



Lake County Community Health Improvement Partnership (CHIP)
700 South J Street
Lakeview, OR 97630

Keeping Healthcare Local Meeting – Lake Health District

Date: September 26th 2013
Time/Location: 5:30 PM, Elks Lodge
Attendance: 70 individuals present at meeting, 44 individuals participated in final vote

Final Priority List - 22 Responses

Year-round fitness facility for all ages - 30 votes
Assisted living - 24 votes
Urgent care - 21 votes
Better community support at the Senior Center - 19 votes
More dentists - 16 votes
More jobs – 15 votes
Community shuttle for medical services – 14 votes
Walk in clinic with pharmacy – 11 votes
Senior care – better coordination of services – 9 votes
Improve communication about available services – 9 votes
Youth activities – 7 votes
Hire more doctors – 7 votes
More mental health services – 7 votes
Access to fresh affordable produce year round – 6 votes
Affordable health screening – 5 votes
Better water filtration for County – 5 votes
Reduce illegal prescription use – 4 votes
Hire and support EMS – 4 votes
Training up leaders/leadership – 3 votes
Walk in dental clinic – 2 votes
Services for parents – 2 votes
Grocery store – 0 votes

Lake County CHIP Coordinator: John V. Adams
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Note- No idea got more than 2 stickers from any one person with the exceptions of More jobs, Year-round fitness facility for all ages, Assisted living, and Walk-in clinic with pharmacy which received 3 stickers from one person.

Urgent care received 5 stickers from one person and Better community support at the Senior Center received 5 votes each from 2 people.

Responses to: What would make Lake Health District a Healthier Place

Primary Care

- Earlier access to care – preventative
- Walk-in clinic and pharmacy
- Courtesy call to patients with chronic issues
- Regular screenings offered through public health; Affordable health screenings
- More in home care givers for elderly
- Assisted living facility; Senior care – better coordination of services provided; Assisted living at hospital; Build assisted living and daycare facility
- Walk in dental clinic; More dentists; Expanded local dental care
- Nurses hotline
- Community shuttle specific to health related programs and services
- Another pharmacy; After hours pharmacy
- Better disposal for outdated prescriptions
- Identify substance abuse as primary concern along with medical complaint
- Affordable access to prenatal care
- More doctors and more specialists; Dermatology; Hire more doctors and enhance recruitment; Bring in more specialists
- Urgent care
- Reduce stress and burnout of doctors
- Education regarding changes in healthcare policy
- Improve clear communication

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- Hire and support EMS personnel
- Better pay scale
- More specific training for primary care family members

Prevention Education/Health Promotion

- Alcohol/drug (including tobacco use) prevention and education
- Nutrition education
- Monthly healthcare workshop
- Holistic practitioners
- Insurance that pays for preventative health
- Reduce illegal prescription use
- Community health/wellness education; Education and promotion of exercise programs for all ages
- Access to fresh affordable produce year-round; More affordable fresh fruits and vegetables
- Public awareness of health needs
- Continue seminars at hospital
- Educate young people/youth on better health; Target the youth for prevention
- Public awareness classes and seminars at Senior Center
- Hunters Hot Springs developed for therapy
- Medical classes in Spanish at new educational facility (ILC)
- Education for chronic diseases; Classes on pain management
- More designated tobacco-free areas; Outlaw public smoking
- Less methamphetamines

Mental Health

- More and better mental health care

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Physical Activities

- Year-round all age health facility (like YMCA)
- Rec center that caters to the youth
- More organized sports for all ages
- Indoor swimming pool
- Health and wellness center (pool; gym; and programs)

Social and Economic Systems Contributing to Health

- Create jobs; Large employers creating job; More living wage jobs (with insurance availability); Jobs and businesses
- Youth activities; Opportunities for teens
- Utilize work program; individuals for necessities in our community
- Strengthen senior services; Better community support at Senior Center
- Get to know your neighbors and leaders
- Support local businesses
- Improve air quality
- Better water quality; Better water filtration in Lakeview
- Theme to encourage tourism
- Encourage larger population influx
- Partnering/networking with neighboring counties (like Modoc and Harney) to share services and specialty clinics
- Develop alternative energy sources to facilitate cleaner air for health
- Improve countywide communication about services available
- Greater accountability to receive welfare services
- Grocery store
- More volunteers; Value those volunteers in service; Blood drive needs more volunteers
- Get United Way

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- Training up new leadership/leaders
- Cultural; arts, music and other events
- Summer programs on courthouse lawn in the evenings
- More money from grants and other streams
- Hostel program
- Better entertainment
- FEMA training for all
- Therapeutic foster homes
- Promote better sense of community
- Oxford

