

Swain Community Hospital 2025

Community Health Needs Assessment

-Swain County, North Carolina-

SWAIN
COMMUNITY HOSPITAL
A Duke LifePoint Hospital

Adopted by Board of Trustees: 09/09/2025



Table of Contents

Letter to the Community..... 3

Community Health Needs Assessment Overview.....4

Process and Methods.....6

About Swain Community Hospital..... 7

Community Served.....8

Swain County Community Health Characteristics..... 10

Impact Since Last CHNA..... 12

Methods of Identifying Health Needs..... 15

Community Survey Data.....16

Community Summit..... 20

Evaluation and Selection Process.....22

Overview of Priorities..... 23

Implementation Plan Framework.....25

Implementation Plan Strategy..... 26

Appendix: Survey Results..... 30

Letter to the Community

Dear Community,

The mission of Swain Community Hospital is simple: *making communities healthier*. As a critical access hospital, Swain provides a focused set of essential services, delivered with a personal touch, while also connecting patients to additional resources and care through partnerships across our region.

Every three years, we conduct a community health needs assessment to listen and learn from those we serve. This process helps us measure impact, identify new challenges, and guide our efforts to advance the health of our community.

The 2025 assessment highlights key local health needs and outlines how we will respond. Our priority remains ensuring that people can access care as close to home as possible. Through expanded services, telemedicine, and collaborations with other providers, Swain is committed to serving as a hub for health care in our county and surrounding areas. The accompanying implementation strategy defines these needs, details our approach, and establishes clear measures for success.

We also recognize that health extends beyond medical care. Swain works closely with local government, nonprofits, and community partners to address factors such as housing, childcare, and other social needs that directly affect well-being.

Swain strives to be a place where patients choose care, providers want to practice, and employees are proud to work. I remain committed to leading our hospital in continuous improvement and growth to meet your needs. Together, as part of this community, we can build a healthier future for all.

Sincerely,

Ashley Hindman

CEO | Harris Regional Hospital & Swain Community Hospital

Community Health Needs Assessment (CHNA) Overview

In 2025, Swain Community Hospital (“SCH”) performed a Community Health Needs Assessment (CHNA) in partnership with Strata Decision Technology (“Strata”) to determine the health needs of the local community and develop an accompanying implementation plan to address the identified health needs of the community.

CHNA Purpose

A CHNA is part of the required hospital documentation of “Community Benefit” under the Affordable Care Act for 501(c)(3) hospitals. It uses systematic, comprehensive data collection and analysis to provide information about the community including health status, needs, and disparities. The CHNA also offers a targeted action plan to address areas of need and allows the hospital to truly understand the health needs of the community it serves.

CHNA Facility Benefits



- Identify health disparities and social determinants to inform future initiatives, programs, and outreach strategies
- Identify gaps in healthcare
- Develop an understanding of perceptions and ideas among community members
- Form collaborations with community organizations to address local health needs

The core elements of a CHNA include:

- a definition and description of the community served
- a description of the process and methods used to conduct the CHNA
- a description of how the hospital facility solicited and took into account input received from community members
- a description of the identified significant health needs of the community, including selection process and criteria
- a description of resources available to address the significant health needs
- an evaluation of the impact of any actions that were taken to address the significant health needs identified in the immediately preceding CHNA

Community Health Needs Assessment (CHNA) Overview

The CHNA Process

The process to conduct the CHNA included the following:



Swain Community Hospital’s health priorities identified through the 2025 process are:

- 1 Access to Convenient Healthcare
- 2 Heart Disease
- 3 Mental Health
- 4 Women’s Health

This report was approved by the Board of Trustees on 09/09/2025.

Process and Methods used to Conduct the Assessment

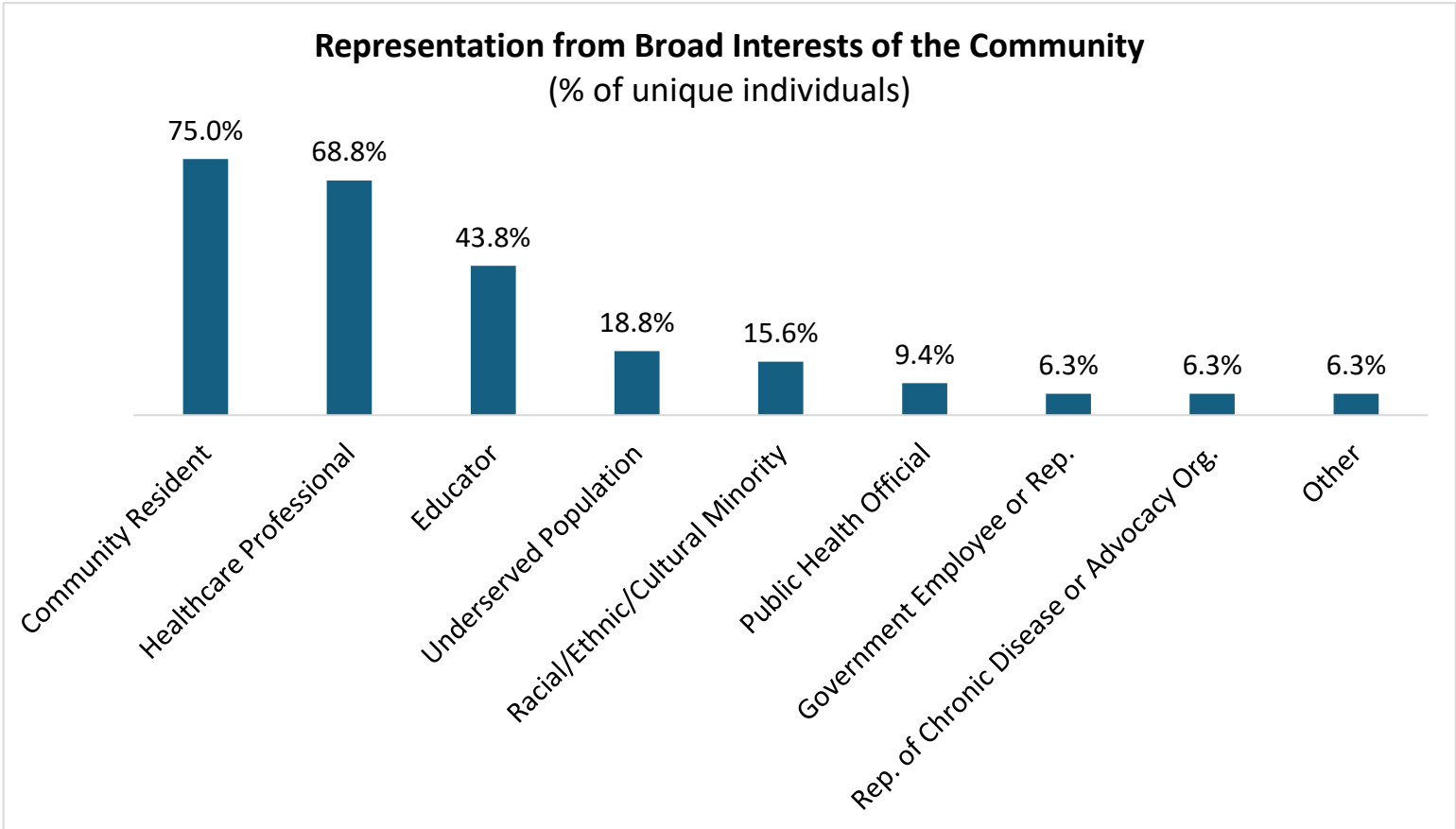
To assess the health needs of the community, a comprehensive approach was utilized. This included collecting community health data via secondary sources and a survey of community members to assess healthcare needs. A community summit was then held to review these inputs with community stakeholders to prioritize the health needs of the community and create action plans.

Community Health Data Collection and Analysis

Swain Community Hospital relied on secondary source data to define and assess the community. This data was sourced at the county level from available public sources, including www.countyhealthrankings.org and ESRI.

A community survey was deployed by Swain Community Hospital to gain input on local health needs, including those of priority populations such as the medically underserved, low-income, and minority populations. The survey received feedback from 11 community members. The survey was open from April 16, 2025 to May 23, 2025 and distributed digitally. The Community Summit was held on June 25, 2025 and had 21 participants.

Survey respondents and summit participants represented the stakeholder groups below:



About Swain Community Hospital

Swain Community Hospital serves the healthcare needs of four of the westernmost counties of North Carolina. Our longstanding reputation for quality, service, and compassion is what makes us stand out as the place for visitors, seasonal residents, and lifelong community members to receive outstanding healthcare.

Our number one goal is to provide a world-class patient experience. No matter how long your stay in our hospital, the quality of care you receive is our number one priority, each and every day. Not only is the quality of the clinical care you receive important, but so is how you feel when you're in our care.

Swain Community Hospital is a 48-bed, fully-accredited critical access hospital located in Bryson City, NC, which has been serving the residents of Swain and Graham counties since 1948. The hospital, along with an outpatient physician practice, offers primary and inpatient care, as well as emergency, laboratory, imaging, rehabilitation, urology, cardiopulmonary, geriatric outpatient, pediatric and gastroenterology services, and a pain clinic.

Mission

Making communities healthier®

Vision

We want to create places where people choose to come for healthcare, physicians and providers want to practice, and employees want to work.

