

REGIONAL MEDICAL CENTER



2019 Community Health Needs Assessment

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COMMUNITY HEALTH NEEDS ASSESSMENT ADVISORY COMMITTEE

The following professionals collaborated through the process of the Community Health Needs Assessment (CHNA) to perform research, survey, and identify and prioritize the healthcare needs documented in this report.



[Amy Mensen](#), MBA, Chief Operating Officer



Valerie Lindsay, BS, Marketing & Fund Development Manager



[Delma Hardin](#), BSN, RN, Delaware County Public Health Coordinator

Anyone interested in providing feedback or comments related to Regional Medical Center's Community Health Needs Assessment is invited to submit written responses to Valerie Lindsay at Regional Medical Center, PO Box 359, Manchester, IA 52057 or vlindsay@regmedctr.org.

ABOUT REGIONAL MEDICAL CENTER

Delaware County Memorial Hospital dba Regional Medical Center (RMC) was founded in 1950 by the residents of Delaware County. RMC, a Critical Access Hospital with Level IV Trauma Designation, is the largest employer in Delaware County. Our service area spans four counties and includes 23,000+ in population. Our comprehensive, dedicated team of family practice providers, surgeon, emergency service providers, hospitalists, specialists, therapists, and many clinical and business staff care for our continually evolving and growing patient population.

Service offerings include:

- Allergy
- Anesthesia
- Audiology and Hearing Aids
- Behavioral Services
- Cardiac Rehabilitation
- Cardiology
- Dermatology
- Diabetes Management
- Dialysis (Tri-State Dialysis)
- Emergency Services
- Endocrinology
- ENT (ear, nose, throat)
- Family Practice
- General Surgery
- Home Care
- Hospice
- Infusions and Injections
- Laboratory
- Massage Therapy
- Medical/Surgical/Intensive Care
- Nephrology
- Neurology
- Nutrition
- OB and Family Health
- OB/GYN
- Occupational Health
- Occupational Therapy
- Oncology
- Ophthalmology
- Oral Surgery
- Orthopedic
- Pain Management Clinic
- Parent Education & Support
- Pathology
- Physical Therapy
- Podiatry
- Public Health
- Pulmonology
- Radiology
- Respiratory Care
- Rheumatology
- Skilled Care
- Sleep Study
- Speech Therapy
- Surgical Services
- Urgent Care
- Urology
- Wellness Center
- Wound Clinic

Our mission, “Dedicated to improving the health of our communities through professional and personalized care”, is recognized through the loyalty, support, and continued growth of our integrated healthcare system.

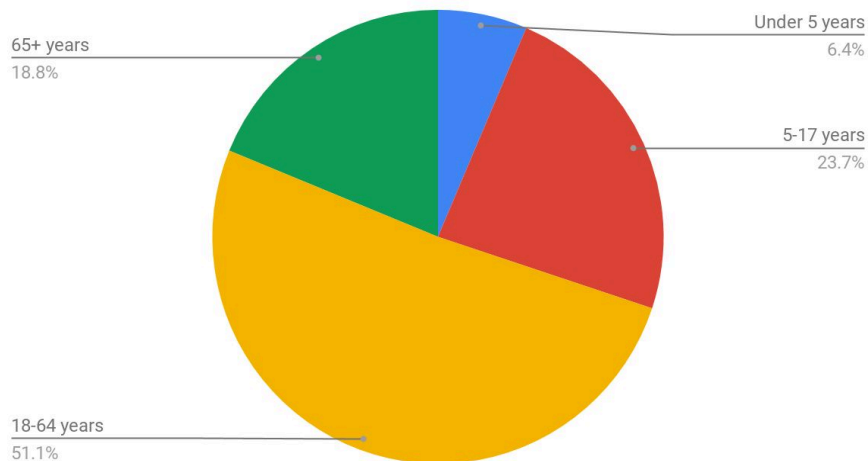
SERVICE AREA

The health status, population demographics, and socioeconomic characteristics of our service area was reviewed using various sources. The community RMC serves, as defined for the CHNA, is based on the primary service area of our hospital. For purposes of this assessment, Delaware County serves as our community. According to the Iowa Hospital Association Inpatient and Outpatient Origin Reports from calendar year 2017, 57.32 percent of our hospital inpatients and 68.47 percent of our hospital outpatients resided in Delaware County.

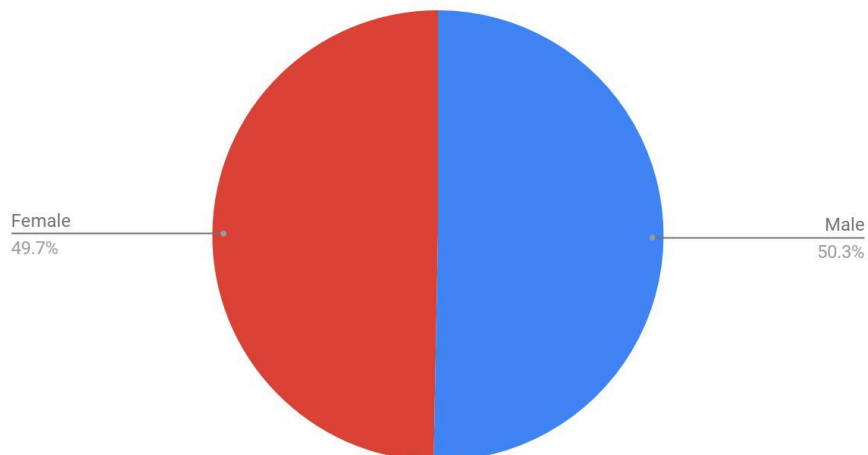
POPULATION

As reported by the [United States Census Bureau State & County QuickFacts 2017 Estimate](#), the total population of Delaware County is 17,153.