Responses to: What do you Like about Local Healthcare System

- Has long term care; Top notch long-term care facility; Long-term care available
- Strong mental health staff
- Hospital equipment is updated; Well equipped and staffed laboratory; Regularly updated equipment; Freshly remodeled facilities; Excellent, state of the art facilities; Facilities and structure; Community support of facilities; New hospital
- Local; Doctors are experienced; Quality doctors; Quality staff at the hospital; Doctors are caring; Doctors give great advice to prevent illness; Doctors are good at referring when needed; Willingness to refer to outside care; Caring and skilled nurses, CNA's etc.; Quality providers; Educational staff are excellent, effective; Personal; Nice doctors; Love and care; Professionalism; Personal interaction with staff; Fun; Family centered; Receptive to getting second opinions; Safe; Physicians and staff have positive attitudes; Small town, friendly, and knows family; Personal attention; High skill level of staff; Satisfied results with doctors; Personal primary care; Scheduling regular checkups; Caring nature of staff; Tight knit care; Providers follow through with care; Friendly personable staff; Staff knows you; Hospital doctors care, small town familiarity; The hospital care has improved along with the new facilities
- Fast access to medical services; Fast lab results; Access to doctors is usually timely; Access to medical specialists; More in-house specialists; Doctors are always there when needed; Easy access to care; Access to specialty doctors; Equal care for all; Ease of getting doctor's appointment; Specialists come to town

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- Open to holistic care
- Local options available; Health services are here; Accessibility of care; Wide variety of care for a rural setting; Proximity
- Variety of county services
- Openness to new ways of delivering services
- Ambulance services; Air ambulance
- Everyone works together; A community that cares; Communication; Effective; Adapting to change; Eagerness to grow with needs of town; -Volunteer involvement in care
- Bilingual services
- Great rehab department
- Great dental services; Good dentistry
- High quality of volunteer EMS's; Tremendous Search and Rescue team; EMS Service; Strong volunteer EMS teams and good emergency access
- Highly respected mentor program for LHS students
- Hospice does great job
- Cooperative efforts with CARES and domestic abuse
- Prevention efforts
- Helpful getting around
- Healthy community interests
- Community classes – education

Responses to: What do you Dislike about the Local Healthcare System

- Availability; Unable to reach providers office via phone; Excessive wait times to get doctor's appointment, Too long to schedule an appointment for non emergency; Phone line into medical clinic is always busy (need 2nd line to leave messages); Long wait for doctor's appointments; Long delays to obtain services, providers; Staff shortage, need more doctors; Automated, non-personal calls; Some doctors are too hard to reach; Wait time for routine care
- Excessively high cost of care (ie. office visit/lab); People who owe medical bills or can't pay can't get help except through ER; High cost of medical or health care; Overpriced

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- Misuse of ER; ER wait time; Long waits in ER; Long ER waits
- Variable quality of healthcare; Deficit/lack of training on HIPPA; Lack of follow through from doctors office regarding lab results; Questionable confidentiality in paying bills; General confidentiality failures
- No urgent care; Need urgent care services; Need urgent care facility
- Cost of travel; Transportation; Lack of transportation; Transportation to appointments; Long travel time/distance to other services
- Lack some specialists; Need to go out of town for many services (ie. tubes in ears); No tri-care prime doctors; Lack of eye doctors; No dermatology; Limited kinds of services, specialized lines; Limited vision care
- Outsourcing (ie. labs/MRI)
- Restricted pharmacy hours; Low communication between doctor's and pharmacy; Need more pharmacies; Too few pharmacies; No pharmacy on weekends; No after-hours retail pharmacy available
- Lack of outreach on educational programs/services; Lack of marketing for services
- Dental awareness for children; Too few dental providers; Need more dentists; Long wait for dentist Appointments; Shortage of dentists; Dentists acceptance of OHP lacking; Not enough dental care; Limited OHP dental care available
- Lack of in-home education for new parents/teen; Need more in home services; Not enough parenting skills training
- Restrictions on health insurance coverage; Insurance premiums too high; Lack of contractors for all insurance
- Lack of assisted living options for all seniors; Lack of services for seniors; Need more assisted living; No assisted living; No assisted living
- Lack of psychiatrist; Lack of mental health/substance abuse services; No psychiatrist; No psychiatric services available locally
- Lack of preventative health program options; No regular nutrition classes; More preventative/wellness options
- Non English is issue for clients; Not enough bilingual resources, people
- No adult daycare
- Inadequate lighting in parking lot; No handrails – main corridor and ER entrance; Limited covered walking paths for winter weather



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- Electronic sounds while on hold
- Ease of medical marijuana permit
- Burn out of EMS and other staff and volunteers
- Dislikes needles
- Health system employees are not community minded and do not support local shops
- Long term care food is gross; Food at hospital is not very healthy
- Being sick
- Misuse/abuse of welfare services
- “Clinical/institutional” environment of Long-Term Care
- Underutilized Home Health services

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