



# 2019 ALGER COUNTY COMMUNITY HEALTH NEEDS ASSESSMENT



*MUNISING MEMORIAL HOSPITAL*

MUNISING, MICHIGAN

## **TABLE OF CONTENTS**

<b>PURPOSE OF ASSESSMENT .....</b>	<b>2</b>
<b>EXISTING HEALTH CARE FACILITIES AND OTHER RESOURCES.....</b>	<b>2</b>
<b>COMMUNITY DESCRIPTION &amp; MARKET AREA .....</b>	<b>7</b>
<b>SECONDARY DATA.....</b>	<b>13</b>
<b>PRIMARY DATA .....</b>	<b>22</b>
<b>ALGER COUNTY HEALTH CARE MEETINGS .....</b>	<b>22</b>
<b>ONLINE SURVEY .....</b>	<b>25</b>
<b>ONLINE ASSESSMENT SURVEY CONCLUSIONS.....</b>	<b>53</b>
<b>PRIORITIZATION AND RECOMMENDATIONS.....</b>	<b>54</b>

## **PURPOSE OF ASSESSMENT**

Munising Memorial Hospital is dedicated to strengthening the health of Alger County. In the past, Munising Memorial Hospital has employed many different methods to assess the health needs of the community it serves and has adjusted its services to meet those identified needs. Federal laws governing not-for-profit hospitals now require Munising Memorial Hospital to conduct a local community health needs assessment, following specific guidelines, every three years and to report the outcome of those assessments as part of their corporate tax filing with the Internal Revenue Service.

Through a joint effort with the Alger County Chamber of Commerce/Greater Munising Bay Partnership for Commerce Development and Munising Memorial Hospital, an assessment of health care needs was conducted through a review of health data, a community healthcare and leaders focus group, with feedback from individuals in the community during a community forum, and a meeting at the Alger County Commission on Aging. This has given Munising Memorial Hospital the opportunity to identify and address the area's health care needs.

## **EXISTING HEALTH CARE FACILITIES AND OTHER RESOURCES**

### **MUNISING MEMORIAL HOSPITAL**

Munising Memorial Hospital (MMH) was first established in 1910 when the original hospital was built on Maple Street in Munising. It was a company hospital, funded by Cleveland-Cliffs Iron Co., as one of many major gifts made throughout the region by the company during that era. In 1947, the organization shifted and became a not-for-profit organization when it obtained its 501(c)3 status from the Internal Revenue Service. From that point forward, it was a community hospital.

The mission of Munising Memorial Hospital and Health Services is to be the provider of choice for primary medical and hospital care for the residents of Alger County. The employees and practitioners will provide the highest level of quality care within our resources and abilities with unsurpassed personal and professional integrity.

MMH is an 11-bed critical access hospital that provides outpatient diagnostic services, swing beds, and Level 4 Emergency Services, with an average daily inpatient census of one inpatient per day. In September of 2015 Urgent Care walk-in services were established to provide a lower cost alternative to the ER during after-hours and weekends. As it has evolved over the last few years, MMH services are limited to primary care medical services. All necessary secondary (specialty) and tertiary care needs of Alger County residents are provided either in Marquette or outside the Upper Peninsula. MMH has become the primary employer of physicians and mid-

level providers in Alger County who provide their services to the community through the Bay Care clinic of MMH. The county is located along the Lake Superior shoreline in Michigan's Upper Peninsula.

The Corporation's principal facilities are a hospital building which also houses physician offices comprising the Bay Care Medical Center, Urgent Care and a medical office building. All are located adjacent to each other on a campus in Munising.

### **Munising Memorial Organizational Information**

The hospital is a not-for-profit corporation organized under the laws of Michigan. The Corporation is exempt from Federal income taxation as an organization described in Section 501(c)(3) of the Internal Revenue Code of 1986.

The Corporation is licensed to operate the hospital by the Michigan Department of Community Health (MDCH). Various hospital functions are licensed by other governmental authorities. The U.S. Centers for Medicare & Medicaid Services (CMS) contracts with MDCH to provide surveys to address quality and operational matters. Three of the hospital functions are currently accredited:

- Mammography - American College of Radiology Accreditation
- Laboratory - Community Hospital Laboratory Accreditation (COLA)
- Bay Care - American Association for Accreditation of Ambulatory Surgery Facilities

Munising Memorial Hospital is a member of the Michigan Health and Hospital Association.

### **Munising Memorial Hospital Quality Metrics**

The Hospital has made an organization-wide commitment to improving patient safety and the overall quality of patient care. The hospital has routinely earned Governor's Awards for Improving Patient Safety and Quality of Care in the Critical Access Hospital Setting. As a Critical Access Hospital (CAH), the hospital receives payments from BCBSM in part based upon pay for performance quality measures. Centers for Medicaid and Medicare Services measures are collected and reported, however, the majority have insufficient volume to be publicly reported. In 2019 Munising Memorial was listed as Top 20 Critical Access Hospital Best Practice in Patient Satisfaction recipients by the National Rural Health Association.

### **Munising Memorial Hospital Facilities and Services**

The Corporation owns and operates the hospital, which, as a CAH, is licensed for 11 acute care beds and two dual licensed beds to provide rehabilitation services (swing beds). All acute care beds are situated in six rooms facing Munising Bay of Lake Superior. All inpatient care and most outpatient services are delivered under one roof in the hospital facility. An independent physician office and space for visiting specialists are attached to the hospital facility.

In 2008, Munising Memorial Hospital opened the doors to the current care facility. At 51,000 square feet, the facility incorporates all aspects of a patient care under one roof. The scope of

services provided by the Hospital is generally similar to that provided by other CAHs. The hospital facility contains the following areas:

- Completely digitized, the **Radiology Department** now includes a digital X-ray room, CT, Fluoroscopy, 4D Ultrasound, DEXA scan and digital mammography.
- **Laboratory** services were designed to accommodate two private drawing rooms and several upgrades to equipment, computer systems and space.
- The **Outpatient Rehabilitation Department** allows for easier access for patients including a complete gym, four treatment rooms and a shower for gym participants.
- The **Emergency Department** includes three private exam rooms and a three-bay trauma room. The two-bay ambulance garage includes a decontamination area.
- Six **inpatient rooms** display a hotel-like, comfortable atmosphere. The rooms are equipped with flat panel televisions and face the lake for a beautiful view.
- Two **conference rooms** can be used for support groups, educational programs and administrative meetings.
- **Bay Care Medical Center** is now located within the hospital building. The medical office touts eighteen exam rooms and one procedure room. Bay Care Medical Center is open Monday-Friday 8:00 a.m. to 5:00 p.m. There is also a clinic in Grand Marais and there are school-based clinics.

Inpatient beds are used for observation, inpatient hospitalization and short-term rehabilitation. The hospital's emergency department is in the process of becoming classified as a Level IV trauma center by the American College of Surgeons. A Level IV trauma center provides initial evaluation, stabilization, diagnostic capabilities and transfer to a higher level of care. The Corporation maintains a transfer agreement with UP Health Systems Marquette, which operates a Level II trauma center, to which nearly all transfers are directed. The county's emergency medical service (EMS) is operated by the County Sheriff's Department. In many situations serious trauma cases, especially those resulting from incidents occurring west of the hospital facility, will be transported directly to UP Health Systems Marquette.

The hospital also offers diabetes education and programming and telemedicine services to those patients who require, and can benefit from, healthcare services outside of the area.

## **Munising Memorial Medical Staff**

Four physicians comprise the hospital's active medical staff. There is a family practitioner, a physical medicine & rehabilitation specialist and two osteopathic medicine physicians. These physicians are complemented by three physician assistants and three nurse practitioners. Supplementing the medical staff are specialists who hold office hours periodically.

## **Other Alger County Health Services and Facilities**

Currently in Alger County all the health care facilities and services are in Munising. Located in Munising are:

- Four dental offices
- Four mental health services
- Two primary care clinics and walk-ins
- One tribal health center
- The health department servicing Alger County
- One chiropractic office
- One optometrist office

Also, in Alger County, there is one small limited hours primary care clinic located in Trenary. That facility, which is operated by UP Health System, offers the following services:

- Office Exams
- Urgent Care Visits
- Allergy Injections
- Laboratory Services
- Routine Immunization Program
- Electrocardiograms
- Sports Physicals
- Minor Outpatient Surgery
- Referrals to Home Health, Specialists, or Mental Health Services

Regarding long term care facilities in Alger County there is:

- One nursing home
- Six adult foster care apartments in one facility
- One adult day care center
- One assisted living facility

In addition, in Alger County there is one home health care and hospice organization, diabetes educational programming and the Alger County Commission on Aging.

## ALGER COUNTY CHAMBER OF COMMERCE/GREATER MUNISING BAY PARTNERSHIP FOR COMMERCE DEVELOPMENT

The Alger County Chamber of Commerce/Greater Munising Bay Partnership for Commerce Development was chosen to assist in facilitating the community health needs assessment due to their relationship with the Alger County community, organizations, businesses and leaders. Dr. Katherine A. Reynolds, Executive Director of the organization, was assigned the task of completing the report. Dr. Reynolds worked with Jaymie Depew, Communications Specialist & Special Project Assistant with facilitating community meetings with both the public and community health leaders and the task of preparing the report. Dr. Reynolds has a Ph.D. from Southern Illinois University and is well versed in research, writing and community relations. She also has previous work experience in rural health services and higher education. Jaymie Depew holds a B.A. in English Writing and Journalism.

The Alger County Chamber of Commerce/GMBPCD aim is to promote tourism and economic development in Alger County. The mission of the Alger County Chamber of Commerce/GMBPCD is to foster a strong economic environment, which contributes to the wellbeing of the municipality, townships and villages in Alger County. They collaborate with and support the area and businesses by formulating sound economic programs and policies that attract, maintain, and provide incentives to business and property owners. They also work to mobilize the area's resources to create and design consistent marketing strategies to increase tourism by promoting the natural resources, attractions and events. The Alger County Chamber of Commerce/GMBPCD works to enhance and open more lines of communication between public and private businesses, associations, agencies and organizations.

The Alger County Chamber of Commerce is under the umbrella of the Greater Munising Bay Partnership for Commerce Development and is housed at the Fuzzy Boyak Welcome Center, on 129 East Munising Avenue (State Highway M-28) - ideally located in the center of Munising along the main state highway and adjacent to Munising's waterfront and Binsfeld Bayshore Park.

## **COMMUNITY DESCRIPTION & MARKET AREA**

The hospital is in the City of Munising, MI (Alger County). The population (according to United States Census Bureau 2010 statistics) of Alger County is 9,601. The estimated population for 2017 is 9,097. The Hospital defines its market area as the County. The market area is rural in nature. The area economy is supported by small businesses, industries, and tourism.

