

POLK COUNTY
FAMILY & COMMUNITY OUTREACH

FALLS CITY

HEALTHCARE ACCESS AND
BARRIERS SURVEY

*Funded Through a Grant from
The Willamette Health Council
Salem, Oregon*



About Falls City, Oregon



2020 Census Population: 1051

2020 Census Households: 416

Distance to Dallas, Oregon: 9 miles

Distance to Salem, Oregon: 25 miles

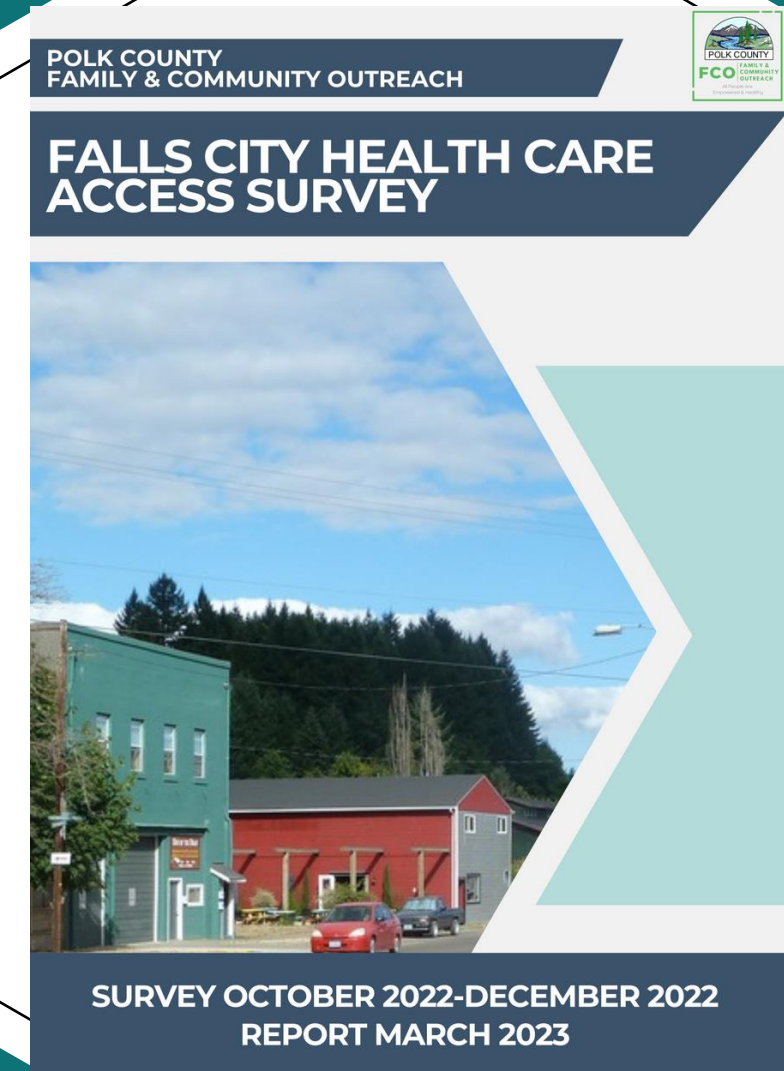
Number of Health Care Providers: 0

Rural Small Community – like 101 other Oregon cities that have a population under 1500 people. (42% of all Oregon cities)

Survey Overview

Polk County's Family & Community Outreach Department received a grant to survey Falls City area residents about their health and wellness needs and barriers.

- \$24,500 Willamette Health Council Grant
- Digital and paper survey options
- 24 questions – 91 data points
- October 17th-December 17th
- Incentives provided



Project Goals

OUR PROJECT HAD TWO MAIN GOALS:



GOAL 1:

To determine the family and community healthcare utilization and needs/barriers



GOAL 2:

To identify potential avenues and the necessary resources to meet those needs, including the viability of telemedicine and mobile health options

Timeline



May/June 2022

Needs/concern discussions begin



September 2022

Willamette Health Council
grant funded



September/October 2022

Survey created



October 2022

Survey initiated
Outreach began



December 2022

Survey concluded



January 2023

Incentives delivered



February 2023

Data analyzed and reports compiled



POLK COUNTY

FCO FAMILY & COMMUNITY OUTREACH

All People Are Empowered & Healthy

Workgroup Roles

- Project outline
- Budget development
- Research health service models
- Develop survey
- Develop outreach materials
- Conduct outreach
- Initiate survey
- Send/deliver incentives
- Data consolidation
- Compile reports



Brent DeMoe
FCO Director



Dave Guile
Consultant



Annie Owen
*Prevention
Coordinator*



Abby Warren
*Prevention
Supervisor*



Amber Kramer
*Service
Integration
Coordinator*



Anna Burgess
*OHSU School
of Nursing*



Arely Nunez
*OHSU School
of Nursing*



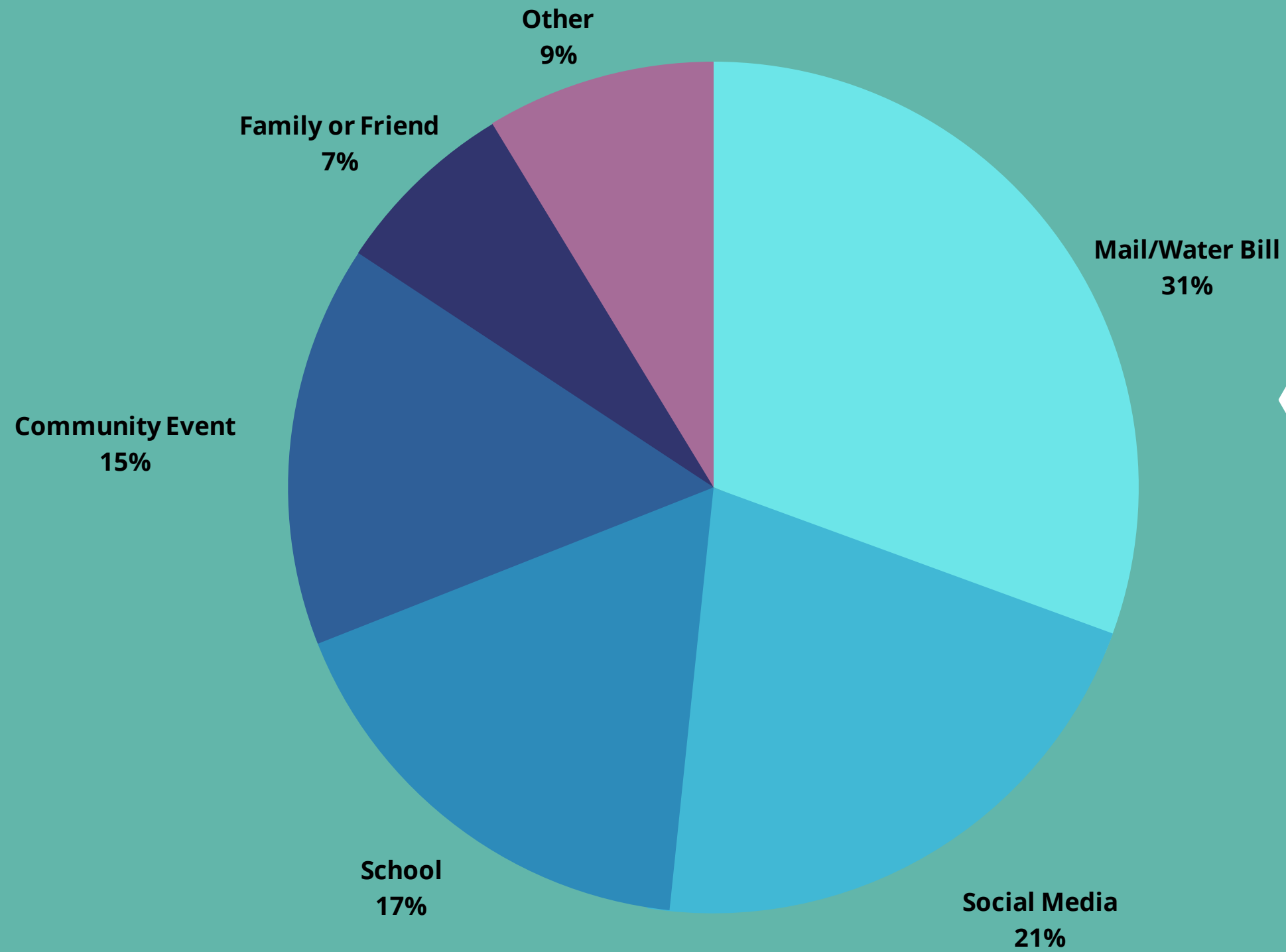
Dana Goodale
*School Based
Mental Health
Supervisor*

Outreach

- **Table tents at local restaurants**
- **Post card mailed to all Falls City addresses**
- **Survey notification in water bill mailer**
- **Yard signs placed around Falls City**
- **Presence at Falls City events**
- **Flyers in paper and digital format sent from school to families**
- **Posters at general store, post office, and other local businesses**



How Respondents Learned About The Survey



Outreach Success

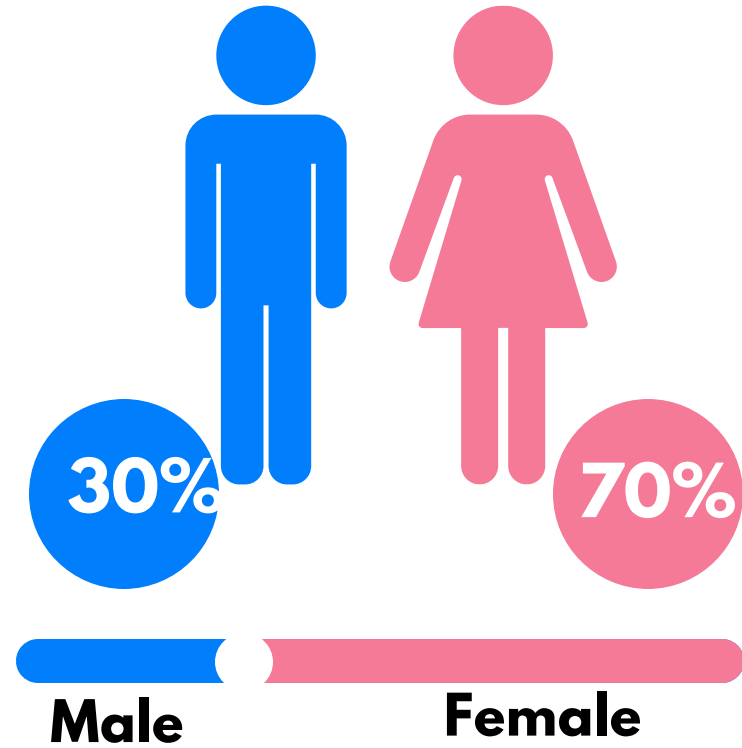
Falls City & Survey Respondent Demographics

Falls City is a largely rural area with no physical healthcare or dental services providers located within the zip code, and no public transportation available.