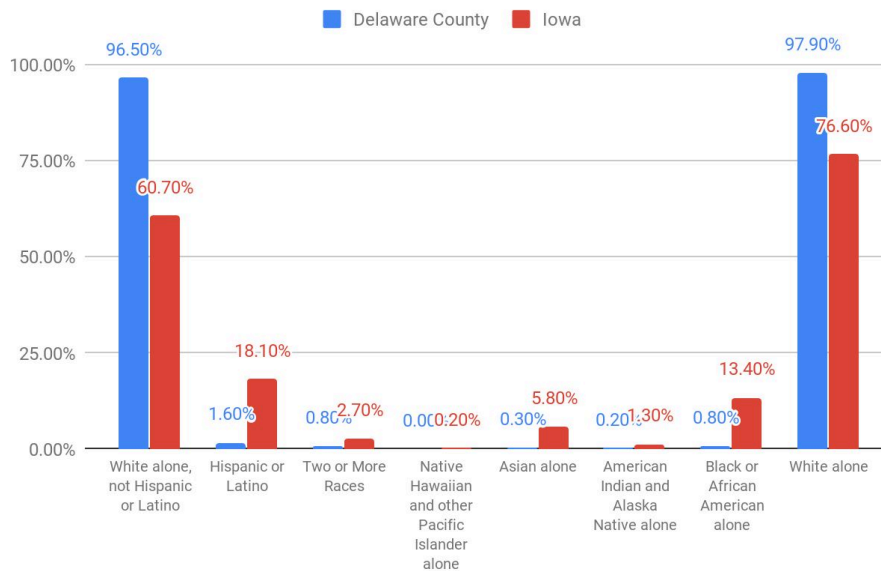
Population Average by Age



Population by Gender



Ethnicity



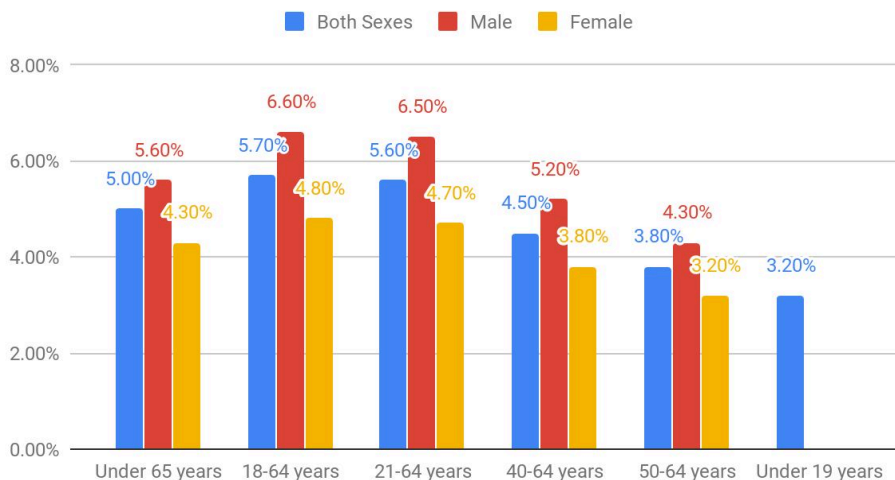
INCOME

The median household income in Delaware County is \$60,534 whereas the statewide median is \$57,652 as reported by the [United States Census Bureau State & County QuickFacts](#), 2013-2017 data.

UNINSURED

According to the [2016 Small Area Health Insurance Estimates \(SAHIE\) report](#) with the United States Census Bureau, below is the percent of uninsured Delaware County residents based on age group.

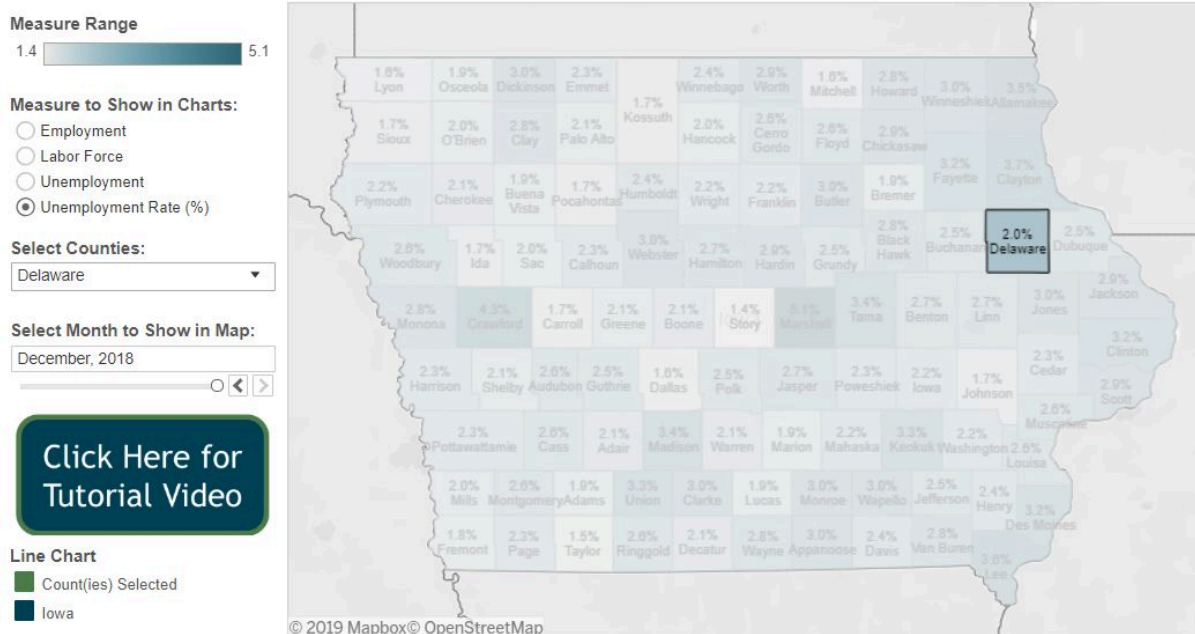
Uninsured



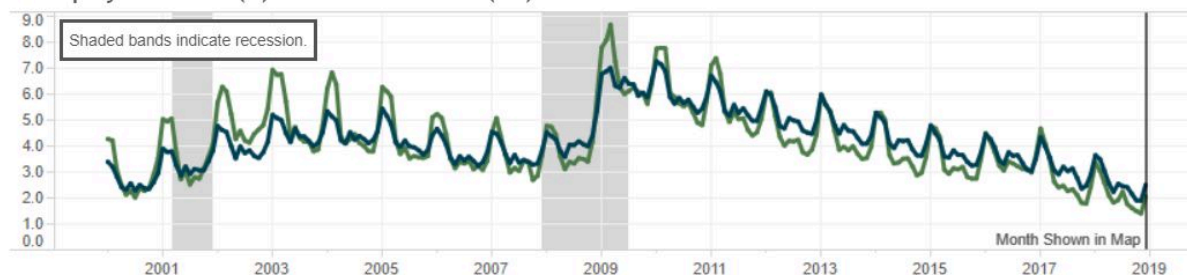
UNEMPLOYMENT

According to [Iowa Workforce Development](#), the unemployment rate for Delaware County is 2% as of December 2018, whereas the state average is 2.5%. The United States Department of Labor shows the national unemployment average is 4% as of January 2019.