Values



**Champion
Patient Care**



**Do the
Right Thing**



**Embrace
Individuality**



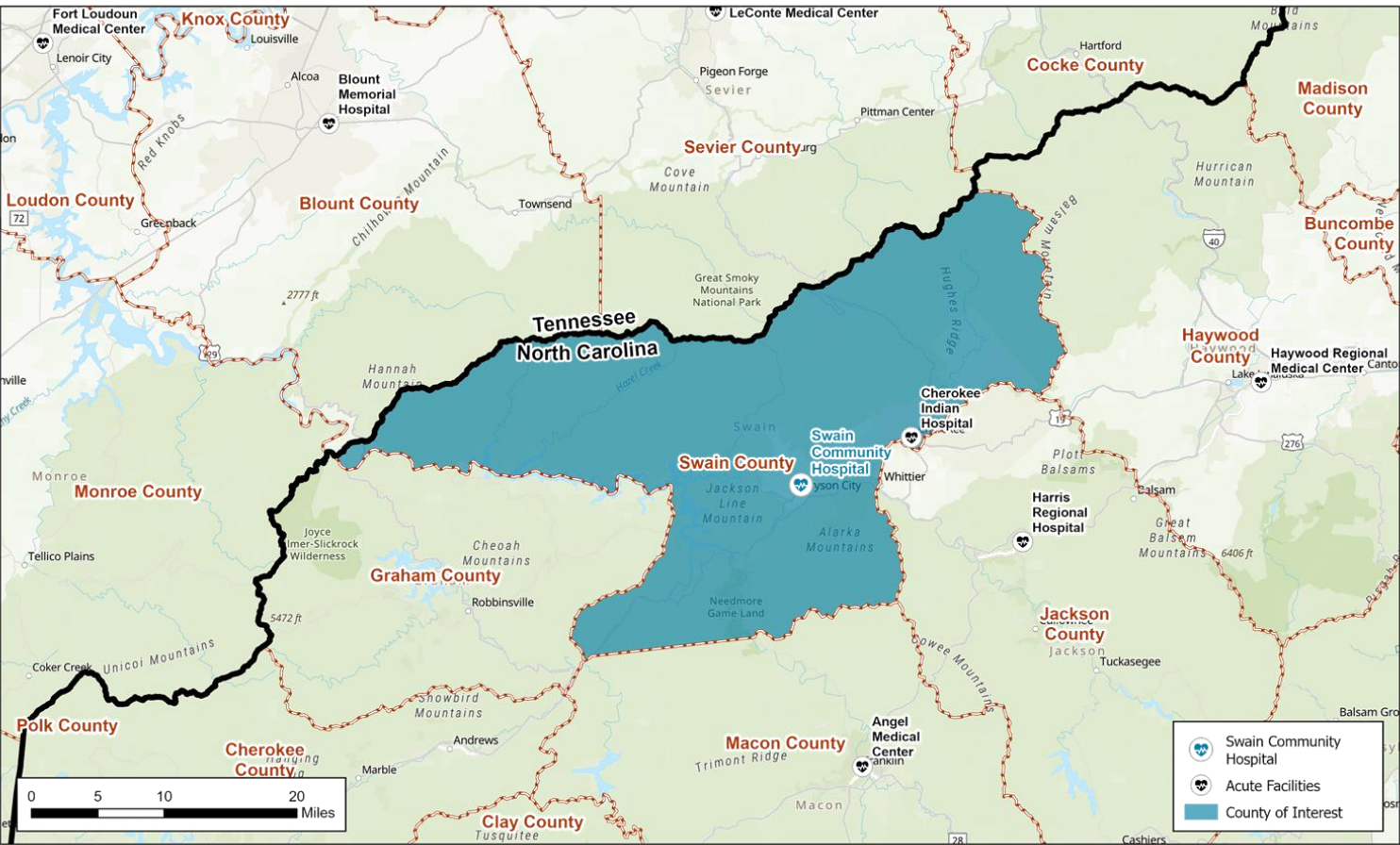
**Act with
Kindness**



**Make a
Difference
Together**

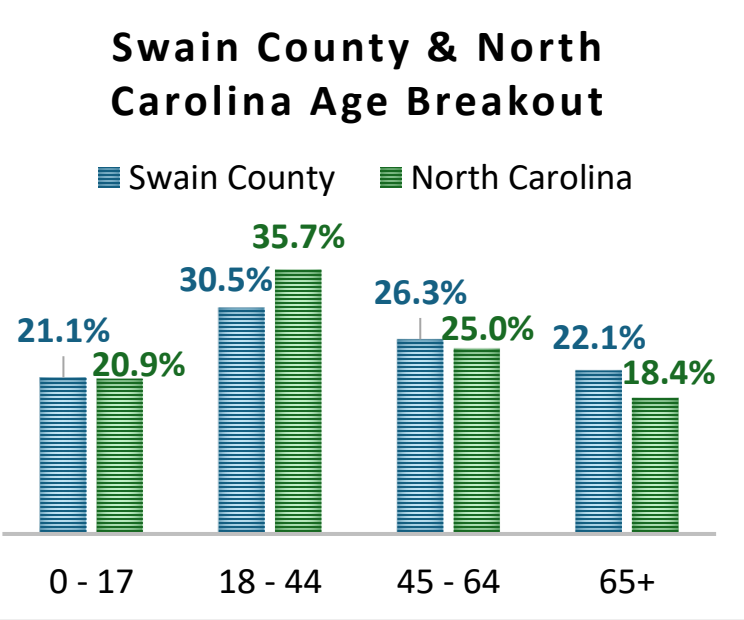
Community Served

For the purpose of this study, Swain Community Hospital defines its service area as Swain County, North Carolina.

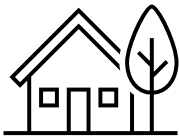
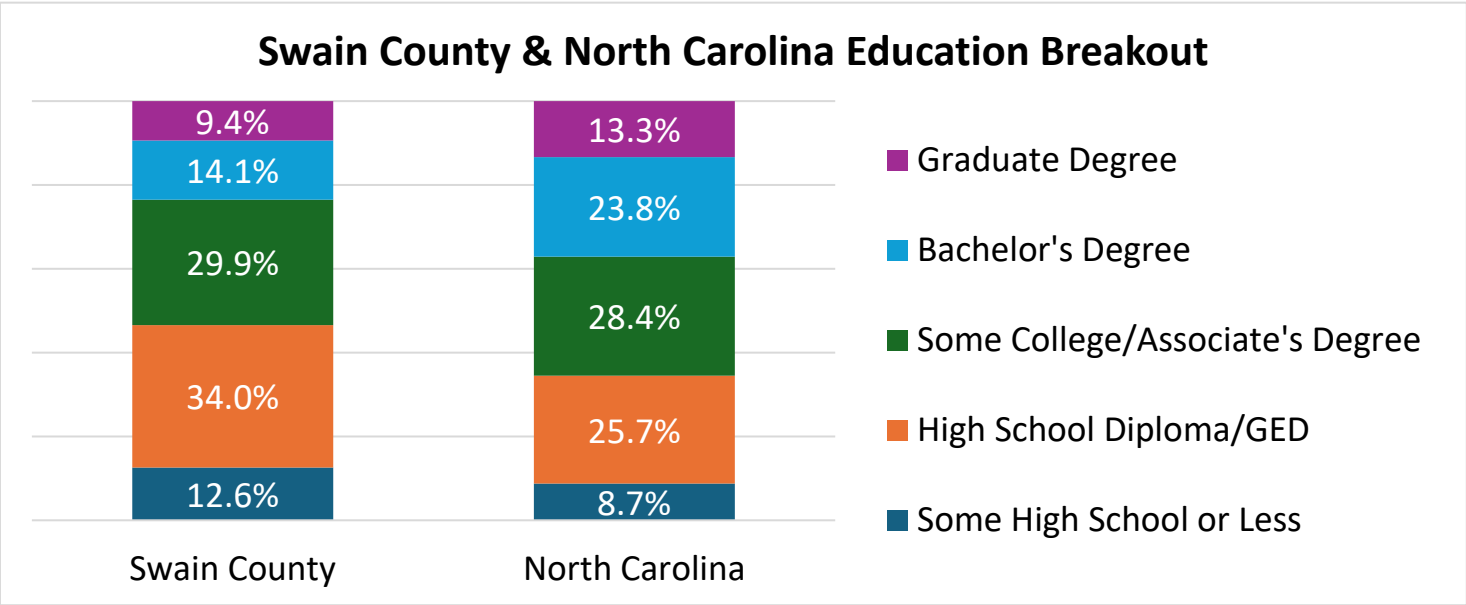


2024 Total Swain County Population: 13,966
2029 Projected Total Swain County Population: 13,843 } **-0.2% change per year**

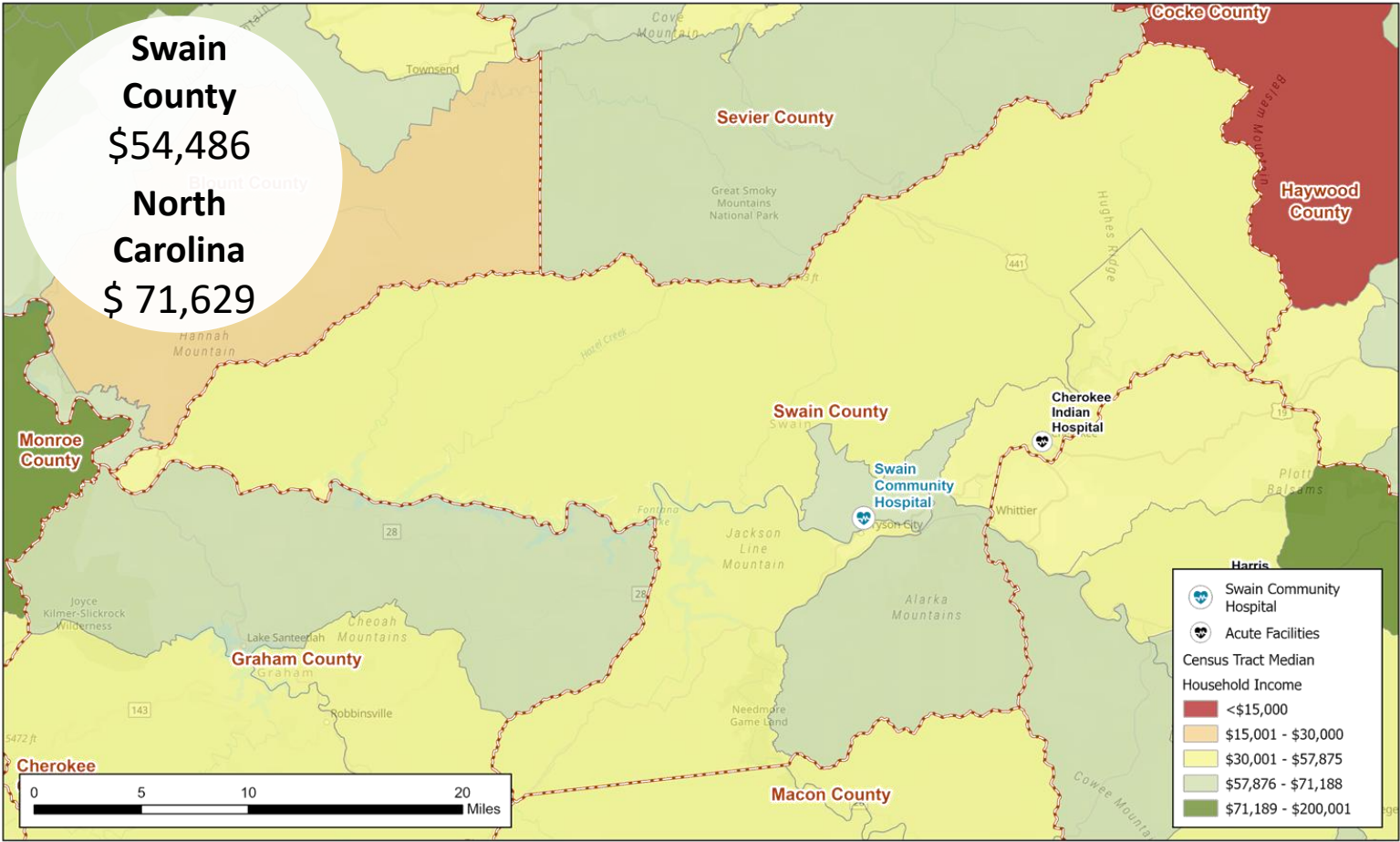
Race & Ethnicity		
	Swain Co.	North Carolina
White	59.0%	60.9%
Black	0.9%	20.6%
American Indian	30.9%	1.3%
Asian/Pacific Islander	0.5%	3.7%
Other Race	1.8%	6.3%
Two or More Races	6.9%	7.3%
Hispanic Origin	4.8%	11.5%



