



Dahl Memorial Clinic

Municipality of Skagway

GATEWAY TO THE KLONDIKE

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Skagway Health Needs Assessment 2021 Results

Purpose: Dahl Memorial Clinic conducts a patient survey regularly in order to examine and improve services at the clinic. The information collected from this survey will be used in completing the Health Resources and Services Administration (HRSA) Community Health Centers grant. This grant helps Dahl Memorial Clinic increase services while providing financial assistance to our low-income patients. Information from this survey is also used in the development of the clinic's 5 year strategic plan by the Dahl Clinic Board of Directors.

Procedure: In April of 2021, Dahl Memorial Clinic mailed the survey to all Skagway box holders. Surveys were also available for pick-up at the clinic. Residents were asked to complete the survey and return it by mail or drop-off by May 31, 2021. The Community Needs Survey happens every three years.

Response: Dahl Clinic did a box holder mailing to 450 Skagway residents. These box holders may or may not have been existing patients of the clinic. We received 40 completed surveys which is a 8.9% return rate. A typical external survey return rate is between 10% and 15%. The data from the surveys was compiled and summarized in the following pages.

The staff and Board of Directors of Dahl Memorial Clinic thanks the community members of Skagway for their participation in this survey. If anyone would like to further assist the clinic in achieving its long-term goals and improve the quality of health care in our community, public participation is welcome at Board of Directors meetings. Meeting dates are advertised on the monthly clinic calendar which is available at www.dahlclinic.org, on Facebook, and published on bulletin boards locally. Anyone interested in serving on the Clinic Board of Directors, should contact the Clinic Executive Director at 907-983-2255. Questions regarding the clinic may be directed to the Executive Director or any board member.

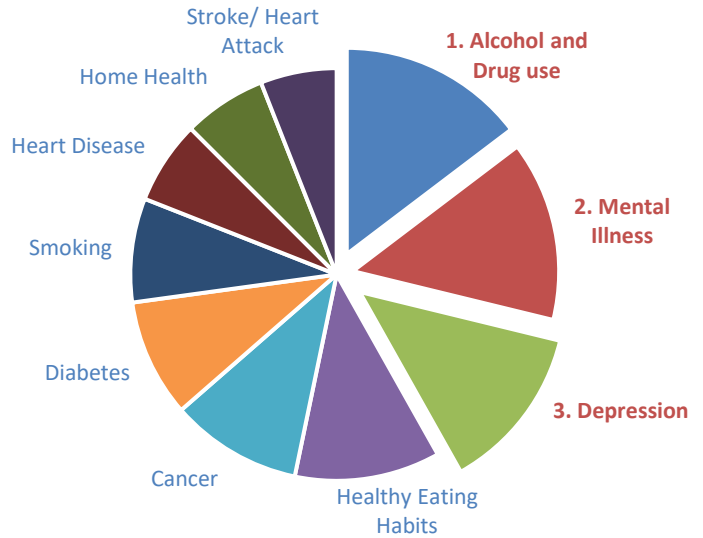
SKAGWAY HEALTH NEEDS ASSESSMENT SURVEY 2021