Map of Unemployment Rate (%) in December 2018 (Statewide: 2.5%)
(filter the line chart by selecting counties on the map)



Unemployment Rate (%) for Delaware Count(ies)

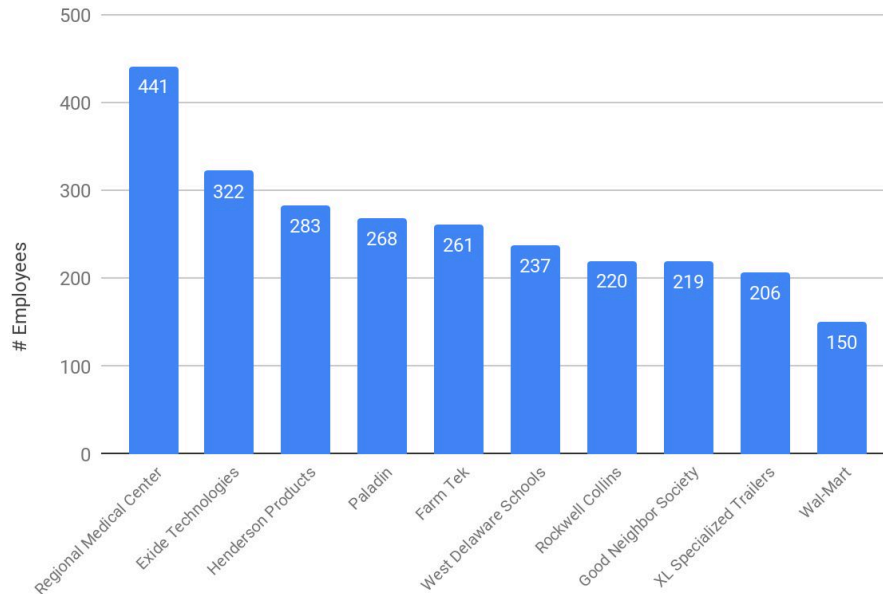


Note: If one or multiple counties are selected in the map and/or drop-down menu, the line chart shows aggregated data for that region in **green**.

MAJOR EMPLOYERS

The Top 10 Employers in Delaware County as of August 2018 according to [Delaware County Economic Development](#) are as follows:

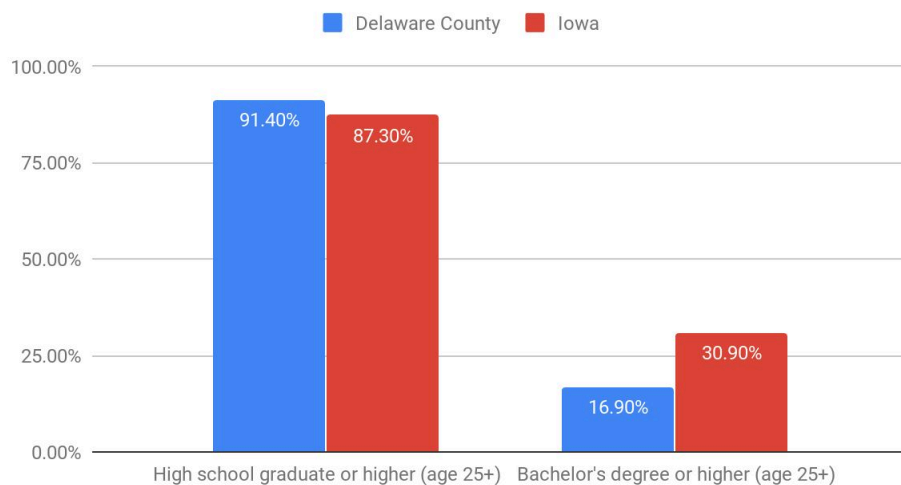
Top Employers in Delaware County (as of 08/2018)



EDUCATION

As reported by the [United States Census Bureau State & County QuickFacts](#), 2013-2017 data.

Education



SURVEYING PROCESS & METHODS

Community Input & Surveying

The CHNA was distributed both electronically through SurveyMonkey as well as in print form throughout the community. To ensure the survey was made available to all required parties, RMC collaborated with Delaware County Public Health (DCPH) and pooled resources together.

Included in the survey distribution list were:

- Agriculture related organizations
- Area schools
- Banking and insurance institutions
- Building Direction for Families
- Chamber offices
- Child Care Resource and Referral
- City offices
- Community Services
- Delaware County Economic Development
- Delaware County EMS Association
- Delaware County Supervisors
- Delaware County Tourism
- East Central Intergovernmental Association
- Families Inc.
- Foundation 2 Mobile Crisis Outreach
- Four Oaks
- Good Neighbor Society
- Helping Services of Northeast Iowa
- Hillcrest Family Services
- Iowa Works
- KMCH Radio
- Manchester Regional Education Partnership
- Manufacturing firms
- Operation New View
- Parents As Teachers families
- Parent Partner
- Real estate companies
- Regional Transit Authority
- Regional Medical Center employees
- Retail organizations
- Substance Abuse Service Center
- Waypoint
- Tanager Place
- Regional Family Health patients were provided hard copies and asked to complete when they were in-house for care.
- General public through multiple marketing and communication mediums including social media, website, lobby flyers, press releases to local newspapers, RMConnection newsletter, radio station promotion on KMCH via Guest of the Day, hard copies provided to local businesses, electronic messaging, mass email to subscribers, et cetera.

Members of the CHNA Advisory Committee also offered to present an RMC update with the CHNA to area organizations. Organizations that took advantage of this opportunity included:

- Delaware County Economic Development/Human Resources/Career Alliance Meeting
- Manchester Lion's Club Meeting
- Manchester Second Helpings
- Manchester Women's Connection/Stonecroft Luncheon

DCPH ensured the CHNA survey was provided to key agencies in our community by taking it to meetings and/or sending it via email for completion. Agencies included:

- Interagency which involves Substance Abuse Services Center, Operation New View, Building Direction for Families, Community Services. Delma Hardin, DCPH Coordinator, attends monthly Interagency meetings where Hardin provided hard copies of the survey for completion and instructed the group on what the CHNA is about as well as how to complete the electronic survey.
- Delaware County Drug Abuse Coalition which includes Families, Inc. and West Delaware Schools. There are some organizations on this coalition who do not routinely attend meetings but were provided with the CHNA survey electronically.

Special Public Health Expertise

Delma Hardin, BSN, RN, DCPH Coordinator. Hardin has over 30 years of professional experience in public health. She has worked in Case Management for T-19 programs, immunization clinics, Women Infants Children (WIC), Parents as Teachers, as well as actively performing home care services. Currently, she is the primary contact for reportable disease follow-up and emergency response for DCPH and serves on several community coalitions. Her education includes a Bachelors of Science in Nursing and Psychology, Basic and Advanced courses in Epidemiology, Basic and Advanced courses in Public Information Officer, and all National Incident Management System training and requirements.