Community Served



2024 Median Household Income {by Census Tract}



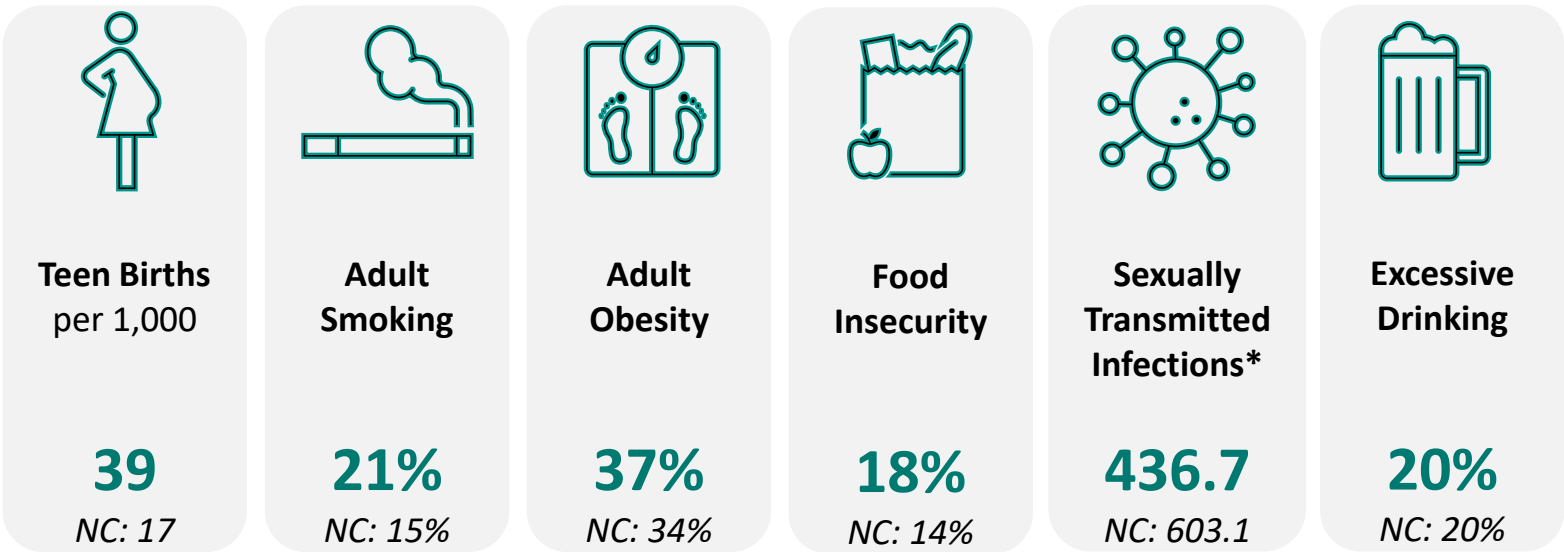
Census Tract: small, relatively permanent statistical subdivisions of a county uniquely numbered; average about 4,000 inhabitants

Swain County Community Health Characteristics

The data below provides an overview of Swain County’s community health including health behaviors, quality of life, socioeconomic factors, access to health and physical environment. For detailed descriptions and dates for each measure, please visit <https://www.countyhealthrankings.org/app/north-carolina/2025/overview>. Each indicator impacts the health of the entire community.

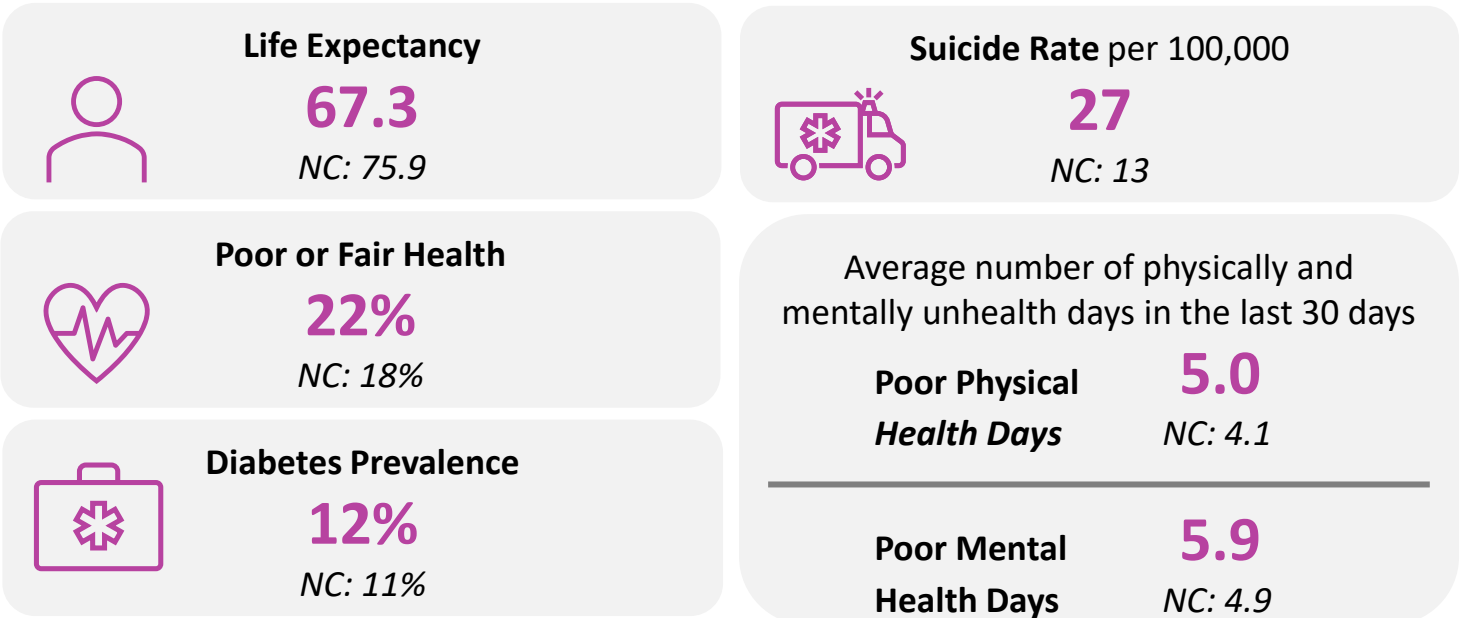
Health Status Indicators

Health Behaviors



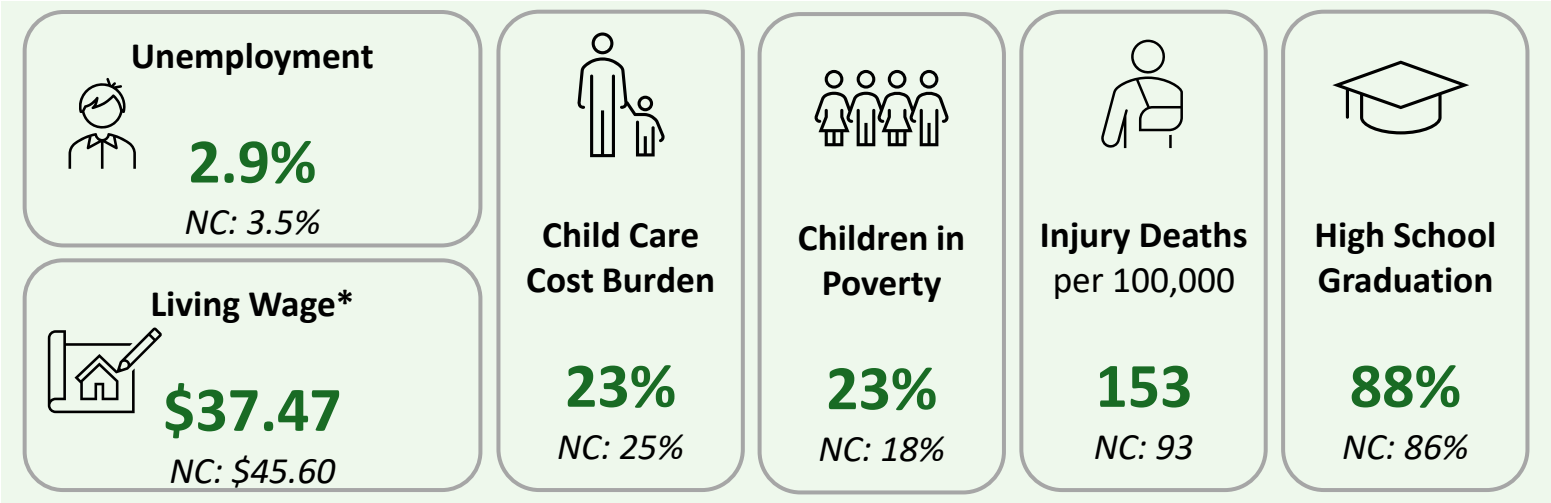
*New cases of chlamydia diagnoses per 100,000

Quality of Life

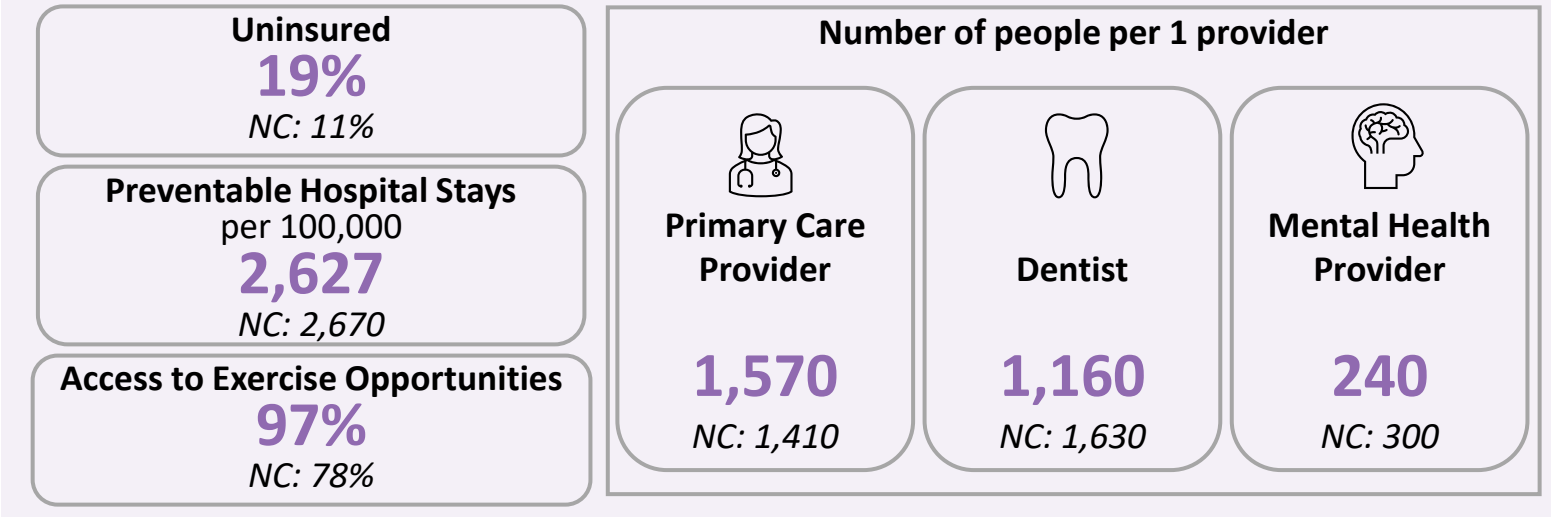


Jackson County Community Health Characteristics

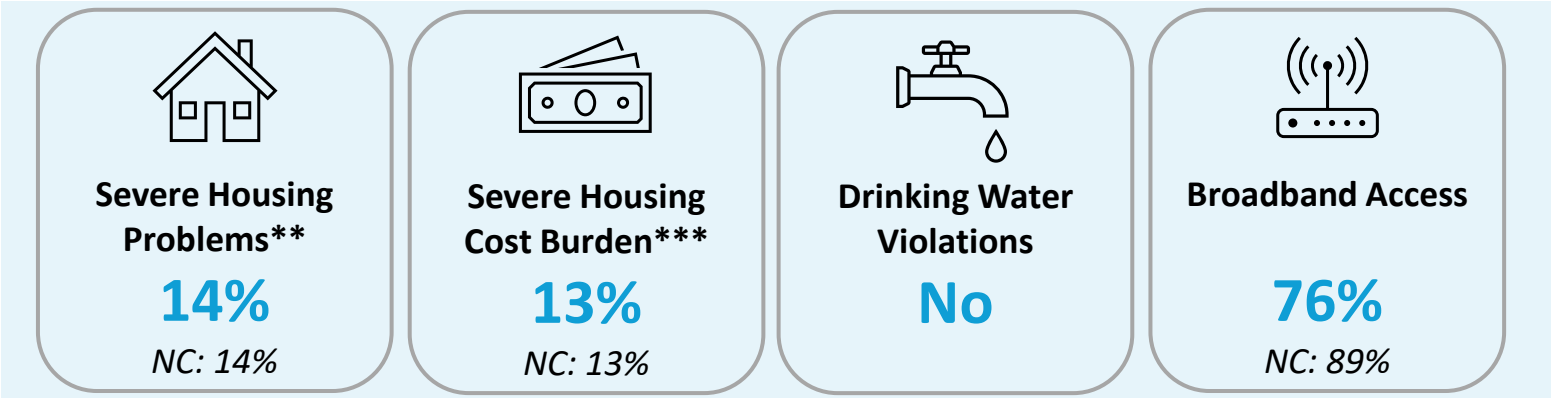
Socioeconomic Factors



Access to Health



Physical Environment



*The hourly wage needed to cover basic household expenses plus all relevant taxes for a household of one adult and two children.
**% of households with at least 1/4 of problems: overcrowding, high housing costs, lack of kitchen facilities, or lack of plumbing facilities
***% of households that spend 50% or more of their household income on housing

Impact Since Last CHNA

The IRS requires there to be an evaluation of the impact of any actions that were taken to address the significant health needs identified in the immediately preceding CHNA. The health priorities identified in the 2022 CHNA are listed below.



