

REGIONAL MEDICAL CENTER & DELAWARE COUNTY PUBLIC HEALTH



2025 Community Health Needs Assessment (CHNA) Report

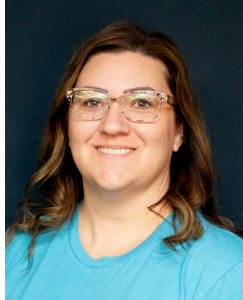
APPROVED BY RMC GOVERNING BOARD OF TRUSTEES: Monday, May 19, 2025

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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.



Krystle DeShaw, RN, Delaware County Public Health Manager



Valerie Lindsay, BS, RMC Volunteer Services & Fund Development Manager



Amy Mensen, MBA, RMC Chief Operating Officer

Anyone interested in providing feedback or comments related to Regional Medical Center and Delaware County Public Health's Community Health Needs Assessment is invited to submit written responses to [Valerie Lindsay](#) or [Krystle DeShaw](#) at Regional Medical Center, PO Box 359, Manchester, IA 52057. A paper copy of the 2025 CHNA Report is available upon request.

ABOUT REGIONAL MEDICAL CENTER

Delaware County Memorial Hospital dba Regional Medical Center (RMC) was founded in 1950 by the residents of Delaware County, Iowa. RMC is a public, not-for-profit, 501(c)(3) 25-bed Critical Access Hospital with Level IV Trauma Designation. As the largest employer in Delaware County, our service area spans four counties and includes approximately 23,000+ in population. Our comprehensive, dedicated team of family practice providers, surgeons, emergency service providers, hospitalists, specialists, therapists and many clinical and business staff care for our continually evolving and growing patient population.

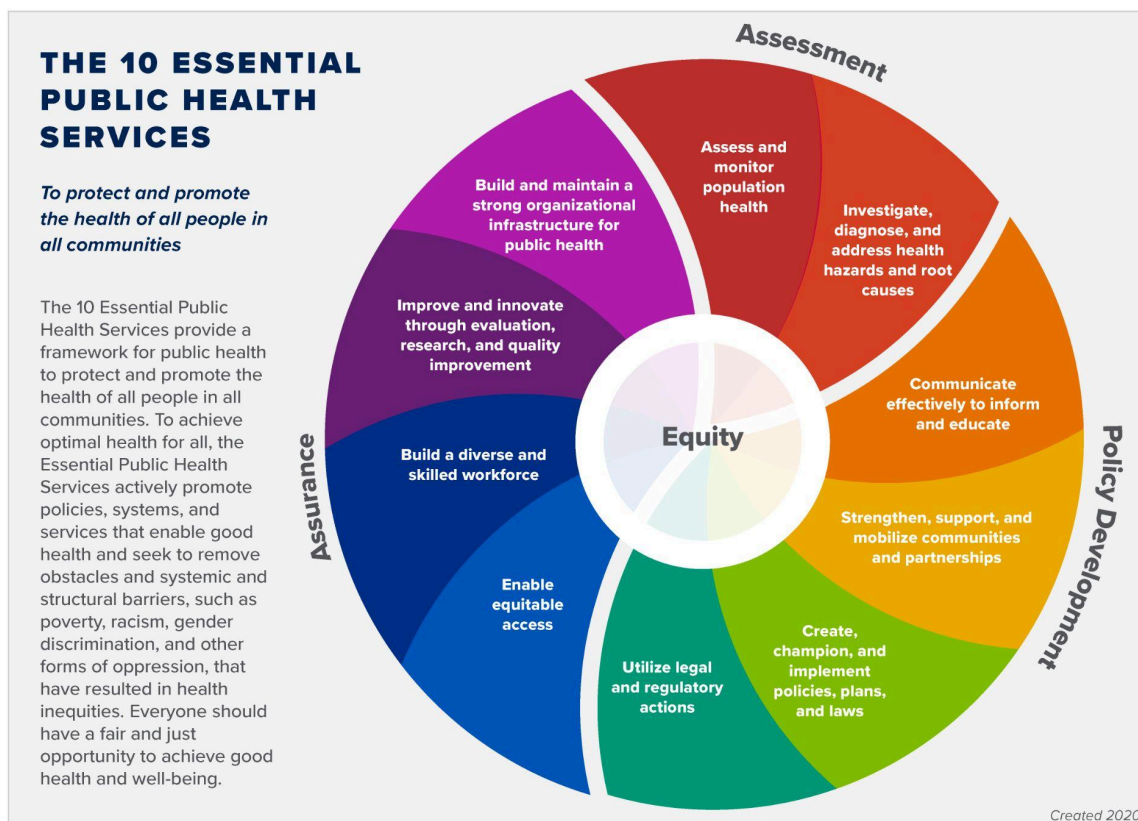
Service offerings include:

- | | |
|--|----------------------------|
| 1. Allergy | 23. Occupational Therapy |
| 2. Anesthesia | 24. Oncology |
| 3. Audiology and Hearing Aids | 25. Ophthalmology |
| 4. Behavioral Services | 26. Orthopedic |
| 5. Cardiac Rehabilitation | 27. Pain Management Clinic |
| 6. Cardiology | 28. Parents As Teachers |
| 7. Dermatology | 29. Physical Therapy |
| 8. Diabetes Management | 30. Podiatry |
| 9. Ear, Nose & Throat (ENT) | 31. Public Health |
| 10. Emergency Services | 32. Pulmonology |
| 11. Family Practice | 33. Radiology |
| 12. General Surgery | 34. Respiratory Care |
| 13. Home Care | 35. Senior Life Solutions |
| 14. Infusions, Injections & Procedures | 36. Skilled Care |
| 15. Laboratory | 37. Sleep Study |
| 16. Massage Therapy | 38. Specialty Clinic |
| 17. Medical/Surgical/Intensive Care | 39. Speech Therapy |
| 18. Nephrology | 40. Surgical Services |
| 19. Nutrition Education & Counseling | 41. Urgent Care |
| 20. OB/GYN | 42. Urology |
| 21. OB and Family Health | 43. Wellness Center |
| 22. Occupational Health | 44. 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.

ABOUT DELAWARE COUNTY PUBLIC HEALTH

Delaware County Public Health plays an important role in supporting the local healthcare system to help promote and protect the health of our county residents. This agency operates under the guidance of Regional Medical Center, Delaware County Board of Health and the Iowa Department of Health and Human Services. The department operates under 10 essential functions:



The 10 Essential Public Health Services provide a framework for public health to protect and promote the health of all people in all communities. To achieve optimal health for all, the Essential Public Health Services actively promote policies, systems and services that enable good health and seek to remove obstacles and systemic and structural barriers, such as poverty, racism, gender discrimination and other forms of oppression, that have resulted in health inequities. Everyone should have a fair and just opportunity to achieve good health and well-being.