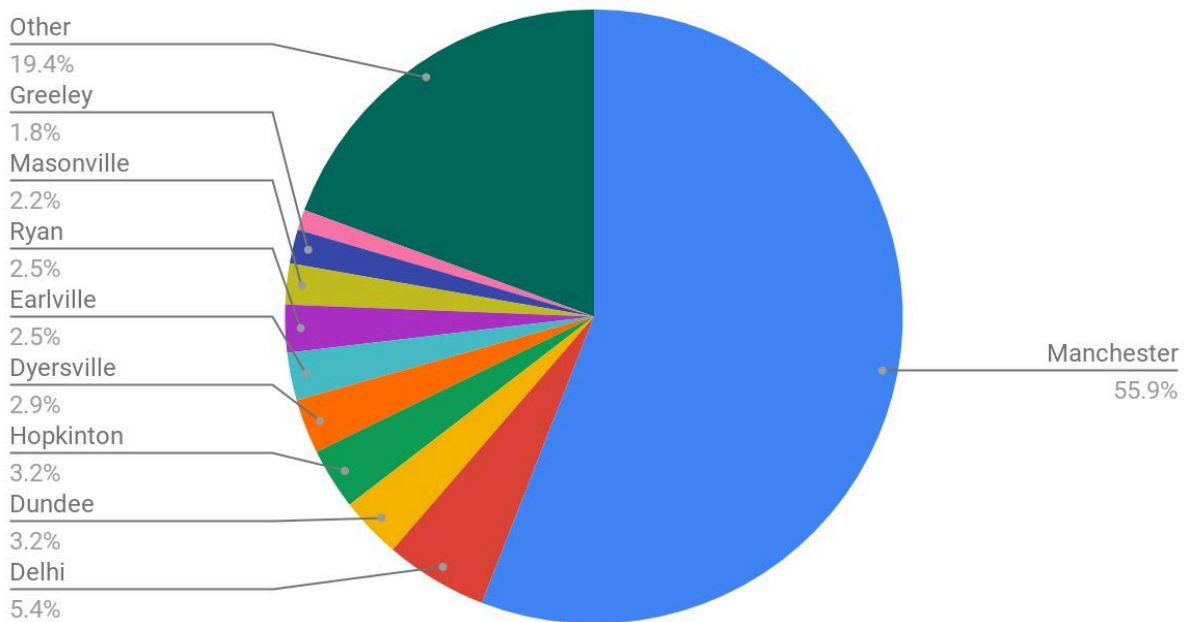
Organizations Consulted

- Helping Services for Northeast Iowa, Jen Stolka, Certified Prevention Specialist. Stolka coordinates efforts within Delaware County to combat substance abuse.
- Operation New View, Sheila Freiburger, Delaware County Outreach Coordinator. Freiburger addresses the needs of the low-income population in our area.
- DCPH, Delma Hardin, Coordinator. Hardin monitors the health status of our communities to identify community health problems and is a central contact for health resources.
- Helping Services for Northeast Iowa, Laura Albert, Tobacco Prevention Specialist. Albert coordinates efforts within Delaware County on tobacco prevention.
- Delaware County Economic Development, Donna Boss, Executive Director. Boss focuses on the workforce needs of area companies including health and wellness.

SURVEY RESULTS

304 CHNA surveys were completed with submissions from the following communities.

Survey Responses



Upon receipt of the completed surveys, the CHNA Advisory Committee:

- Reviewed and evaluated the individual ideas to address each identified concern.
- Prioritized the health concerns based on the number of respondents who identified them as areas of concern.
- The finalized prioritized health concerns were shared with RMC's Strategic Planning group, Governing Board of Trustees, and all staff.

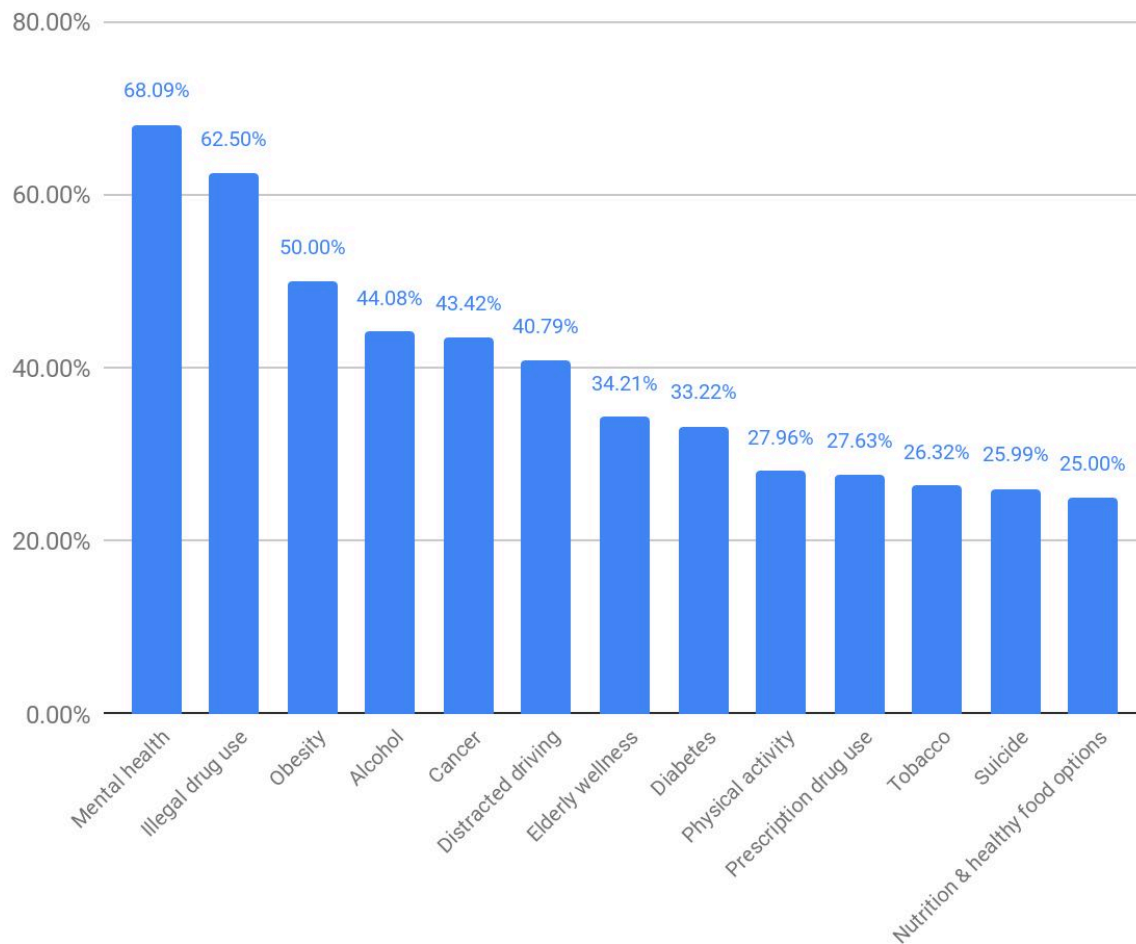
Below is a list of the healthcare needs identified in the 2019 CHNA, in alphabetical order.