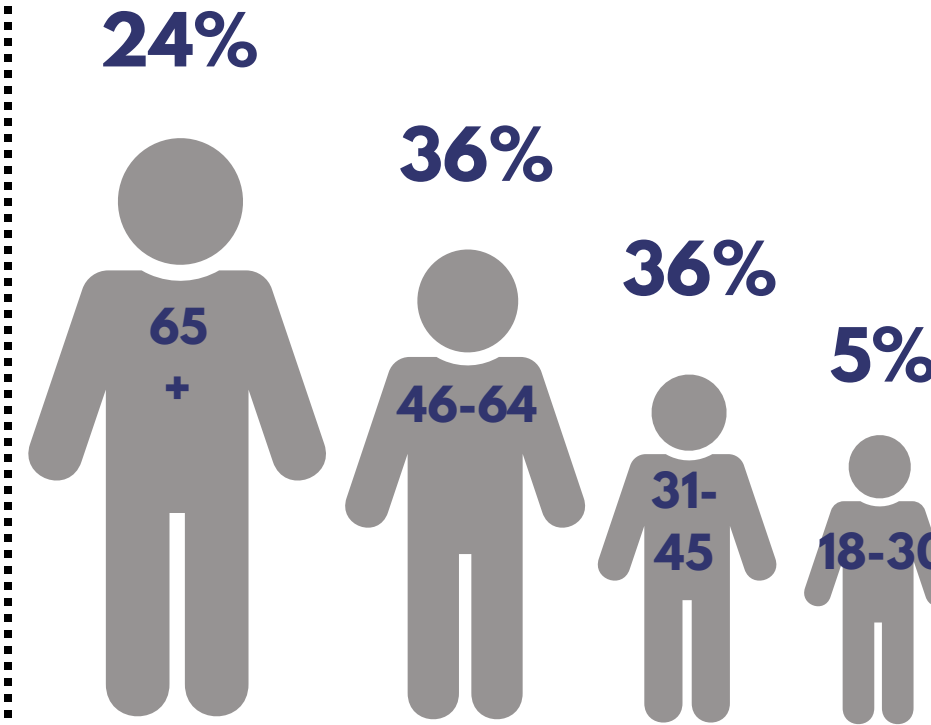
	Falls City 2020 Census	Survey Respondents With Falls City Address	Total Survey Respondents (4 mile radius beyond FC)
Households	416	182	240
Total Population	1051	591	782
Adults	831	423	554
Children	220	168	228

Survey Respondent and Household Characteristics

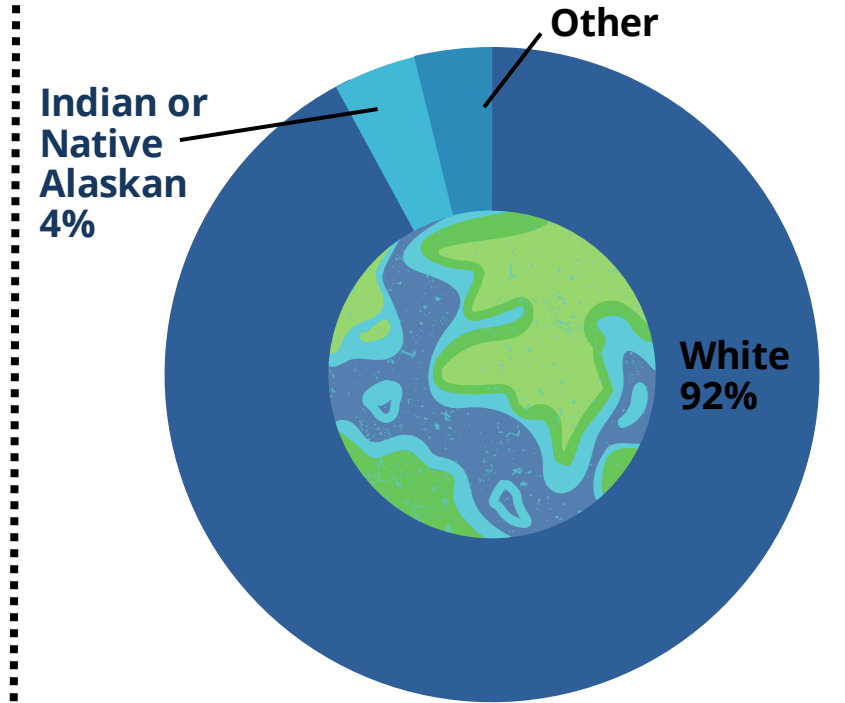
Respondent Gender Identification



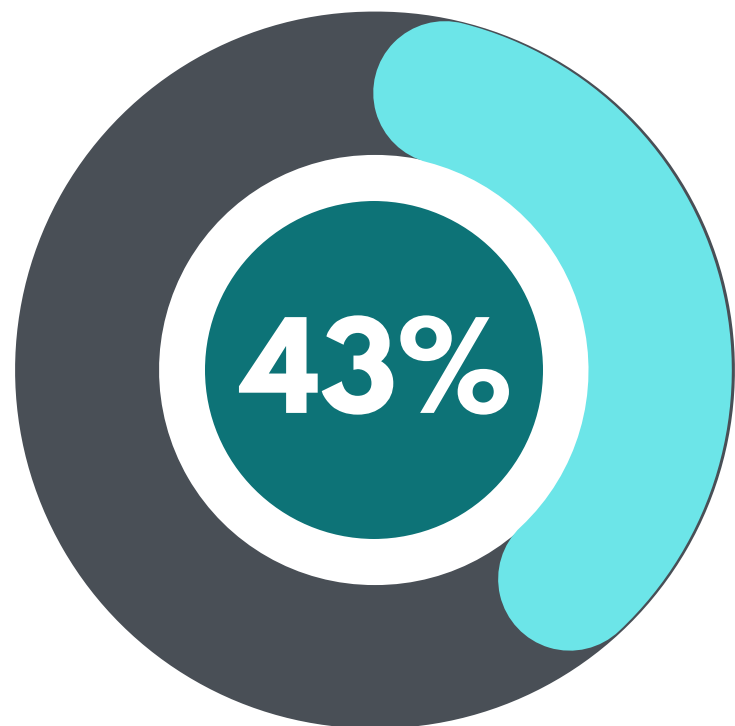
Respondent Age Range



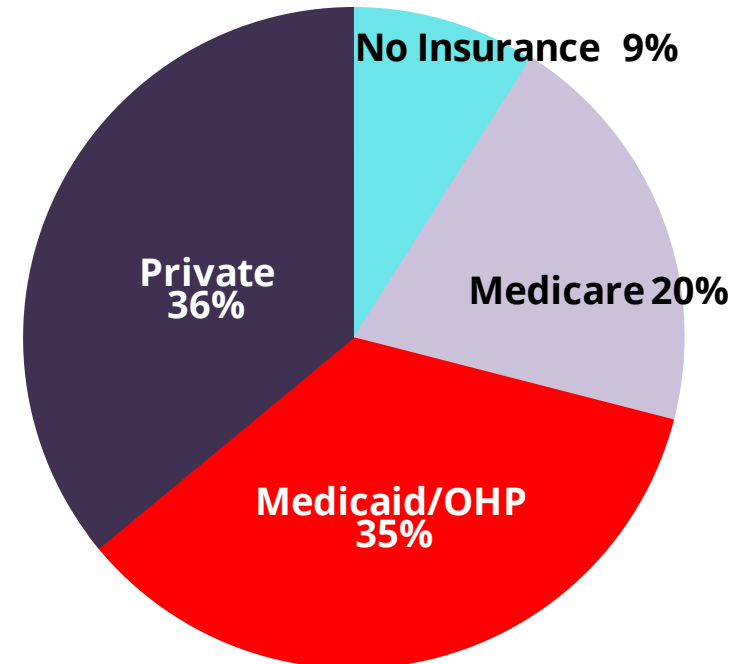
Respondent Race or Culture Self Identification