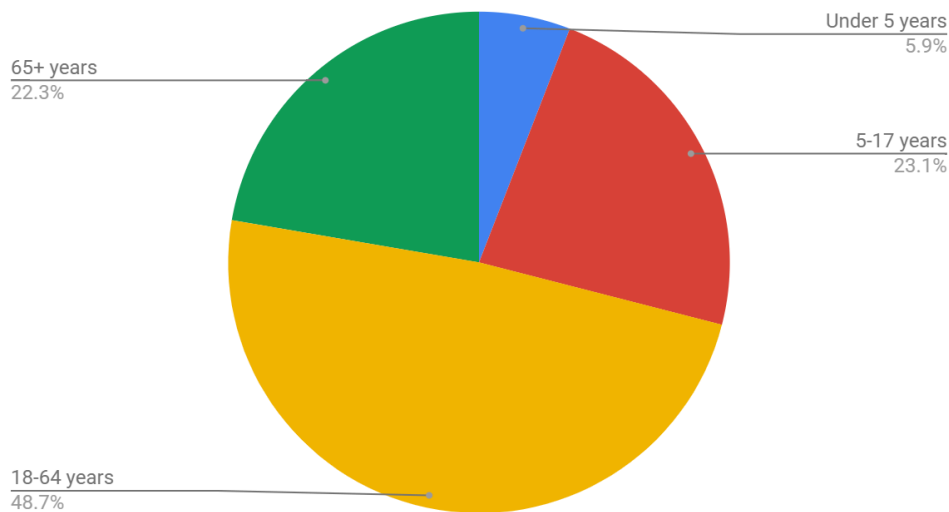
SERVICE AREA

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 2023, 38.3% of our hospital inpatients and 72.6% of our hospital outpatients resided in Delaware County.

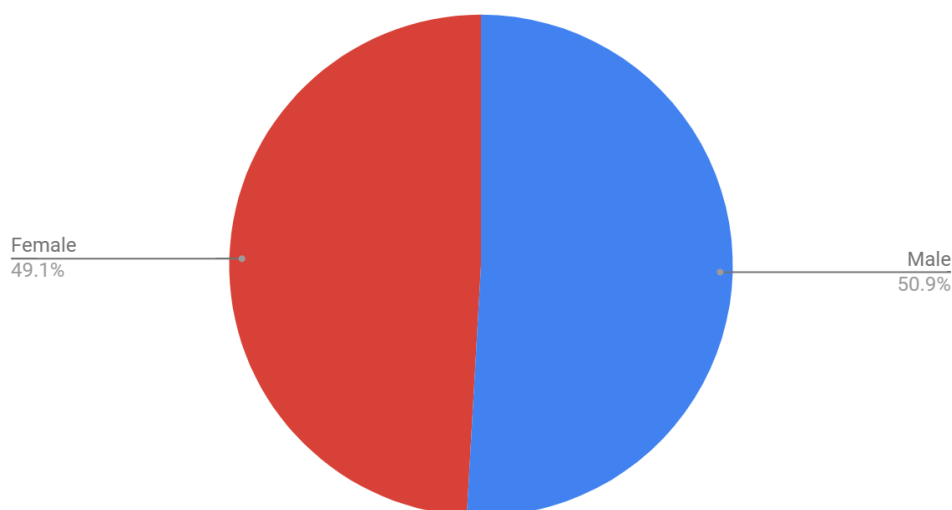
POPULATION

As reported by the [United States Census Bureau QuickFacts 2023 Estimate](#), the total population of Delaware County is 17,600.

Population Average by Age



Population by Gender



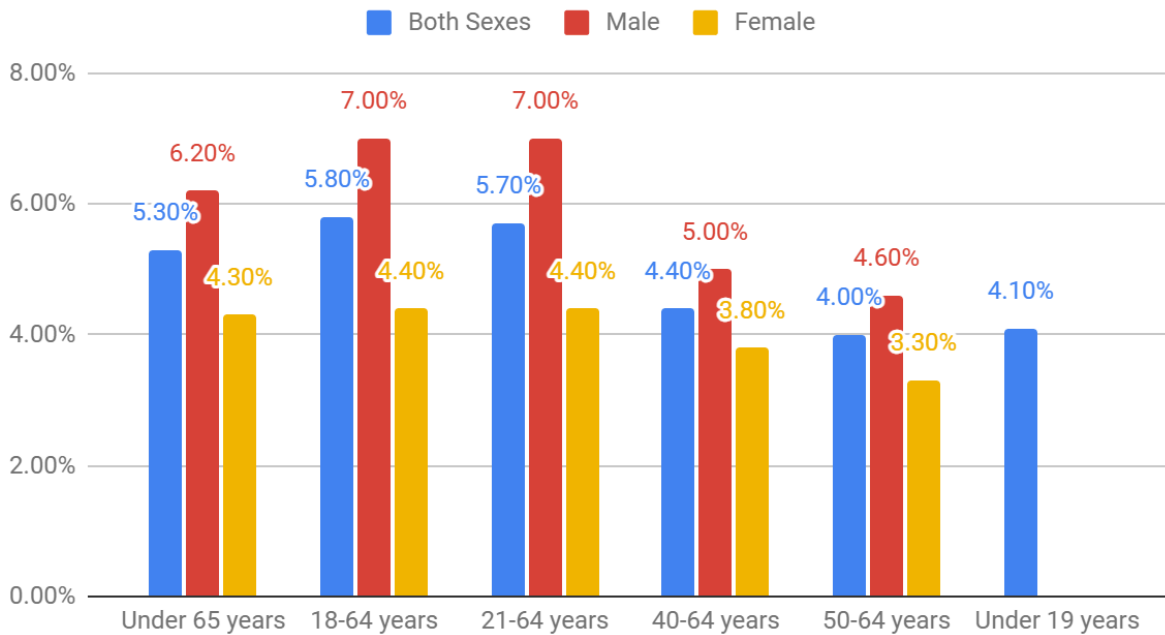
INCOME

The median household income in Delaware County is \$76,205 whereas the statewide median is \$78,538 as reported by the [United States Census Bureau QuickFacts](#), 2019-2023 data.

UNINSURED

According to the [2022 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



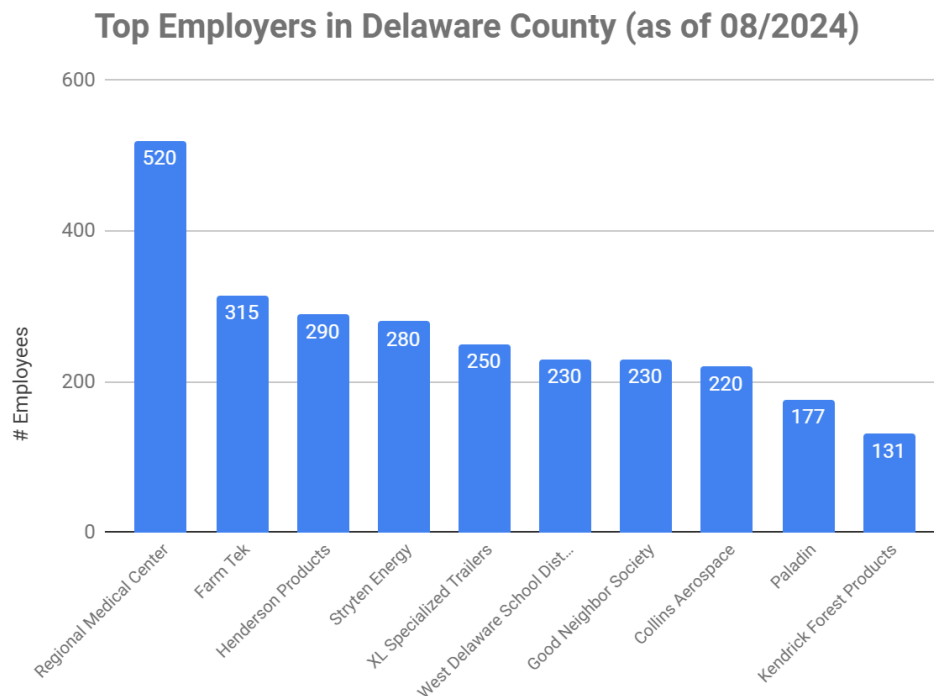
According to [Iowa Workforce Development](#), the unemployment rate for Delaware County is 4.0% as of March 2025, whereas the state average is 3.4%.