HEALTHCARE NEEDS

*40 Surveys some didn't answer certain questions

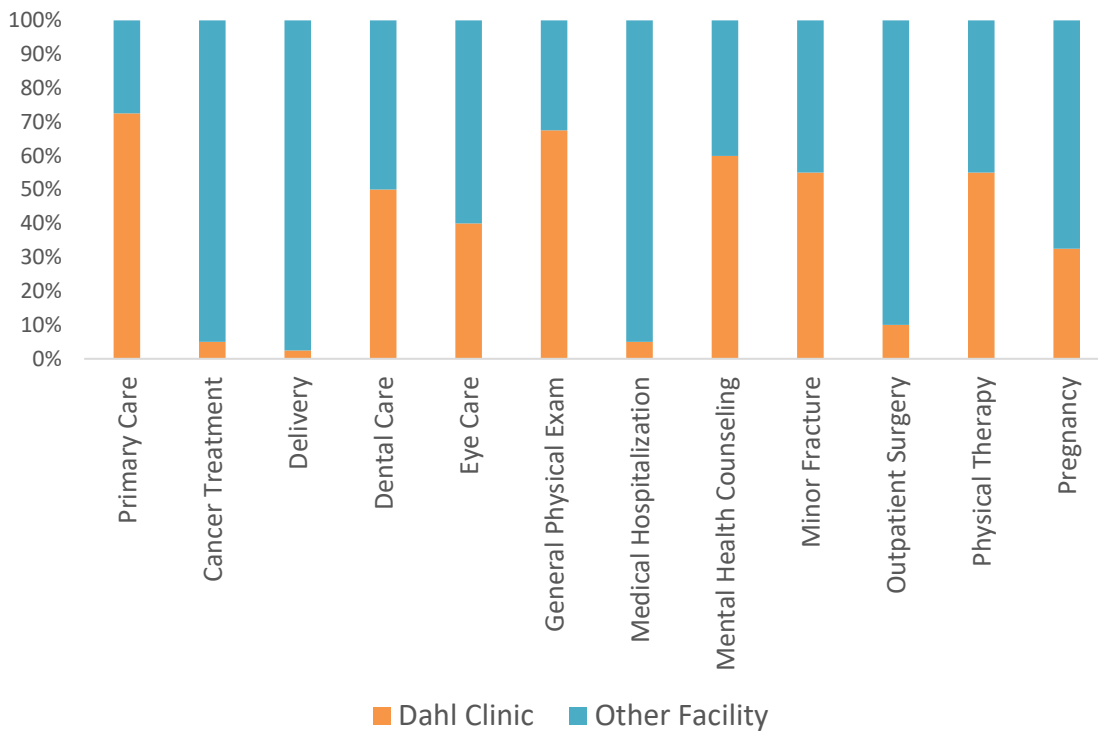
- The 10 most important health issues that need to be addressed in Skagway so the quality of life could be improved.

Substance abuse and Drug use, mental illness, and depression were considered the biggest health issues.



HEALTHCARE USE

- Where do respondents initially seek care for each of the following healthcare needs?



3. When asked whether they have used medical services outside the community, respondents answered,

Yes	No
87.5%	12.5%

a. Of those who have obtained medical services outside of Skagway, reasons include:

<p>67.5% Services not supplied locally</p> <p>20% Services cheaper elsewhere</p> <p>32.5% Quality of service better elsewhere</p> <p>27.5% Referred by physician/provider</p> <p>2.5% Indian Health Services</p>	<p>20% More privacy at non-local facility</p> <p>22.5% Prefer to see Physician</p> <p>12.5% Other:</p>
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4. When respondents were asked if they were familiar with the qualifications of Nurse Practitioners, Medical Assistants, and other medical staff, the response was:

Yes	No
77.5%	22.5%

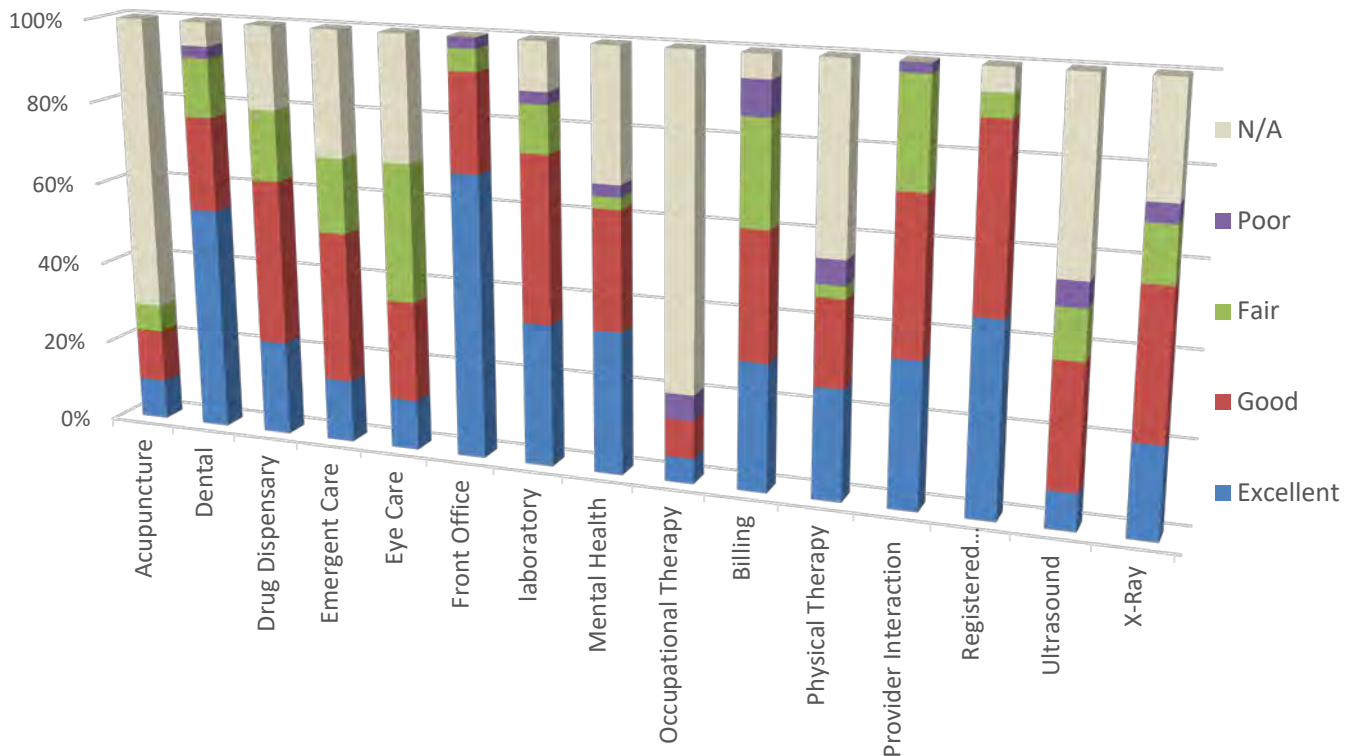
5. When asked if the Clinic had adequately informed respondents of the availability of regularly scheduled visiting providers such as family physicians, pediatrician, dentist, eye doctor and physical therapist, the response was:

Yes	No
60%	40%

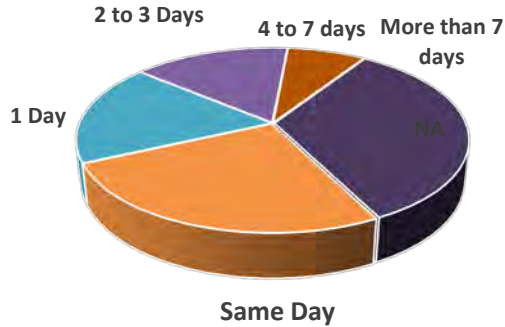
a. Suggestions for improving communication: *Put flyers in PO Boxes; Facebook posts; send monthly calendar; Let people know how they can sign up for notices.*

HEALTHCARE AVAILABILITY AND PATIENT SATISFACTION

6. Respondents rate satisfaction with clinic services as follows:



7. In the last year, when asked how many days respondents usually had to wait for an appointment at Dahl Memorial Clinic when care was needed right away, the response was:



8. When asked if Dahl Memorial Clinic gave respondents information about what to do if care was needed during evenings, weekends, or holidays, the response was:

Yes	No
72.5%	13%

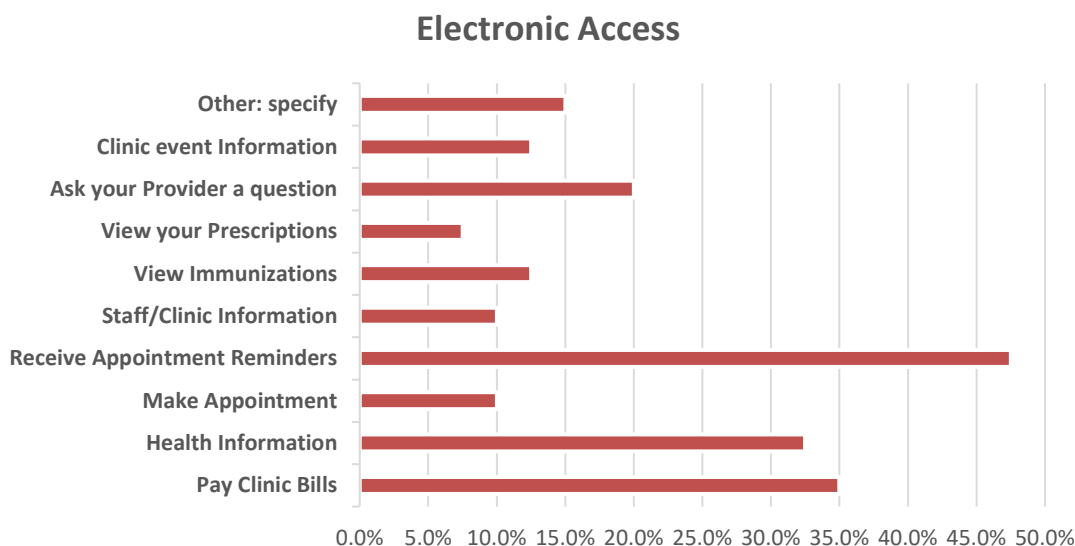
9. When asked how often in the last year that respondents were able to get the care needed from Dahl Memorial Clinic during evenings, weekends, or holidays, the response was:

5% Never 12.5% Always 67.5% No afterhours care was needed 5% Sometimes 2.5% Usually

10. Respondents were asked, do the regular business hours in the table below meet your needs?

Dahl Memorial Clinic Regular Business Hours	
Winter Hours (Oct-April)	Summer Hours (May-Sep)
Monday – Friday 8am to 5pm Saturday Closed Sunday Closed	Monday-Friday 7am to 7pm Saturday 10am to 6pm Sunday Closed
95% are happy with these hours	100% are happy with these hours

11. Respondents were asked which electronic access features they most utilized either through Dahl Clinic website or the Patient Portal:



PATIENT COMMUNICATION

12. When asked if in the last year, respondents received any reminders from Dahl Memorial Clinic about tests, treatments or appointments, the answer was:

Yes **No**
77.5% **12.5%**

13. Respondents who started or stopped a prescription medicine in the last year were asked how much their Dahl Memorial Clinic provider talked about the reasons why they might **want to** take the medicine, the response was:

15% A lot 15% Some 5% Not at all 2.5% A little
 60% I did not start or stop a medicine last year

14. When asked how much the provider talked about the reasons, they might **not want to** take the medicine, the response was:

5% Not at all 10% A lot 60% I did not start or stop a prescription 7.5% A little
 10% Some

15. Of those respondents who talked with a provider about starting or stopping a prescription, did the provider ask them what **they thought** was best for them?

Yes NO NA
22.5% **2.5%** **65%**

16. When respondents were asked if in the last year they saw a specialist for a particular health problem, the response was:

Yes **No**
50% **45%**

17. When asked how often their Dahl Memorial Clinic provider seemed informed and up-to-date about the care they got from specialists, the response was:

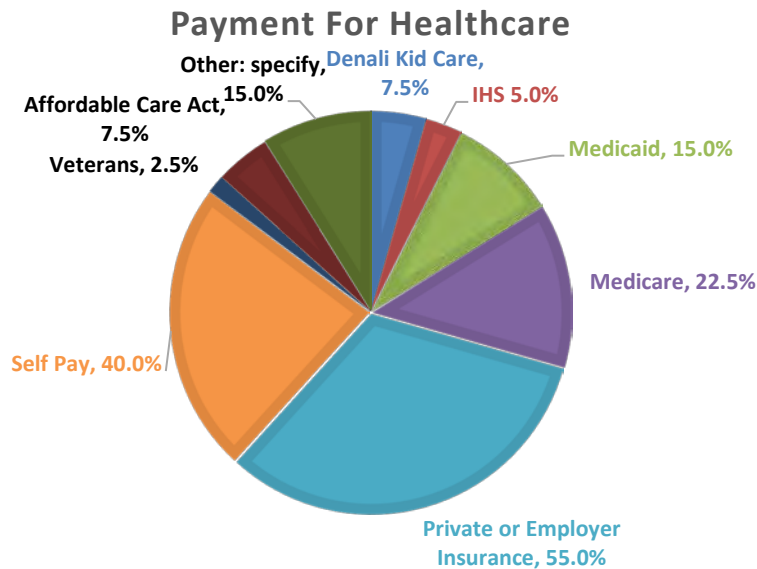
12.5% Never 15% Always 15% Sometimes 12.5% Usually 42.5% NA

18. Respondents who had been to the clinic in the past year were asked the following questions about communication with their provider:

	Yes	No	I have not been to the Clinic in the past year
Did anyone at Dahl Memorial Clinic talk with you about specific goals for your health?	35%	37.5%	22.5%
Did anyone at Dahl Memorial Clinic ask you if there are things that make it hard for you to take care of your health?	37.5%	45%	15%
Did anyone at Dahl Memorial Clinic ask you if there was a period of time when you felt sad, empty, or depressed?	62.5%	15%	17.5%
Did anyone at Dahl Memorial Clinic talk about things in your life that worry you or cause you stress?	40%	40%	17.5%
Did anyone at Dahl Memorial Clinic talk with you about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness?	30%	45%	20%

INSURANCE COVERAGE

19. How do respondents and their household pay for healthcare? IHS= Indian Health Services



20. For those respondents with health insurance, are the following services covered?

	<u>Yes</u>	<u>No</u>
Dental	37.5%	30%
Vision	35%	32.5%
Mental Health	32.5%	17.5%

DENTAL CARE

21. When asked if they or members of their household had dental check-ups in the past 12 months, respondents answered:

Yes	No
45%	35%

22. When asked where they go for dental care services, the response was:

50% Skagway with visiting dentist 10% Whitehorse 28% Juneau 15% Other

23. Respondents were asked if they were satisfied with the care received at that facility:

Yes	No
82.5%	0%

24. Respondents were asked, is it easy to get a dental appointment at this facility when an appointment is wanted or needed answered:

Yes	No
20%	60%

25. Respondents were asked if they encounter barriers to receiving dental healthcare services and answered :

Yes	No
45%	32.5%

a. Some barriers to receiving dental healthcare that patients had experienced:

VISION CARE

26. When asked how often the household have their eyes examined, respondents answered,

45%	Annually	12.5%	Semi-Annually	2.5%	Never	5%	Don't Know
35%	Other: specify						

27. When asked where they go for vision care services, respondents answered:

35% Skagway with visiting eye doc **15%** Whitehorse **20%** Juneau **37.5%** Other

28. When asked if they encounter barriers to receiving vision healthcare services, respondents answered:

Yes	No
30%	52.5%

a. Some barriers to receiving vision healthcare that patients had experienced:

29. When asked how important it is to have vision care in the community, respondents answered:

58% Very Important **25%** Somewhat Important **0%** Not Important **8%** No Opinion

BEHAVIORAL HEALTH CARE

30. Respondents were asked where their household goes for behavioral health services, and they answered:

42.5%	Skagway
0%	Juneau
2.5%	Whitehorse
20%	Other

31. They were additionally asked, are you satisfied with the care received at this facility,

50% said Yes **0% said No**

32. When asked, is it easy to get a behavioral health appointment at this facility when an appointment is needed/wanted

37.5% said Yes **2.5% said No**

33. When asked if barriers were encountered to receiving behavioral healthcare services, they answered:

Yes	No
7.5%	42.5%

a. Some barriers to receiving behavioral healthcare that patients have experienced:

HEALTH STATUS INDICATORS

34. When asked how many times per week respondents participate in physical activity and exercise (including manual labor), the response was:

2.5% None 12.5% 1-2 Times 35% 3-5 Times 47.5% 6-7 Times

35. When asked if they smoke cigarettes, respondents answered:

Yes No
10% 87.5%

A. If yes, how many cigarettes do you smoke per day?

B. During the past 12 months have you quit smoking for one day or longer?

12.5% Yes 10 No

36. Have you ever tried any smokeless tobacco products such as chewing tobacco or snuff?

5% Chewing tobacco 5% Snuff 82.5% No

37. Do you use e-cigarettes?

2.5% Yes 92.5% No

A. How often do you use e-cigarettes?

B. How long have you used e-cigarettes?

C. Why did you start using e-cigarettes?

D. Would you be interested in receiving help to stop the use of e-cigarettes?

0% Yes 12.5% No

38. Do you have someone in your family younger than 18 who uses e-cigarettes?

0% Yes 95% No

39. Do you have someone in your family 18 or older who uses e-cigarettes?

2.5% Yes 90% No

When asked, during the past month, approximately how many days they drink alcoholic beverages, the response was:

17.5% Don't drink

40. When asked on the days they drank, how many drinks did they have on average? The response was:

55% One or Two
17.5% Three
5% Four
0% 5 or More

41. Respondents were asked have you ever had your blood cholesterol checked, and they answered:

Yes No

72.5%

17.5%

42. When asked has a healthcare provider advised you to seek care for any of the following in the past ten (10) years, respondents indicated:

	<u>Yes</u>	<u>No</u>
Blood Pressure	30%	67.5%
Cholesterol	17.5%	80%
Weight Loss	22.5%	72.5%
Food Insecurity	0%	92.5%

43. I worry whether my food will run out before I get money to buy more.

2.5% Often true 5% Sometimes true 90% Never true

44. We eat the same thing for several days in a row because we only have a few different kinds of food on hand and don't have money to buy more.