- Access to dental services
- Access to health services
- Adolescent immunizations
- Adult immunizations
- Alcohol
- Alzheimers
- Asthma
- Better access to full clinic services (hours, personnel, etc.)
- Cancer
- Child immunizations
- Culture integration/awareness
- Diabetes
- Disease-carrying animals & insects control
- Distracted driving
- Drinking water protection
- Drowning
- Elderly wellness
- Emergency medical services
- Food assistance & access
- Food safety
- Gambling
- Hazardous waste
- Health insurance
- Heart disease & stroke
- HIV/AIDs
- Human trafficking
- Illegal drug use
- Individual emergency preparedness
- Injury prevention
- Lead poisoning
- Leisure activity
- Loneliness
- Lymes awareness
- Mental health
- Mold
- Nutrition & healthy food options
- Obesity
- Parenting
- Physical activity
- Prescription drug use
- Radon
- Sexually transmitted infections (STIs)
- Suicide
- Technology addiction
- Tobacco
- Transportation
- Violent & abusive behavior

In prioritized order, needs of 25% or higher are shown below. With these needs being identified as the priorities in Delaware County, these are the needs RMC intends to address (if able).

Details on how these needs will be addressed can be found in the Implementation Strategy report.

Top Concerns in Delaware County



Below is input/comments from the public in regards to the top health concerns identified.

#1: Mental Health (68.09%)

- Offer more access to psychiatric providers/professionals/therapists/counselors
- Offer more access/help options/offices/outreach services
- More mental health programs
- Easier access for all ages
- More appointment availability (sooner than 6-8 weeks)
- Expanded after-hour coverage
- Have more behavioral/mental health providers at Regional Family Health
- Have a social worker dedicated to Regional Family Health
- Have a social worker dedicated to the ER for all shifts
- Address [mental health] concerns immediately when observed
- Have more providers at Abbe Center
- Local/confidential care. Confidentiality in care & facility is essential.
- Need more psychiatrists
- Have Foundation 2 come to Delaware County more often
- More ways to diagnose mental/emotional issues
- Need placement closer to Delaware County
- Need long-term health facility for mental health
- Need more safe housing facilities for mentally ill (more mental health beds)
- Build a mental health facility or talk to the judge to get the mental health committals sent to a hospital that does have a facility
- Education course for local providers on how to notice mental health issues in more people
- Training for local EMT's and law enforcement dealing with mental health situations
- Teach recognition & intervention skills to as many people as possible
- Schools need to hire additional staffing to help the children. Too many cuts at the schools and hospitals.
- Curb the stigma associated with mental illness - mental health is just as important as physical health
- Improve public outreach and public awareness of mental illness
- Educate the public on help services options
- More education about mental health
- Start teaching real life academy in early elementary
- Update codes/ordinances
- Lower cost of care
- More resources available to treat mental/emotional issues which affect all ages
- More government funding for services
- Form a support group/class for anyone to discuss and talk about how to make things better and look at a different point of view
- Medical & law enforcement working together
- Mental health is so important! We see this on a daily basis and something needs to be done.

#2: Illegal Drug Use (62.50%)

- Have [drug] "take backs" more often than once/twice a year
- [Drug] drop in containers
- Medical and law enforcement working together
- Increase drug testing in workplaces
- Drug testing for welfare
- Decrease abundance of career welfare abusers with no direction
- Stronger/stricter enforcement
- Text to tell number
- Increase police force
- More police presence around the areas where drugs are more known
- Stiffer penalties/consequences - no warnings
- Crack down harder - Operation Clean Sweep
- Continue to try to reach children in schools and at educational health fairs if possible
- More education to kids/younger age
- Education about the side effects
- Vaping - more education to both kids and parents on what it is, the risks, and how easy it hides in plain sight
- Stop selling stuff to make meth
- Combine rehab with appropriate forms of employment
- Quit treating patients as if they are all drug addicts. You have a problem. Better training. Get off the laptops and listen to the patients. You might have assumed wrong.

#3: Obesity (50.00%)

- Indoor pool
- Walking paths indoors and outdoors
- More exercise classes targeting various activity levels
- More structured exercise classes timed for the working family
- Give kids & adults more activities to do
- Free supportive activities
- Free exercise programs
- Free exercise program for state aid patients
- Free organized activities to get people moving
- Free gyms
- Free will donation or \$1 per exercise class
- Offer assistance for low-income individuals to join gyms
- More affordable options
- More programs
- Diet and exercise instruction and classes
- Offer more nutrition/activity classes in school/community
- Continue to provide wellness activities throughout the county
- Mediterranean diet
- Increase education/communication aimed at weight loss
- Better education needed
- More groups in the community to help and encourage people to lose weight
- Encourage more participation in activity
- Educate/train people away from food being the primary focus
- Education on the long-term effects
- Educate, motivate, and involve people in their health choices
- Continue supporting healthy choices in the community through education. Perhaps focusing less on weight loss and more on healthy choices.
- Community programs for weight loss
- Community-wide participation to improve access and commitment to a healthier lifestyle
- Classes to help understand food choices
- Healthy food education - not just “diet plans”. Knowing what’s in your food (e.g. preservatives, not just “low fat” and “fat free”).
- Have a food truck that offers healthy choices
- Community education on disease management through healthful diet options
- Continue to work with cities to find ways to encourage healthy foods and exercise options
- Start at school lunches - less carbs
- More education at schools
- Educational fairs
- Workplaces encouraging activity and promotion of positive food options
- Have employer based programs

#4: Alcohol (44.08%)

- Address drinking early in school - at a younger age
- Increase speakers to schools with life experiences
- Prevention education and how it affects a family and relations
- Increase awareness with community involvement
- Adult drinking is a poor example to young people
- Offer programs & services in the county for alcohol dependency
- Provide information on how to quit, health risks, safe use of alcohol, etc.
- More treatment facilities for in-patient treatments
- Continue to partner with prevention partners
- With more options to do things, the less people will turn to drugs and alcohol to have fun
- Jail em when picked up for drunken driving
- Limit the amount you can order when out at the bars

#5: Cancer (43.42%)

- Access to early screening for cancer
- More screenings
- Expand local treatments & testing
- Expanded oncology services to the area
- Not enough cancer services at RMC. Had to go to St. Luke's for wife's care and didn't have a good experience.
- More support services and counseling
- Cancer support groups (for both patients & caregivers)
- More awareness
- Healthy food seminars/exercise programs that insurance pays for
- Healthy food education - not just "diet plans". Knowing what's in your food (e.g. preservatives, not just "low fat" and "fat free").
- Continue to educate about positive health choices people can make to improve their choices & possible prognosis
- Work to identify local causes
- Seminar/program to inform about avoidable causes - ways your nutrition/lifestyle can prevent cancer
- Study types of cancer in our county to see if we can identify environmental factors
- Are there ways to teach people (e.g. farmers) how to use chemicals safer, workers using chemicals, etc.
- I don't know... why is Delaware County so high in cancer patients? Is it water quality? Crop spraying? Roundup ready seed?