March 2025 Unemployment Rate by County (Not Seasonally Adjusted)



MAJOR EMPLOYERS

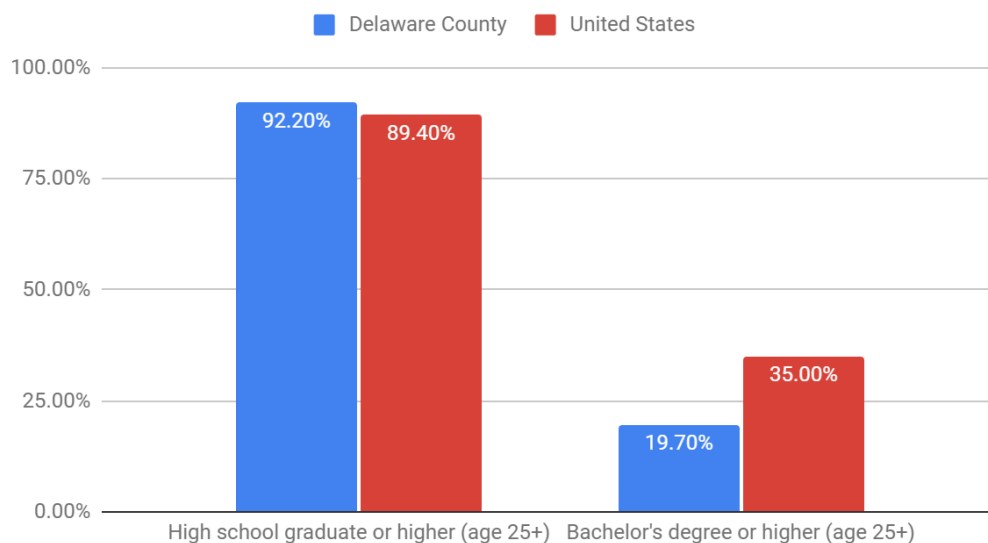
The Top 10 Employers in Delaware County as of August 2024 according to [Delaware County Economic Development](#) are as follows:



EDUCATION

As reported by the [United States Census Bureau QuickFacts](#), 2019-2023 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 from September-December 2024. To ensure the survey was made available to all required parties, RMC and Delaware County Public Health (DCPH) collaborated and pooled resources together. Included in the survey distribution list were:

- Agriculture related organizations
- Banking and insurance institutions
- Chamber offices
- Childcare resources
- City offices
- Community services
- Delaware County Board of Health
- Delaware County Board of Supervisors
- Delaware County city clerks
- Delaware County Economic Development
- Delaware County religious groups
- Delaware County Tourism
- Emergency Management Association
- Hawkeye Area Community Action Program (HACAP)
- Healthy Delaware County
- KMCH Radio
- Long-term care partners
- Manufacturing firms
- Parents As Teachers families
- Regional Transit Authority
- Regional Medical Center employees
- Religious entities
- Retail organizations
- School nurses and superintendents at West Delaware, Maquoketa Valley and Edgewood-Colesburg districts
- Second Helpings
- Substance Abuse Service Center
- Regional Family Health
- General public through multiple marketing and communication mediums including social media, digital sign, website, lobby flyers, press releases to local newspapers, radio station promotion on KMCH via Guest of the Day, electronic messaging, Castle Theatre advertisement, mass email to subscribers, et cetera

Special Public Health Expertise

Krystle DeShaw, RN, Delaware County Public Health Manager. DeShaw has 4+ years of experience in Public Health and over 22 years of experience in nursing. She worked in long-term care for over 17 years with the change to Public Health in 2020. DeShaw has been in a management position for 14+ years. Currently, she is the primary contact for reportable disease follow-up and emergency response for DCPH and serves on several community coalitions. Her educational background includes geriatric care, basic and advanced courses in epidemiology and all the National Incident Management System training requirements.

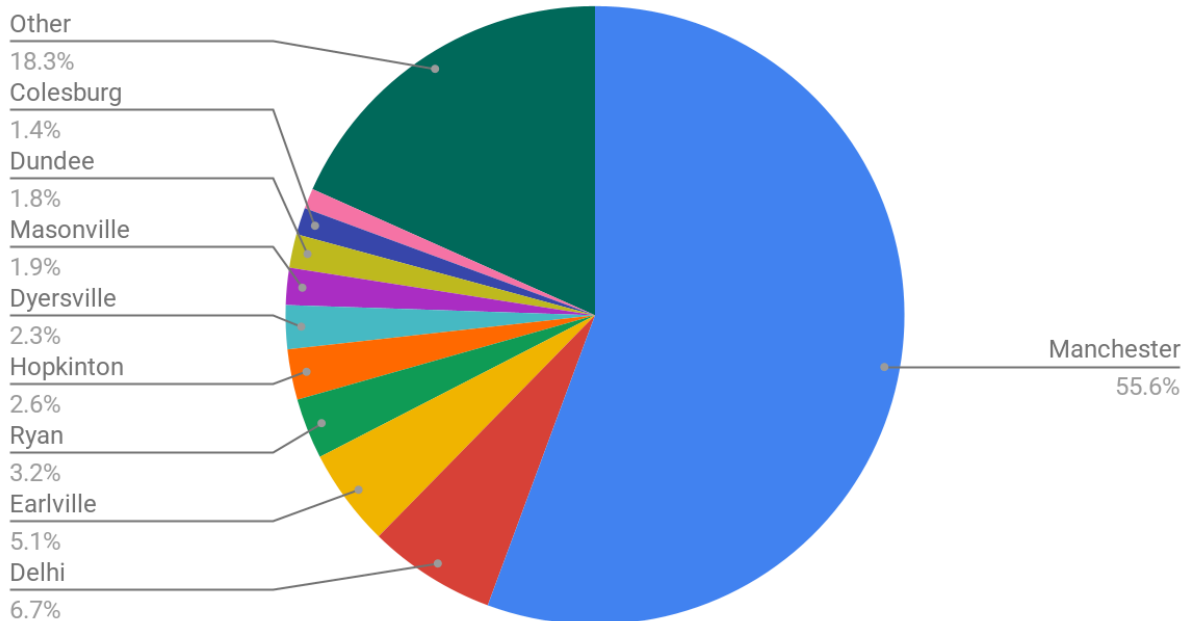
Organizations Consulted

- Helping Services for Northeast Iowa, Sam Howell, Certified Prevention Specialist. Howell coordinates efforts within Delaware County to combat substance abuse.
- HACAP, Deb Hamblin, Delaware County Coordinator. Hamblin addresses the needs of the low-income population in our area.
- Helping Services for Northeast Iowa, Ashley Havenstrite, Tobacco Prevention Specialist. Ashley 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.
- Delaware County Community Life, Peggy Petlon. Petlon provides supported community living to persons with mental illness, intellectual disabilities and developmental disabilities.