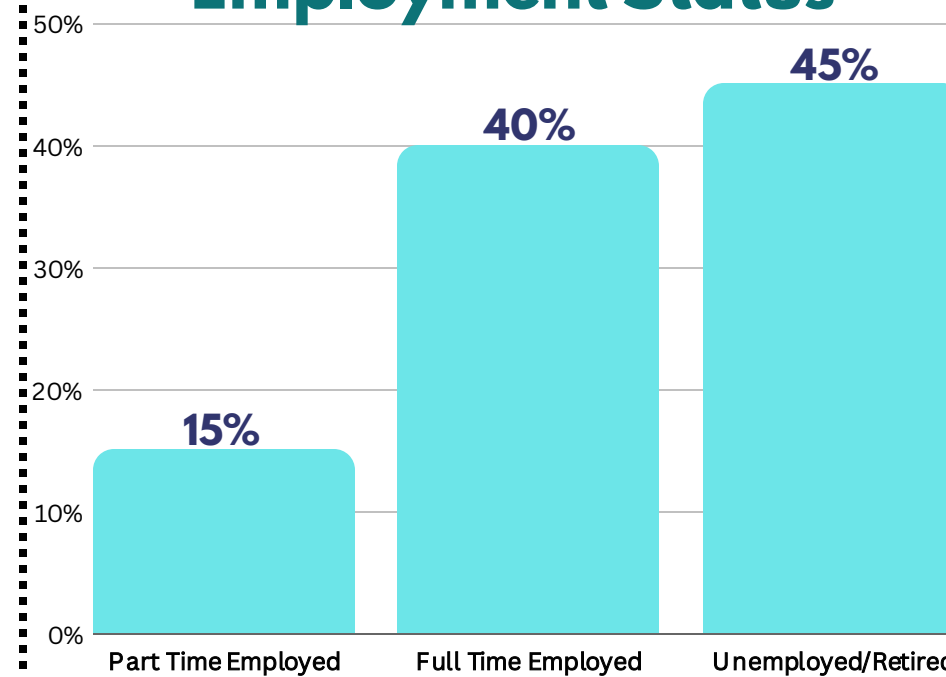
Households with Children



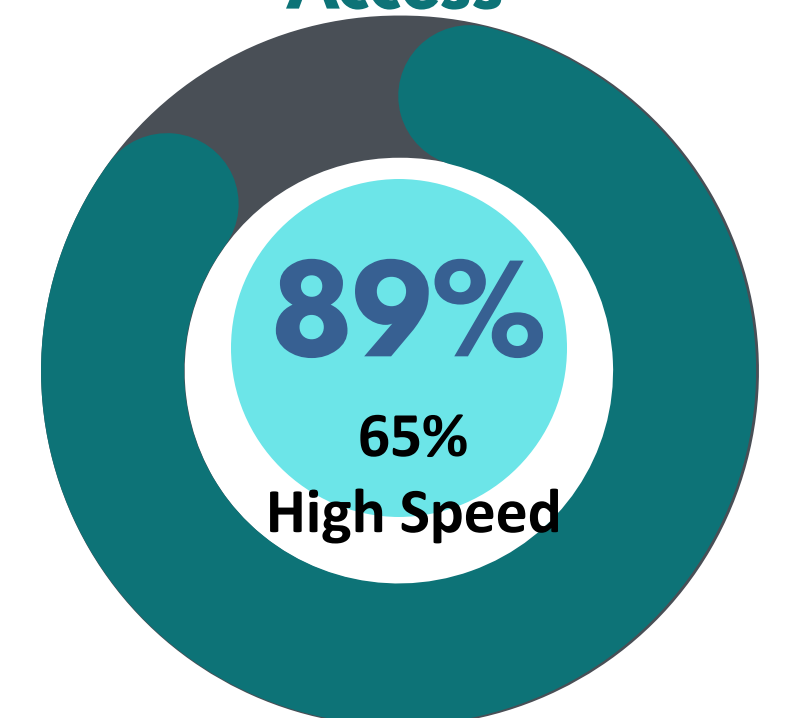
Respondents by Insurance Type



Respondent Employment Status



Respondent Internet Access

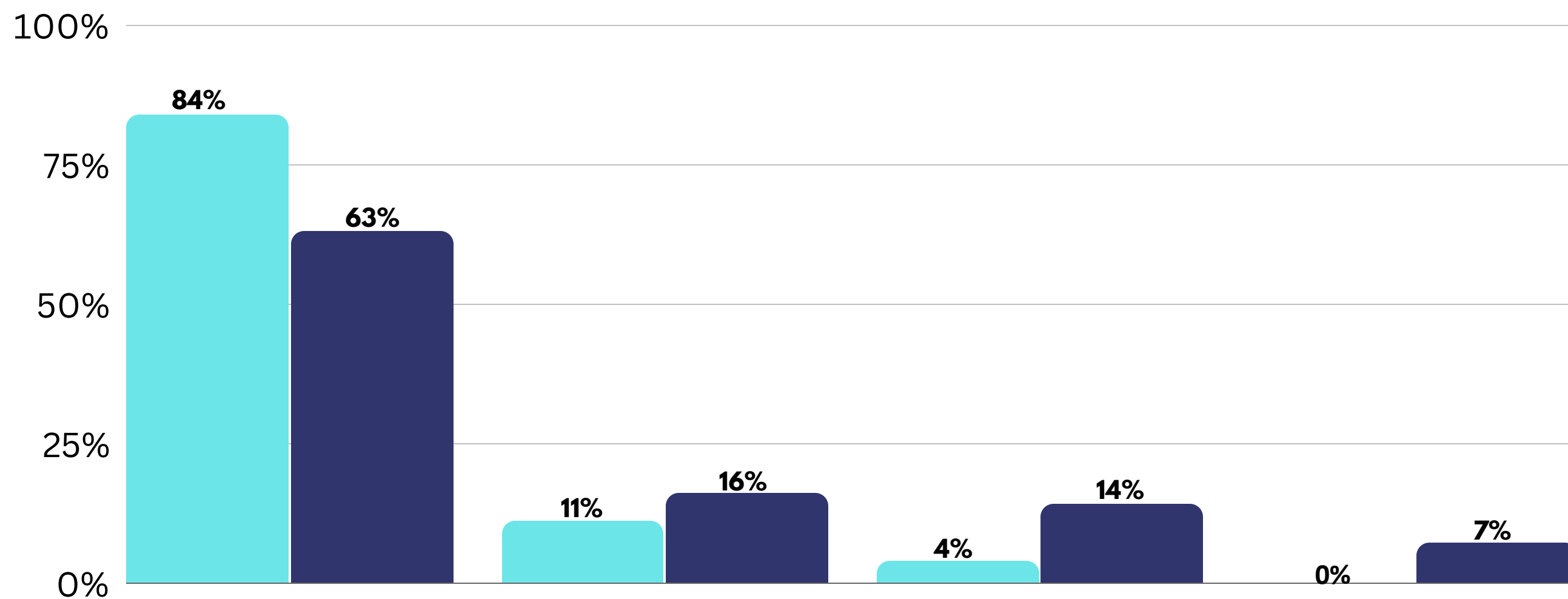




Survey Results

Regularly Visit Doctor and Dentist

All Respondents



Doctor Visits

Dentist Visits

Emergency Room Visits by Insurance

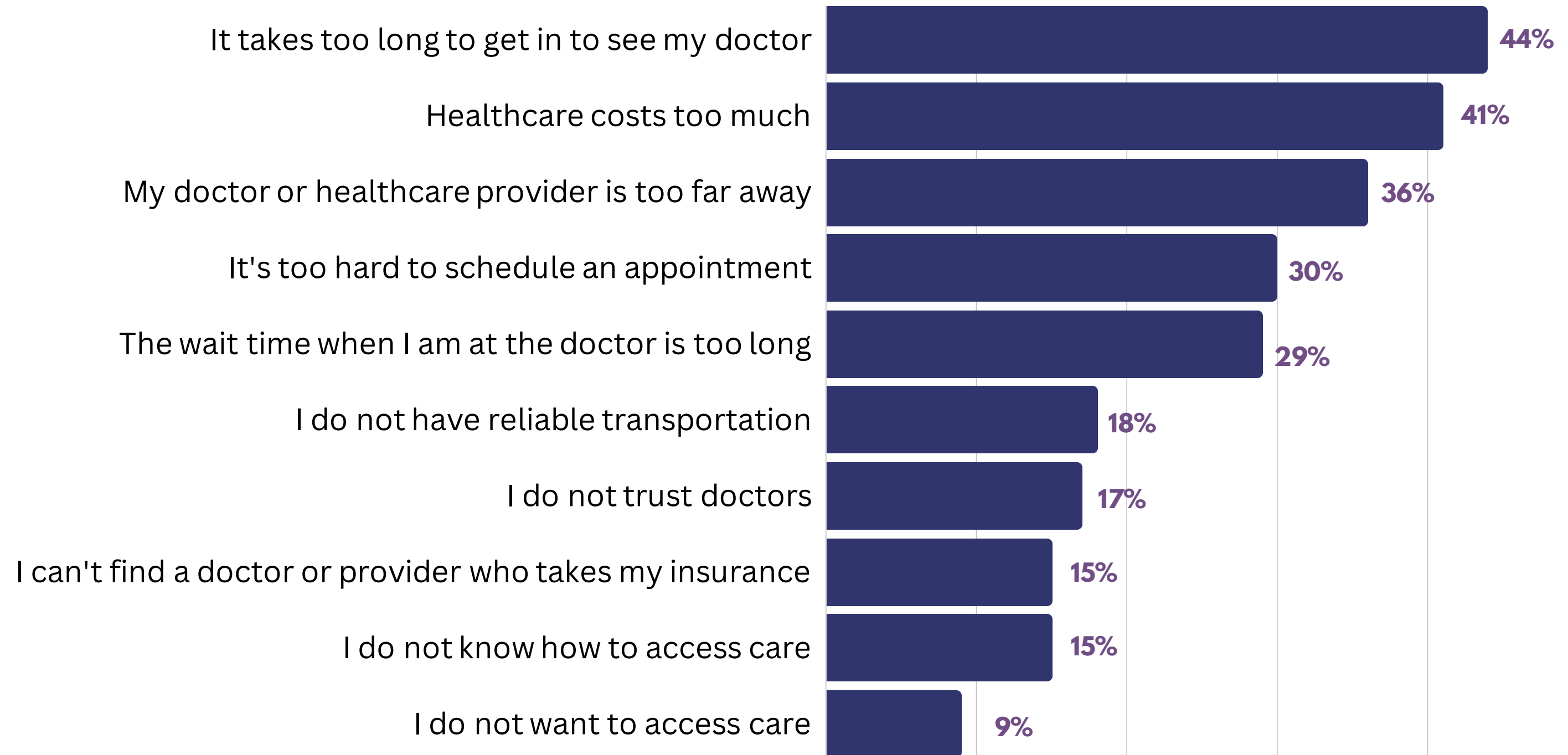
	No Insurance	Medicare	OHP/Medicaid	Private
Monthly or More Often	0%	0%	3%	0%
Every 6 Months	0%	4%	12%	4%
Yearly or Less Often	30%	41%	57%	54%
Do Not Use or No Response	70%	54%	28%	42%

Urgent Care Visits by Insurance

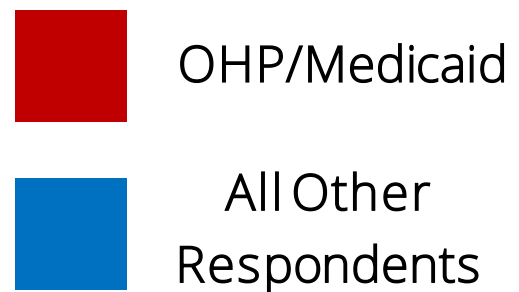
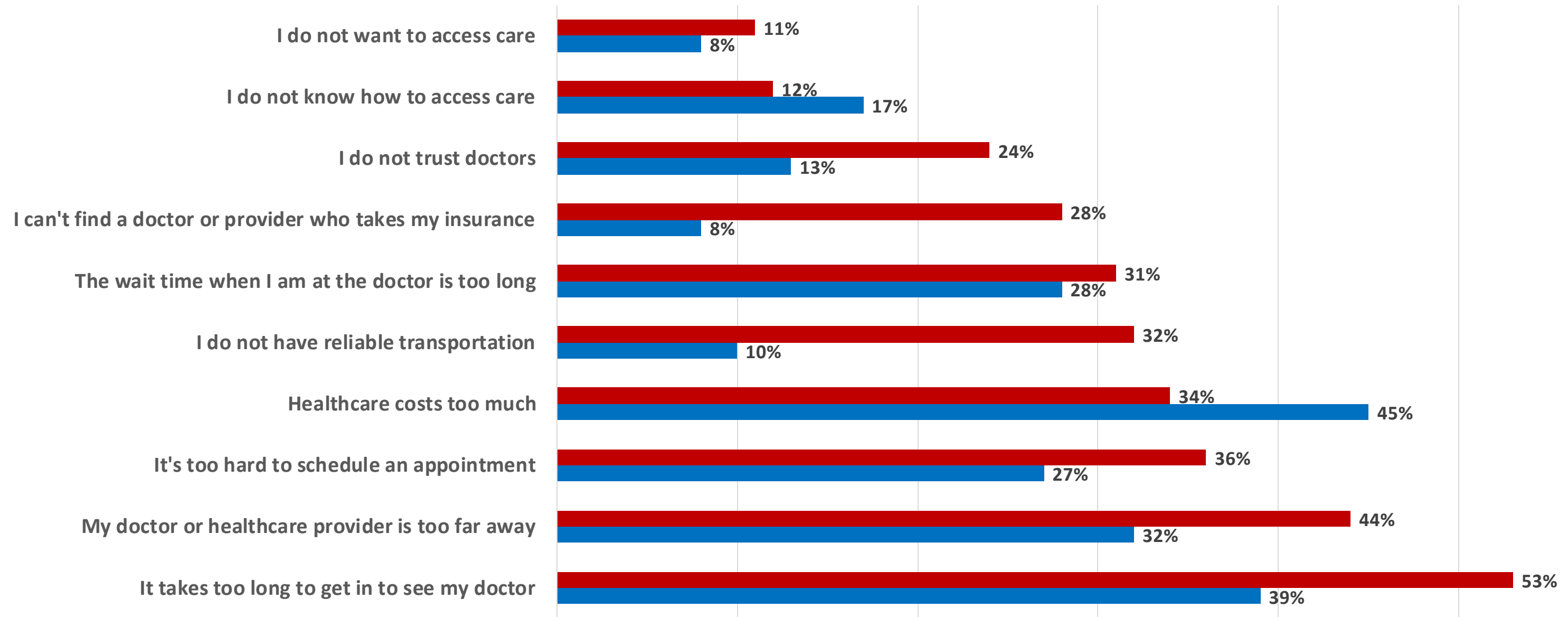
	No Insurance	Medicare	OHP/Medicaid	Private
Monthly or More Often	0%	0%	4%	1%
Every 6 Months	10%	0%	18%	18%
Yearly or Less Often	40%	32%	48%	47%
Do Not Use or No Response	50%	68%	31%	34%

Barriers

45% of all respondents did not seek healthcare in the past year because of 1 or more of the following barriers

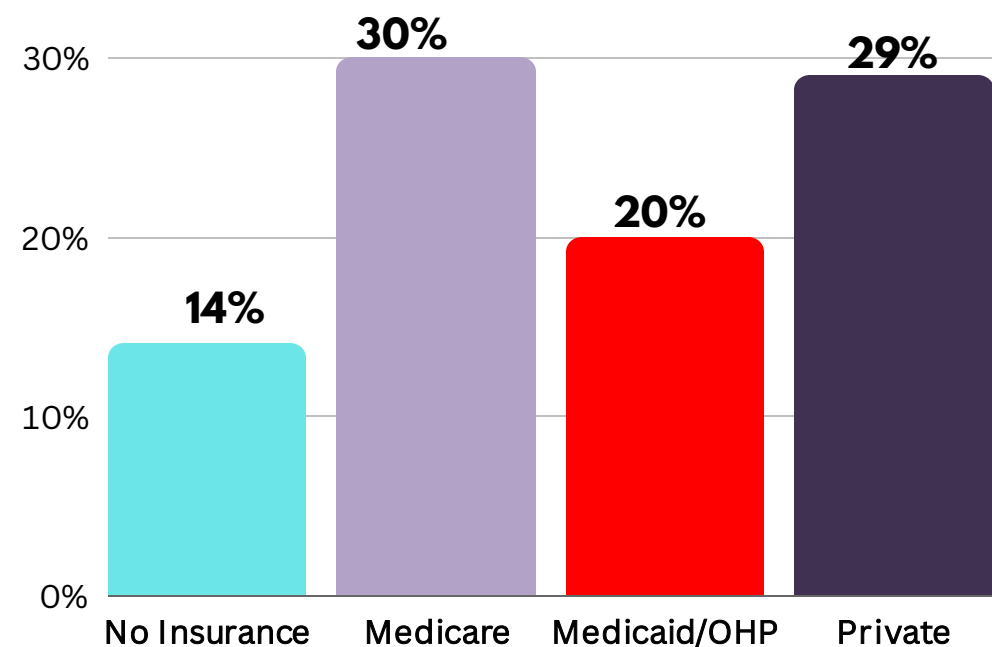


Barriers: OHP/Medicaid Insured Compared To All Other Respondents

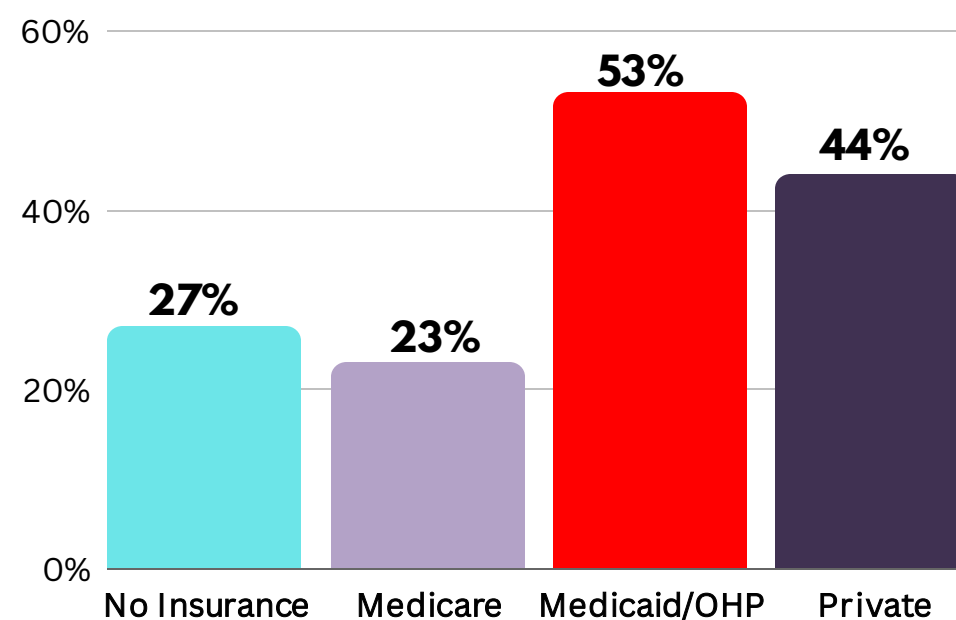


Barriers (by Insurance Type)