#6: Distracted Driving (40.79%)

- Prevention/education to our teens
- Increased education to new driving populations
- Educate/awareness of the dangers and how it kills (for adults and teens)
- Prevention campaign - sign a pledge.
- There are several online campaigns out there "It can wait"
- Need to reach adults in the community to teach of dangers - kids are getting this in school
- PSAs
- Maybe a visual that travels to local schools & is parked in businesses showing a crashed vehicle that was the result of distracted driving. Visuals are impactful. It's not just young drivers that are doing this - it's everywhere.
- Put a system in to not use your phone under 21
- Equipment to sense electronic usage and disable
- Free bluetooth devices to help sync phones with older cars
- More safety programs in schools & at work
- Some sort of incentive to drive safer
- More law enforcement
- Fines for texting & driving
- Stricter cell phone policies
- Fine more often
- Enforce more
- No warnings

#7: Elderly Wellness (34.21%)

- Be proactive in recognizing persons failing at self care
- Provide in-home checks
- Wellness checks for high risk individuals
- Do routine welfare checks
- Fall prevention
- Have meals available to towns outside of Manchester
- More funding to promote congregate meals and meals on wheels
- More support for senior center activities
- More organized recreation for elderly
- Free organized activities to get people moving
- Silver Sneakers Program/Club
- Sittercise classes
- Put a weekly idea in the Shopper. Not everyone gets the local paper.
- More community outreach

#8: Diabetes (33.22%)

- More K-12 education
- Educate people about lifestyle changes and medication options
- Better education in schools and daycares for caring with kids with diabetes
- Free programs to engage pre-diabetic persons
- Healthy food education - not just "diet plans". Knowing what's in your food (e.g. preservatives, not just "low fat" and "fat free").
- Educate, motivate, & involve people in their health choices
- Continue to work with cities, etc. for healthy lifestyles - food, exercise opportunities
- I think education in this department is lacking all the way around, young kids eat candy and drink pop at very unhealthy levels and don't understand the health ramifications
- NuVal
- Increased grocery store tours for eating for diabetes
- Health education - blue zone weight management
- Community education on disease management through healthful diet options
- Have employer based programs
- How to control eating so it doesn't become an issue

#9: Physical Activity (27.96%)

- Indoor pool
- Recreation center
- Offer more fitness groups for all levels
- More structured exercise classes timed for the working family
- Free will donation or \$1 per exercise class
- More fitness classes for less experienced
- Increase community physical activity options
- Pedestrian friendly walking trails
- Continue the walk/biking paths - need good lighting
- Have employer based programs
- Advertise awareness of where to go in inclement weather
- Teach at schools
- Educational fairs

#10: Prescription Drug Use (27.63%)

- Not prescribing so many [drugs] that people become addicted

#11: Tobacco (26.32%)

- Increase public education
- Offer stress management techniques to assist those trying to kick the habit
- More education/prevention
- New laws to prevent sales to minors
- Stiffer penalties on minors and juul and e-cigs
- Education about vaping

#12: Suicide (25.99%)

- Stop the bullying campaigns
- Better mental health services
- Focus on mental health
- Help young kids and families deal with death
- Share signs of suicide and ways for people to get help
- More mental healthcare available locally
- Teach kids at school about bullying and how to deal with difficult issues
- Educate adults on bullying and how to deal with difficult issues

#13: Nutrition & Healthy Food Options (25%)

- More local options offering affordable healthy choices for lunchtime
- More classes for healthy food and exercise at low cost
- Noon seminars
- Demos on nutrition & healthy food
- Have employer based programs
- Re-visit the Healthiest Manchester initiative
- Community education on disease management through healthful diet options
- More food options that are not pre-packaged
- More roasting fresh vegetables from farmers markets
- Have hospital garden for kitchen to use and physical therapy to use
- Larger health food selection
- Get the community more engaged in our local food system
- Pass the Plate is an organization that puts food on the table for people in need. They also give and take donations for people.

EXISTING COMMUNITY RESOURCES

There are many existing resources available to address and help with the identified healthcare needs in Delaware County.

Mental Health & Suicide

- [Abbe Center](#), 563-927-6700
- [Behavioral Services](#) (Regional Family Health), 563-927-7777
- [Catholic Charities](#), 563-588-0558 or 800-772-2758
- Delaware County Community Services, 563-927-5116
- [East Central Region \(ECR\) Mental Health & Disability Services](#), 563-927-5116
 - [Provider Contact List](#)
 - [Wellness Center, Drop-in, or Peer Recovery Zone](#)
- [Families First](#), 319-433-0395 or 800-316-3025
- [Families, Inc.](#), 563-927-4357 or 319-643-2532
- Family Solutions III, 319-827-6270 or 319-521-4208
- [Foundation 2](#), 319-362-2174 or 800-332-4224
- [Hillcrest Family Services](#), 563-583-7357
- Independent Counseling, 563-920-3675
- [Iowa Concern](#), 800-447-1985
- [Iowa Help Line](#) (Counseling & Crisis Service), 855-800-1239 or text 855-800-1239
- Iowa Warm Line (confidential listening line), 844-775-9276
- [Lutheran Services in Iowa](#), 563-927-3281
- [Parent Partners](#), 507-2579-3408
- [Parents as Teachers](#) (Regional Medical Center), 563-927-7551
- Peer Recovery Zone (safe & comfortable place for adults who struggle with mental health issues), 319-432-4748
- [Plugged in Iowa](#), 319-213-5616 or 319-432-4748
- [Suicide Hotline](#), 855-581-8111 or Text 855-895-8398
- Survivors of Suicide Loss Support Group, 3rd Tuesday from 6-7:30 PM at Regional Medical Center
- [Tanager Place](#), 319-365-9164
- Text2Tell (report suspicious/illegal activity anonymously to law enforcement), Text the word DELAWARE and your tip to 274637
- [United Way 2-1-1](#), Dial 2-1-1 from your phone or call 866-469-2211
- [Your Life Iowa](#), 855-581-8111 or Text 855-800-1239

Addiction (Alcohol, Tobacco, Gambling, Illegal Drugs, Prescription Drugs)

- [Alcohol and Drug Treatment Referral](#) (Your Life Iowa), 855-581-8111 or Text 855-800-1239
- [Delaware County Sheriff](#), 563-927-3135
- [Gambler's Assistance](#) (Your Life Iowa), 800-238-7633
- [Helping Services for Youth & Families](#), 563-387-1720
- [Horizons Family Centered Recovery Program](#) (MercyOne), 319-272-8560
- [Manchester Police Department](#), 563-927-3355
- [Quitline Iowa](#) (tobacco), 800-784-8669
- [Substance Abuse Servicing Center \(SASC\)](#), 563-927-5112
- Text2Tell (report suspicious/illegal activity anonymously to law enforcement), Text the word DELAWARE and your tip to 274637