SURVEY RESULTS

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

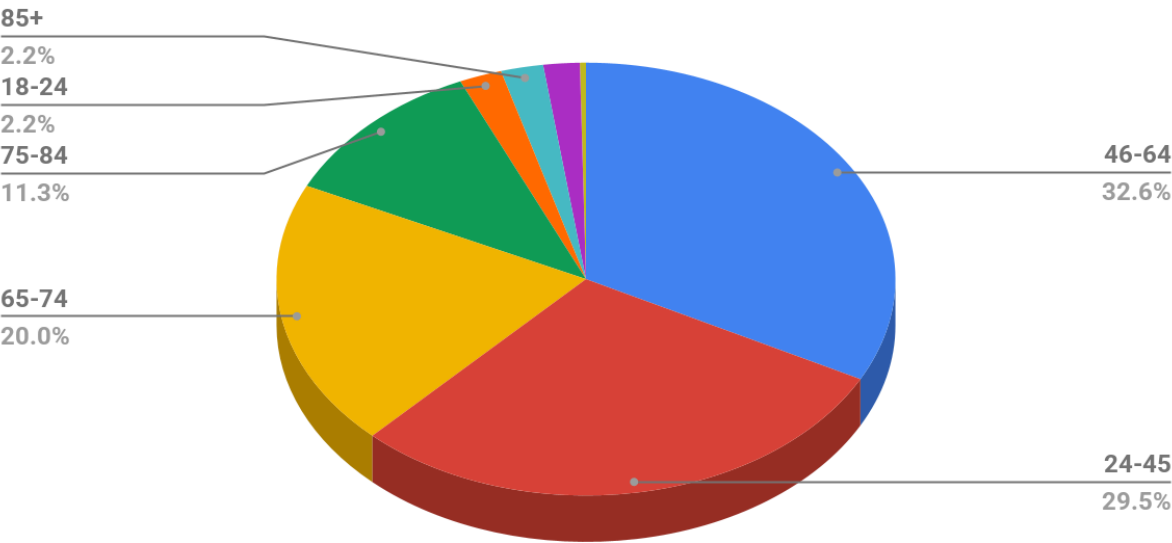
Survey Responses



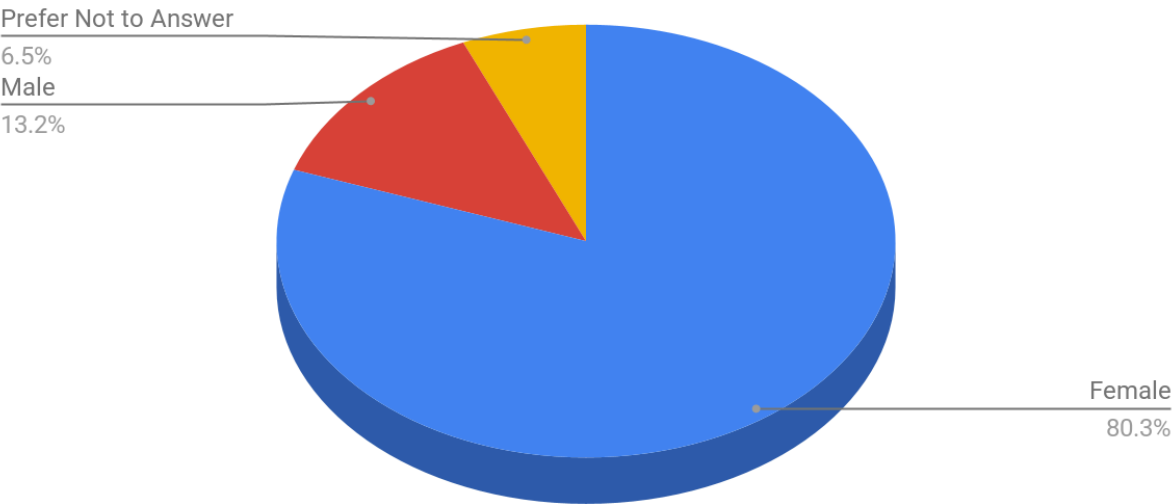
Upon receipt of the completed 631 surveys, the CHNA Advisory Committee:

- 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 Advisory Council, Administrative Council, Board of Health, Leadership Team, Governing Board of Trustees and all staff.