Chronic Disease as it relates to obesity



Substance Misuse Prevention and Reduction



COVID-19 Prevention

Written comments and insights were gained from community members through the Swain Community Hospital Community Survey regarding the 2022 identified health priorities and implementation plan. Details of the comments and actions Swain Community Hospital has taken to address the identified health priorities can be found on the next two pages.

Impact Since Last CHNA

Chronic Disease as it relates to obesity

1. Healthy Living Workshops
2. Collaborate with local schools and community centers
3. Resources and support for weight management programs
4. Community-wide awareness campaigns

Community Survey Comments (2 responses)*:

- Free seminars and workshops would be more helpful and perhaps an assessment by nutritionist at no or low cost to implement healthy eating on a budget.
- More awareness of the issue being addressed through the Health Dept and Senior Center
- More free health screenings
- Walking club for the very inactive or obese so that they are not self conscious or feel “out of their league”

Substance Misuse Prevention and Reduction

1. Education and prevention programs targeting youth and adults
2. Resources for addiction treatment and recovery support
3. Collaborate with law enforcement and community organizations - host medical take-back events and educational opportunities
4. Increase access to mental health services for individuals at risk of substance misuse

Community Survey Comments (1 response)*:

- Medication lock boxes provided but not sure who. Unused medication return box at Sheriff's dept

Impact Since Last CHNA

COVID-19 Prevention

1. Provide COVID-19 testing and vaccination services
2. Education on COVID-19 prevention measures
3. Collaborate with local health departments and government agencies
4. Support initiatives to address socioeconomic factors contributing to COVID-19 disparities

Themes from Community Survey Comments (3 responses)*:

- Vaccination clinics/local pharmacies (3)
 - Health Dept for those without insurance in some cases

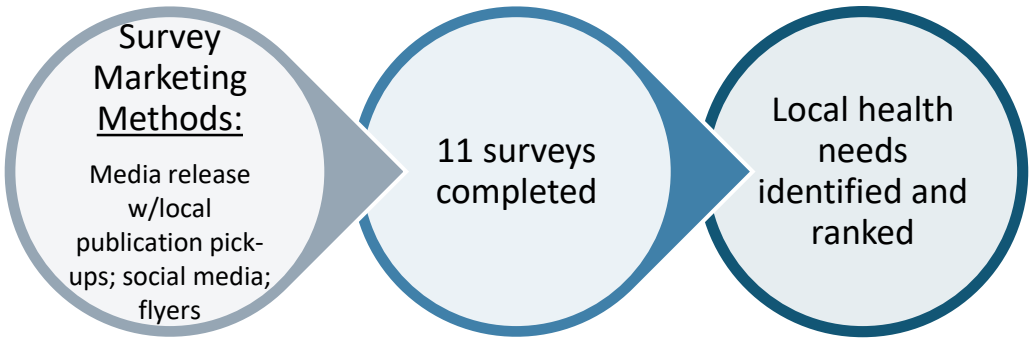
Methods of Identifying Health Needs

Analysis of existing data

Utilization of secondary data sources to gain analytical insights of the community

Data source: County Health Rankings

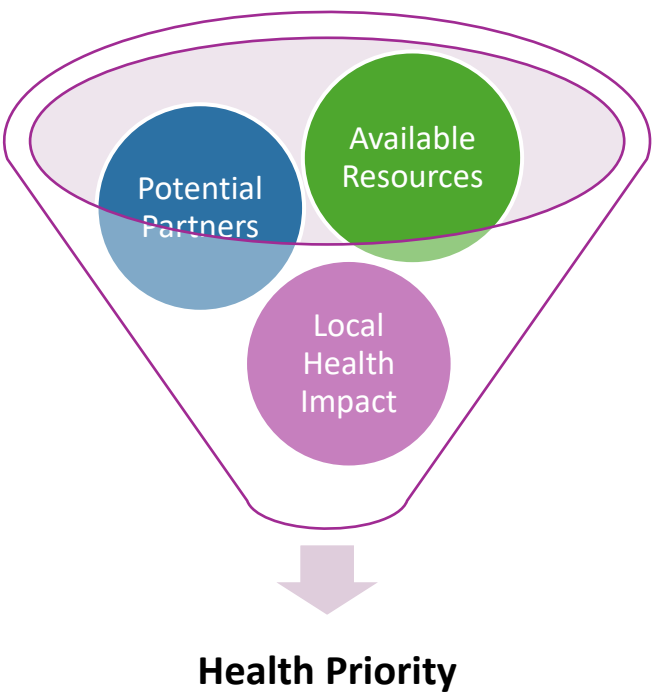
Collection of new data



Evaluate indicators and responses on below criteria



Select priority health needs for implementation plan



Swain Community Hospital’s Health Priorities

Access to Convenient Healthcare

Heart Disease

Mental Health

Women’s Health

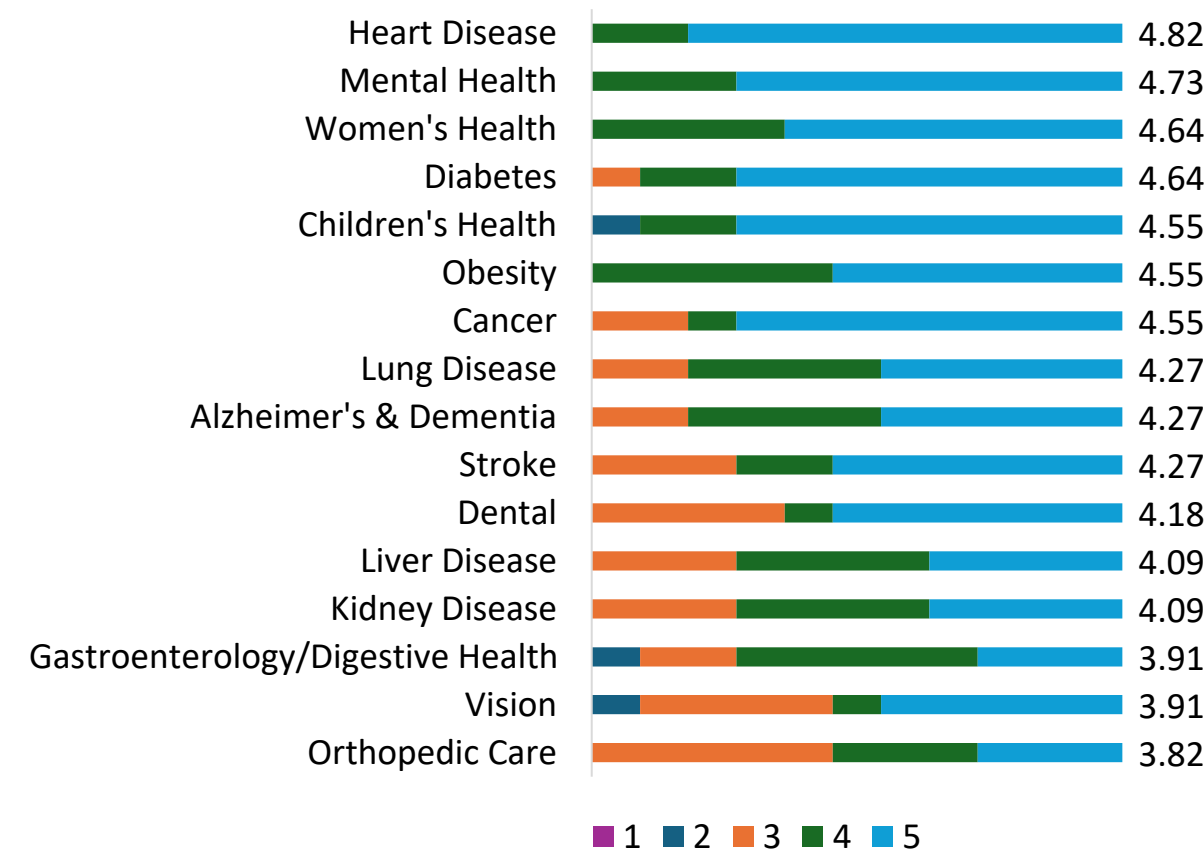
Community Survey Data

The health needs of the community include requisites for the improvement and maintenance of health status both in the community at large and in particular parts of the community, such as particular neighborhoods or populations experiencing health disparities. The community survey asked questions regarding health factors, lifestyle and personal factors, and community and healthcare services factors to better understand the local needs for the health status including groups with the highest health needs.

Health factors addressed areas such as chronic conditions, health conditions, and physical health. Lifestyle and personal factors addressed areas that affect the individual's health outcomes such as physical inactivity and substance abuse. Community and healthcare services factors addressed social determinants that influence community health, such as access to care, safety, and affordability.