<b><u>Service Area Town</u></b>	<b><u>Population (2010 census) - (2017 estimates)</u></b>	
Au Train Township	1,138	1,148
Burt Township	522	327
Grand Island Township	47	47
City of Munising	2,355	2,307
Munising Township	2,983	2,930
Onota Township	352	292
Limestone Township	438	420
Mathias Township	554	315
Rock River Township	1,212	1,468
<b>Total Population of Alger County</b>	<b>9,601</b>	<b>9,097</b>

Housing Units	6,704
Homeownership Rate	86.6%
Housing Units in Multi-Unit Structures	5.4%
Median Value of Owner-Occupied Housing Units	\$119,000
Households	3,244
Persons per Household	2.53
Per Capita Money Income	\$21,771

Median Household Income	\$42,647
Persons Below Poverty Level	13%
<b>Educational Attainment (25 years and over):</b>	
Less than high 9 <sup>th</sup> grade	3.6%
9 <sup>th</sup> to 12 <sup>th</sup> grade	7.1%
High School Graduate (includes equivalency)	43.7%
Some college, no degree	19.7%
Associate degree	8.2%
Bachelor's degree	12.2%
Graduate or professional degree	5.6%

Population by Sex/Age (Based on 2018 Estimates)	
Male	5,033
Female	4,064
Under 5	333
5-9	354
10-14	394
15-19	449
20-24	483
25-29	505
30-34	513
35-39	537

40-44	487
45-49	492
50-54	608
55-59	767
60-64	840
65-69	803
70-74	595
75-79	422
80-84	273
85 years and over	242
Median age (years)-2018 Estimate	50
Median age (years)-2010 Census	47.3

<b>Population by Race (2010 U.S. Census Bureau)</b>	
White	8,286
African American	612
Asian	32
American Indian and Alaska Native	341
Hispanic or Latino	114
Identified by two or more	263

<b>HEALTH INSURANCE COVERAGE</b>		
<b>Civilian noninstitutionalized population</b>		<b>8,268</b>
With health insurance coverage		7,510
With private health insurance		5,563
With public coverage		3,659
No health insurance coverage		758
<b>Civilian noninstitutionalized population under 19 years</b>		<b>1,532</b>
No health insurance coverage		74
<b>Civilian noninstitutionalized population 19 to 64 years</b>		<b>4,645</b>
In labor force:		3,096
Employed:		2,892
With health insurance coverage		2,473
With private health insurance		2,196
With public coverage		404
No health insurance coverage		419
Unemployed:		204
With health insurance coverage		175
With private health insurance		73
With public coverage		102
No health insurance coverage		29
Not in labor force:		1,549

With health insurance coverage	1,344
With private health insurance	901
With public coverage	626
No health insurance coverage	205

Source: U.S. Census American Fact Finder

<b>Major Employers in Alger County &amp; 2019 Employment Statistics (FTEs)</b>	
Neenah Paper	238
Michigan Department of Corrections	257
Timber Products	158
Munising Public Schools	99
Christmas Kewadin Casino	68
TenderCare (Now MediLodge)	78
Munising Memorial Hospital	63
County of Alger	59
Superior Central Schools	49
Family Fare Market	24
Peoples State Bank	35
Pictured Rocks National Lakeshore	28
Pathways	8
Paddling Michigan	24
Pictured Rocks Cruises	45
Trenary Home Bakery	10

**Source:** Greater Munising Bay Partnership/Alger Co. Chamber, 2019

There are four public school districts and one private K-12 school in Alger County.

## SECONDARY DATA

For secondary data, research was obtained from County Health Rankings. This report was a collaboration between the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute. According to County Health Rankings and Roadmaps 2019, Alger County, MI is ranked 34 in the state of Michigan for health outcomes.

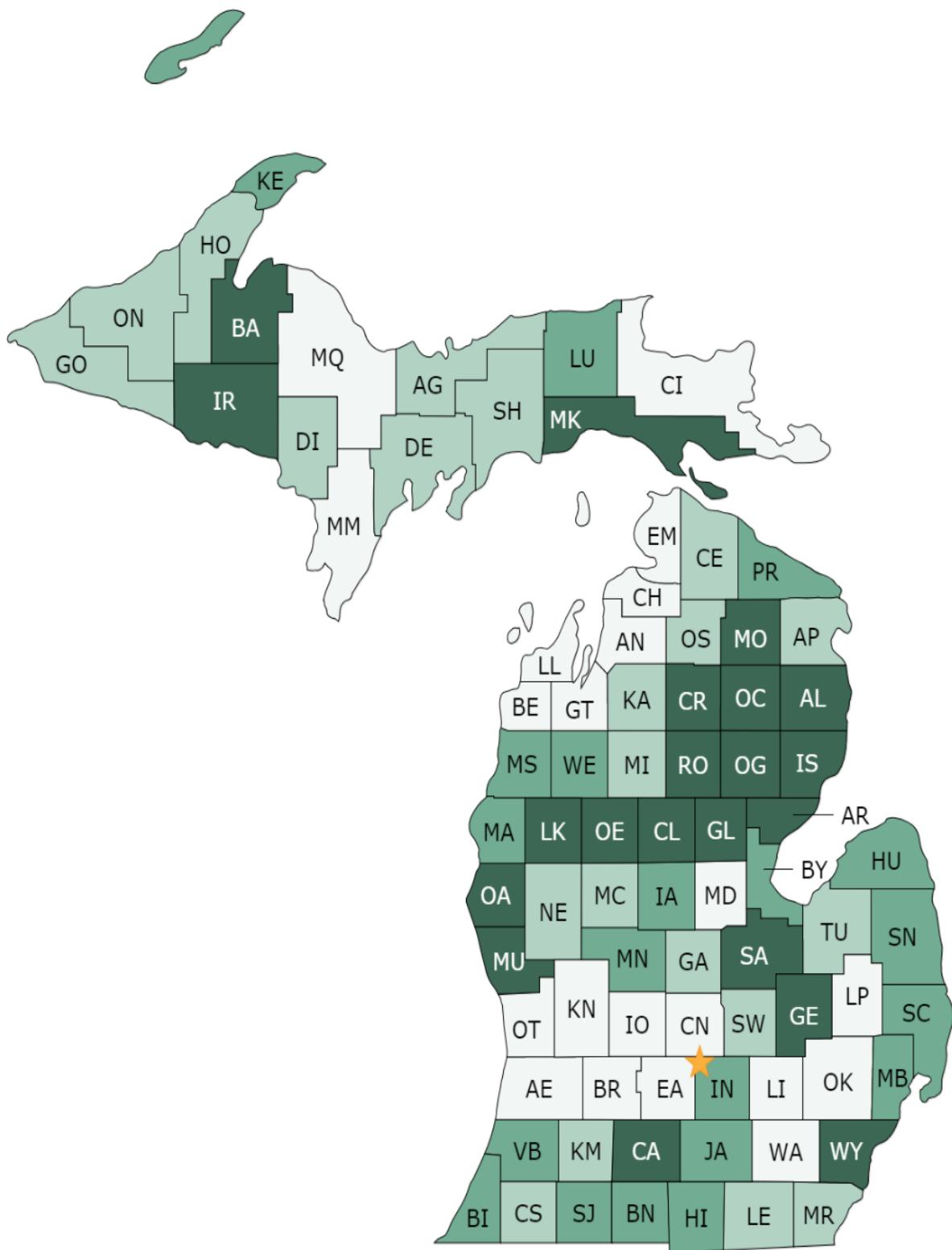
Alger County	Error Margin	Top U.S. Performers*	Michigan	Rank (of 82)
<b>Health Outcomes</b>				<b>34</b>
Length of Life				35
Premature death	7,000	5,000-9,1000	5,400	7,600
<b>Quality of Life</b>				<b>44</b>
Poor or fair health	15%	14-16%	12%	17%
Poor physical health days	4.1	3.9-4.3	3.0	4.3
Poor mental health days	4.1	3.9-4.3	3.1	4.4
Low birthweight	8%	5-10%	6%	8%
<b>Health Factors</b>				<b>23</b>
Health Behaviors				7
Adult smoking	17%	17-18%	14%	20%
Adult obesity	28%	22-36%	26%	32%
Food environment index	7.1		8.7	7.1

<u>Physical inactivity</u>	21%	16-28%	19%	22%	
<u>Access to exercise opportunities</u>	94%		91%	85%	
<u>Excessive drinking</u>	20%	19-20%	13%	21%	
<u>Alcohol-impaired driving deaths</u>	18%	4-37%	13%	29%	
<u>Sexually transmitted infections</u>	149.2		152.8	462.9	
<u>Teen births</u>	16	10-24	14	22	
Clinical Care					26
<u>Uninsured</u>	8%	7-9%	6%	6%	
<u>Primary care physicians</u>	1,540:1		1,050:1	1,260:1	
<u>Dentists</u>	2,280:1		1,260:1	1,360:1	
<u>Mental health providers</u>	1,520:1		310:1	400:1	
<u>Preventable hospital stays</u>	2,468		2,765	5,188	
<u>Flu vaccinations</u>	34%		52%	45%	
<u>Mammography screening</u>	47%		49%	43%	
Social & Economic Factors					58
<u>High school graduation</u>	90%		96%	80%	
<u>Some college</u>	43%	35-51%	73%	68%	

<u>Unemployment</u>	8.4%		2.9%	4.6%	
<u>Children in poverty</u>	18%	13-24%	11%	20%	
<u>Income inequality</u>	4.1	3.4-4.7	3.7	4.7	
<u>Children in single-parent households</u>	33%	23-43	20%	34%	
<u>Social associations</u>	17.4		21.9	9.9	
<u>Violent crime</u>	207		59	464	
<u>Injury deaths</u>	69	48-97	50	60	
<b>Physical Environment</b>					<b>1</b>
<u>Air pollution - particulate matter</u>	6.4		6.1	8.4	
<u>Drinking water violations</u>	No				
<u>Severe housing problems</u>	12%	9-14%	9%	16%	
<u>Driving alone to work</u>	73%	68-78%	72%	83%	
<u>Long commute - driving alone</u>	27%	22-32%	15%	33%	

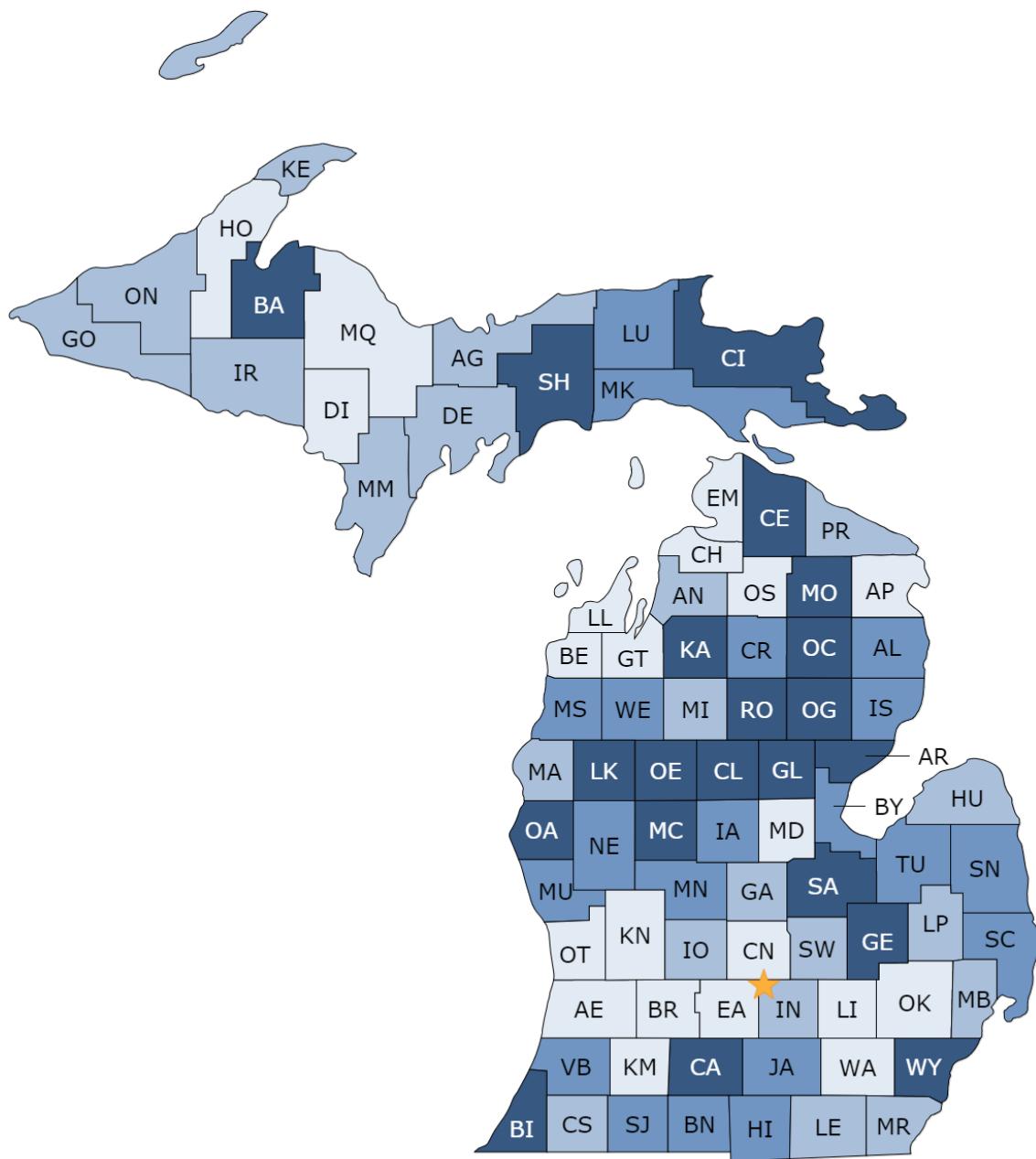
**Note:** Blank values reflect unreliable or missing data