Obesity

- [CDC - Healthy Weight](#)
- [CDC - Overweight & Obesity](#)
- [USDA - Choose My Plate](#)
- [Healthiest State Initiative](#)
- [Live Healthy Iowa](#), 888-777-8881
- [Regional Medical Center](#)
 - [Regional Family Health](#), 563-927-7777
 - [Dietitians](#), 563-927-7430 or 563-927-7582
- [Weight Watchers](#), Wednesday from 5-6PM at Regional Medical Center, 563-927-7534

Distracted Driving

- [National Highway Traffic Safety Administration \(NHTSA\)](#)

Elderly Wellness

- [Good Neighbor Society "Neighborhood Retreat"](#), 563-927-3907
- [Northeast Iowa Area Agency on Aging](#), 866-468-7887
- [Regional Medical Center](#)
 - Therapy Services ([Physical](#), [Occupational](#), [Speech](#)), 563-927-7322
 - [Home Care](#), 563-927-7303
- [Regional Transit Authority](#), 563-588-4592

Physical & Leisure Activity

- [24 Hour Total Fitness](#), 563-920-3722
- [Bob Holtz Wellness Center](#) (Regional Medical Center), 563-927-7311
- Body Solutions Fitness, 563-927-6584
- [Delaware County Recreation](#)
- Delaware County Recreation Center, 563-927-8027
- [Manchester Area Chamber of Commerce](#), 563-927-4141
- [Manchester Parks and Recreation](#), 563-927-3636

Nutrition & Healthy Food

- Delaware County Food Bank, 563-920-8532
- [Delaware County Public Health](#), 563-927-7551
- [Good Neighbor Society “Neighborhood Retreat”](#), 563-927-3907
- [Mobile Food Pantry](#) (Northeast Iowa Food Bank), 563-927-3324
- [Operation: New View Community Action](#), 563-927-4629
 - [Head Start](#), 563-927-4629
- [Regional Medical Center Dietitians](#), 563-927-7430 or 563-927-7582
- [Second Helpings](#) (free community meal), 563-927-4439
- [SHARE](#), 800-344-1107
- St. Mary’s Church, 563-933-6166
- [WIC](#) (Women, Infants, & Children), 877-437-3942

Violent & Abusive Behavior

- [Child/Dependent Adult Abuse Reporting](#) (Iowa DHS), 800-362-2178
- [Child Protection Center](#) (Allen Hospital), 319-226-2345
- [Child Protection Center](#) (St. Luke’s), 319-369-7211
- [Domestic Violence Hotline](#) (Waypoint), 800-208-0388
- [Friends of the Family Emergency Shelter](#), 319-352-1108 or 800-410-7233
- [Iowa Domestic Violence Hotline](#), 800-770-1650 or Text “HELP” to 20121
- [Sexual Abuse Center](#) (Riverview Center), 888-557-0310

Transportation

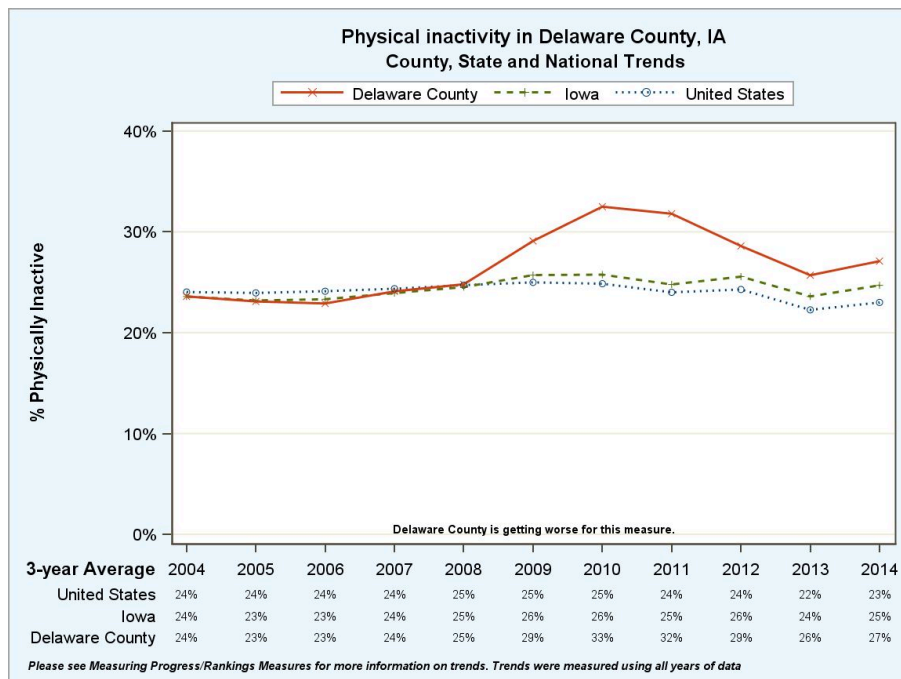
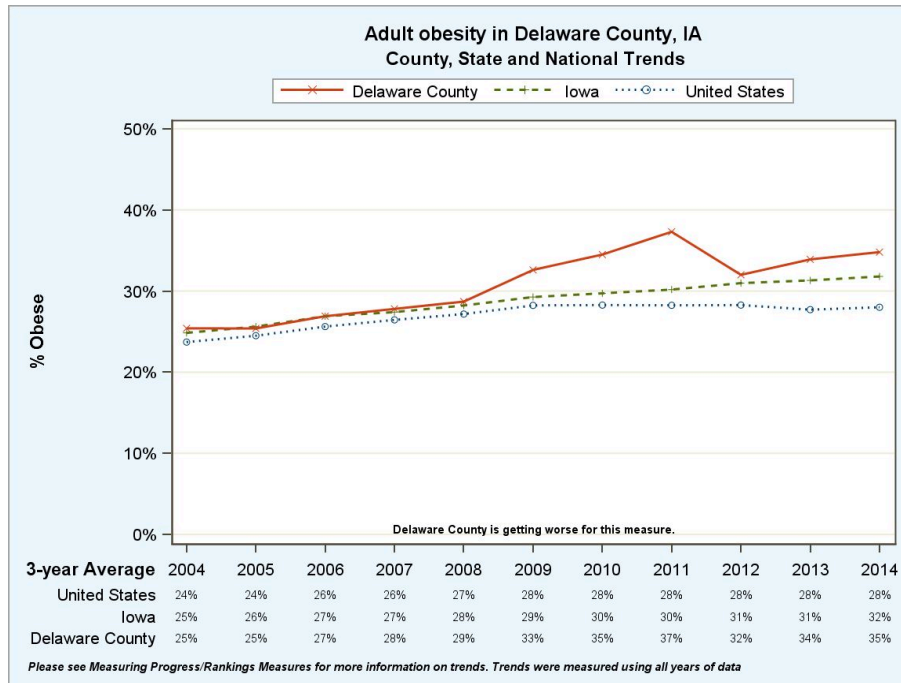
- Iowa Mobility Management Coordinator, 563-556-4166
- [Regional Transit Authority](#), 563-588-4592 or 800-839-5005

Healthcare (Dental, Immunizations, Sexually Transmitted Infections-STIs, HIV/AIDs, Safety, Radon, Mold, etc.)

