managing health crises and end of life care</li> </ul>	<ul style="list-style-type: none"> <li>• Health lifestyle/Chronic disease</li> </ul>
<b>Copper River Basin Child Advocacy Center</b>	<ul style="list-style-type: none"> <li>• Crisis Intervention</li> <li>• Forensic and Medical Examinations</li> <li>• Prevention</li> <li>• Outreach</li> </ul>	<ul style="list-style-type: none"> <li>• Mental health / substance abuse</li> </ul>
<b>Prince William Sound College</b>	<ul style="list-style-type: none"> <li>• Wellness and disease management educational programming</li> </ul>	<ul style="list-style-type: none"> <li>• Healthy lifestyle/Chronic disease</li> </ul>
<b>Providence Valdez Medical Center</b>	<ul style="list-style-type: none"> <li>• 24-hour Emergency Services</li> <li>• 11 acute care and 10 long-term care beds</li> <li>• Obstetrical services, anesthesia, labor &amp; delivery, post-partum care</li> <li>• Laboratory - CLIA-certified</li> <li>• Imaging services to include MRI, ultrasound, CAT scan, and bone densitometry</li> <li>• Physical, Occupational and Speech Therapy</li> <li>• Stress testing</li> <li>• General medical care</li> <li>• Endoscopy and minor surgical services</li> <li>• Specialty Physician Clinics</li> </ul>	<ul style="list-style-type: none"> <li>• Stable provider workforce</li> <li>• Healthy lifestyle/Chronic disease</li> <li>• Specialty Care</li> </ul>
<b>Providence Valdez Counseling Center</b>	<ul style="list-style-type: none"> <li>• Individual and Group Therapy</li> <li>• Psychiatric Services &amp; Medication Management</li> <li>• Substance Abuse Prevention and Treatment</li> <li>• Outpatient Counseling</li> <li>• Domestic Violence Intervention &amp; Treatment</li> </ul>	<ul style="list-style-type: none"> <li>• Mental health / substance abuse</li> <li>• Specialty Care</li> </ul>

- Anger Management
- Case Assessments and Referrals
- Case Management Services
- Prime for Life Youth Group
- Alcohol Drug Information School (ADIS) 79
- Supervised Visitation
- Parenting Classes
- Couples & Family Counseling
- 24 hour Emergency Services
- Crisis Intervention
- Behavioral Health Disaster Response
- Community Education and Outreach

<b>Sound Wellness Alliance Network</b>	<ul style="list-style-type: none"> <li>• Community approach to improved wellness and quality of life</li> </ul>	<ul style="list-style-type: none"> <li>• Healthy lifestyle/Chronic disease</li> </ul>
<b>State of Alaska – Division of Public Health</b>	<ul style="list-style-type: none"> <li>• SHARP – Alaska’s Healthcare Workforce Incentive Program</li> </ul>	<ul style="list-style-type: none"> <li>• Stable provider workforce</li> </ul>
<b>Valdez City Schools</b>	<ul style="list-style-type: none"> <li>• DARE program</li> </ul>	<ul style="list-style-type: none"> <li>• Mental health / substance abuse</li> </ul>

# PVMC PLAN APPROVAL

This community health improvement plan was approved and adopted on April 17, 2018, by the Providence Health & Services Alaska Community Ministry Board.



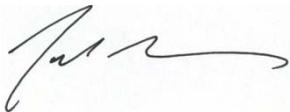
Bruce Lamoureux  
Senior Vice President  
Regional Chief Executive, Alaska Region

Date: April 17, 2018



Sarah Barton  
Chair  
Providence Health and Services Alaska

Date: April 17, 2018



Joel Gilbertson  
Senior Vice President  
Community Partnerships and External Affairs  
Providence Health & Services

Date: May 14, 2018

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