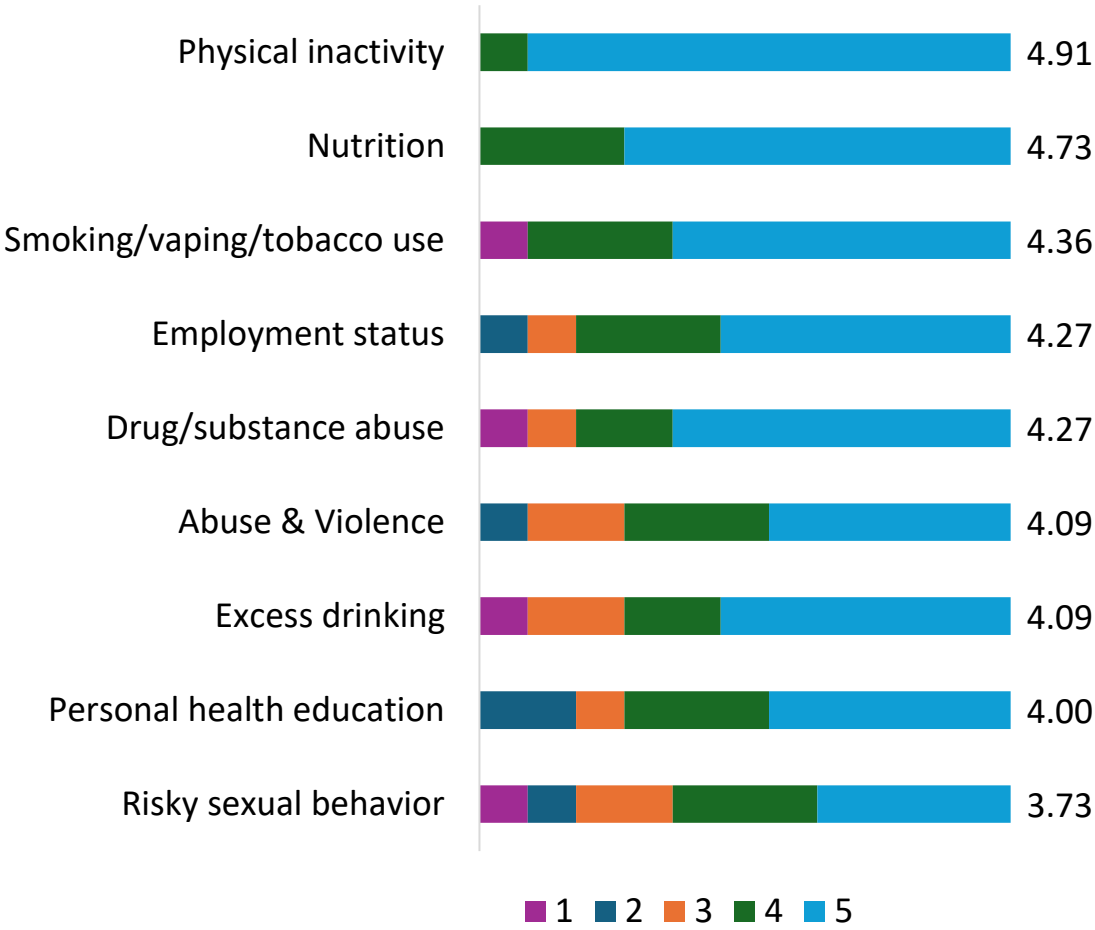
In our community survey, respondents had the opportunity to rate the importance of addressing different components of each factor. Results of the rankings are below.

Survey Question: Please rate the importance of addressing each Health Factor on a scale of 1 (not important) to 5 (very important).



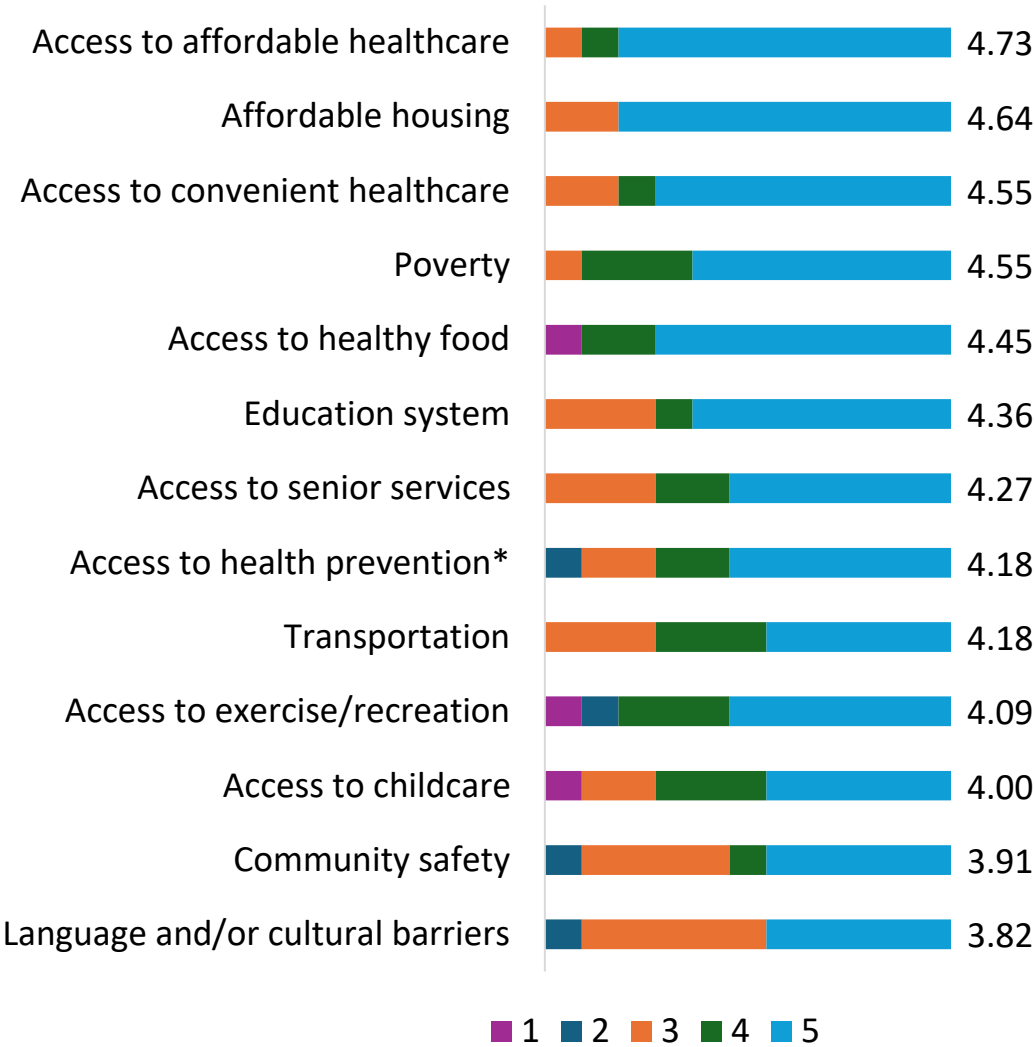
Community Survey Data

Survey Question: Please rate the importance of addressing each Lifestyle & Personal Factor on a scale of 1 (not important) to 5 (very important).



Community Survey Data

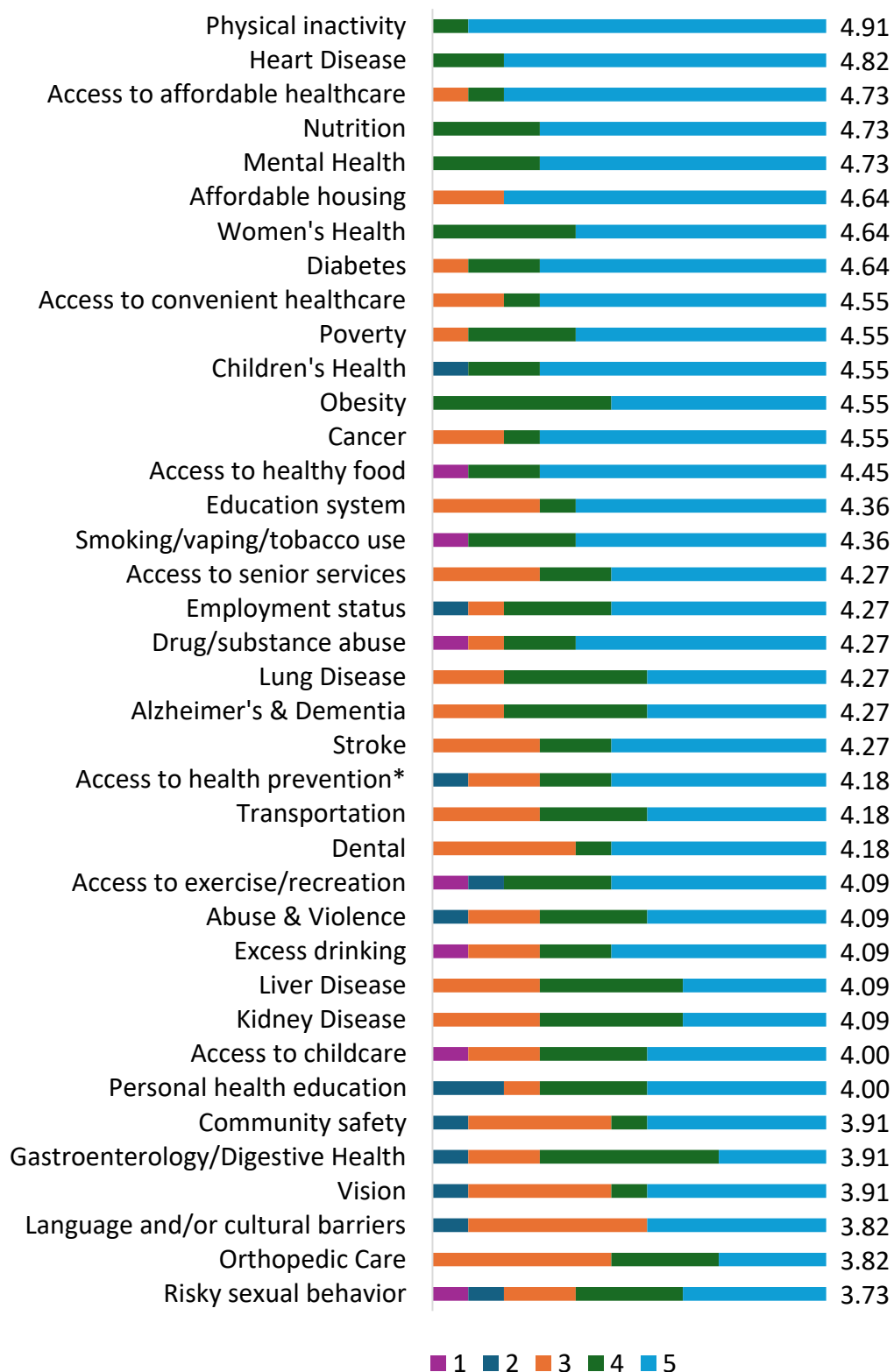
Survey Question: Please rate the importance of addressing each Community & Healthcare Services Factor on a scale of 1 (not important) to 5 (very important).



**Access to health prevention & education services*

Community Survey Data

Overall Health Priority Ranking (includes all three factor categories)



Community Summit

Swain Community Hospital held a Community Summit on June 25, 2025.

Below are topics of discussion and key takeaways.

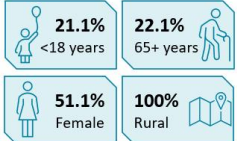
Demographics*

Slide examples

For the purpose of this CHNA, Swain Community defines its service area as Swain County, North Carolina.