- [Ask-A-Nurse](#) (MercyOne), 319-272-2600
- [Child Health Specialty Clinic](#), 319-283-4135 or 866-279-5023
- [Delaware County Extension Office](#), 563-927-4201
- [Delaware County Public Health](#), 563-927-7551
- [Delaware County Water & Sanitation](#), 563-927-5925
- [Hawkeye Community College Dental Clinic](#), 319-296-1030
- [Hawk-i Health Insurance Outreach](#), 800-257-8563
- [Poison Control](#), 800-222-1222
- [Regional Medical Center](#), 563-927-3232
 - [Financial Assistance](#), 563-927-7405
 - [Diabetes Management](#), 563-927-7763
 - [Nutrition](#), 563-927-7430 or 563-927-7582
 - [Regional Family Health](#), 563-927-7777
- [Teen Health Line](#), 800-443-8336

2016 CHNA STRATEGIES IMPACT

Unfortunately, obesity rates continue to climb in Delaware County. According to the [County Health Rankings](#) 2018 data, 35% of residents are considered obese (1% increase). In reviewing the physical inactivity statistics, this has also grown where 27% are physically inactive (2% increase). Obesity was identified as the #3 concern in the 2019 CHNA.



Walking Trails

- In May 2018, RMC Maintenance completed a walking trail on the RMC campus for staff use.
- City of Manchester has approval to move forward with expanding the current walking trail. They have also received approval to add a couple nature trails. The exact location of these additions is yet to be determined.

Education

- RMC continues to share educational tips and information on how to be healthier, applying both nutrition and activity as well as mental health.
- Regional Family Health has BMI rate information posted in all of the patient rooms. Providers continue to use this information as a reference point in discussions with patients.
- RMC continues to put inspirational health messaging in the restroom flyer holders.
- RMC continues to share programs held by the Bob Holtz Wellness Center with employees and the public.

Nutrition

- Caloric information of the majority of the menu in RMC's public dining room is available for review to ensure patients, visitors, and employees have nutritional information at their fingertips.
- The size of desserts have been reduced.
- The quantity of internal meetings held with meals have been reduced.

Good to Great

- RMC continues to have representation on the Good to Great community initiative to help with overall health and wellness in Delaware County.

According to the County Health Rankings 2018 data, 20% of residents participate in what is defined as excessive drinking (2% decline). The state average is 22%. 15% of residents are smokers (1% decline) whereas the state average is 17%. Illegal drugs were identified as the #2 concern in the 2019 CHNA with alcohol being the #4 concern. According to the [Iowa Youth Survey](#) 2016 data, Past 30 Day Alcohol Use in 11th grade is trending down (13% decline).

Alcohol & Drugs Education

- RMC continues to share educational tips and information related to alcohol and drugs (legal and illegal).
- RMC continues to have representation on the Delaware County Drug Abuse Coalition.

According to the [County Health Rankings](#) 2018 data, 3.2 days were the average number of mentally unhealthy days reported in the past 30 days (age-adjusted) compared to the state average of 3.3 days (no change from previous year). 10% of adults reported having frequent mental distress (14 or more days of poor mental health per month). Mental health was identified as the #1 concern in the 2019 CHNA.

Foundation 2 Mobile Crisis Outreach

- RMC worked with the county magistrate to improve efficiencies in the committal process as well as routinely utilizing Foundation 2 Mobile Crisis Outreach for every mental health or substance abuse patient in our ED.

Recruitment

- RMC recruited a psychiatric nurse practitioner to join the Regional Family Health Behavioral Services team.

Education

- RMC continues to share educational tips and information related to mental health.
 - RMC continues to put inspirational health messaging in the restroom flyer holders.
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According to [IRIS](#) (Immunization Registry Information System) 2016-2018 data, 2 year old benchmarks trending up from 82% to 85%; Adolescent benchmarks trending up from 66% to 76%; HPV trending up from 32% to 52%; and Influenza for 18+ trending up from 19% to 32%.

Immunization & Flu Shot Clinics

- RMC continues to share educational tips and information related to immunizations.
- Regional Family Health and Delaware County Public Health continue to offer immunization clinics as well as annual Flu Shot clinics in area communities.

Having access to quality health services is very important to our community.

Service Expansion:

- Dermatology: Stacy Kirby, PA-C, started providing dermatology services in the Specialty Clinic in FY2017. RMC continues to look for options in expanding coverage for dermatology.
- Family Practice/Obstetrics:
 - RMC recruited an FP/OB Provider, Dr. Amanda Olberding, to join the Regional Family Health team. RMC is currently recruiting for an additional FP/OB provider.
 - RMC recruited an FP/OB Provider, Dr. Courtney Messerly, to join the Regional Family Health team in FY2017. She provided care through mid-February 2019.
- Oncology: RMC extensively researched options to expand oncology services with Mercy Oncology but based upon expert feedback, this was determined to not be feasible. Medical Oncologists continue to come to the RMC Specialty Clinic weekly with chemotherapy being offered on Wednesdays. The number of chemotherapy patients treated with either infusions or injections at RMC continues to grow.
- Podiatry:
 - Dr. Eugene Nassif with Foot & Ankle Specialists of Iowa joined the RMC Specialty Clinic team in FY2017.
 - In FY2018, his associate, Dr. Chelsie Snyder also started caring for patients in our clinic.
- Radiology: In-house MRI will be installed and operational for patients in May 2019.
- Specialty Clinic: RMC focused more heavily on educating and promoting Specialty Clinic services. An increase of 13% in clinic visits was experienced.
- Surgical Services:
 - RMC recruited a general surgeon, Dr. Richard Unger, to join our team in 2016. He was with RMC until April 2018. Active discussions related to obtaining additional surgery coverage are taking place.
 - RMC focused more heavily on educating and promoting Surgical Services. A decrease of 2% was experienced due to the resignation of Dr. Unger in April 2018.
 - Dr. Grace Wang joined the team in the fall of 2018 and RMC is also encouraging urology specialists to consider doing robotic cases to help drive more usage in this area.
- Wound Care: Wound care services were started in April 2017.

Effective September 8, 2018, Regional Family Health Walk-in Clinic became Regional Family Health Urgent Care, providing increased coverage to include Sundays. The new hours are M-F 4-7PM and Sat-Sun 8AM-1PM.

According to the [County Health Rankings](#) 2018 data, there were 15 motor vehicle deaths per 100,000 population (decrease of 1) compared to the overall in Iowa of 11 deaths. Alcohol-impaired driving deaths are 21% (2% decrease) compared to the state average of 27%.

Education

- RMC continues to share educational tips and information related to distracted driving and drunk driving.

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