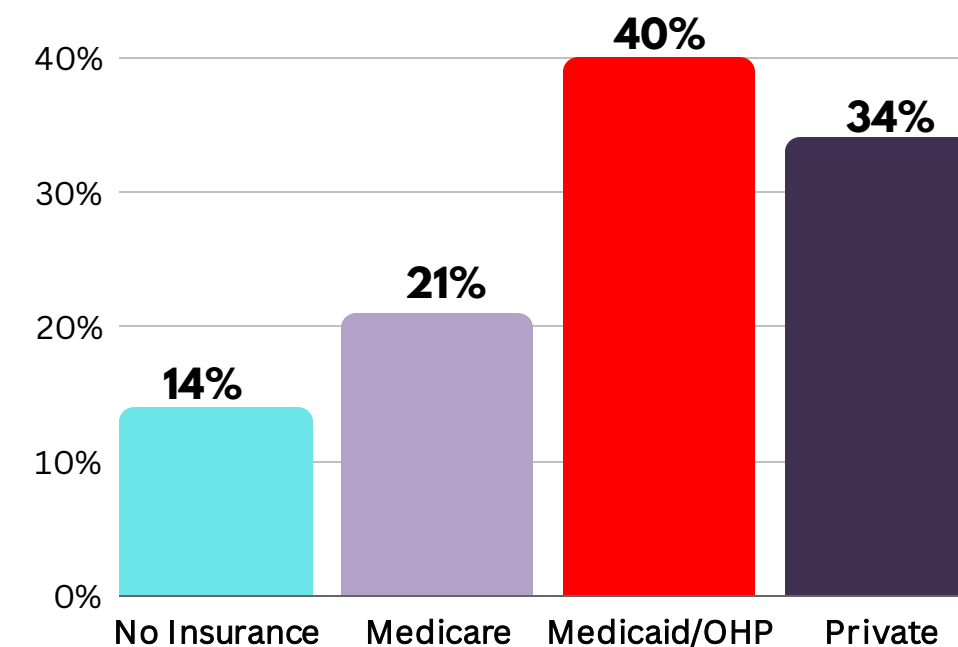
No Barriers



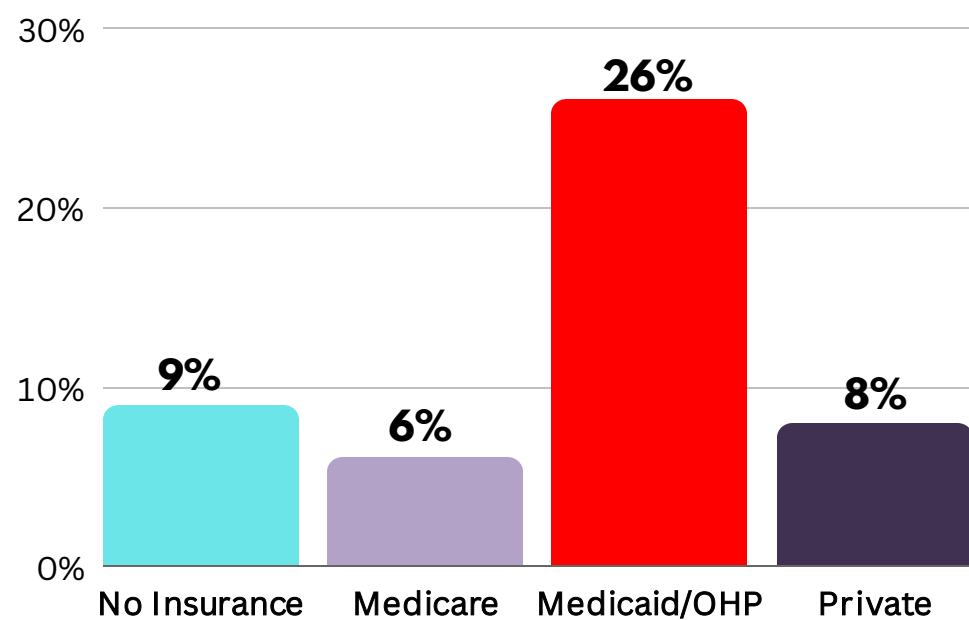
Takes Too Long to Get in to See My Doctor



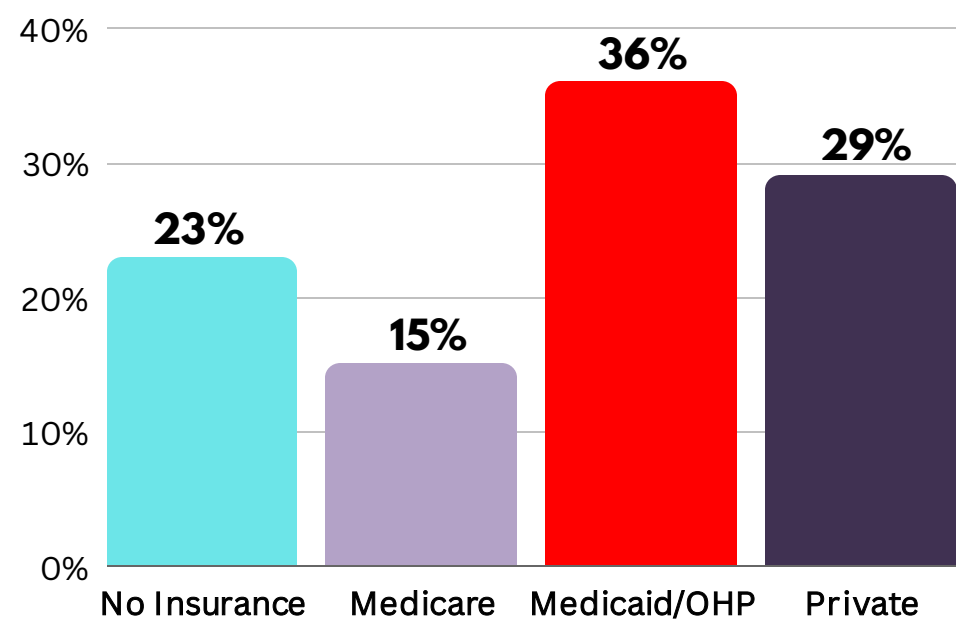
My Doctor is Too Far Away



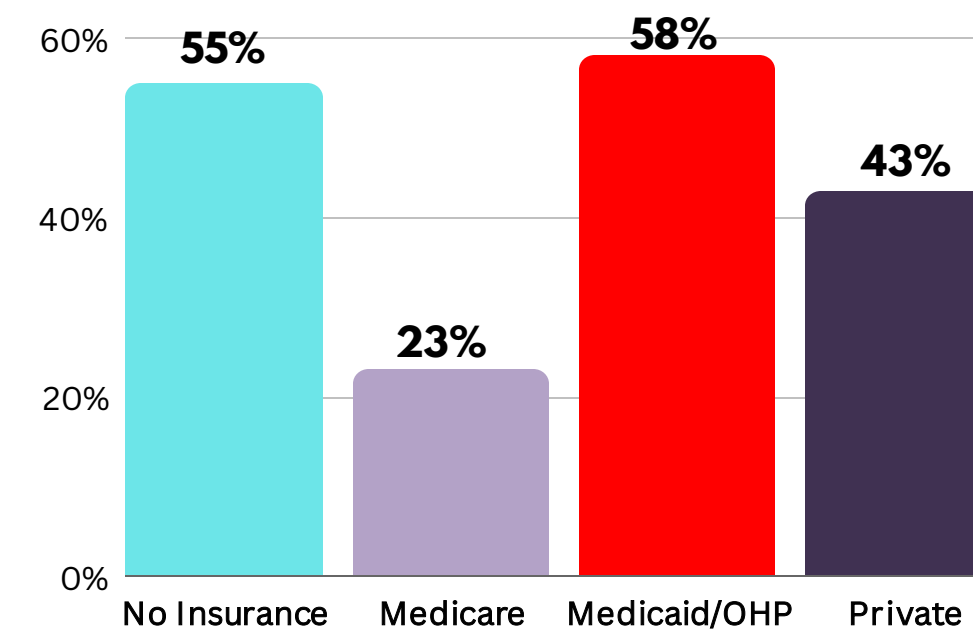
I Can't Find a Doctor to Take My Insurance



It's Too Hard to Schedule an Appointment

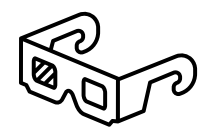


Did Not Seek Care at Least Once in the Past Year Because of a Barrier



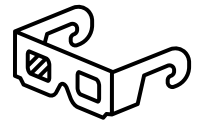


Survey Results



VIRTUAL AND MOBILE ACCESS TO CARE

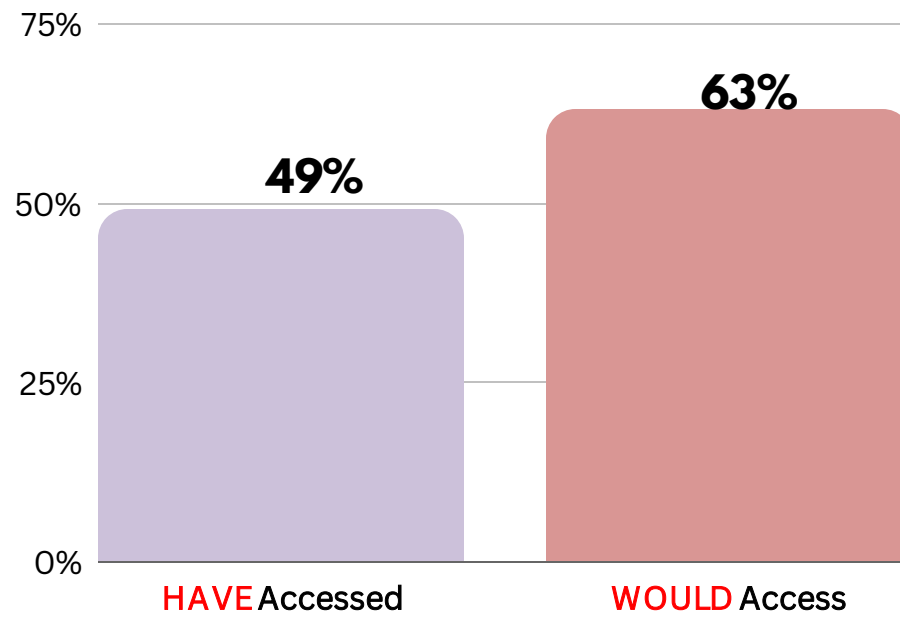




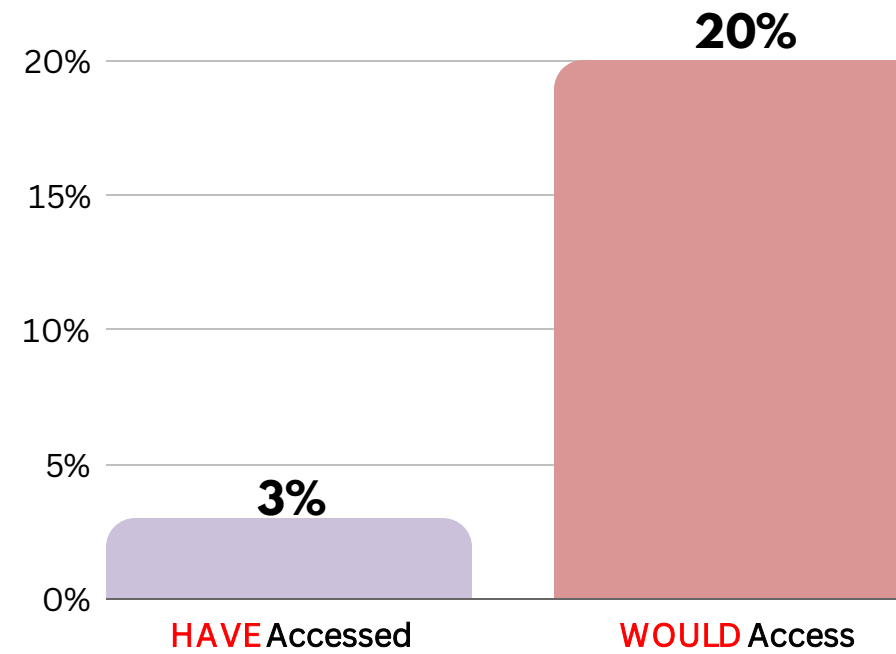
All Respondents:

Have Accessed and Would Access Virtual Care

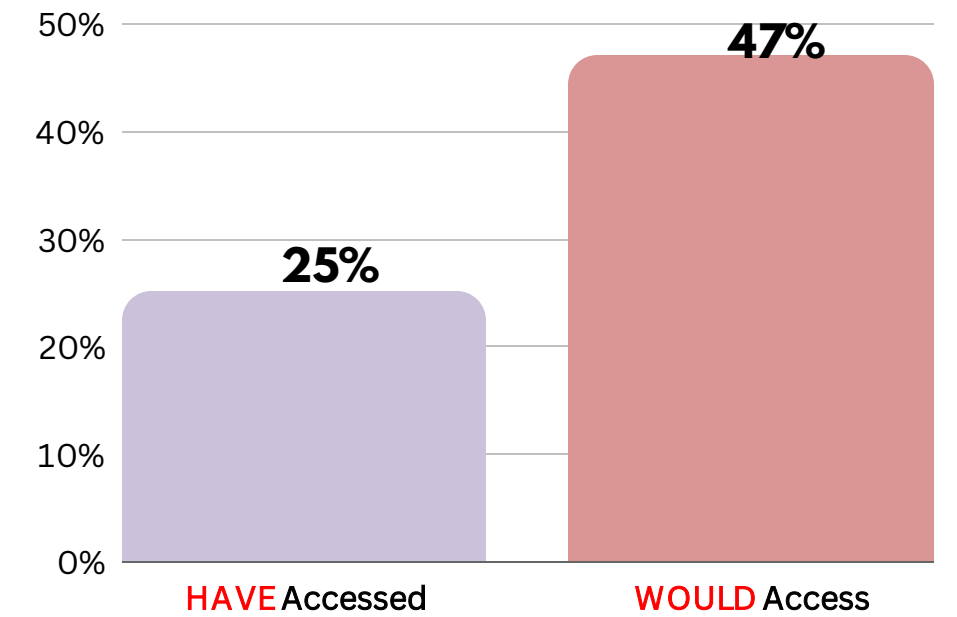
Regular Doctor



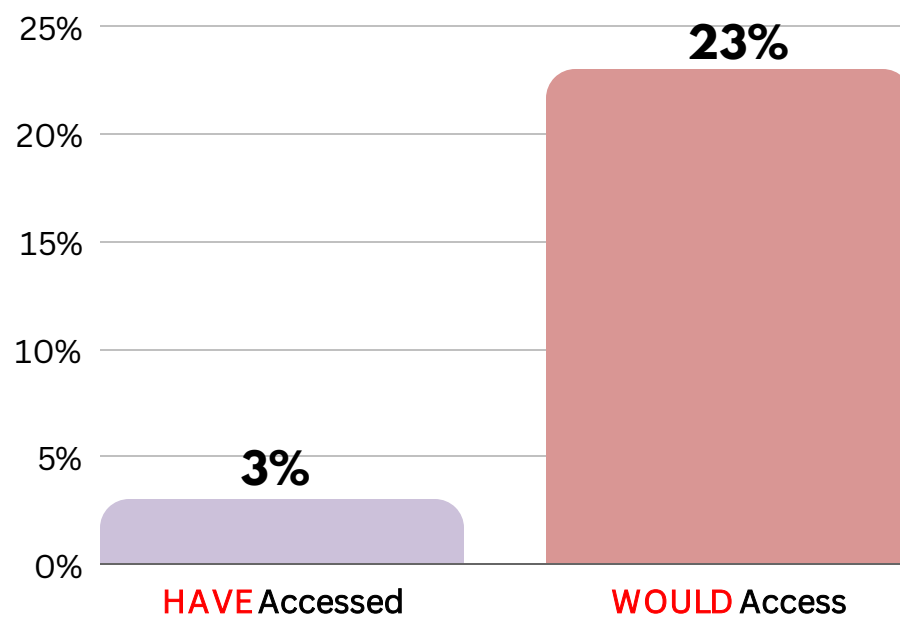
Dental Care



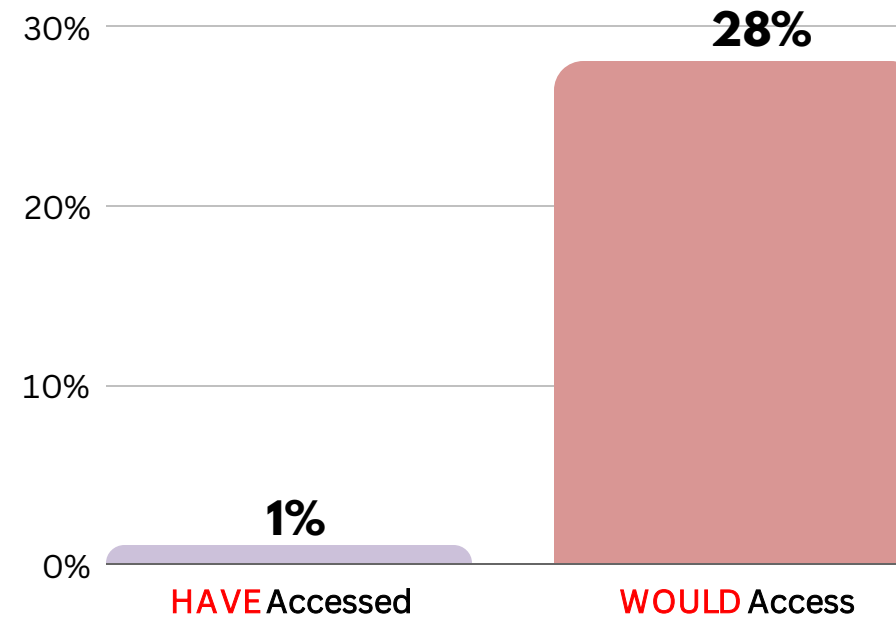
Mental Health Care



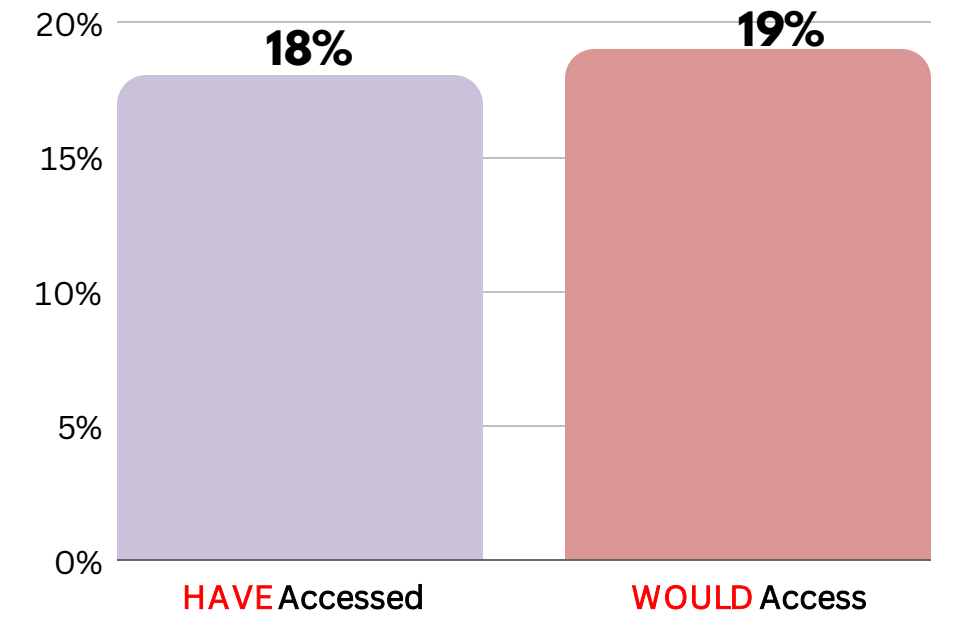
Eye Care

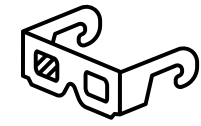


Physical Therapy



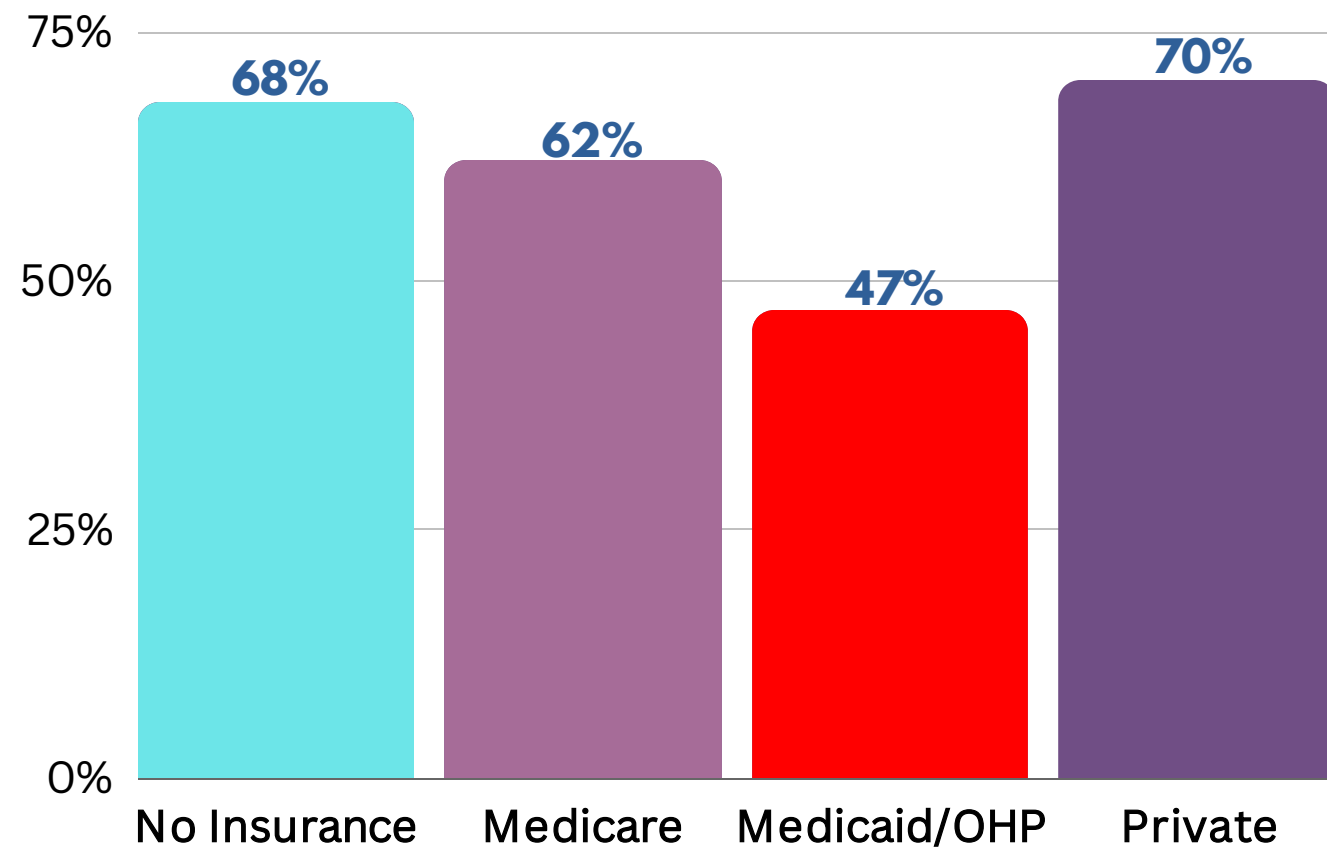
Medical Specialist



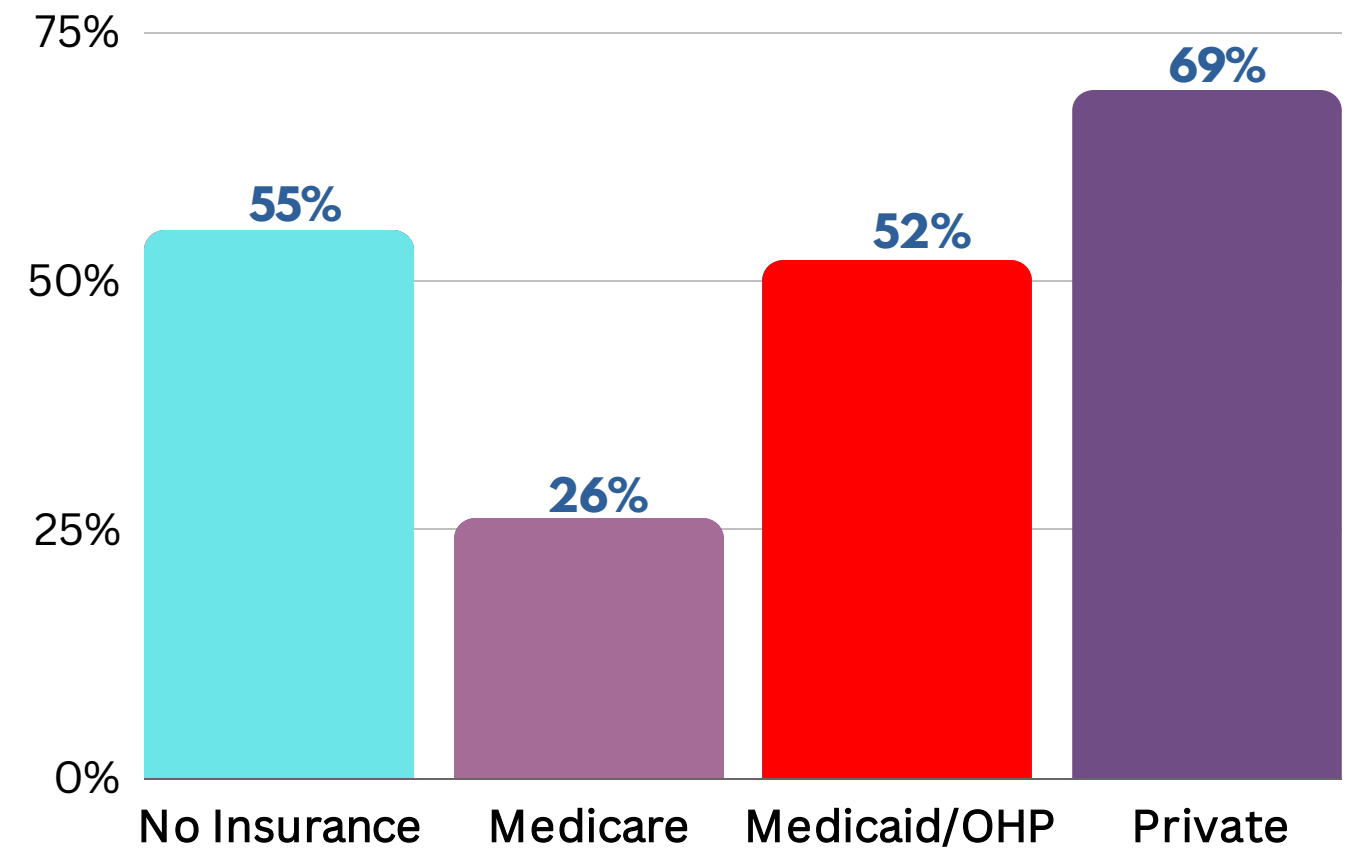


Would Access Care Virtually (by Insurance Type)