# 2019 Health Outcomes - Michigan



Rank 1-21   Rank 22-42   Rank 43-62   Rank 63-83

## 2019 Health Factors - Michigan



Rank 1-21 Rank 22-42 Rank 43-62 Rank 63-83

County Health  
Rankings & Roadmaps

Building a Culture of Health, County by County

A Robert Wood Johnson Foundation program

**Source:** County Health Rankings, The Robert Wood Johnson Foundation in collaboration with the University of Wisconsin Population Health Institute

The total number of hospitalizations for Alger County Residents in 2017 was 922. The ten leading diagnoses for hospitalizations for Alger County Residents for the year 2017 were:

<b><u>Principal Diagnosis</u></b>	<b><u>Number</u></b>	<b><u>Percent</u></b>
Heart Disease	89	9.7
Injury and Poisoning	83	9.0
Newborns and Neonates (Less than 7 days)	67	7.3
Females with Deliveries	61	6.6
Arthropathies	55	6.0
Septicemia	41	4.5
Cancer (Malignant Neoplasms)	37	4.0
Cerebrovascular Diseases	34	3.7
Mood (affective) Disorders	33	3.6
Renal Failure	16	1.7

**Source:** Division for Vital Records and Health Statistics, Michigan Department of Community Health. State of Michigan, 2017.

**Ambulatory Care Sensitive Hospitalizations Trends  
Alger County Residents, Michigan 2002-2017**

YEAR	ALGER COUNTY			MICHIGAN
	AMBULATORY CARE SENSITIVE HOSPITALIZATIONS <a href="#">View ICD-CM Codes</a>	ALL HOSPITALIZATIONS	PERCENT	PERCENT
2017	134	922	14.5	22.8
2016	159	889	17.9	21.6
2015	166	925	18.0	20.5
2014	167	889	18.8	19.9
2013	190	908	20.9	20.1
2012	208	915	22.7	20.2
2011	250	1,005	24.9	20.6
2010	225	1,075	20.9	20.5
2009	247	1,230	20.1	20.5
2008	250	1,331	18.8	20.4
2007	243	1,261	19.3	20.0
2006	270	1,317	20.5	19.8
2005	232	1,270	18.3	20.1
2004	258	1,289	20.0	19.5
2003	286	1,318	21.7	19.4
2002	246	1,346	18.3	19.4

**Source:** Alger County Residents 2001-2017. Division for Vital Records & Health Statistics, Michigan Department of Health & Human Services.

**All Causes Deaths and Death Rates  
Alger County Residents, 2003-2017**

<b>Year</b>	<b>All Ages</b>	<b>Age Under 50</b>	<b>Age 50-74</b>	<b>Age 75 and Older</b>
2017	105	3	42	60
2016	113	5	37	71
2015	127	5	51	71
2014	137	6	47	84
2013	105	10	32	63
2012	113	4	42	67
2011	106	4	41	61
2010	99	2	41	56
2009	117	4	35	78
2008	117	6	32	79
2007	106	3	28	75
2006	125	2	40	83
2005	100	3	33	64
2004	120	3	37	80
2003	124	7	43	74

**Source:** 1989-2017 Michigan Resident Death Files. Alger County Residents. Division for Vital Records & Health Statistics, Michigan Department of Health & Human Services.

**LEADING CAUSES OF  
DEATH 2017**

	<b>Deaths</b>
Total	105
Heart Disease	24
Cancer	30
Accidents	5
C.L.R.D.	7
Stroke	5
Alzheimer's	8
Diabetes Mellitus	1
Kidney Disease	1
Pneumonia/Flu	3
Suicide	1

Top ten leading procedures that were performed in short-stay hospitals for Alger County residents for 2009-2013 were:

Selected Procedures	Average Annual 2009-2013
All Procedures	1,643
Diagnostic Cardiac Catheterization; Coronary Arteriography	100.2
Blood Transfusion	144.6
Prophylactic Vaccinations and Inoculations	62.2
Vascular Catheterization Except for Heart & Renal Dialysis	58.0
Respiratory Intubation and Mechanical Ventilation	55.4
Spinal Fusion	58.2
Arthroplasty Knee	37.6
Laminectomy; Excision Intervertebral Disc	34.4
Hip Replacement; Total and Partial	32.6
Circumcision	30.6

**Source:** Michigan Resident Inpatient Files, Division for Vital Records and Health Statistics, Michigan Department of Community Health

# **PRIMARY DATA**

## **Healthcare Needs Assessment Meetings**

Three public meetings were held on Sept. 19 at the Munising Moose Lodge with healthcare employees and area residents to get their perspectives on healthcare needs in Alger County. Meetings were held at 2 p.m., 3:30 p.m. and 5:30 p.m. An advertisement regarding the meetings was published in The Munising News, flyers were hung around the area, and emails were sent.

The following are notes taken from each meeting.

### **Meeting with Healthcare and Medical Staff**

**Attendees present:** *Marilyn Beverley of Munising Memorial Hospital Board, MaryJo O'Halloran of Alger County Community Collaborative, Kris Lindquist of Alger County Commission on Aging, Paula Ackerman of Munising Memorial Hospital, Vicki Ballas of Michigan State University Extension, Rebekah Koski of MediLodge of Munising, and Dr. Colin Irish of Munising Memorial Hospital*

Healthcare professionals discussed what they believed to be healthcare and medical priorities/concerns in the next five years in Alger County. Those included:

- High cost of healthcare and prescriptions
- Eye and dental care, a lot of health insurance doesn't cover it
- Diabetes
- Rehab services for substance abuse. Besides Pathways, there's no facility that'll treat people for substance abuse (solely) in the county.
- Senior housing/assisted living/care
- Mental health services
- Lack of transportation

Other discussion topics: The Adult Day Program – a service offered by the Alger County Commission on Aging - is booming. The program was designed to help caretakers when they needed a break, but now it's changed to more of a socialization program. The program's populace has increased significantly through word of mouth. Chatham, Eben, Shingleton and Au Train areas need congregate sites.

The Alger Co. Commission on Aging also delivers home meals for those 60 years old and above. Staff said there's a need for people younger than those age limitations, especially disabled veterans.

Dental Associates, which accepts Medicaid, is leaving the Munising area.

## Meetings with Area Residents

Healthcare staffing is an issue at local nursing homes. There's almost a constant need for more nursing assistants. MediLodge pays for CNA training. There are 90 beds and 60 residents at MediLodge as of September. Local doctors come to MediLodge on a weekly basis. A transporter brings patients to dentists and eye doctors when they have appointments.

Dementia and Alzheimer's are becoming more commonly diagnosed among the elderly – however, there's no longer a memory care unit in Alger County.

If health insurance doesn't cover any of it, home care is extremely expensive.

Elder Law is a service needed in the county.

Patients travel to Marquette and other areas to receive specialty healthcare/services.

There is a lack of mental health services and psychiatrists not only in Alger County, but the entire Upper Peninsula. Most insurance companies don't cover mental health services. Often when mental illnesses aren't properly diagnosed, substance abuse becomes another issue.

There is a shortage of primary care and healthcare workers at all levels, not only locally, but nationally.

Depression is another concern with area residents.

A Grand Island Township resident who has cancer said there's a need for an oncologist in Alger County. Transportation and travel costs have become an issue for her as she's had to seek healthcare services in the Lower Peninsula. However, she spoke highly of healthcare services she has received in Alger County. She commended Munising Memorial Hospital's emergency room for being speedy and personable. She said physical therapy treatment at MMH is "outstanding."

Wants to see advanced orthopedics come back – in order to see an orthopedic, you must travel.

Feels the Health Fairs were helpful, blood drives important and believes MMH should do that more often.

Travels over 450 miles to receive care for cancer, will travel as far as they need to. More options in the Lower Peninsula than U.P. Wouldn't have to travel if they still lived in the Lower Peninsula.

Elder care and nursing homes in area have kind employees – empathetic. Brought mother-in-law at 92 to Munising because she was getting terrible care in Ohio.

## Advertisement for Promoting Public Awareness of the Meetings



### **SEEKING PUBLIC INPUT**

#### Community Health Needs Assessment

##### **What:**

The Alger Co. Chamber/Greater Munising Bay Partnership is conducting two community meetings on the same day to better understand and report the healthcare needs of Alger County residents.



##### **Where:**

MUNISING MOOSE LODGE  
124 W. Superior St.

##### **When:**

THURSDAY SEPT. 19  
3:30 P.M. or 5:30 P.M.

**Let your voices be heard by sharing your thoughts!**

**Call (906) 387-2138 for more information.**



# **ONLINE SURVEY OF ALGER COUNTY RESIDENTS**

Additionally, a Healthcare Needs Assessment survey consisting of 30 questions went live from Sept. 23 to Oct. 31 in hopes of reaching residents who were unable to attend the meetings. The survey was shared on various media outlets and so forth.

NOTE: Questions 19-22 have an archived section due to answer options being changed after the survey went live. At first there wasn't a "0 times" answer option, but instead "0-3." All answers in the archived percentage group indicate "0-3" responses.

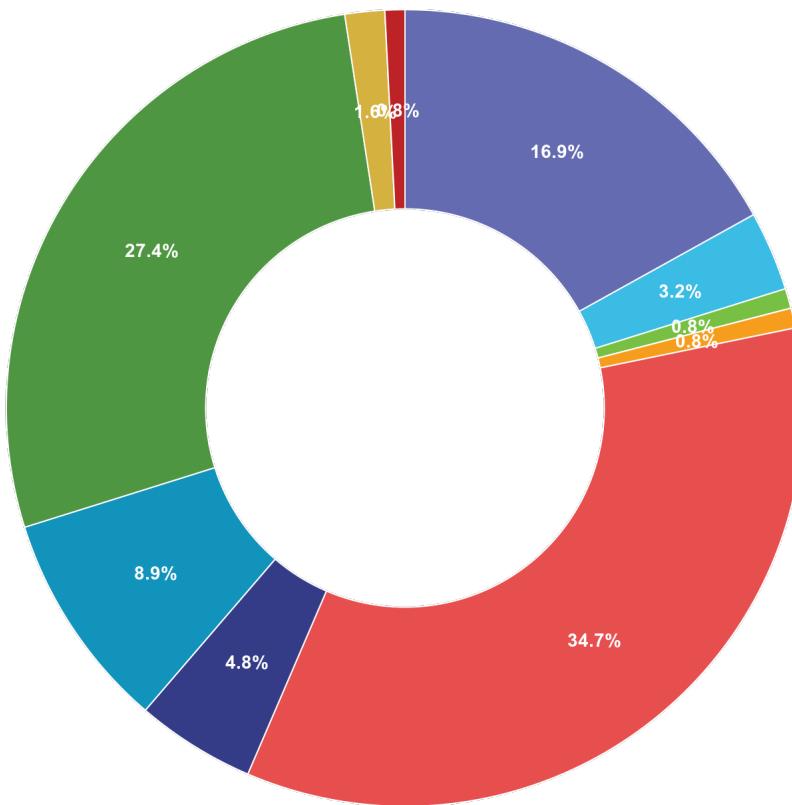
Survey results are as follows:

## **Q1 Are you a resident of Alger County?**

Choice	Totals
• Yes	124
• No	4

Anyone who answered "no" were thanked for taking the survey and unable to answer any other questions.