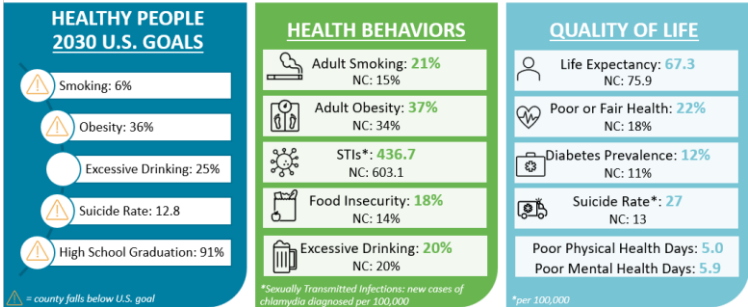
Swain Co. Total Population
13,966



Median Household Income
\$54,486

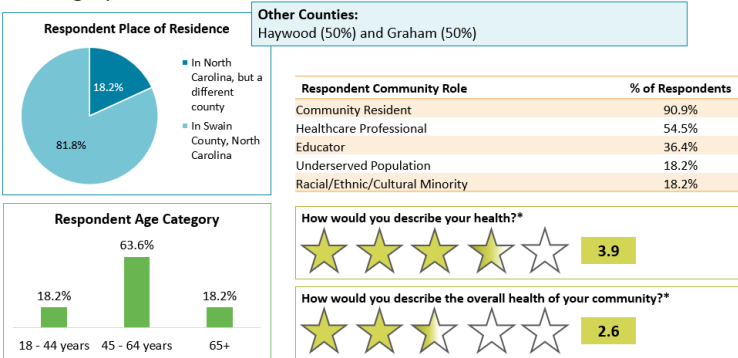
North Carolina:
\$71,629

Community Analysis: Swain County, North Carolina



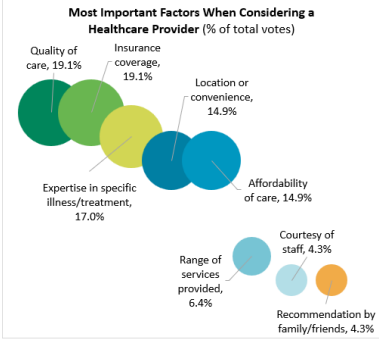
Survey Analysis**

Slide examples



Services Utilized for Basic Health Needs	% of Total Votes
My primary care or family physician	34.5%
Hospital (including ER)	17.2%
Health department	13.8%
Retail clinic (CVS, Walgreens, etc.)	10.3%
Urgent care center	6.9%
Alternative healthcare providers (chiropractors, etc.)	6.9%
Free clinic	3.4%
School/university nurse	3.4%
Other*	3.4%

*Other – Medical Specialists



Prioritizing Health Needs

Focus areas for identified health needs

Health Need
Heart Disease
Mental Health
Women's Health
Children's Health
Access to Convenient Healthcare

Addressing Health Needs

Participant created goals

- ☐ **Heart Disease:** No breakout group
- ☐ **Mental Health:** Improve number of “good” or “great” mental health days. Overall improvement in mental health.
- ☐ **Women's Health:** Increase awareness and access of resources for women- reproductive health, maternity, primary care, perimenopausal care/specialty care
- ☐ **Children's Health:** Increase utilization of annual well-child visits (ages 4-17)
- ☐ **Access to Convenient Healthcare:** Mission in Motion Community Serve – 1 time weekly to serve community

Community Summit: Participants

During the community summit, prioritized health needs were assigned to breakout groups. Each group was tasked with developing action plans to address their assigned health issue. Participants were able to draw on their existing knowledge of the community as well as the information presented during the summit, including impacts from the prior CHNA, community demographics and social determinants of health data, and community survey results.

Participation in the community summit included:

Organization	Population(s) Represented
EMS	Community Resident, Healthcare Professional, Educator
Four Seasons Hospice	Community Resident, Healthcare Professional, Educator
Jackson County Department of Public Health	Healthcare Professional, Racial/Ethnic/Cultural Minority, Underserved Population, Public Health Official
Harris Regional Hospital & Swain Community Hospital	Community Resident, Healthcare Professional, Educator
West Carolina University	Community Resident, Healthcare Professional, Educator
Great Smokies Health Foundation	Community Resident
Jackson County Public Schools	Community Resident, Educator, Rep. of Chronic Disease Group or Advocacy Org.
Department on Aging	Community Resident, Government Employee or Rep., Underserved Population
Swain County Health Department	Community Resident, Healthcare Professional, Government Employee or Rep., Educator, Racial/Ethnic/Cultural Minority, Underserved Population, Public Health Official, Rep. of Chronic Disease Group or Advocacy Org.

Input of medically underserved, low-income, and minority populations was received through both the community survey and summit.

Evaluation & Selection Process

Severity or urgency of health need

Health need has a higher severity, urgency, or burden and if addressed, could be positively impacted

Feasibility and effectiveness

Pressing health needs where hospital interventions are feasible and impactful

Impact on health disparities

Priority population health needs that have the ability to be positively impacted if addressed

Importance identified by community

Health needs with online survey higher rankings or frequently mentioned by community members

Swain Community Hospital Health Need Evaluation				
	Severity or urgency	Feasibility and effectiveness	Impact on health disparities	Importance identified by community
Physical Inactivity	✓		✓	✓
Heart Disease	✓	✓	✓	✓
Mental Health	✓	✓	✓	✓
Nutrition	✓		✓	✓
Access to Affordable Healthcare	✓		✓	✓
Diabetes	✓	✓	✓	✓
Women’s Health	✓	✓	✓	✓
Affordable Housing			✓	✓
Cancer	✓	✓	✓	✓
Obesity	✓	✓	✓	✓
Children’s Health	✓	✓	✓	✓
Poverty	✓		✓	✓
Access to Convenient Healthcare	✓		✓	✓

Overview of Priorities

Access to Convenient Healthcare

Access to Convenient Healthcare was the tenth highest ranked health need in the community with a ranking of 4.55.

The following data point provides insight regarding access to convenient healthcare in Swain County, North Carolina.

- The number of people to one primary care physician in Swain County is 1,570 compared to North Carolina at 1,410.

Heart Disease

Heart disease was the second highest ranked health need in the community with a ranking of 4.82.

The following data point provides insight regarding heart disease in North Carolina.

- The 2022 mortality rate for heart disease in North Carolina was 165.8 deaths per 100,000 people (21,763 deaths), which was the 24th highest rate in the United States.

Mental Health

Mental Health was the third highest ranked health need in the community with a ranking of 4.73.

The following data points provide insight regarding mental health in Swain County, North Carolina.

- Reported frequent mental distress was 21% of adults for 14+ days of the last 30 days compared to North Carolina at 16%.
- Reported poor mental health days was 5.9 days of the last 30 days for adults compared to North Carolina at 4.9 days.

Women’s Health

Women’s Health was the seventh highest ranked health need in the community with a ranking of 4.64.

The following data points provide insight regarding women’s health in North Carolina.

- North Carolina ranked 27th in the United States for overall women’s health in 2024 (2024 Annual Health of Women and Children Report).
- Maternal mortality was 26.7 deaths per 100,000 live births making North Carolina 29th in the United States (2024 Annual Health of Women and Children Report).

Overview of Priorities

Not Selected Health Priorities

Swain Community Hospital understands the need to address all health needs and is committed to making impacts across the community where possible. For the purpose of this CHNA, Swain Community Hospital has decided to focus efforts toward the previous four health priorities.

The health priorities not selected are:

- ☐ **Physical Inactivity** - This is not addressed directly but has the potential to be indirectly impacted by the efforts of our other initiatives.
- ☐ **Nutrition** - This is not addressed directly but has the potential to be indirectly impacted by the efforts of our other initiatives.
- ☐ **Access to Affordable Healthcare** - While we recognize the importance of this need, there is a lack of identified effective interventions to address the need at this time.
- ☐ **Diabetes** - This is not addressed directly but has the potential to be indirectly impacted by the efforts of our other initiatives.
- ☐ **Affordable Housing** - While we recognize the importance of this need, it is outside the scope of services the facility provides.
- ☐ **Cancer** - This is not addressed directly but has the potential to be indirectly impacted by the efforts of our other initiatives.
- ☐ **Obesity** - This is not addressed directly but has the potential to be indirectly impacted by the efforts of our other initiatives.
- ☐ **Children's Health** - This is not addressed directly but has the potential to be indirectly impacted by the efforts of our other initiatives.
- ☐ **Poverty** - While we recognize the importance of this need, it is outside the scope of services the facility provides.

Implementation Plan Framework

Executive leadership at Swain Community Hospital gathered to discuss plans to address the identified health priorities. The leaders selected four of the identified significant health needs to create action plans to make positive community impacts. The next four pages outline the implementation plan for each identified health need seen below.

Each quarter the Healthy Horizons committee will meet to discuss the needs and their associated action plan to track improvement efforts and community impacts.

Swain Community Hospital Health Need Evaluation

	Severity or urgency	Feasibility and effectiveness	Impact on health disparities	Importance identified by community
Access to Convenient Healthcare	✓		✓	✓
Heart Disease	✓	✓	✓	✓
Mental Health	✓	✓	✓	✓
Women’s Health	✓	✓	✓	✓

This implementation plan was approved by the Board of Trustees on 09/09/2025.

Implementation Plan: Access to Convenient Healthcare

Initiative: Education and Access Improvement

Goal: Maintain, educate, and improve access to primary and specialty care

Strategies Actions facility plans to implement	Goal Completion Date	Accountable Organization/Team	Community Resources & Partnerships
Strategy 1: Market walk-in mammography screenings	Ongoing	➤ Swain Marketing and Imaging Team	➤ Health Department
Strategy 2: Market outpatient lab and imaging services	Ongoing	➤ Swain Marketing, Lab, and Imaging Team	
Strategy 3: Expand primary care availability via provider recruitment	Quarter 3, 2026	➤ Swain Executive Leadership and Primary Care team	
Strategy 4: Swain specialty care rotation utilizing Harris providers	Ongoing	➤ Harris specialty providers	

Anticipated Impact:

- Improved access and knowledge of primary and specialty care services in the community

Implementation Plan: Heart Disease

Initiative: Education and Access Improvement

Goal: Maintain, educate, and improve access to cardiology care

Strategies Actions facility plans to implement	Goal Completion Date	Accountable Organization/Team	Community Resources & Partnerships
Strategy 1: Maintain Chest Pain Accreditation	Ongoing	➤ Swain Disease Specific Care Coordination Team	
Strategy 2: Market outpatient cardiology clinic and inpatient cardiology coverage	Ongoing	➤ Swain Marketing Team	➤ Area Agency on Aging
Strategy 3: Community lunch and learns including provider presence	Annually 2026-2028	➤ Swain Marketing and Harris Cardiology Team	
Strategy 4: Provider and referral source education	Annually 2026-2028	➤ Swain Growth & Outreach Team	

Anticipated Impact:

- Improved access and knowledge of cardiology services in the community

Implementation Plan: Mental Health

Initiative: Education of current services

Goal: Maintain and educate on current mental health services

Strategies Actions facility plans to implement	Goal Completion Date	Accountable Organization/Team	Community Resources & Partnerships
Strategy 1: Market available mental health services including Swain Senior Life Solutions	Ongoing	➤ Swain Marketing Team	
Strategy 2: Community lunch and learns	Annually 2026-2028	➤ Swain Marketing and Swain Senior Life Solutions	

Anticipated Impact:

- Improved knowledge of current mental health services

Implementation Plan: Women’s Health

Initiative: Education and Access Improvement

Goal: Maintain, educate, and improve access to women’s health services

Strategies Actions facility plans to implement	Goal Completion Date	Accountable Organization/Team	Community Resources & Partnerships
Strategy 1: Market all elements of New Generations Birthing Center including level II special care nursery and neonatal transport capabilities	Ongoing	➤ Swain Marketing and Harris Labor & Delivery Teams	
Strategy 2: Provider and referral source education	Ongoing	➤ Swain Growth & Outreach Team	
Strategy 3: Community lunch and learns including breast health education	Annually 2026-2028	➤ Swain Marketing and Harris Women’s Health and Pediatric Teams	➤ Health Department
Strategy 4: Market Women’s Health clinic expansion including provider recruitment	Ongoing	➤ Swain Growth & Outreach and Marketing Team	

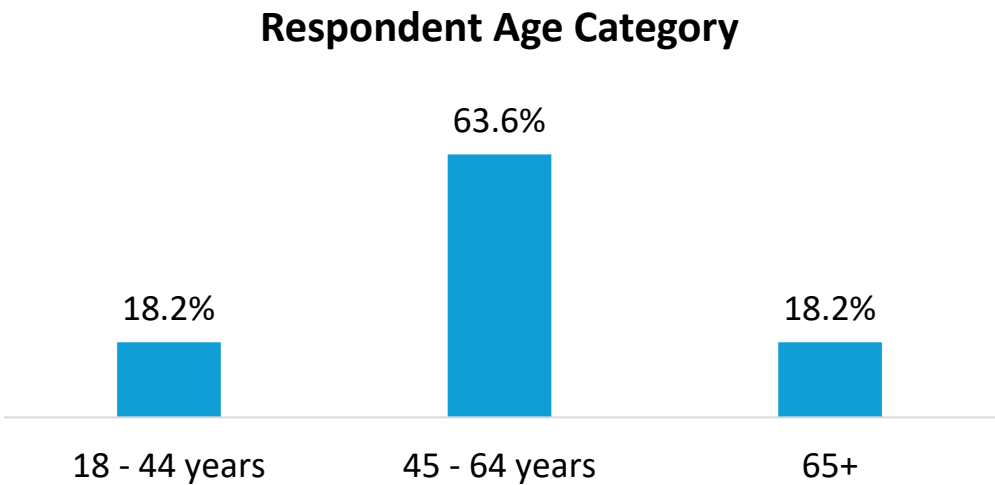
Anticipated Impact:

- Improved access and knowledge of women’s health services in the community

Appendix: Survey Results

Survey Results

Survey Question 1: Please provide your age.