Regular Doctor



Mental Health/Counselor



No Insurance



Medicare



Medicaid/OHP

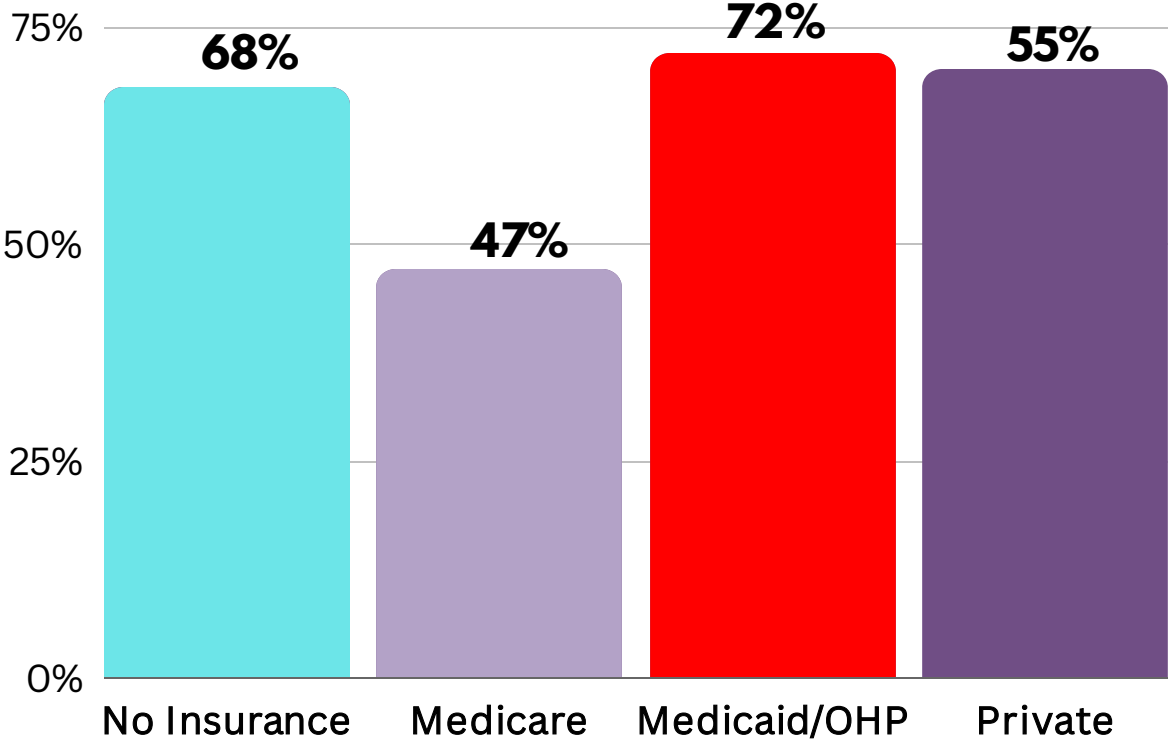


Private

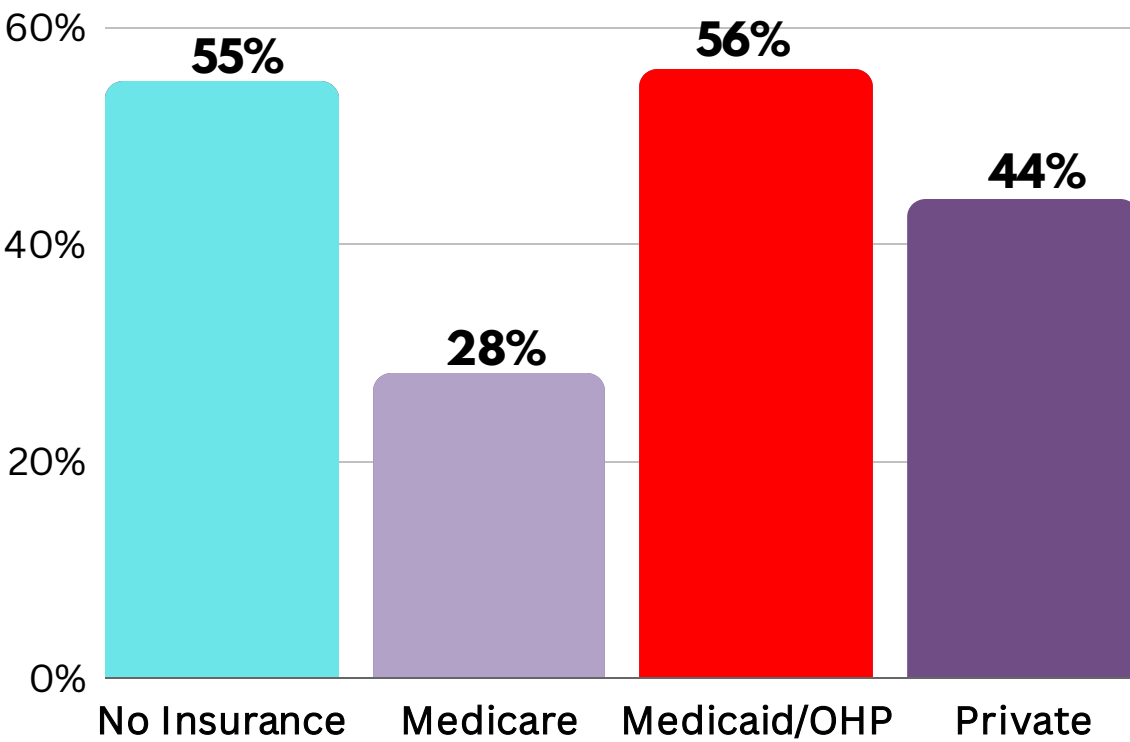
Would Access Mobile Health Care (by Insurance Type)



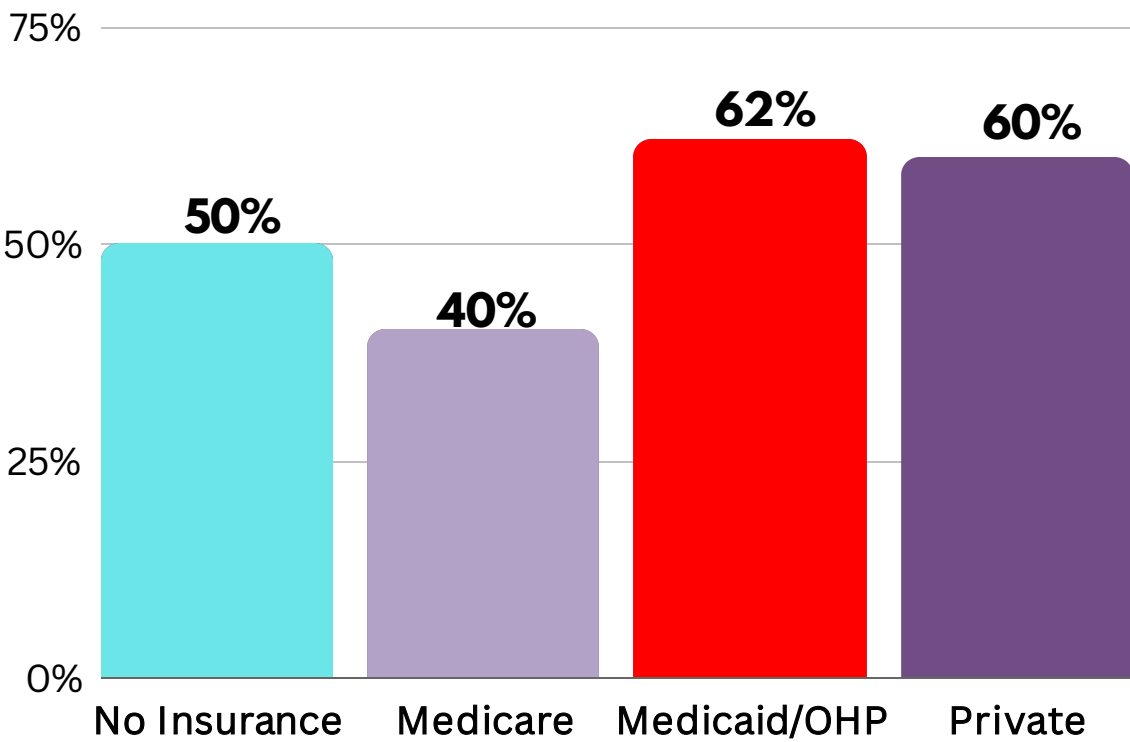
Regular Doctor



Mental Health/Counselor



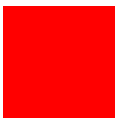
Dental



No Insurance



Medicare



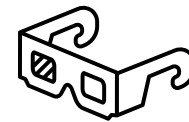
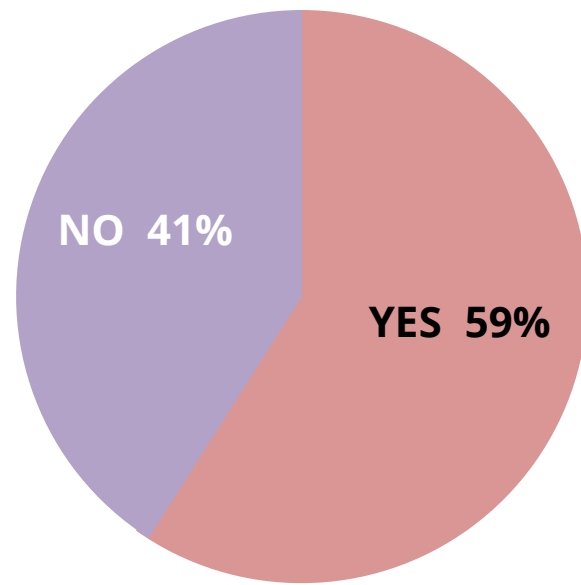
Medicaid/OHP