## Q2 Where do you live in Alger County?

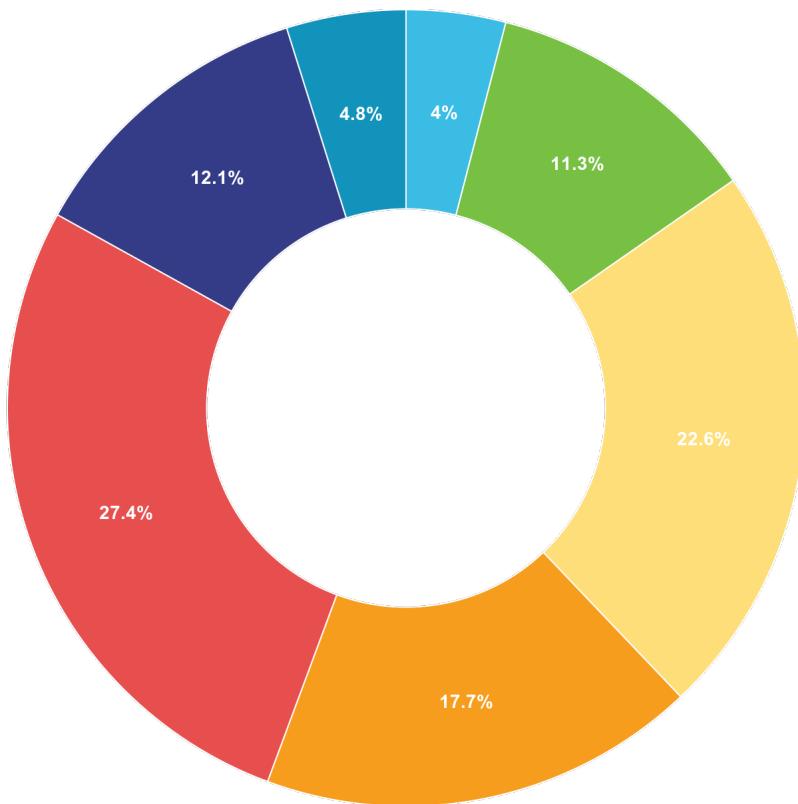


Choice	Totals	Percentage
• Munising Township	43	34.7%
• The City of Munising	34	27.4%
• Au Train Township	21	16.9%
• Rock River Township	11	8.9%
• Onota Township	6	4.8%
*Burt Township	4	3.2%
*The Village of Chatham	2	1.6%
Grand Island Township	1	.8%
• Mathias Township	1	.8%
• Other (Wetmore)	1	.8%
• Limestone Township	0	-
• I don't live in Alger County	0	-

### **Q3     What's your gender?**

<b>Choice</b>	<b>Totals</b>	<b>Percentage</b>
• Female	108	87.1%
• Male	16	12.9%
• Non-binary	0	-

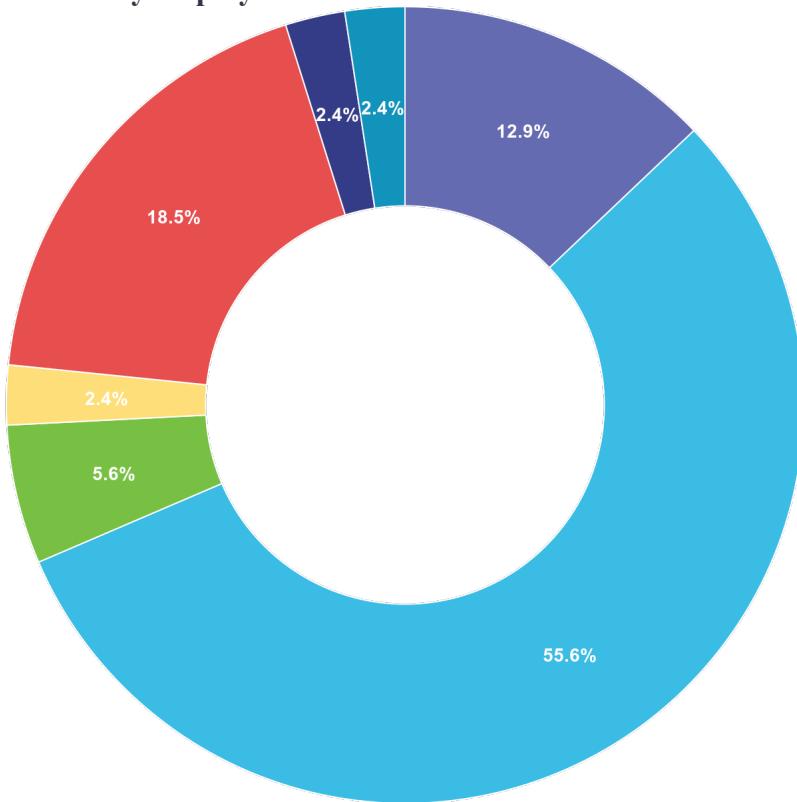
### **Q4     What's your age?**



<b>Choice</b>	<b>Totals</b>	<b>Percentage</b>
• Under 18	0	-
• 18-25	5	4%
• 25-35	14	11.3%
• 35-45	28	22.6%
• 45-55	22	17.7%
• 55-65	34	27.4%
• 66-75	15	12.1%
• 75-85	6	4.8%
• Above 85	0	-

**Q5 What's your race?**

<b>Choice</b>	<b>Totals</b>	<b>Percentage</b>
• American Indian or Alaska Native	4	3.2%
• Asian	0	-
• Black or African American	0	-
• Native Hawaiian or Other Pacific Islander	0	-
• White	116	93.5%
• Multiracial	0	-
• Prefer not to disclose	4	3.2%

**Q6 Are you currently employed?****Choice**

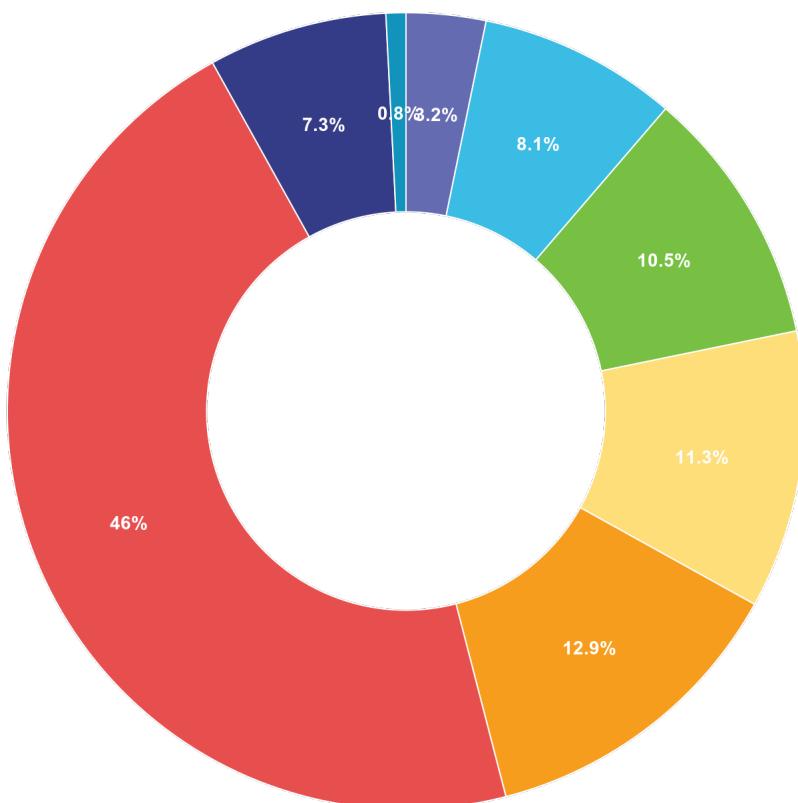
<b>Choice</b>	<b>Totals</b>	<b>Percentage</b>
• Yes, full-time	69	55.6%
• Retired	23	18.5%
• Yes, part-time	16	12.9%
• Yes, seasonally	7	5.6%
• No	3	2.4%
• Disabled	3	2.4%
• Other	3	2.4%
• No, but currently looking for employment	0	-

Out of the three people who picked "other," one is a homemaker and the other said he/she is retired but work in the summer.

**Q7 How many people are in your household?**

<b>Choice</b>	<b>Totals</b>	<b>Percentage</b>
• 1-2	76	61.3%
• 2-3	16	12.9%
• 3-4	16	12.9%
• 5 or more	16	12.9%
• Other	0	-

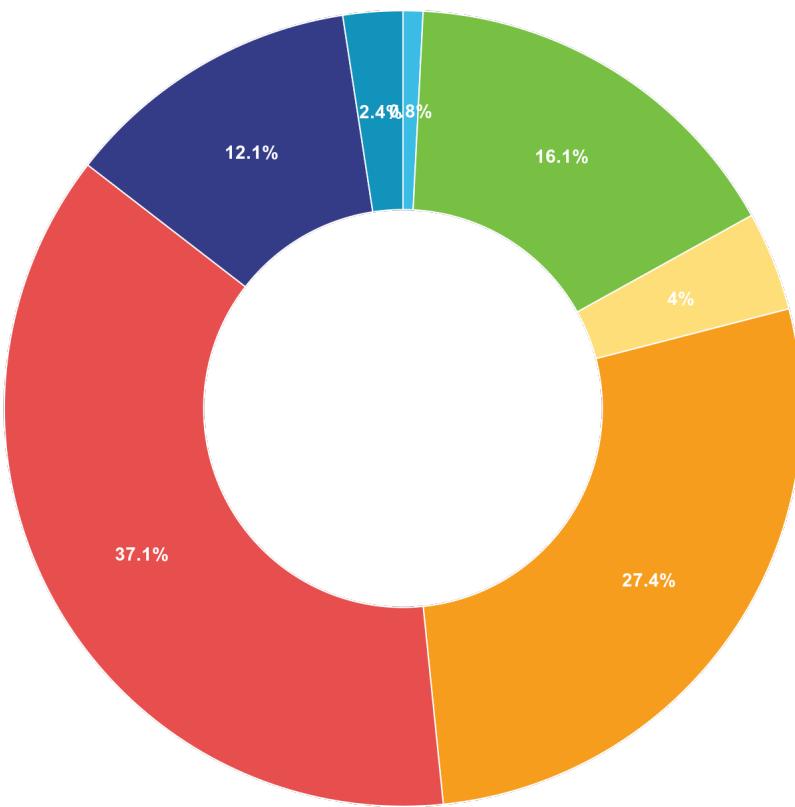
**Q8 What is your average household income?**



<b>Choice</b>	<b>Totals</b>	<b>Percentage</b>
• \$15,000 or lower	4	3.2%
• \$15,000 - \$25,000	10	8.1%
• \$25,000 - \$35,000	13	10.5%
• \$35,000 - \$45,000	14	11.3%
• \$45,000 - \$60,000	16	12.9%
• \$60,000 or more	57	46%
• Prefer not to disclose	9	7.3%
• Other	1	.8%

Other: "Not sure."