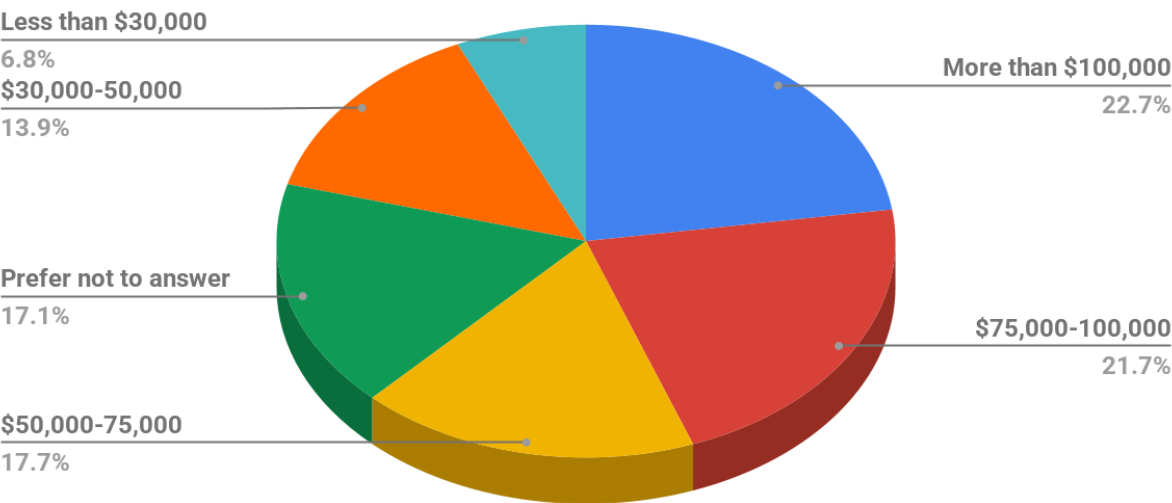
Respondent Age



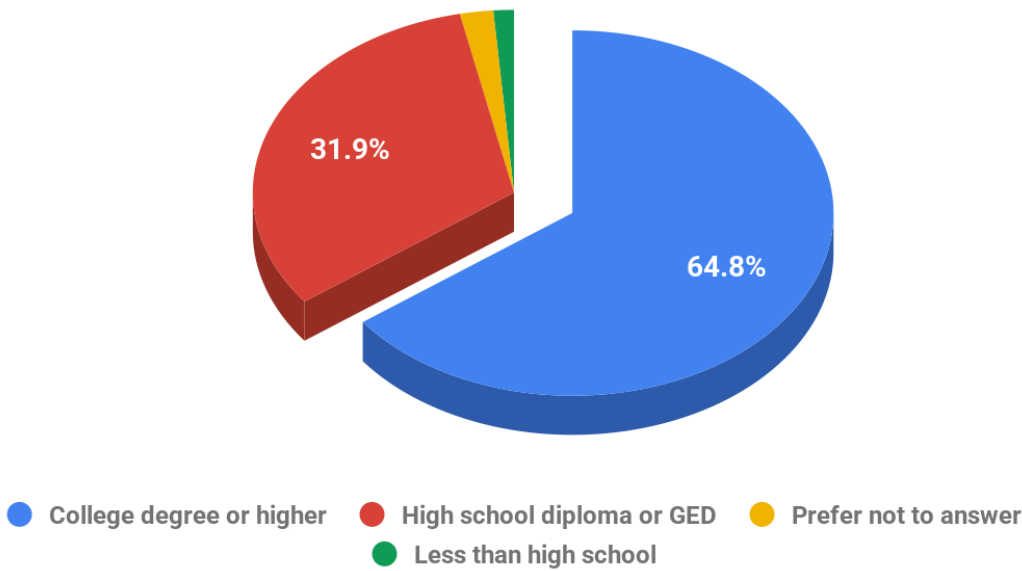
Respondent Gender



Respondent Household Income



Respondent Education

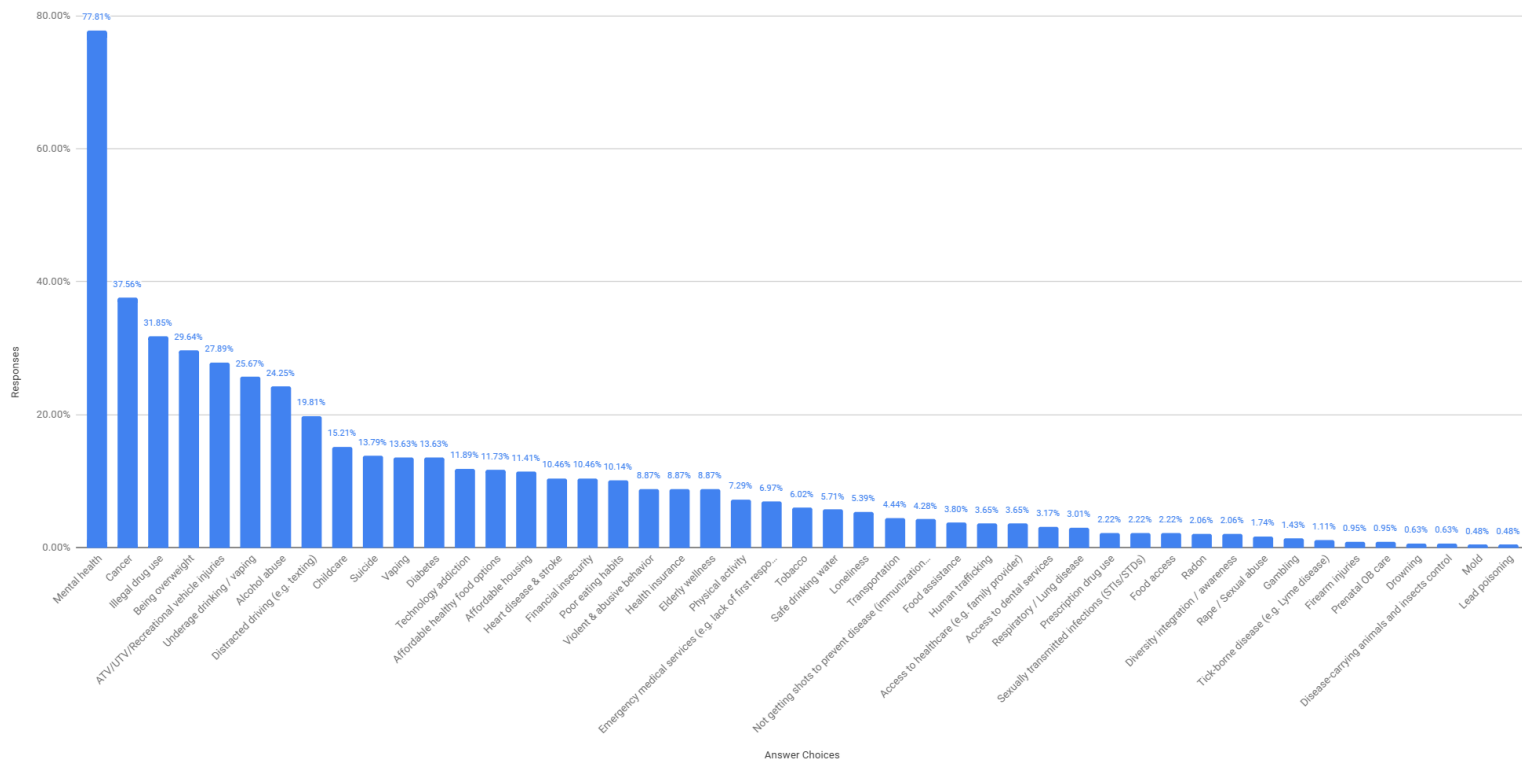


Below is a list of the healthcare needs identified in the 2024-2025 CHNA, in alphabetical order.

- Access to dental services
- Access to healthcare (e.g. family provider, specialty)
- Access to mental/behavioral healthcare (e.g. provider)
- Affordable care
- Affordable healthy food options
- Affordable housing
- Affordable medication
- Alcohol abuse
- Aluminum concentrations high
- ATV/UTV/Recreational vehicle injuries
- Bed bugs
- Being overweight
- Cancer
- Childcare
- Community kindness (adults and minors)
- Dental care
- Diabetes
- Disease-carrying animals and insects control
- Distracted driving (e.g. texting)
- Diversity integration / awareness
- Drivers (poor)
- Drowning
- Elderly wellness
- Emergency medical services (e.g. lack of first responders)
- Financial insecurity
- Firearm injuries
- Food access
- Food assistance
- Gambling
- Health insurance
- Heart disease & stroke
- Hospital patient transferring ability to higher level of care
- Human trafficking
- Illegal drug use
- Lead poisoning
- Loneliness
- Mental health
- Mold
- Not getting shots to prevent disease (immunizations/vaccines)
- Parenting
- Pharmacies (lack of)
- Physical activity
- Poor eating habits
- Prenatal OB care
- Prescription drug use
- Radon
- Rape / sexual abuse
- Respiratory / lung disease
- Safe drinking water
- Senior resources (e.g. senior center, adult day care)
- Sexually transmitted infections (STIs/STDs)
- Student school behavior
- Suicide
- Technology addiction
- Tick-borne disease (e.g. Lyme disease)
- Tobacco
- Transportation
- Underage drinking / vaping
- Vaping
- Violent & abusive behavior
- Water quality

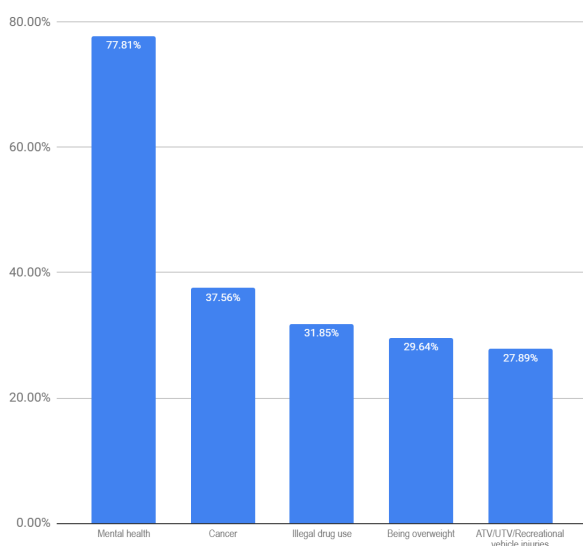
Shown below are the healthcare concerns identified by our community from the completed 631 surveys. Below is a chart showing all of the healthcare needs identified in the 2024-2025 CHNA, in descending priority order.