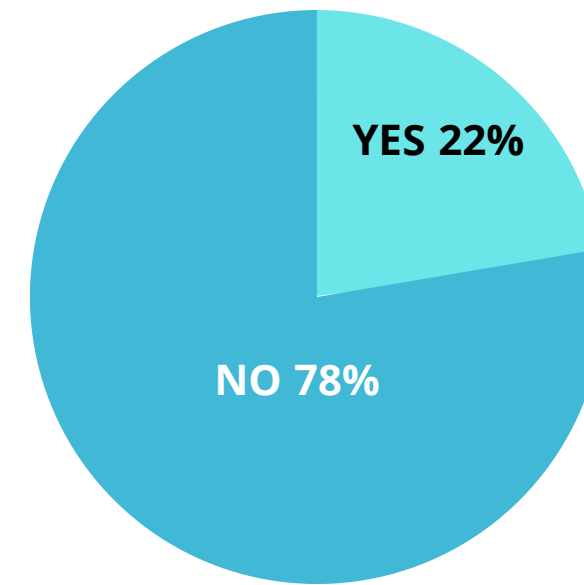
Private

Respondents With Children: Virtual and Mobile Healthcare Access

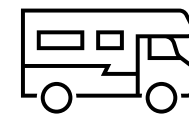
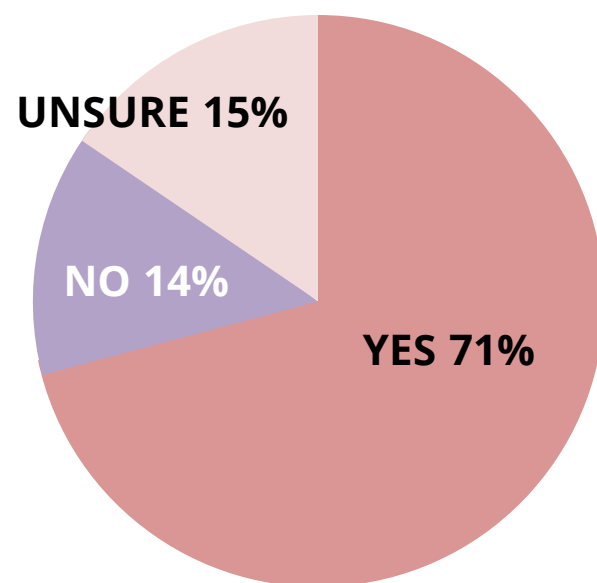
HAVE Accessed Regular Doctor Virtually



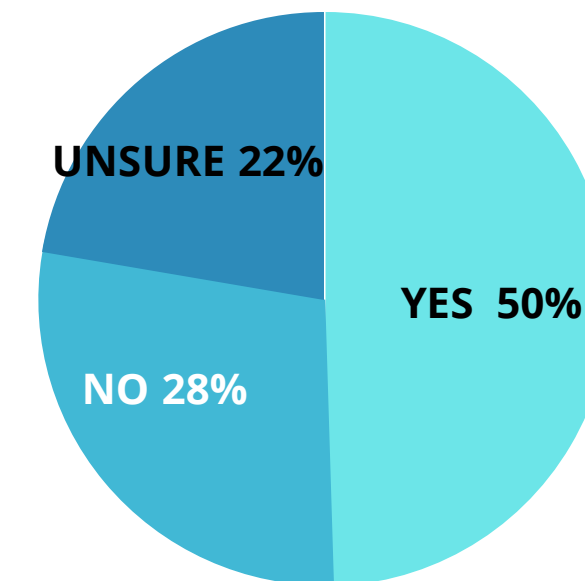
HAVE Accessed Mental Health Virtually



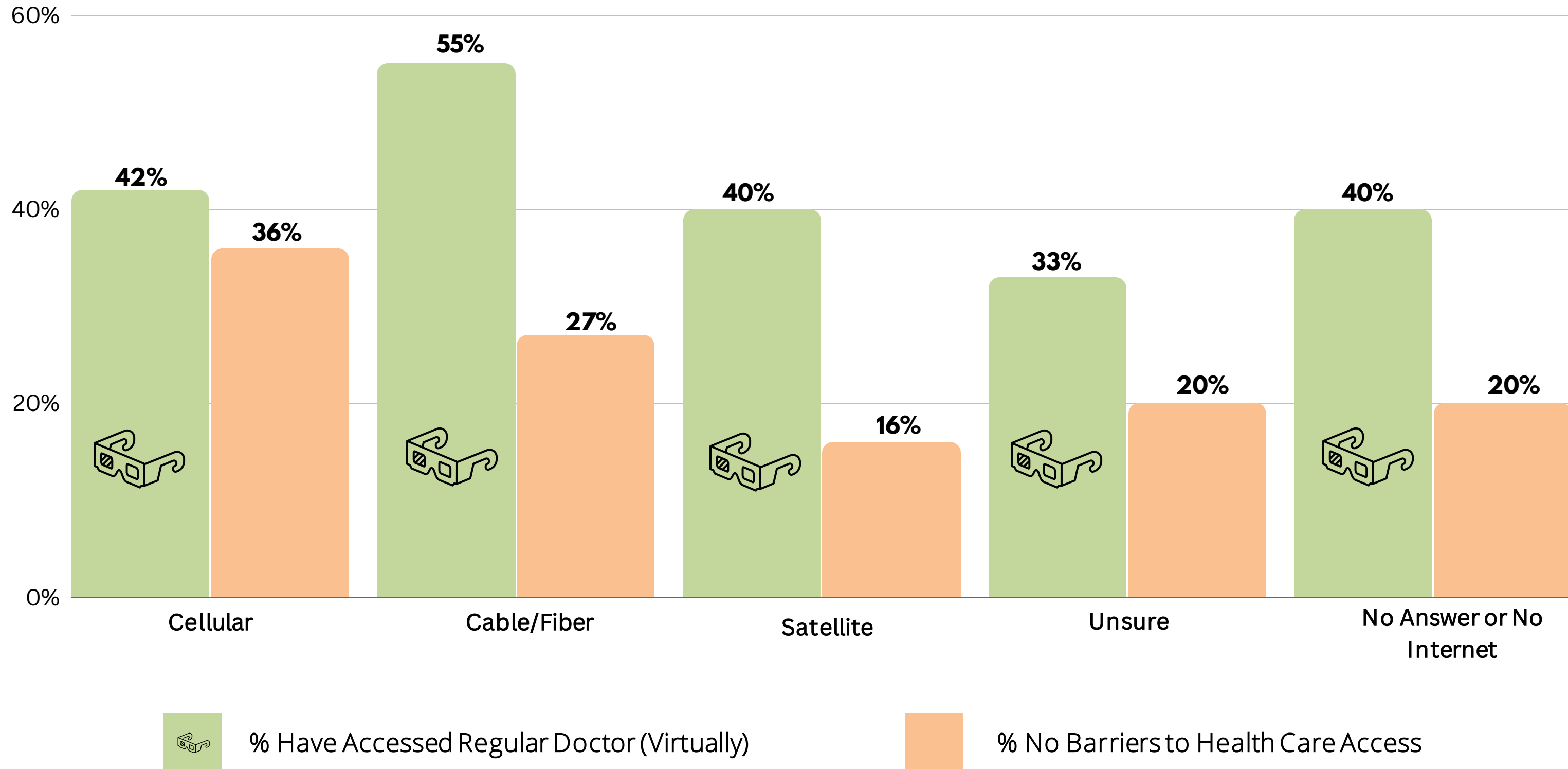
WOULD Access Regular Doctor
Mobile Health Services



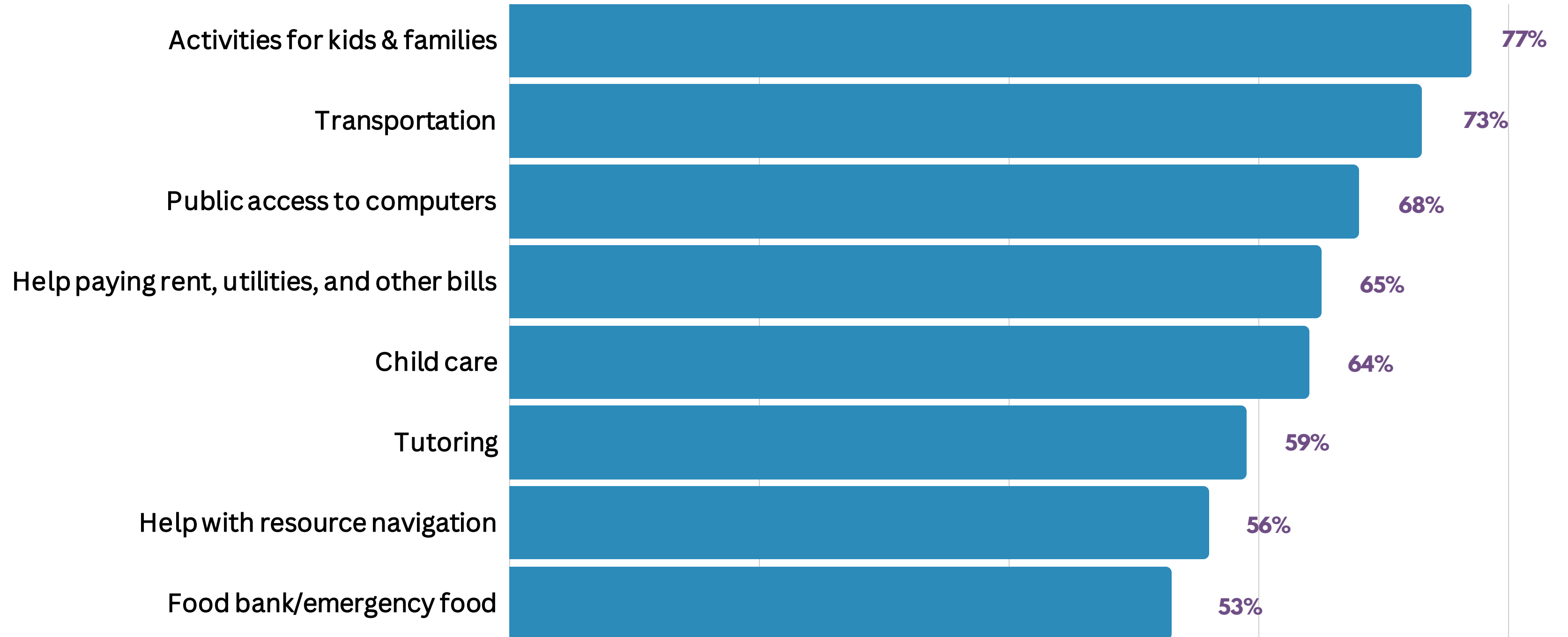
WOULD Access Mental Health
Mobile Health Services



Virtual Visits & No Barriers (by Internet Access Type)



Resource Needs in Falls City Area

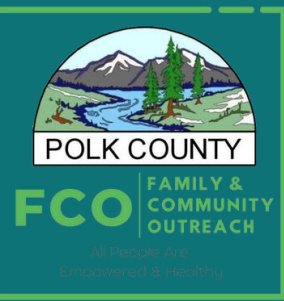




Key Findings:

DEMOGRAPHICS

- 40% of Falls City households returned a survey representing 782 people
- Almost 90% of households have internet access, but only 65% had high speed
- 8% of respondents identified as uninsured



Key Findings:

ACCESS/BARRIERS

- 84% of respondents indicate they see a regular doctor at least yearly
- 63% of respondents indicate they see a dentist at least yearly
- 42% of respondents reported "healthcare costs too much"
- 44% of respondents reported "it takes too long to get in to see my doctor"
- 45% of all respondents and 58% of OHP/Medicaid respondents reported they did not seek care at least once during the past year due to one or more listed barriers



Key Findings: VIRTUAL/MOBILE

- 49% of respondents reported having had a virtual doctor visit and 63% indicated they would consider utilizing virtual healthcare in the future
- 25% of respondents reported accessing mental health or counseling virtually
- 62% of respondents indicated they would utilize mobile healthcare to see a regular doctor
- Respondents with children had a 59% rate of virtual visits with doctors compared to the general survey rate of 49%

Summary

- **Data shows limited racial and cultural diversity but diverse healthcare attitudes and access.**
- **Respondents identified a desire to have a collection of outreach, education, and hybrid (mobile and virtual) access options for healthcare services.**
- **To address the access options identified by respondents will require collaboration between healthcare entities, government and community leaders.**

Recommendations

- **Convene a steering committee for rural health in Falls City**
- **Engage the Falls City community through a robust healthcare event in spring of 2023**
- **Examine the feasibility of establishing a physical healthcare location in Falls City**
 - **This could also serve as a mobile docking station for virtual & in-person care**
- **Establish and publicize a *Health and Wellness Connections* website listing available health-related resources with links to training modules as well**
- **Identify/apply for grants to improve the use of technology for households in rural areas**