**Q9    What is your highest level of education?**

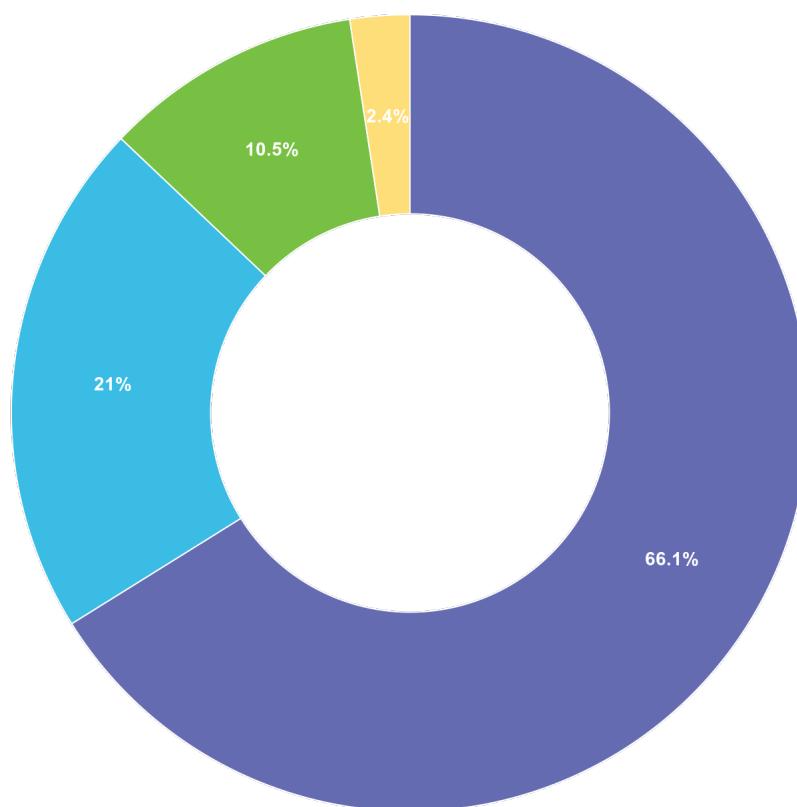


Choice	Totals	Percentage
• K-8 grade	0	-
• Some high school	1	.8%
• High school graduate	20	16.1%
• Technical school	5	4%
• Some college	34	27.4%
• College graduate	46	37.1%
• Graduate school	15	12.1%
• Doctorate	3	2.4%
• Prefer not to disclose	0	-
• Other	0	-

#### **Q10 Do you have insurance?**

<b>Choice</b>	<b>Totals</b>	<b>Percentage</b>
• Yes	111	89.5%
• No	13	10.5%

#### **Q11 Do you feel your insurance is adequate?**



<b>Choice</b>	<b>Totals</b>	<b>Percentage</b>
• Yes	82	66.1%
• No	26	21%
• I don't have insurance	13	10.5%
• Other	3	2.4%

#### **Write-in answers from those who selected “other”:**

- “Medicare and Medicaid, but Medicaid is threatened if I make \$2 more a month.”
- “Health insurance is okay, but dental insurance is horrible event though dental problems can be a risk,:
- “Yes, but the copays and deductibles are too high!”

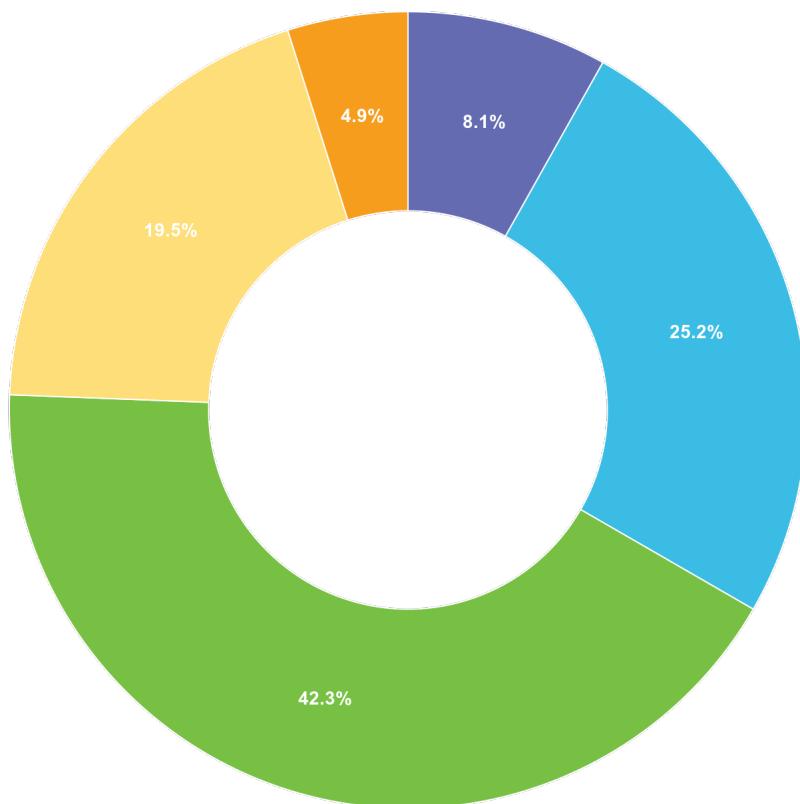
**Q12 How would you rate your overall physical health?**

<b>Choice</b>	<b>Totals</b>	<b>Percentage</b>
• Excellent	17	13.7%
• Good	76	61.3%
• Moderate	25	20.2%
• Poor	6	4.8%
• Other	0	-

**Q13 How would you rate your overall mental health?**

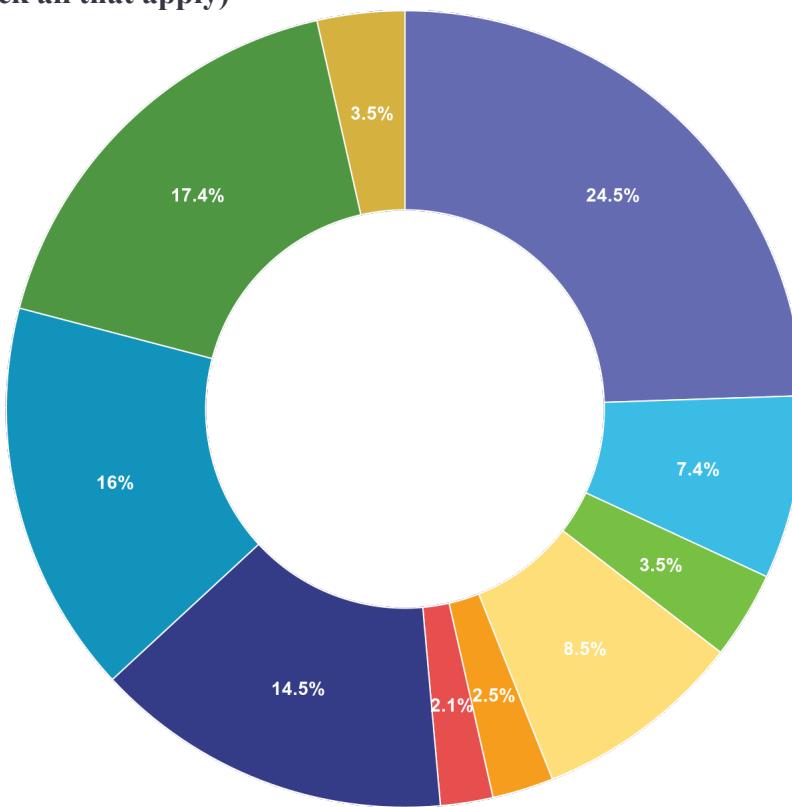
<b>Choice</b>	<b>Totals</b>	<b>Percentage</b>
• Excellent	28	22.6%
• Good	68	54.8%
• Moderate	25	20.2%
• Poor	3	2.4%
• Other	0	-

**Q14 On a scale from 1-5, 1 being the lowest, how would you rate the quality of healthcare services (dental, eye care, mental health, access to doctors, etc.) in Alger County?**



Choice	Totals	Percentage
• 5	10	8.1%
• 4	31	25.2%
• 3	52	42.3%
• 2	24	19.5%
• 1	6	4.9%

**Q15 What do you see as major strengths in healthcare services/resources in Alger County? (Check all that apply)**



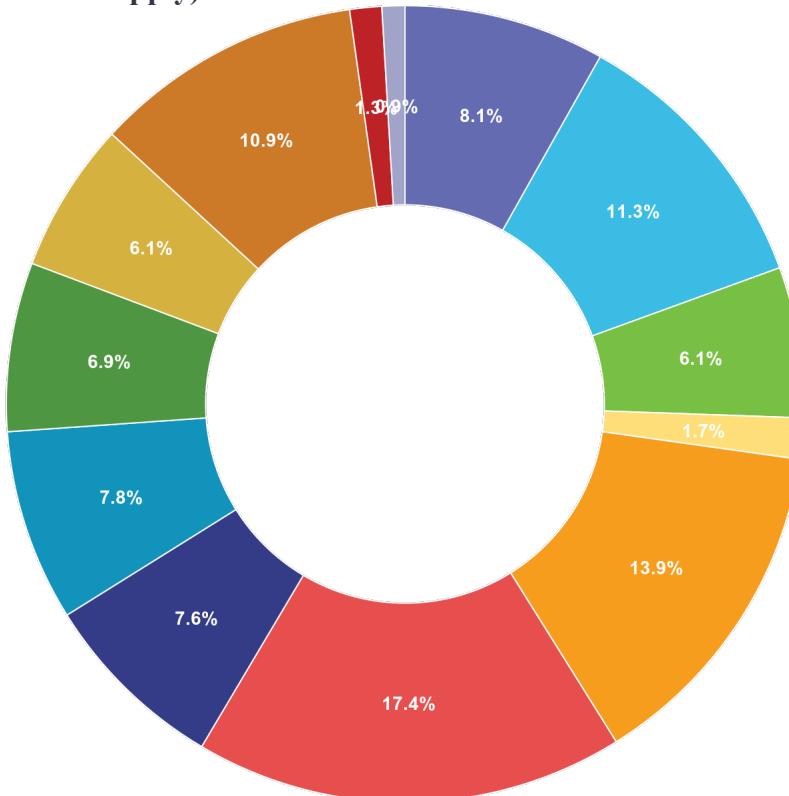
Choice	Totals	Percentage
•Professional medical staff (doctors, nurses, dentists, etc.)	69	24.5%
•Physical therapy	49	17.4%
•Eye care	45	16%
•Dental care	41	14.5%
•Senior services	24	8.5%
•Variety of services/Resources offered	21	7.4%
•Communication	10	3.5%
•Other	10	3.5%
•Youth services	7	2.5%
•Mental health services	6	2.1%

**Comments of those who picked “Other”:**

- Dr. Haddock is best part of medical field in Alger County.
- Access has great therapists.
- I think there are resources, however, people have difficulty accessing them due to geography and lack of insurance. Every healthcare professional I have met is great. I know how to advocate but fear that some cannot. Maybe a training program for lay people a 'train the trainer' so lay people can better assist those in need. I think people would be willing to help, but there is not a system in place to put them together with those in need. Maybe there is and I am unaware of this. Again, I advocate for myself, but others may not know how to do this.
- Healthcare completed in Marquette
- No opinion

- Outdoor culture; ok basic services; no alternative.
- Because I work in Marquette I rarely use the health care services offered in Alger County

**Q16 What do you see as major healthcare concerns in Alger County over the next five years? (Check all that apply)**



Choice	Totals	Percentage
•Drugs, alcohol or substance abuse	94	17.4%
•Mental health/Depression/Suicide	75	13.9%
•Cancer	61	11.3%
•Insurance costs	59	10.9%
•Diabetes	44	8.1%
•Obesity/Nutrition	42	7.8%
•Senior care	41	7.6%
•Lack of emotional support in schools/Crisis intervention	37	6.9%
•Tobacco use/Vaping	33	6.1%
•Stroke/Heart disease	33	6.1%
•Asthma/Lung disease	9	1.7%
•I don't know	7	1.3%
•Other	5	.9%

**Comments:**

- Patient costs not covered by insurance
- Dental
- Distance from hospital. Continuing need for EMTs in Grand Marais and outlying areas.