Survey Question 2: Please select which roles apply to you. [Check all that apply]

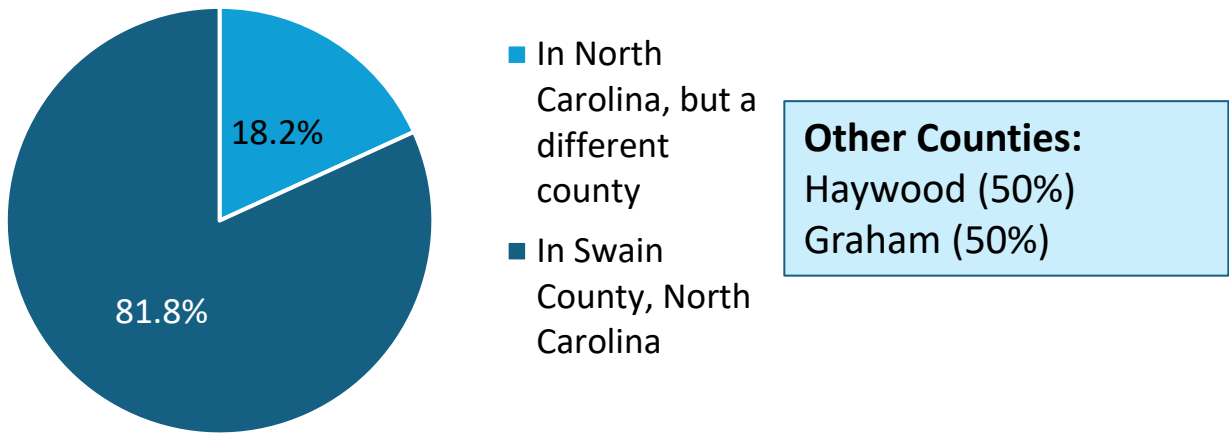
Respondent Community Role	% of Respondents
Community Resident	90.9%
Healthcare Professional	54.5%
Educator	36.4%
Underserved Population	18.2%
Racial/Ethnic/Cultural Minority	18.2%

Survey Results

Survey Question 3: Where is your primary residence?

Survey Question 4: If you live in North Carolina, but in a different county, what county do you live in?

Respondent Place of Residence



Survey Question 5: How would you describe your health?
(1 star = Poor; 5 stars = Excellent)



Survey Question 6: How would you describe the overall health of your community?
(1 star = Poor; 5 stars = Excellent)



Survey Results

Survey Question 7: Please rate the importance of addressing each Health Factor on a scale of 1 (not important) to 5 (very important).

Weighted average of votes	
Heart Disease	4.82
Mental Health	4.73
Diabetes	4.64
Women's Health	4.64
Cancer	4.55
Obesity	4.55
Children's Health	4.55
Stroke	4.27
Alzheimer's & Dementia	4.27
Lung Disease	4.27
Dental	4.18
Kidney Disease	4.09
Liver Disease	4.09
Vision	3.91
Gastroenterology/Digestive Health	3.91
Orthopedic Care	3.82

Factor is in the overall top 10

Survey Question 8: If there is another Health Factor that needs addressing, please specify

- Drug addiction
- Nutrition facts on a budget
- Vestibular dysfunction

Survey Results

Survey Question 9: Please rate the importance of addressing each Lifestyle & Personal Factor on a scale of 1 (not important) to 5 (very important).

Weighted average of votes	
Physical inactivity	4.91
Nutrition	4.73
Smoking/vaping/tobacco use	4.36
Drug/substance abuse	4.27
Employment status	4.27
Excess drinking	4.09
Abuse & Violence	4.09
Personal health education	4.00
Risky sexual behavior	3.73

Factor is in the overall top 10

Survey Question 10: If there is another Lifestyle & Personal Factor that needs addressing, please specify

- Access to healthcare for those who fall between guidelines
- Information sources. Too much reliance on social media as a source of information
- Isolation
- Social media usage

Survey Results

Survey Question 11: Please rate the importance of addressing each Community & Healthcare Services Factor on a scale of 1 (not important) to 5 (very important).

Weighted average of votes	
Access to affordable healthcare	4.73
Affordable housing	4.64
Poverty	4.55
Access to convenient healthcare	4.55
Access to healthy food	4.45
Education system	4.36
Access to senior services	4.27
Transportation	4.18
Access to health prevention & education services	4.18
Access to exercise/recreation	4.09
Access to childcare	4.00
Community safety	3.91
Language and/or cultural barriers	3.82

Factor is in the overall top 10

Survey Question 12: If there is another Community & Healthcare Services Factor that needs addressing, please specify

- Individualized, affordable transportation

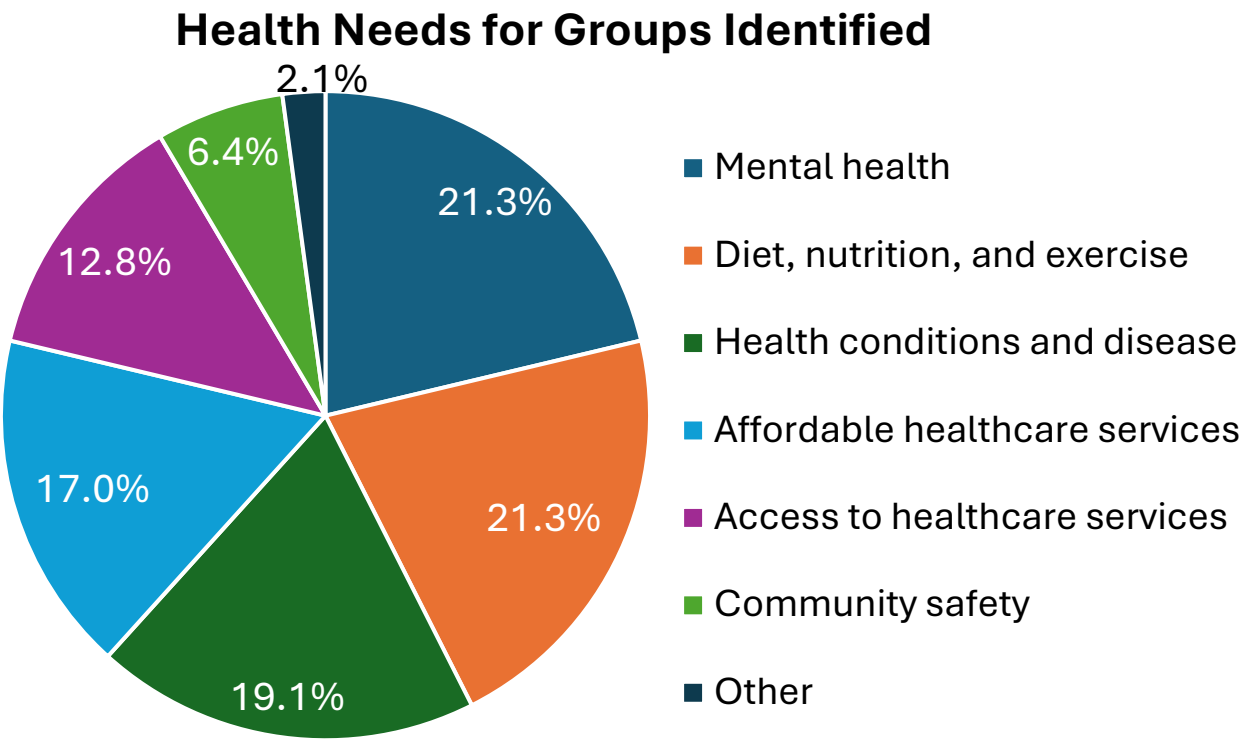
Survey Results

Survey Question 13: Which groups have the highest health needs in your community? (Select all that apply)

Groups with Highest Health Needs	% of Total Votes
Older adults	21.1%
Low-income groups	18.4%
Children	15.8%
Individuals requiring additional health support	10.5%
Women	10.5%
LGBTQIA+	10.5%
Racial and ethnic minority groups	7.9%
Other^	5.3%

^Other- those that fall in the gap between very poor (generally covered by Medicaid) and those who work but have high deductibles & working families

Survey Question 14: What are the health needs, if any, for the group(s) selected above? (Select all that apply)



Survey Results

Survey Question 15: How would you rate the quality of healthcare services in your community? (1 star = Poor; 5 stars = Excellent)



Survey Question 16: How would you rate the convenience of healthcare services in your community? (1 star = Poor; 5 stars = Excellent)

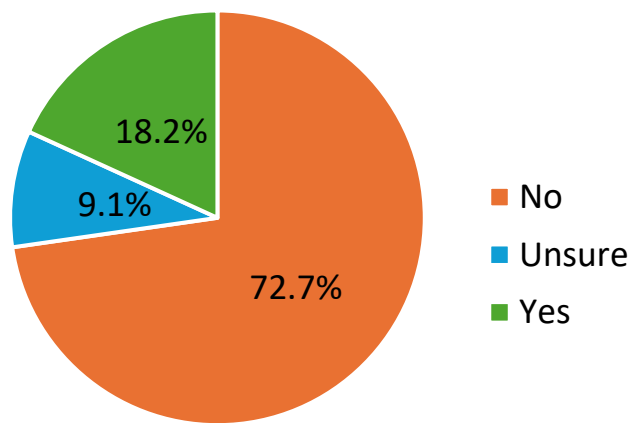


Survey Question 17: How would you rate the affordability of healthcare services in your community? (1 star = Poor; 5 stars = Excellent)



Survey Results

Survey Question 18: Are you aware of efforts to address Chronic Disease as it relates to obesity in your community in the last 3 years?



Survey Question 19: If yes, please share comments or observations about the positive changes you have seen in the community.

Themes from Comments (2 responses):

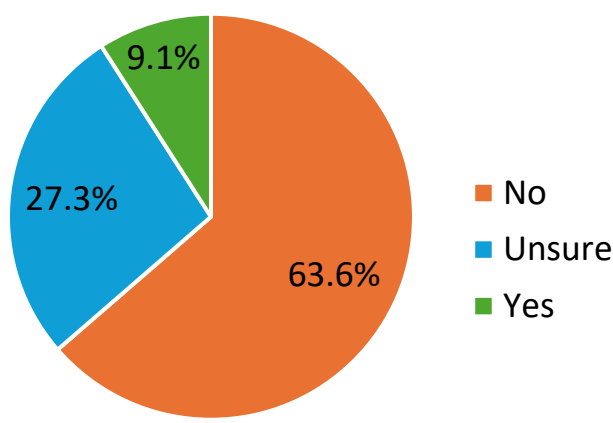
- None

Additional Comments:

- Free seminars and workshops would be more helpful and perhaps an assessment by nutritionist at no or low cost to implement healthy eating on a budget.
- More awareness of the issue being addressed through the Health Dept and Senior Center
- More free health screenings
- Walking club for the very inactive or obese so that they are not self conscious or feel “out of their league”

Survey Results

Survey Question 20: Are you aware of efforts to address Substance Misuse Prevention and Reduction in your community in the last 3 years?