0% Often true 5% Sometimes true 92.5% Never true

45. The food that I bought didn't last and I didn't have money to buy more.

0% Often true 0% Sometimes true 97.5% Never true

46. I can't afford to eat properly, because I don't have enough food.

0% Often true 5% Sometimes true 92.5% Never true

47. I eat less than I think I should because I don't have enough money for food.

2.5% Often true 2.5% Sometimes true 92.5% Never true

48. I cannot afford to feed my child(ren) the way I think I should.

0% Often true 7.5% Sometimes true 85% Never true

DEMOGRAPHICS

49. Do respondents live year-round in Skagway?

<u>Yes</u>	<u>No</u>
85%	5%

50. Respondents' age range:

2.5%	18-30	37.5%	31-45	30%	46-60	27.5%	Over 60
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51. Respondents' gender:

17.5%	Male	72.5%	Female
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52. Respondents' total annual household income range:

10%	Less than \$24,999	22.5%	\$50,000 - \$74,999	20%	Over \$100,000
20%	\$25,000 - \$49,999	12.5%	\$75,000 - \$99,999	5%	Don't Know

53. Respondents reported the number of people in their household as follows:

32.5%	1 Person	27.5%	2 People	10%	3 People	20%	4 or more People
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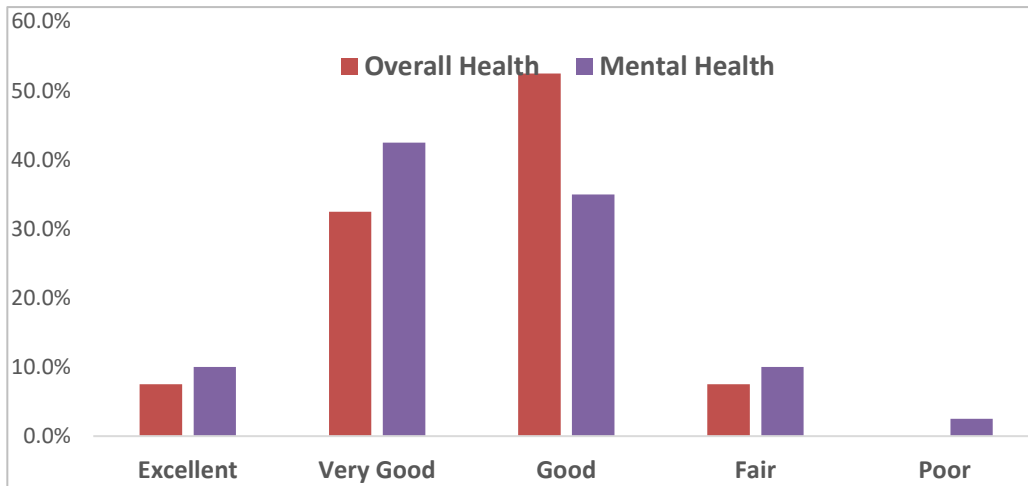
A. Which of the following type of household do you live in?
87.5% Single family 5% Multi-family 0% Congregate

54. How many people in your household are Alaska Native?
87.5% None 2.5% One 2.5% Two 2.5% 3 0% Four or more

55. What is your primary language?
90% English No other language listed

56. Are you able to receive healthcare in your primary language?
75% Yes 2.5% No

57. Respondents were asked in general, how would they rate their overall health and their mental health, and answered:



COVID – 19 VACCINE

58. Have you received a Covid-19 Vaccine?
95% Yes 5% No

A. If yes, which one?
72.5% Moderna 12.5% Pfizer 0% Johnson & Johnson's Janssen

B. If no, why not?

OTHER CONCERNS/COMMENTS FOR DAHL MEMORIAL CLINIC:

The Dahl Memorial Clinic Board and Executive Director want to thank everyone who responded to the survey. The Board and Executive Director have carefully considered and evaluated the comments and where consistent with HRSA regulations, will use those comments to work toward improvement of the services provided in the Clinic.