- Assisted or Senior apartments and transportation for them in the areas outside of Munising.
- access to alternative, non-pharmaceutical options

## **Q17What type of services/programs could be developed to improve health and healthcare in Alger County**

### **Comments:**

- Full time social work services in the schools. Out-patient Substance Abuse services. Affordable transportation.
- Mental health services Banning vaping
- Specialty services
- Health care screenings for people without insurance who can't afford any health care. Including dental
- Dental/eye care as well as substance abuse prevention and services to prevent it
- More available Mental health services
- Privacy
  - more accessible services; mental health, pregnancy and prenatal,
  - Mental Health Services Drug Abuse/Addiction Services
- Fruits and vegetables and unprocessed foods are needed. Maybe healthy cooking classes at the community center or school. Adult continued ed cooking classes can be fun and educational. Maybe the hospital could provide a dietitian to do some classes and host community events/lectures. Groups like Weight Watchers may also provide cooking classes. A better diet will improve many of the other factors (obesity, heart disease, depression, cancer, etc.). Also, maybe a lay person program to match community members with people/families in need to assist with healthcare advocacy.
- Senior citizen health needs
- Regular doctor's hours in Grand Marais (at least once every two weeks). Financial commitment to ambulance service.
- Free health care physicals.
- We need more and better mental health care.
- Getting advice as to which Medicare supplemental insurance would continue covering current medical costs, currently covered by Medicaid
- More services that support our schools and community in suicide prevention, depression, and anxiety. We need universal health care that is free or very low cost. Offer one day per month free health care.
- unsure
- Women's services
- Improve hospital quality
- More help for people to understand health insurance
- I really do not know. Have not had any problems obtaining the healthcare I have needed,
- Affordable access to mental health and substance abuse counseling services
- For those who do not have insurance maybe guidance on how to get something they could afford. It is difficult to get a straight answer from UPHP/Medicaid as far as coverage and what is covered. I see people who can't afford their meds and will go without! We need more mental

health services and maybe not labeled as that. That is a stigma as a crazy person, but there is a lot of depression and anxiety that hinders people to live a productive life.

-Free indoor walking facilities for 55 years and older especially in the winter months

-Attracting more than Family practitioners - some specialists like internists Also working with the Marquette hospital more.

-Behavioral health programs, there are not enough mental health care providers. Pathways only takes severe mental illness; tribe only takes tribal members and Medicaid and the 1 private therapist is too hard to get into if she is even seeing people anymore. There are no AODA or co-occurring therapy services, must go to Marquette. There is also no women's specialists, gynecologist, must go to Marquette for that too.

-More dentists

-We need more dentists for sure. We also need more outpatient procedure/services available at the hospital. Examples would be colonoscopies, endoscopies, cystoscopies.

-Alger County needs a youth psychiatrist and the schools need to work more closely with a child with mental health problems. When a child (middle school age) starts dropping in his school subjects, schools need to get a team together so that this child is taken care of early on instead of letting that child just drop out of school and say there is nothing to be done. Family members, tutors, counselors, teachers, administrators need to have a team approach to these problems!

What happened to "no child left behind" in Alger County?

-Mental health services for youth and anyone battling addiction and comprehensive nutrition for the prevention and treatment of diabetes, hypertension, heart diseases and cancers.

-24-hour urgent care Pediatrician Orthopedic surgeon Our hospital needs more services

-Unknown

-Provide a school social worker We need housing back for mentally disabled folks Way lower prescription and health insurance

-Simply more of everything; more family physicians, more specialists, more affective support in schools

-Drug rehab, healthy eating/choices

-Have more health care professionals. Have more programs for seniors

-Heart screening, vaccination services covering shingles, pneumonia and flu. Hearing and eye testing

-Social programs for those with severe disabilities

-Knowledgeable health care professionals are an issue here. There are far too many misdiagnosed in Alger county on a daily basis.

-Cancer and heart

-More Mental Health programs - A specialist unit with a few Cardiovascular , OBGYN, Ophthalmology, neurology and podiatrist etc.

-Senior care and places for seniors to work out and stay fit

-We need more mental health services. We need a better equipped ER

-Anything that brings together a family. Emphasizing family's togetherness.

-Senior Healthcare Services

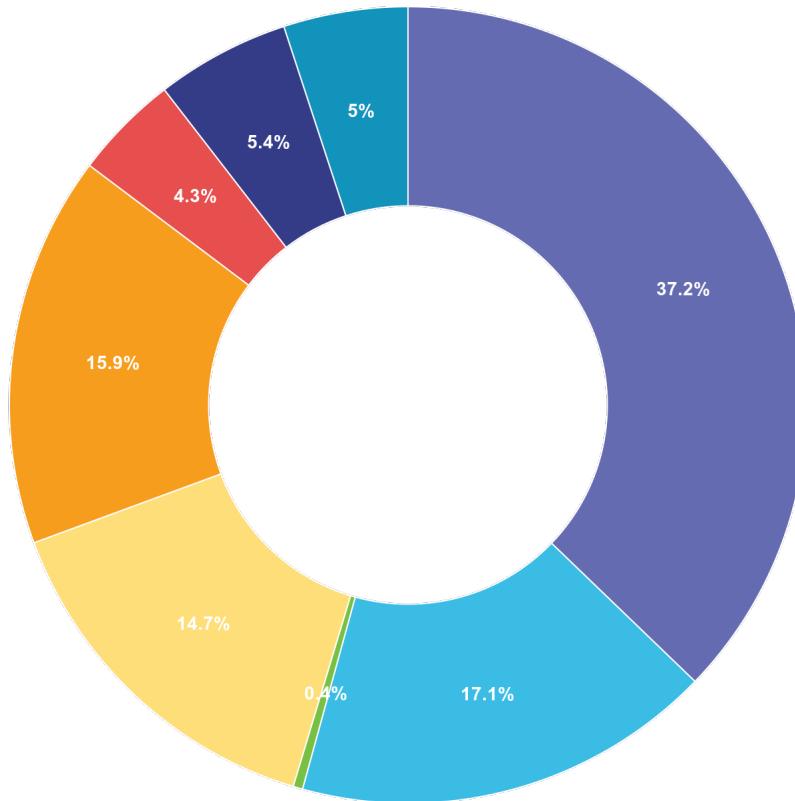
-Plan to keep skilled health professionals from leaving after short time. Senior Seminars on health of the mind, body and spirit.

-Mental Health & Senior Health & Care Services

-more free checkups. With high deductibles and copays it is hard to get a 6 month checkup when Medicare only pays once a year

- 3D Mammograms; Dialysis; Chemo treatments
- Specialty Physician services provided. Orthopedic primarily. Having to leave Alger County to see an Ortho Doc Is inconvenient.
- Mental health support for youth is critical; reduce dependence on insurance model would make help more accessible all around.
- Not sure
- It would be nice to have affordable mental health services for those who aren't majorly depressed (we have Pathways but they only see those who are severely depressed and can't function).
- Would like to see more mental health help especially for our young people.

**Q18 What keeps people in your community from seeking medical treatment? (Check all that apply)**



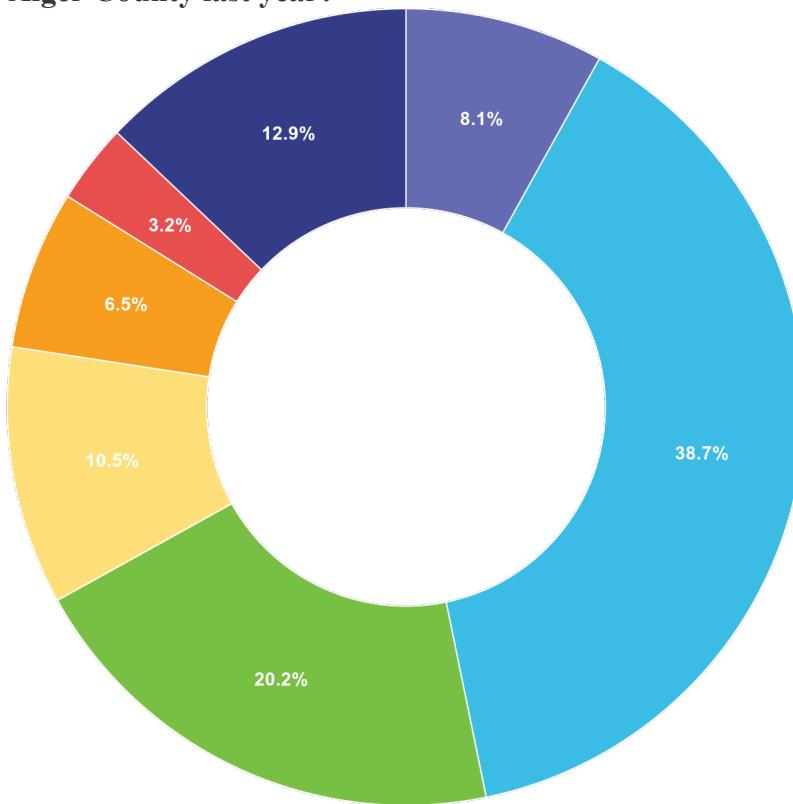
Choice	Totals	Percentage
• Lack of insurance/Financial reasons	96	37.2%
• Health services too far away	44	17.1%
• Transportation problems	41	15.9%
• Not ready to face health problem	38	14.7%
• I don't know	14	5.4%
• Other	13	5%
• No appointments available	11	4.3%
• Cultural or religious beliefs	1	.4%

**Comments:**

- Doctors who don't respect their patients.
- Privacy violations
- Services not available or lack of education to the community to services that are available.
- Lack of education. Overall poor health is a downward spiral. People are influenced by other's negativity. If we could find a few more positively inspired individuals, it could affect the whole town. There are troublemakers who like to pull everyone down. A few more positive people could have a significant impact on the entire community's well-being.
- once diagnosed with a medical condition they are usually sent further away for treatment and these services are too far away.
- Work schedule/ paid time off

- Doctors give up on patients that they can't personally help instead of referring and focusing on getting the patient better.
- Low incidence or critical care cases need spaghetti dinner fundraisers for support!
- Patient is required to be an insurance specialist even for a wellness visit to make sure they don't end up paying for services that aren't covered. I went to Baycare for a woman's wellness visit that was supposed to be 100% covered after routine female testing, I ended up with about a \$700 bill. I'd rather skip the physical and pay an extra \$50 for the deductible and gamble that I won't get ill

**Q19 How many times did you use healthcare services (dentist, doctor, eye care, mental health, etc.) in Alger County last year?**



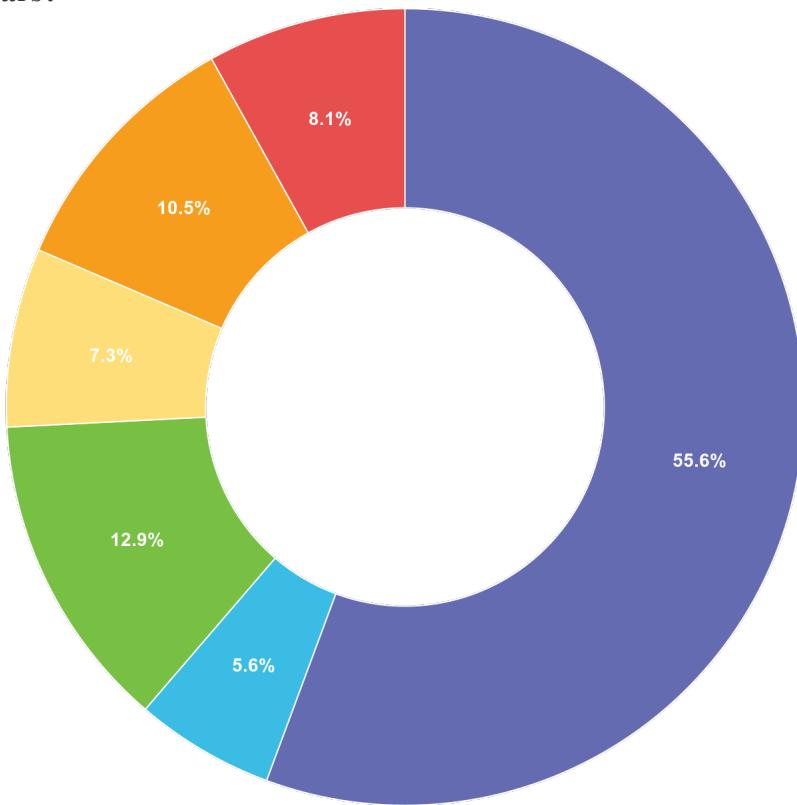
Choice	Totals	Percentage
• 0	10	8.1%
• 1-3	48	38.7%
• 4-6	25	20.2%
• 6-10	13	10.5%
• 10+	8	6.5%
• Other	4	3.2%
• __archived__	16	12.9%