Responses vs. Answer Choices



Below are the top 5 concerns identified in Delaware County as prioritized by survey respondents. These are the top needs that RMC and DCPH intend to address. Details on how these needs will be addressed can be found in the Implementation Strategy report.

Top Concerns in Delaware County



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

#1: Mental Health

- Comments Regarding Accessibility
 - Availability is lacking right now and it's resulting in more illnesses and suicide in Delaware County.
 - Mental health access is a hot topic and not easily accessible. Lots of full providers.
 - We need more people able to help those who need mental health services (adults and children).
 - Need more access to mental and behavioral health services.
 - Need more mental health counselors.
 - Need more emergency mental health hospital beds.
 - Regional Medical Center and Regional Family Health are very nice to have in Manchester but it seems like they've gotten too big yet not big enough for their patient load. You see a different provider every time and then it's still long wait times to get in. Mental health services are lacking and when it takes 4+ weeks to get in for those services, they aren't really helping patients. Overall healthcare is a huge concern and need for the community.
 - Having a loved one who struggles with addiction, it is extremely hard to find resources within Delaware County to help. We do not have enough mental health therapists who specialize to help. Intensive outpatient programs would also benefit this county so patients do not have to travel to get the care needed.
 - With all the providers Delaware County has to offer for care, you can never get into your provider within a few days. You either go to urgent care and be seen by a doctor you normally don't see and they tell you to follow up with your primary provider so then you still have to wait and make an appointment with a second doctor. Then mental health is worse. They're booked six months out and for a person really in a crisis it could mean life and death. I truly believe suicide is on the rise because of the delay of getting help and services. It's very critical that everyone's mental health is taken seriously and addressed in a timely manner. Some people battling mental health don't have months to get help, they need it ASAP. This topic is near and dear to me. I lost my brother to suicide 23 years ago; he didn't want help and we as family didn't push him to get help. Now both my teenage daughters are battling mental health issues and it's a nightmare trying to get them in and to get refills on their behavior meds.
- Comments Regarding Awareness / Education
 - When people have mental health concerns, they think the Emergency Department is the place to go. There needs to be more exposure to the outside

world where to find/access help for mental health concerns. (i.e. warm line, Foundation 2, 988)

- We need more education on how to lead a healthy lifestyle. (i.e. food choices, activity, sleep, stress reduction)
- Ignorance and stigma around mental health is stopping from people getting help.
- Comments Regarding Providers
 - Regional Medical Center ER is not equipped to deal with people in mental health crises. The ER staff isn't properly trained in that area.
 - Need physicians specializing in mental health that take insurance and specialize in meds.
 - Regional Medical Center ER needs training on proper care and treatment for patients in crises, as well as training on listening to patients and their advocates when they are being told info pertaining to the mental health of said patients. Mental health patients are being treated as a nuisance, drugged to calm them down, then pushed out the door without proper crisis intervention. They are failing an entire population.
 - Need more mental health providers and for the ones we have to help more.
 - Why doesn't Regional Family Health have behavior health staff on call 24/7? Other health professionals are.
- Comments Regarding Mental Health in Schools
 - Student behavior in school.
 - The behaviors in classrooms—not sure if it is administrative or parenting whoever has dropped the ball, but the other kids and staff are seeing the problems and it is creating a more violent generation.
- Miscellaneous Comments
 - Need more community events to get people out of their homes to help with depression and isolation.

#2: Cancer

- Comments Regarding Accessibility
 - The time it takes to actually see YOUR PRIMARY CARE PROVIDER is not acceptable. One shouldn't need to wait 3-4 weeks to see their normal provider. This causes inconsistency in background information, care and could lead to misdiagnosis due to multiple people being seen and not one consistent person. With our high cancer rate, is this something we find acceptable?
- Comments Regarding Research/Information
 - Studies need to be going about why our area has such high cancer rates in order to prevent this from happening for current and future generations.
 - It's important to fix our overall health—being concerned with what goes into our air, our ground and our foods. Not continue to medicate and not fix the cause.
 - Water quality, cancer causing nitrates.

- Several people have well water high in nitrates and bacteria in the county requiring significant cost to have drinkable water.
- Pesticides/chemicals on crops causing cancer. Delaware County is one of the top counties for cancer in Iowa.

#3: Illegal Drug Use

- Comments Regarding Illegal Drug Use
 - Vaping in middle school and high school is out of hand.
 - Many parents have drug abuse problems that affect their children.
 - Teenage drinking is and always has been an issue in Delaware county. Adults aren't any better role models. Almost nothing around here is based around not drinking for both youth and adults.
- Comments Regarding Drugs Being Used in Delaware County (number of respondents noting each drug)
 - Methamphetamine: 63
 - Marijuana / Weed: 30
 - Two individuals noted particularly in vape form
 - One noted marijuana is becoming a workplace problem
 - Opioid: 22
 - Fentanyl: 12
 - Opiates: 5
 - Heroin: 2
 - Oxycodone: 2
 - Narcotics: 1
 - Cocaine: 12
 - Underage Vaping, Tobacco, Drinking: 3
 - Other: 3
 - OTC Misuse: 1
 - Street Drugs: 1
 - Off Label Household Cleaners: 1

#4: Being Overweight

- Comments Regarding Wellness Facilities
 - Our community needs a larger wellness facility at RMC.
 - Our community needs a wellness facility.
 - An indoor swimming pool would be a very beneficial aspect, especially for our older population who need low-impact exercise.
- Comments Regarding Overall Wellness
 - Need more education on how to lead a healthy lifestyle. (i.e. food choices, activity, sleep, stress reduction)
 - Obesity is accepted way too much.

- Comments Regarding Nutrition
 - Poor eating habits.
 - Meal plan/meal prep classes online would be very helpful.
 - Budgeting - cooking classes would be helpful.
 - Access to high quality foods beyond a farmers market.

#5: ATV/UTV/Recreational Vehicle Injuries

- Comments:
 - ATV and UTV Injuries are on the rise. I would like to see focus on the underage use of these for both farming and recreational use along with promotion or requirements of safety courses. We have had too many deaths because of underage use of these vehicles.