Implementation

➤ **Steering committee in Falls City: Convened April 2023**

Willamette Health Council: 4 reps

Salem Health: 2 reps

Pacific Source CCO: 2 reps

Polk County Behavioral Health: 2 reps

Polk County Family & Community Outreach: 2 reps

Polk County Public Health: 2 reps

Polk County Board of County Commissioners: 1 rep

Falls City Thrives: 1 rep

Falls City Council: 2 reps

Falls City Citizens: 3-5 reps

Falls City School District: 2 reps

Falls City: City Manager

➤ **Falls City community healthcare event contributors: May 2023**

Marion & Polk Early Learning Hub

Westcare

Salem Health CHEC

Willamette Health Council

Pacific Source

MWVCAA/ARCHES Housing

Capitol Dental Care

Seventh Day Adventist Food Bank

Community Action Head Start & Early HS

Polk County Public Health

K Insurance Group

Thoughts and Gifts

Ella Curan Food Bank

Family Building Blocks

Oregon Health Authority

Salem Free Clinics

OHSU Nursing Students

Falls City School District

City of Falls City

Polk County FCO

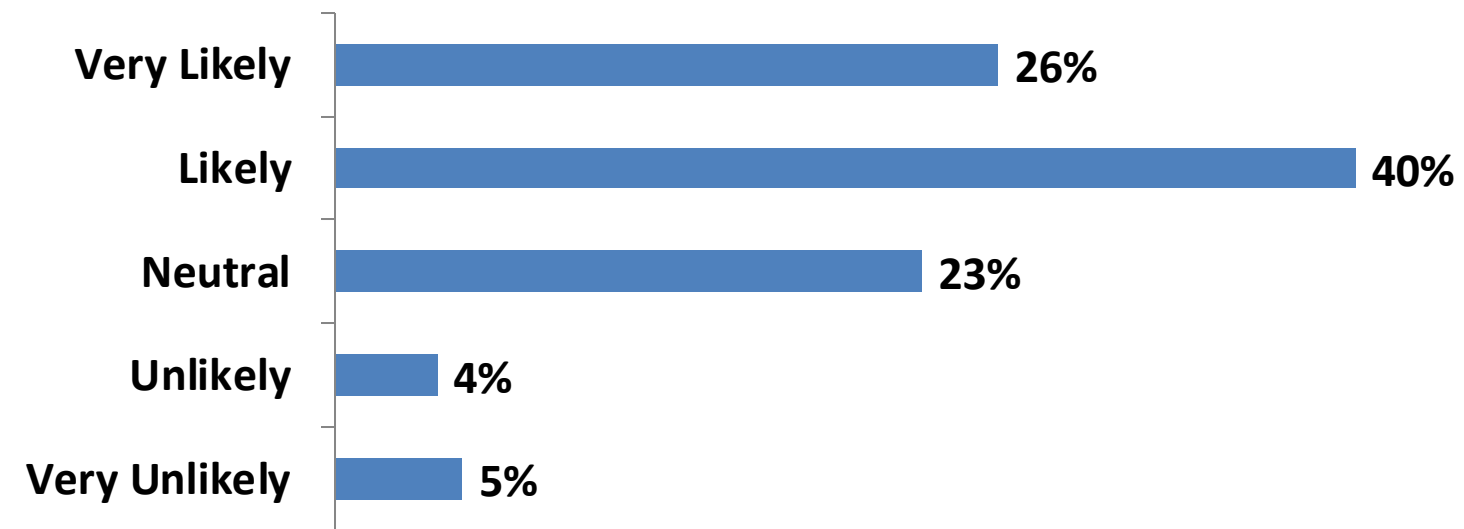
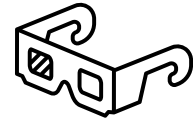
Falls City Mental and Physical Healthcare Event
May 2023
200 Attendees



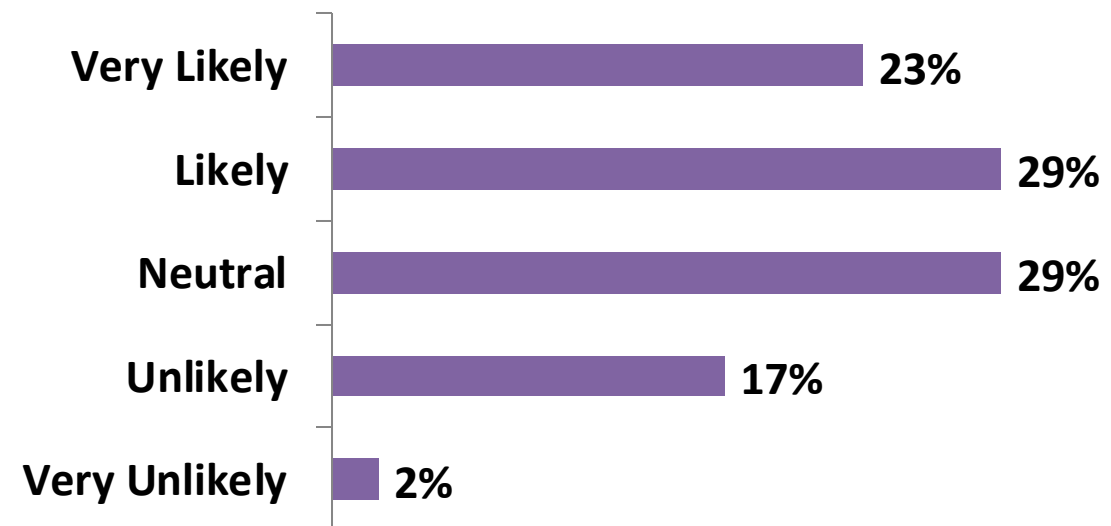
Share Your Voice and Shape the Future Survey

Falls City Community Health Fair: May 2023

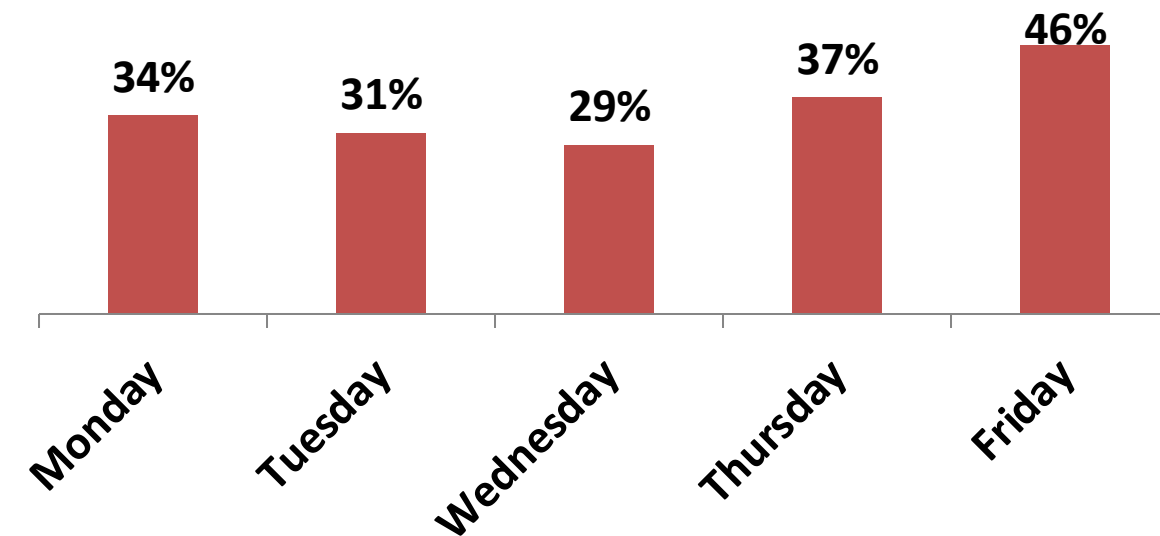
How likely are you to use a space created for virtual healthcare visits?



How likely are you to access a mobile healthcare van?



If a mobile healthcare van regularly came to Falls City which 2 days would you prefer?





- **Establish and publicize a *Health and Wellness Connections* website listing available health-related resources with links to training modules as well**
 - Inserts with health and wellness information in Falls City monthly water bills
 - Willamette Health Council sponsored website for Falls City area (Feb 2024)
- **Identify/apply for grants to improve the use of technology for households in rural areas**
 - Polk County Internet and broadband access survey completed with finding of adequate connectivity for telehealth through broadband.
 - No current plan for addressing how low-income residents can pay for broadband at home



Examine the feasibility of establishing a physical healthcare location in Falls City

The Future of HealthCare and Services in Falls City

Healthcare Access Center

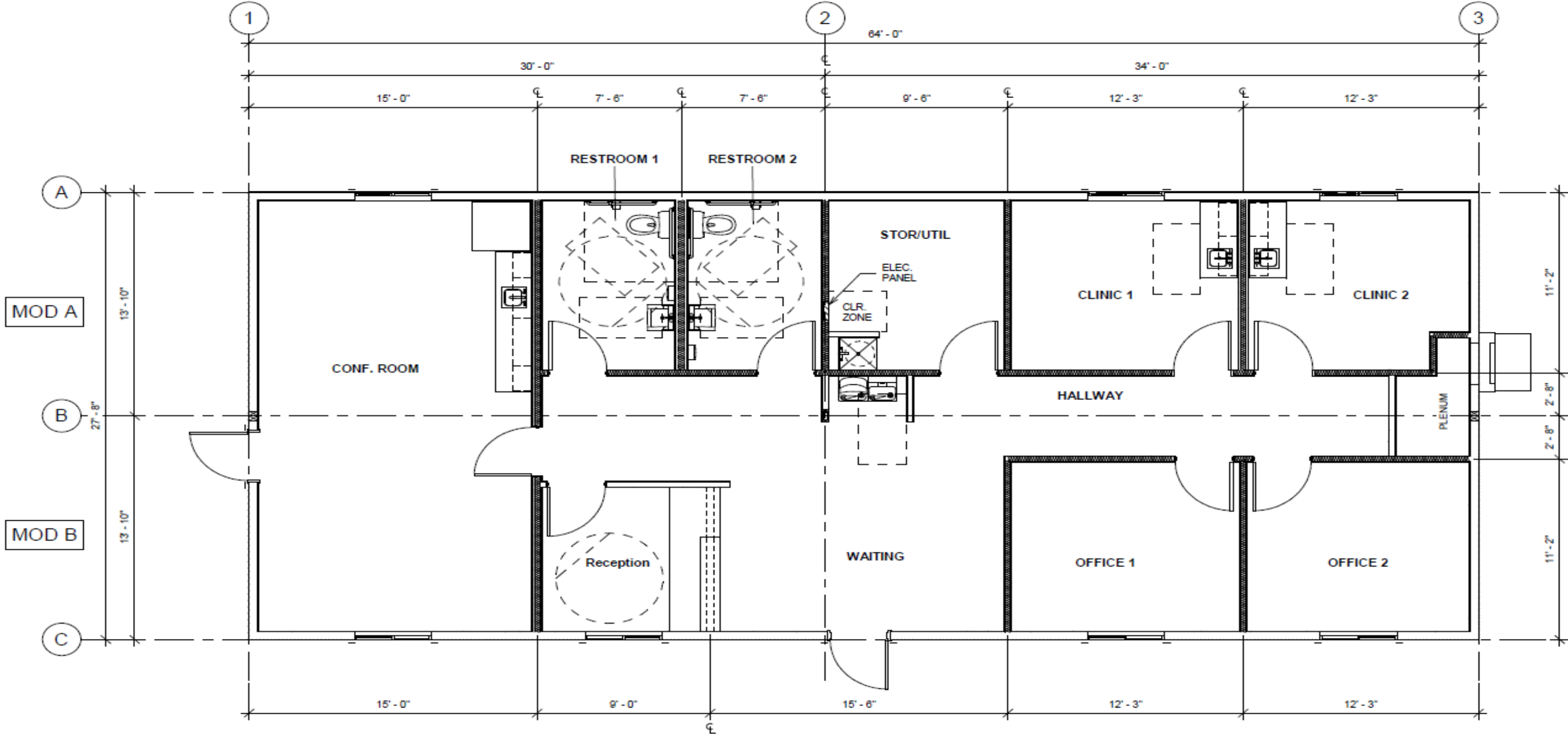
- Falls City donated building lot
- Willamette Health Council paying for site improvements (utilities, etc.)
- Willamette Health Council funding a modular structure with outside mobile docking station and inside spaces for healthcare and related services including virtual appointments access
- Staffing from a variety of partners

Projected Staffing Resources

- Medical services, public health and immunizations
- Behavioral health
- Dental referral and mobile docking
- Resource navigator
- OHSU nursing students
- Veterans services
- Food distribution
- DHS self sufficiency
- Addiction services
- Laundry and showers
- Community use classes



Healthcare Access Center Floor Plan



**THANK
YOU**

Access Full Report :
www.co.polk.or.us/fco

Questions :
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