**Comments:**

- Dental 2, other 0

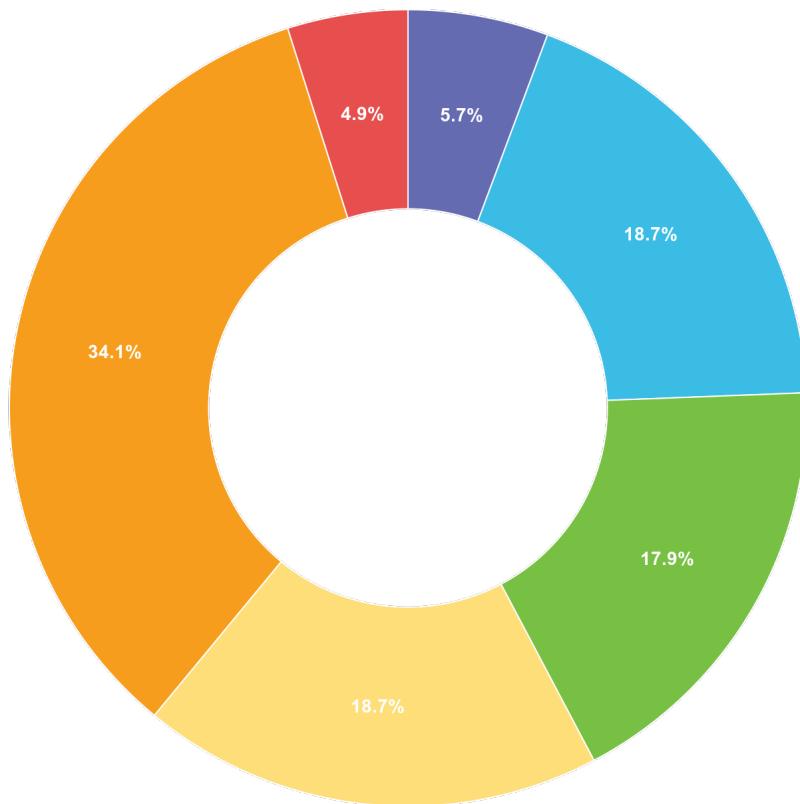
-Some services were accessed over the phone vs face to face so number may seem high. I feel that healthcare professionals understand geographic limitations and are willing to assist over the phone. Again, advocacy is key and many people may not be as assertive as I am.

**Q20 How often have you traveled outside of Alger County to mental health services in the last five years?**



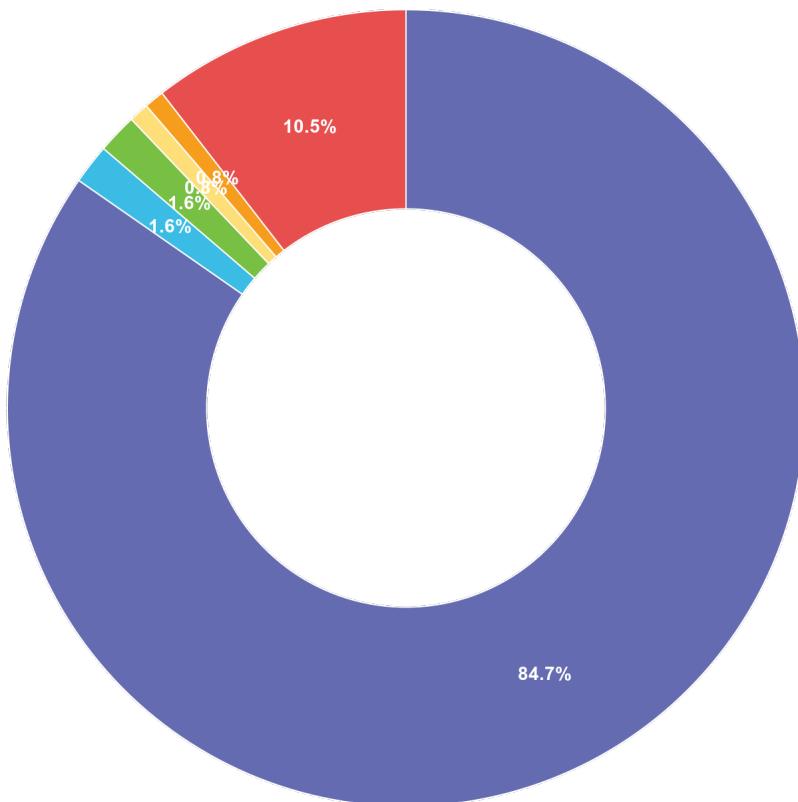
Choice	Totals	Percentage
• 0	69	55.6%
• 1-3	7	5.6%
• 4-6	16	12.9%
• 6-10	9	7.3%
• 10+	13	10.5%
• <u>archived</u>	10	8.1%

**Q21 How often have you traveled outside of Alger County to receive healthcare services (dentist, doctor, specialists, etc.) in the last five years?**



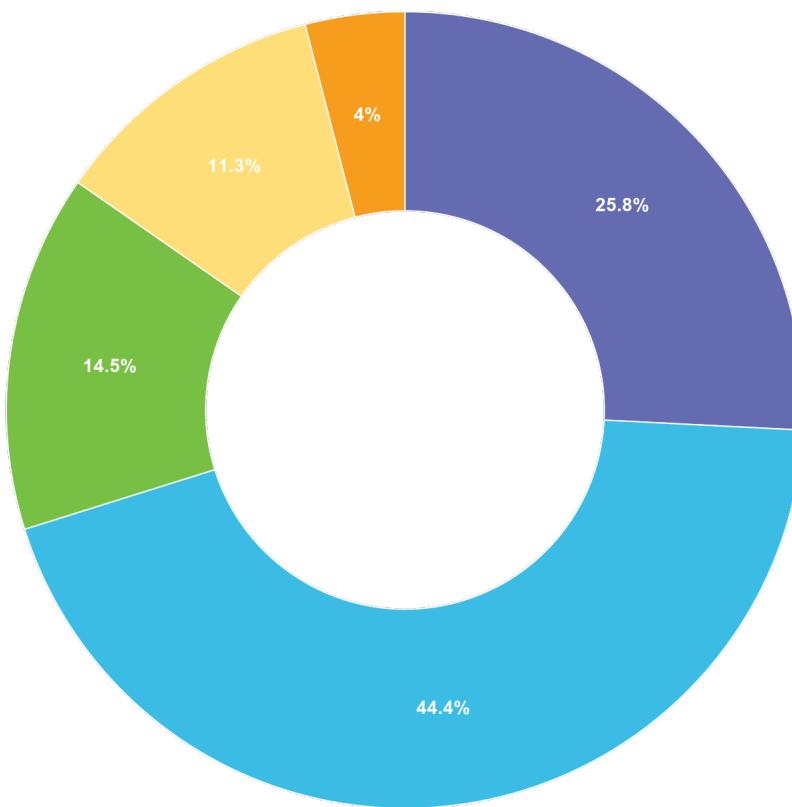
Choice	Totals	Percentage
• 0	7	5.7%
• 1-3	23	18.7%
• 4-6	22	17.9%
• 6-10	23	18.7%
• 10+	42	34.1%
• <u>archived</u>	6	4.9%

**Q22 How often have you traveled outside of Alger County to receive substance abuse services in the last five years?**



Choice	Totals	Percentage
• 0	105	84.7%
• 1-3	2	1.6%
• 4-6	2	1.6%
• 6-10	1	.8%
• 10+	1	.8%
• <u>_archived_</u>	13	10.5%

**Q23 How far would you travel to receive healthcare services?**



**Choice**

- 0-1 hours
- 1-5 hours
- 5-10 hours
- Over 10 hours
- Other

**Totals**

32  
55  
18  
14  
5

**Percentage**

25.8%  
44.4%  
14.5%  
11.3%  
4%

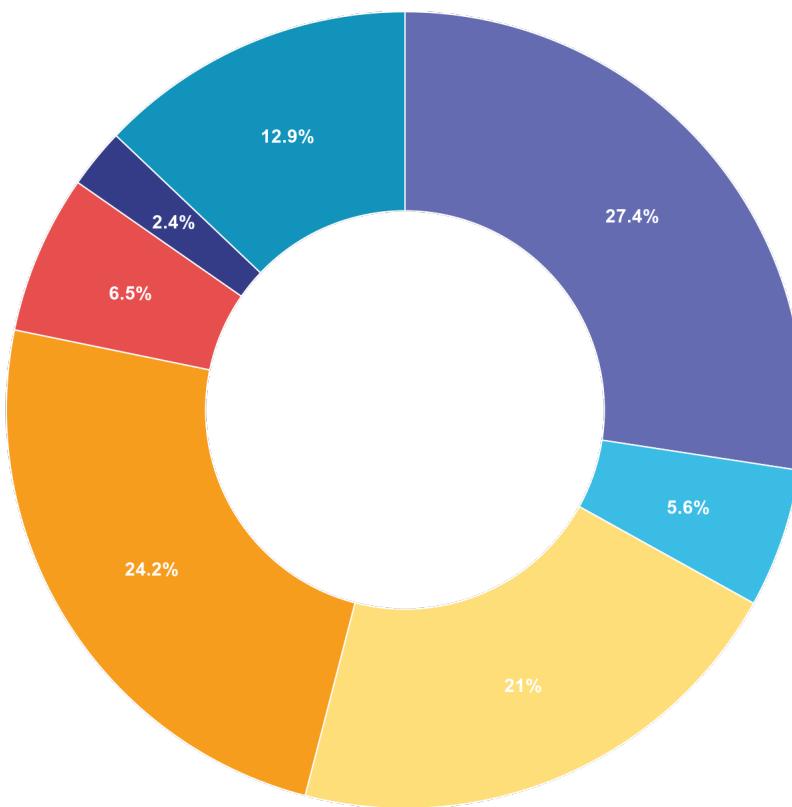
**Comments:**

-2 hours at most

-Wherever Services I needed were available.

-I have flown to receive healthcare services. I have also driven downstate and to Wisconsin. Many community members are under the impression that 'downstate' is better. I know that MGH provides exceptional care. I think they could do some better education in this community. They are spending their money on their high-end image and missing the point at the local level! Maybe some of this expensive image could be used at the local level to provide actual healthcare to people who need it.

**Q24 If you or someone in your family were ill and required medical care, where would you go? (Check one)**



Choice	Totals	Percentage
Munising Memorial Hospital's Clinic	34	27.4%
UP Health System-Marquette	30	24.2%
Superior Walk-in & Family Health in Munising	26	21%
Other	16	12.9%
Upper Peninsula Medical Center in Marquette	8	6.5%
MMH's emergency department	7	5.7%
Superior Walk-in & Family Health in Marquette	3	2.4%
LMAS District Health Department	0	-

**Comments:**

- Urgent Care
- Sault tribe health center Munising
- Dr. Christine Krueger (Only)
- Depending on illness
- It depends on the type of care needed. That question is too broad. I would seek appropriate medical care where needed. If the walk-in clinic is appropriate in Munising, that's where I would

go and have gone. I have used MGH in MQT for other care. I had an accident and used Newberry. This question is too broad.

-I would seek out the best facility for my specific illness

-Tribal clinic

-Depends on the severity and whether we felt Munising was equipped to handle it.

-Is it Saturday? Is it midnight? How serious is it? I am pretty sure after the last few times in Munising, I would head to Marquette.