EXISTING COMMUNITY RESOURCES

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

Abuse/Violence

- [Allen Child Protection Center](#), 319-226-2345
- [Friends of the Family](#), 833-739-0065 or 319-352-0037
- [Helping Services for Youth & Families](#), 800-383-2988
- [Iowa Coalition Against Domestic Violence](#), 800-770-1650 or text “iowahelp” to 20121
- [Iowa Coalition Against Sexual Assault](#), 800-770-1650 or text “iowahelp” to 20121
- [Iowa Injury & Violence Prevention](#), Iowa Health & Human Services (Iowa HHS), 800-770-1650 or text “iowahelp” to 20121
- [Iowa Legal Aid](#), 800-532-1503
- [Iowa Victim Service Call Center](#), 800-770-1650
- [Prevent Child Abuse Iowa](#)
- [Report Abuse & Fraud](#), Iowa HHS, 800-362-2178
- [Riverview Center](#), 888-557-0310
- [Safe at Home](#)
- [UnityPoint Health - St. Luke's Child Protection Center](#), 800-362-2178 or 319-369-7908
- [Violence Prevention](#), U.S. Centers for Disease Control and Prevention (CDC)
- [Waypoint](#), 800-208-0388

ATV/UTV Safety

- [Iowa Traffic Fatality Count](#)
- [Off-Highway Vehicles](#), Iowa Department of Natural Resources
 - [Safety & Education](#)
- [Off-Highway Vehicles & All Terrain Vehicles Safety](#), US Consumer Product Safety Commission
- [The Iowa ATV Safety Course](#)

Cancer

- [Alcohol and Cancer](#), CDC
- [Breast & Cervical Cancer Screenings](#), Iowa HHS
- [Cancer](#), CDC
- [Colorectal Cancer](#), American Cancer Society
- [Colorectal Cancer Screening Program](#), Iowa HHS
- [Iowa Cancer Registry](#)
- [Lung Cancer](#), American Cancer Society
- [Melanoma Skin Cancer](#), American Cancer Society
- [Obesity and Cancer](#), CDC

- [Prevent Cancer Foundation](#)
- [Prostate Cancer](#), American Cancer Society

Childcare / Parenting

- [Child Care](#), Iowa HHS
- [Community Childcare of Manchester](#)
- [Parents As Teachers](#), Regional Medical Center, 563-927-7685
- [Parent Information](#), CDC

Dental

- [Crescent Community Health Center](#), 563-690-2852
- [Dental and Oral Health](#), Iowa HHS
- [Hawkeye Community College Dental Clinic](#), 319-296-1030
- [His Hands Free Clinic](#), Cedar Rapids, 319-862-2636
- [Iowa City Free Medical & Dental Clinic](#), 319-337-4459
- [Iowa Mission of Mercy](#)
- [Peoples Community Health Clinic](#), Waterloo, 319-874-3000

Diabetes

- [Diabetes](#), CDC
- [Diabetes Management](#), Regional Family Health, 563-927-7777
- [Diabetes Prevention and Management](#), Iowa HHS

Distracted Driving

- [Distracted Driving](#), CDC
- [Distracted Driving](#), Iowa Department of Public Safety
- [Distracted Driving](#), National Highway Traffic Safety Administration (NHTSA)

Elderly Wellness / Loneliness

- [Aging Services](#), Iowa HHS
- [Loneliness](#), CDC
- [Loneliness and Social Isolation](#), National Institute on Aging
- [Northeast Iowa Area Agency on Aging](#), 800-779-8707
- [Regional Medical Center](#)
 - [Family Practice](#)
 - Therapy Services ([Physical](#), [Occupational](#), [Speech](#)), 563-927-7322
 - [Home Care](#), 563-927-7303
 - [Senior Life Solutions](#), 563-927-7560
- [Regional Transit Authority](#), 563-588-4592 or [Trip Maker Online Scheduler](#)
- [Sister's Home Style Entrees](#) (Fresh, Frozen Meals for your convenience), 515-332-1928

Health Insurance

- [Hawki Health Insurance](#)
- [Iowa Medicaid](#), Iowa HHS

Heart Disease & Stroke

- [American Heart Association](#)
- [Cardiac Rehabilitation](#), Regional Medical Center, 563-927-7398
- [Heart Disease](#), CDC
- [Heart Disease & Stroke Prevention](#), Iowa HHS

Housing

- [City of Manchester](#), 563-927-3636
- [Delaware County Economic Development](#), 563-927-3325
- [Eastern Iowa Regional Housing Authority](#), 563-556-4166
- [Friends of the Family](#)
- [Manchester Chamber of Commerce](#), 563-927-4141
- [Manchester Housing](#), 563-927-9004
- [Waypoint](#), 319-366-7999 or 833-739-0065

Human Trafficking

- [Iowa Office to Combat Human Trafficking](#), Iowa HHS, 515-725-6330
- [National Human Trafficking Hotline](#), 888-373-7888 (TTY: 711) or Text 233733 or [Chat](#)
- [Sex Trafficking](#), CDC

Mental Health

- [988 Suicide & Crisis Lifeline](#), call or text 988, [chat](#)
- [Abbe Center for Community Mental Health](#), UnityPoint Health, 563-927-6700
- [American Foundation for Suicide Prevention](#), Call or text 988 or text TALK to 741741
- [Behavioral Services](#), Regional Family Health/Regional Medical Center, 563-927-7994
- [Catholic Charities: Counseling Services](#), [Mental Health First Aid](#), 800-772-2758
- [Cedar Sage Behavioral Health Services](#), 563-594-6690
- [Celebrate Recovery 12-Step Program](#)
- [Crisis Text Line](#), Text HOME or HOLA to 741741
- [Delaware County Community Services](#), 563-927-5116
- [Elevate Crisis Center](#), 833-370-0719
- [Families First Counseling Services](#), 319-433-0395 or 888-316-3025
- [Families, Inc.](#), 563-927-4357 or 319-643-2532
- [Foundation 2 Crisis Services](#), 319-362-2174, Call or text 988
- [Hillcrest Family Services](#), 563-583-7357
- [Iowa Concern](#), 800-447-1985
- Iowa Warm Line (confidential listening line), 844-775-WARM (9276)

- [Lutheran Services in Iowa](#), 563-927-3281
- [Mental Health](#), Iowa HHS
- [Mental Health Access Center](#), 319-892-5612
- [Mental Health/Disability Services](#), East Central Region
 - Your Life Iowa: Call 855-581-8111 or Text 855-895-8398
 - [Find a Provider](#)
 - [Resources](#)
- [National Alliance on Mental Health Illness \(NAMI\)](#), 800-950-6264 or Text helpline to 62640
- [Northeast Iowa Behavioral Health](#), 800-400-8923
- [North Iowa Regional Services](#), 319-291-2455
- [Pathways](#), 319-235-6571
- [Psychology Today](#)
- [Rhonda's House](#), 563-659-1171
- [Rise Counseling & Consulting](#), 319-224-0722
- [Senior Life Solutions](#), Regional Medical Center, 563-927-7560
- [Substance Abuse and Mental Health Services Administration](#)
- [Suicide Hotline](#), 855-581-8111 or Text 855-895-8398, [Live Chat](#)
- [Sunrise Therapy & Counseling Services](#), 319-975-1544
- [Tanager Place](#), 319-365-9164
- [Unalome Counseling](#), 319-431-0152
- [United Way 2-1-1](#), Dial 2-1-1 from your phone
- [Virtual Recovery Center](#)
- [Waves Healing Therapy](#), 563-929-6571
- [Your Life Iowa](#), Call 855-581-8111 or Text 855-895-8398, [Live Chat](#)