Survey Question 21: If yes, please share comments or observations about the positive changes you have seen in the community.

Themes from Comments (1 response):

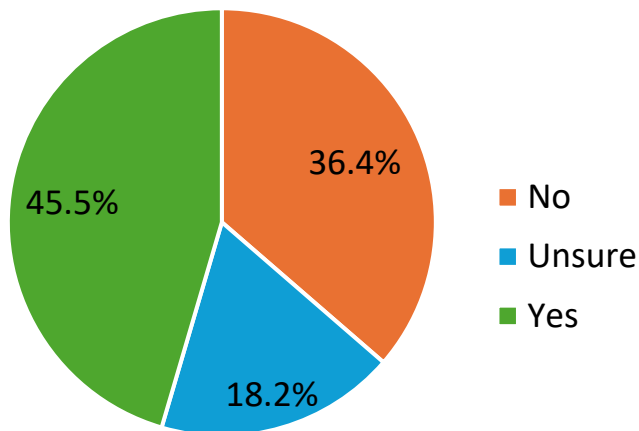
- None

Additional Comments:

- Medication lock boxes provided but not sure who. Unused medication return box at Sheriff’s dept

Survey Results

Survey Question 22: Are you aware of efforts to address COVID-19 Prevention in your community in the last 3 years?



Survey Question 23: If yes, please share comments or observations about the positive changes you have seen in the community.

Themes from Comments (3 responses):

1. Vaccination clinics/local pharmacies (3)

- ☐ Health Dept for those without insurance in some cases

Additional Comments:

- Continued access to COVID-19 testing and prevention
- Education

Survey Results

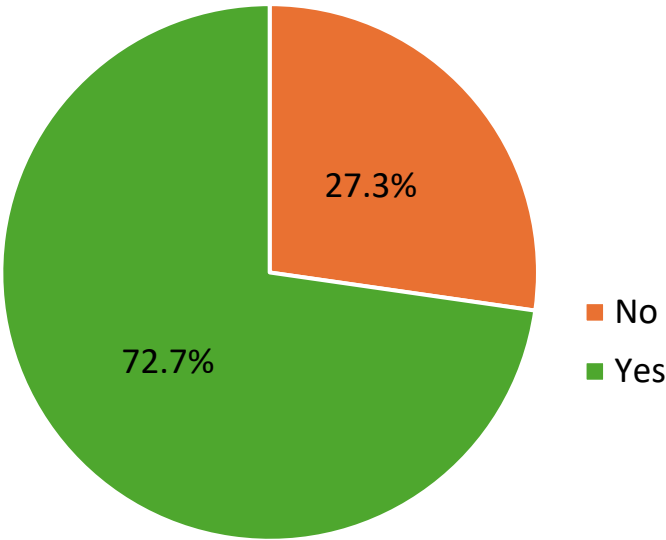
Survey Question 24: Which services do you use for basic health needs? (Select all that apply)

Services Utilized for Basic Health Needs	% of Total Votes
My primary care or family physician	34.5%
Hospital (including ER)	17.2%
Health department	13.8%
Retail clinic (CVS, Walgreens, etc.)	10.3%
Urgent care center	6.9%
Alternative healthcare providers (chiropractors, etc.)	6.9%
Free clinic	3.4%
School/university nurse	3.4%
Other*	3.4%

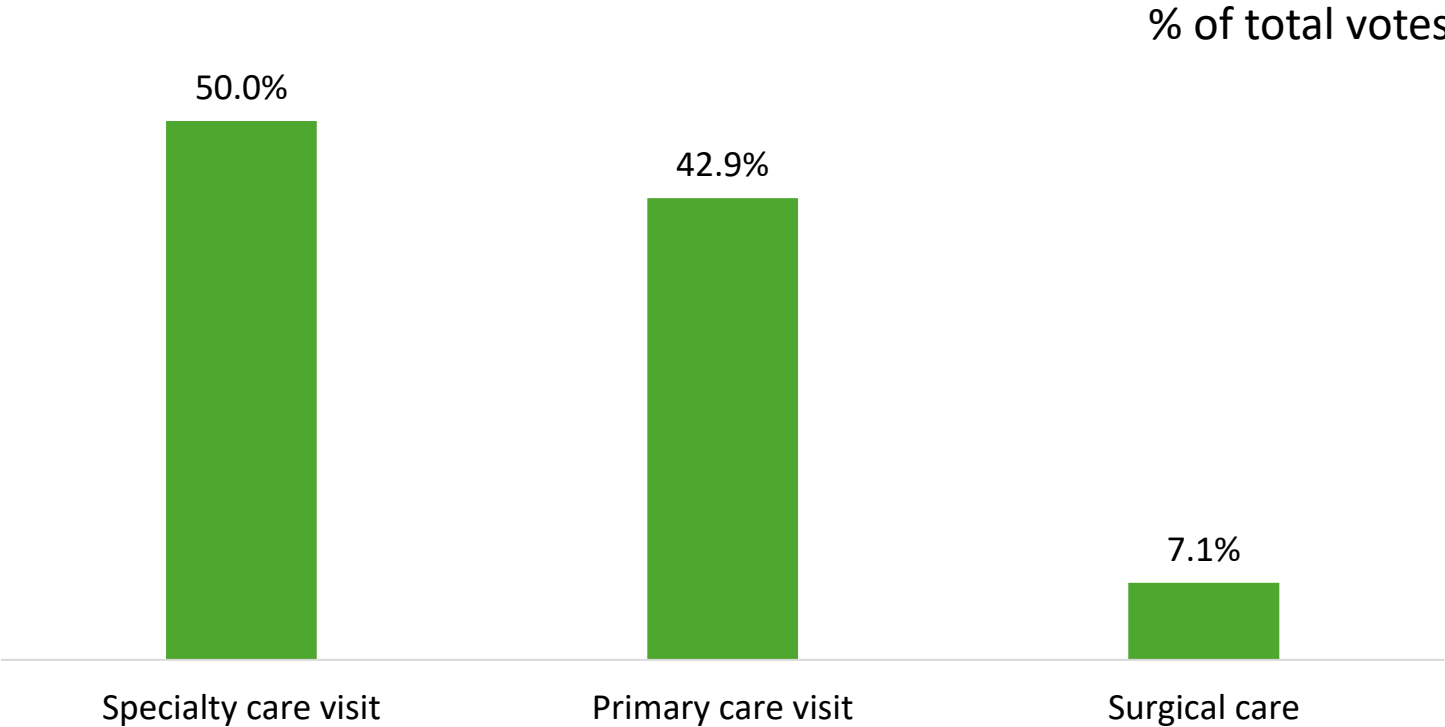
**Other – medical specialists*

Survey Results

Survey Question 25: In the last 12 months, have you received healthcare outside of your community?



Survey Question 26: Which of the following services did you receive outside the community? (Select all that apply)



Survey Results

Survey Question 27: If you selected yes to seeking specialty care outside the community, please specify what services you are seeking.

Specialty Care:

Primary Care/ Internal Medicine (2)	Neurology (2)	Urology (2)	Dermatology (2)
Endocrinology	Endoscopy	Gynecology	Mammography
Ophthalmology	Vision	Other comment: Prioritize services due to transportation issues-have tried Swain Transit but it is incompatible with my health so depend upon friends and occasionally family if appointment is at a time when they are not at work	

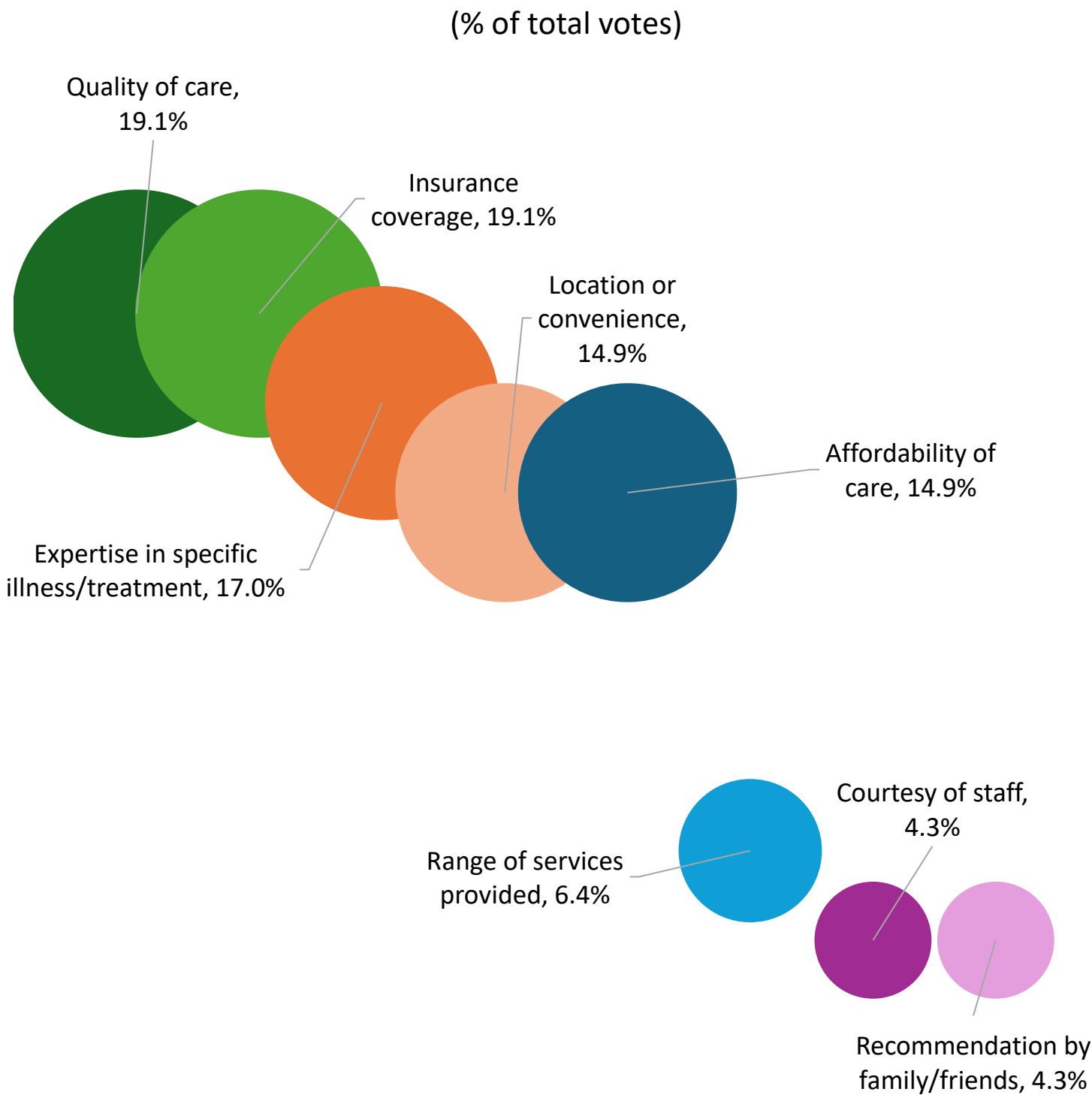
Survey Question 28: If you selected yes to seeking surgical care outside the community, please specify what services you are seeking.

Surgical Care:

Colonoscopy	Any
-------------	-----

Survey Results

Survey Question 29: What do you consider to be the most important when considering a healthcare provider? (Select all that apply)



Survey Results

Survey Question 30: Which of the following public health services should Swain Community Hosp and its community partners focus on improving? (Select all that apply)