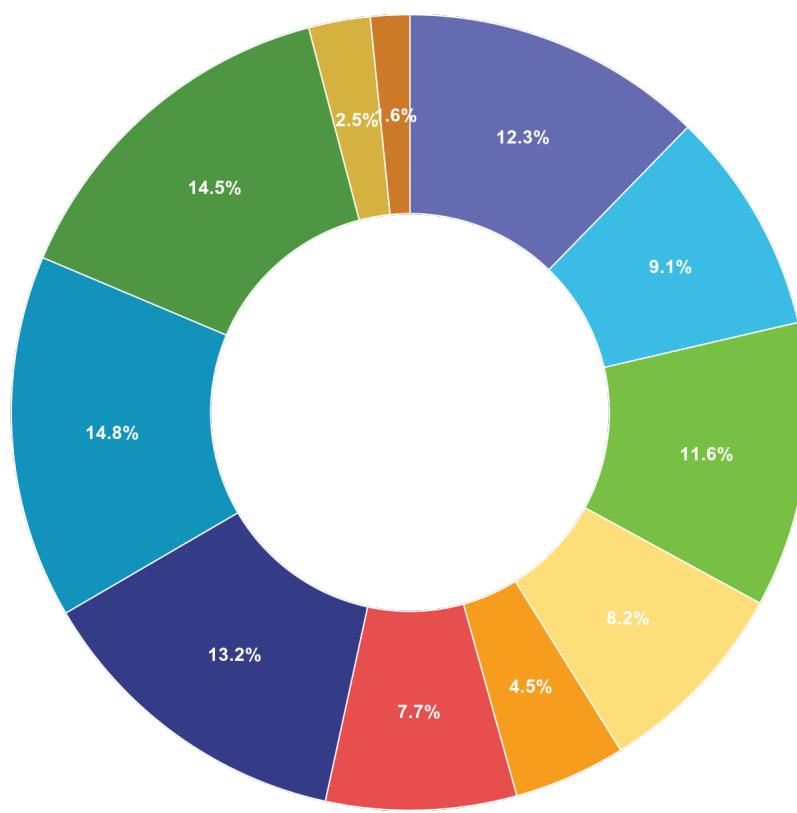
-Tribal Center

-Manistique

-Bell hospital

-Acupuncturist preferred

**Q25 What is needed to improve the health of your family and neighbors? (Check all that apply)**



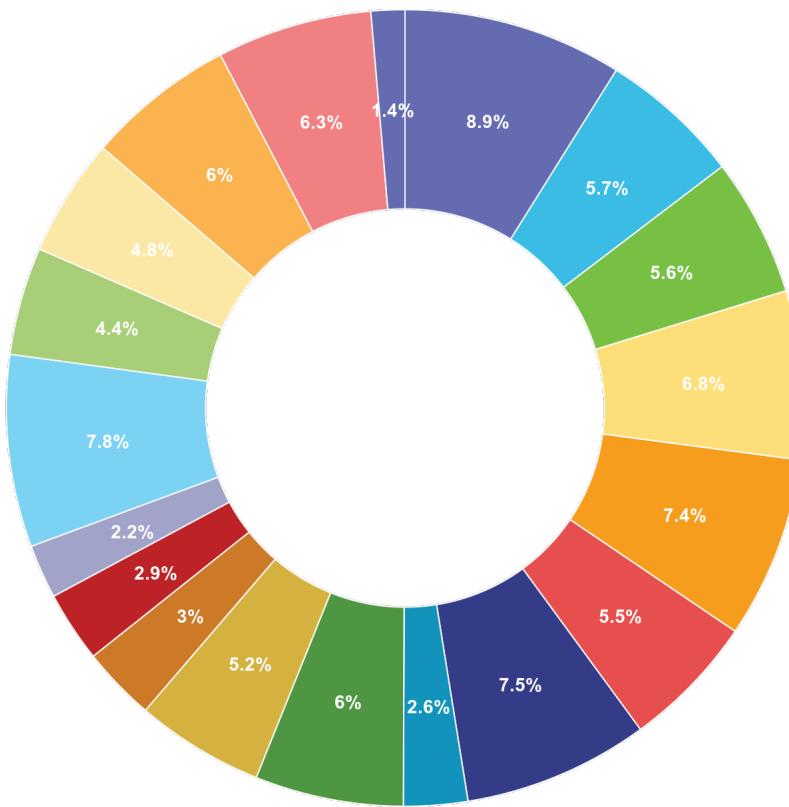
Choice	Totals	Percentage
Affordable health insurance	65	14.8%
Affordable healthcare	64	14.5%
Specialty physicians	58	13.2%
Healthier food	54	12.3%
Mental health services	51	11.6%
Job opportunities	40	9.1%
Recreation facilities/Physical activity opportunities	36	8.2%
Substance abuse services and treatment	34	7.7%
Transportation	20	4.5%
I don't know	11	2.5%
Other	7	.6%

**Comments:**

- More income
- All the above

- Dental. I think the community could benefit from smoking cessation programs/classes/etc.
- There is also a lot of alcoholism in this community. It is sad when kids think that working at and hanging out at the bar is their life ambition.
- All the above
- We do not currently have any OB/GYN doctors available in Munising, that is another service we are lacking
- We need child psychiatrists and psychologists

**Q26 What health screenings or education/information services are needed in your community? (Check all that apply)**



Choice	Totals	Percentage
• Cancer	65	8.9%
• Mental health	57	7.8%
• Substance abuse	55	7.5%
• Diabetes	54	7.4%
• Heart Disease	50	6.8%
• Dental	46	6.3%
• Vision	44	6%
• Nutrition	44	6%
• Cholesterol	42	5.7%
• Blood pressure	41	5.6%
• Dental screenings	40	5.5%
• Exercise	38	5.2%
• Prenatal care	35	4.8%
• Vaccinations/Immunizations	32	4.4%
• Eating disorders	22	3%
• Fall prevention	21	2.9%
• Disease outbreak	19	2.6%
• HIV/Sexually transmitted diseases	16	2.2%
• Other	10	1.4%

**Comments:**

- All the above, I realize this is unreasonable, but it would be nice
- Probably all the above
- I don't know
- All of the above
- All the above
- All the above

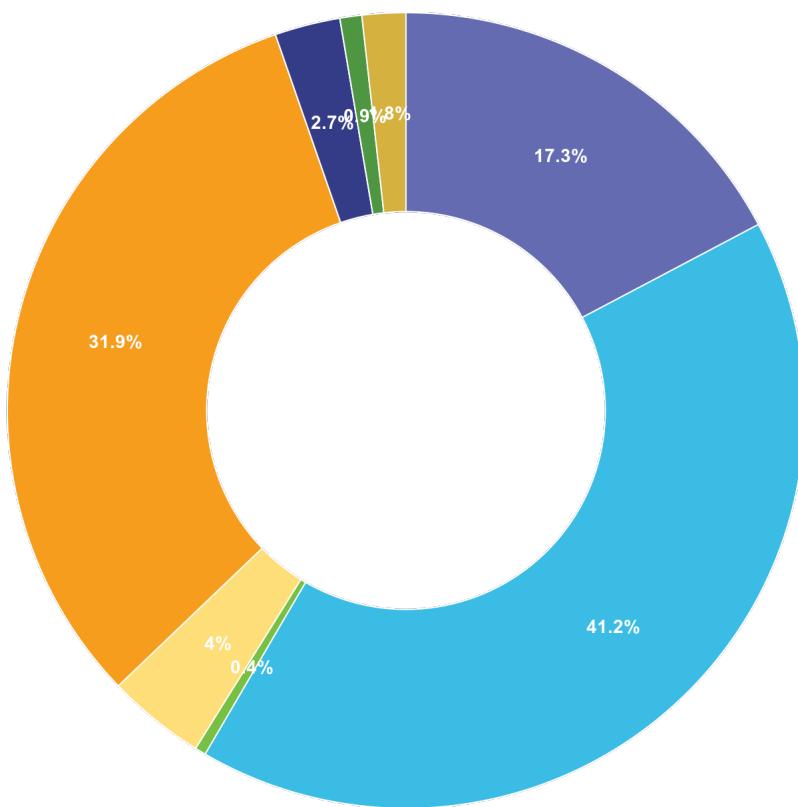
**Q27 Have you had a physical exam in the last two years?**

<b>Choice</b>	<b>Totals</b>	<b>Percentage</b>
• Yes	109	87.9%
• No	15	12.1%

**Q28 Have you been to the dentist in the last two years?**

<b>Choice</b>	<b>Totals</b>	<b>Percentage</b>
• Yes	95	76.6%
• No	29	23.4%

**Q29 Where do you and your family get most of your health information? (Check all that apply)**



<b>Choice</b>	<b>Totals</b>	<b>Percentage</b>
• Doctor's office	93	41.2%
• Online	72	31.9%
• Family or friends	39	17.3%
• Newspaper/Magazines	9	4%
• Television	6	2.7%
• Other	4	1.8%
• School	2	.9%
• Library	1	.4%
• Radio	0	-
• Religious organization	0	-

### **Q30 Other comments/concerns regarding healthcare in Alger County?**

Comments:

-As stated, I believe that better nutrition could address several short- and long-term health issues. I am also concerned about the amount of smoking that I see. Also, there is a high prevalence of ALS in this community (Grand Marias) which is a statistical anomaly. I think this should be looked at. Something out of the norm is happening here. Maybe no one has noticed, but I have. This is not normal.

-Need more health care providers in rural areas, including home health aides for the elderly and disabled

-It all comes down to money.....people would get proper medical care if they can afford to pay for it and afford the transportation to get to it. the Medical professions would offer more if they had more people who could pay for it or have programs that would pay for it.

-Need more awareness, understanding, of our needs. We need more community participation instead of criticism, and people who only want to complain and not help fix the problem!

-Alger County needs to accept their limitations and work with the Marquette area for some things - people in Rock River Twp. go to Marquette for better health care than Munising offers. Exercise programs through Alger Parks and Recreation never come to Chatham or Trenary - they simply don't want to. Transportation may be an issue for Seniors - and assisted living is needed in outlying areas as well.

-Schoolcraft hospital and rural health clinic is doing a great job, they are developing a behavior health program, partnering with Dr. Sloane from CTAC for trauma services, they have a psychiatric nurse practitioner for medications. Wish we could have services like that at our hospital.

-It would be awesome if we could see more medical specialists come to MMH.

-Homebound residents have no affordable and reliable transportation to Marquette for healthcare. Altran does not provide door to door service and cost far too much for many.

-We have excellent EMTS.

-Working in Marquette, I go to a Marquette dentist for convenience, but will switch to a Munising dentist when retired.

-Unable to get a primary doctor in Munising, I travel back to Chicago. Would really like to have a primary where I live!

-More care providers for severely disable.

-If I am being honest, most of the doctors I have encountered have been unprofessional and rude.

-Nutrition and mental health are major areas for improvement. Having specialists would be ideal.

-Absolutely need access for senior fitness centers

-I love that we have an Urgent Care available here! Baycare staff is awesome and Physical Therapy is as well!

-As I age I find it very hard to go to the doctor as office calls plus tests are usually mostly out of pocket til I reach a high deductible. Add prescriptions and its worse. Healthcare used to be affordable. Even with supplemental Medicare it's ridiculous. Eat or go to doctor is often a choice faced for many seniors

-Given our small population, I feel we have adequate resources for our county. I think Munising Memorial Hospital does a great job and I have no issues going there for my medical needs.

## ONLINE ASSESSMENT SURVEY CONCLUSIONS

This year's Alger County Health Needs Assessment utilized an online survey to obtain more data pertaining to area resident's healthcare needs and opinions. Based on the online survey of 124 Alger County participants, some of the highlights of the survey are listed below. The highest percentage of survey participants had these traits or experiences.

- Residents of the City of Munising, Munising Township and Au Train Township
- Female
- Ages 35-65
- White
- Worked full-time
- Have 1-2 people in their household
- Average household income was \$45,000+
- Either have some college or a college degree
- Have insurance
- Felt their insurance was adequate
- Would rate their overall physical health at least good
- Would rate their overall mental health at least good
- Majority have had a physical exam and have been to the dentist within the past two years
- Felt the major strengths in healthcare services/resources in Alger County were professional medical staff, eye care, physical therapy and dental care
- Saw the major healthcare concerns in Alger County over the next five years as being drug, alcohol or substance abuse, mental health/depression/suicide, cancer and insurance costs

## **PRIORITIZATION AND RECOMMENDATIONS**