Nutrition & Healthy Food Options / Food Assistance & Access

- Delaware County Food Bank, 563-927-4629
- [Delaware County Public Health](#), 563-927-7551
- [Food Assistance](#), Iowa HHS
- [Hawkeye Area Community Action Program \(HACAP\)](#), 563-927-4629
- [Healthiest State Initiative](#)
- [Mom's Meals](#) (Home-delivered, medically tailored meals)
- [Northeast Iowa Food Bank \(including mobile food bank\)](#), 563-663-1225
- [Northeast Iowa Community Action Corporation](#), 563-382-8436
- [Nutrition Education and Counseling](#), Regional Medical Center, 563-927-7777
- [Operation Threshold](#), 319-334-6081
- [Second Helpings](#) (free community meal), 563-927-4439
- [Sister's Home Style Entrees](#) (Fresh, Frozen Meals for your convenience), 515-332-1928
- [Supplemental Nutrition Assistance Program \(SNAP\)](#)
- [WIC](#) (Women, Infants and Children) Program

Obesity

- [Childhood Obesity](#), CDC
- [Healthiest State Initiative](#)
- [Healthy Weight](#), CDC
- [Live Healthy Iowa](#), 888-777-8881
- [MyPlate](#), USDA
- [Obesity](#), CDC
- [Obesity](#), Iowa HHS
- [Regional Medical Center](#)
 - [Family Practice](#), Regional Family Health, 563-927-7777
 - [Nutrition Education and Counseling](#), Regional Family Health, 563-927-7777
- [Weight Watchers](#)

Physical & Leisure Activity

- [Bob Holtz Wellness Center](#), Regional Medical Center, 563-927-7311
- [Delaware County Recreation](#)
- [Delaware County Recreation Center](#), 563-927-8027
- [Delaware County Tourism](#)
- [Flexfit Studio](#), 563-608-5832
- [Legends Gym](#), 563-920-4755
- [Manchester Area Chamber of Commerce](#), 563-927-4141
- [Manchester Parks and Recreation](#), 563-927-3636
- [Riverview Wellness](#), 563-608-1502
- [The Yoga Nook](#)

Substance Abuse

- [Area Substance Abuse Council](#)
- [Celebrate Recovery 12-Step Program](#)
- [Delaware County Sheriff's Office](#), 563-927-3135
- [Healthy Delaware County](#)
- [Helping Services for Youth & Families](#), 563-387-1720
- [Manchester Police Department](#), 563-927-3355
- [Mental Health Access Center](#), 319-892-5612
- [MercyOne Horizons](#), 319-272-8560
- [Pathways](#), 319-235-6571
- [Quitline Iowa](#)
- [Rhonda's House](#), 563-659-1171
- [Substance Use Disorders](#), Iowa HHS
- [Substance Abuse and Mental Health Services Administration](#)
- [Your Life Iowa](#), Call 855-581-8111 or Text 855-895-8398 or [Chat](#)

Transportation

- [Distracted Driving](#), National Highway Traffic Safety Administration
- [Earl Public Transit](#), 866-382-4259
- [Iowa Mobility Management](#)
- [Iowa Public Transit Association](#)
- [OnBoard Public Transit](#), 319-233-5213 or 800-369-3022
- [Region 8 Regional Transit Authority](#), 563-588-4592 or [Trip Maker Online Scheduler](#)

Violent & Abusive Behavior

- [Allen Child Protection Center](#), UnityPoint Health, 319-226-2345
- [Report Abuse & Fraud](#), Iowa HHS, 800-362-2178
- [Child Protection Center](#), UnityPoint Health - St. Luke's, 319-369-7908 or 800-444-0224
- [Domestic Violence Victim Services](#), Waypoint, 800-208-0388
- [Friends of the Family](#), Call Center 833-739-0065
 - [Housing Services](#), 319-233-3094
 - [Victim Services](#), 319-352-0037
- [Iowa Victim Service Call Center](#), 800-770-1650 or Text "IOWAHELP" to 20121
- [Riverview Center](#), 888-557-0310

Miscellaneous

- [Asthma](#), CDC
- [Child Health Specialty Clinic](#), University of Iowa, 866-219-9119
- [Delaware County Emergency Management](#), 563-927-3723
- [Delaware County Extension Office](#), 563-927-4201
- [Delaware County Public Health](#), 563-927-7551
- [Delaware County Water & Sanitation](#), 563-927-5925
- [Emergency Preparedness and Response](#), CDC
- [ISU Extension: Youth at ISU](#)
- [Lyme Disease](#), CDC
- [Mold](#), CDC
- [Poison Control](#), 800-222-1222
- [Radon and Your Health](#), CDC
- [Regional Medical Center](#), 563-927-3232
 - [Financial Assistance](#), 563-927-7405
 - [Diabetes Management](#), 563-927-7777
 - [Nutrition Education & Counseling](#), 563-927-7777
 - [Regional Family Health](#), 563-927-7777
- [SafeNetRx](#)
- [Sexually Transmitted Infections](#), CDC
- [Telecommunications Access Iowa](#)

2022 REGIONAL MEDICAL CENTER CHNA STRATEGIES IMPACT

Mental health was identified as the #1 concern in the 2025 CHNA; it was also the #1 concern in the 2022 CHNA.

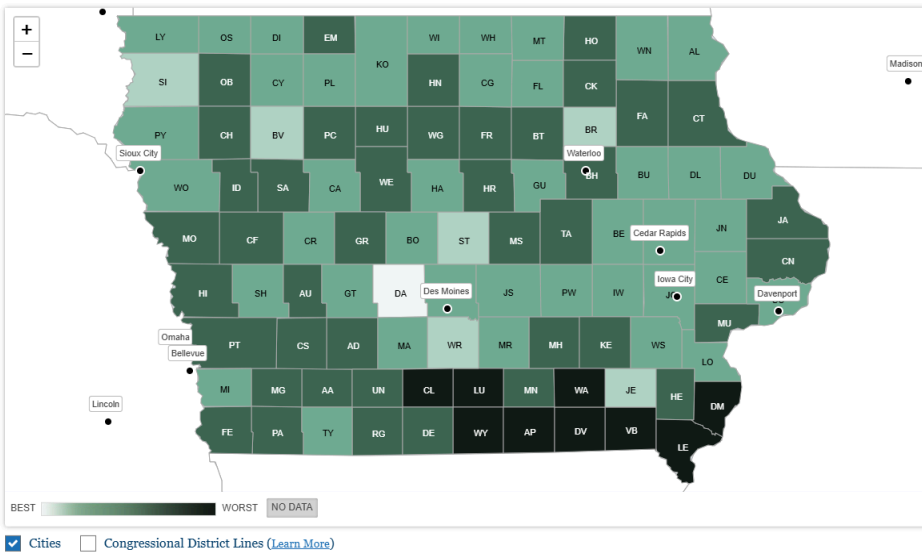
Mental health continues to be a concern within Delaware County and the state of Iowa. In Delaware County, Mental health has been the top concern in the past three CHNAs conducted. The quantity of mental health visits provided at RFH continues to increase, as shown in the below chart.

Regional Family Health Behavioral Services						
	2019	2020	2021	2022	2023	2024
In Person Visits	3,626	987	452	3,904	3,722	3,767
Telehealth Visits	0	1,109	1,584	1,858	2,088	2,103
Total Visits	3,626	2,096	2,036	4,952	5,810	5,870

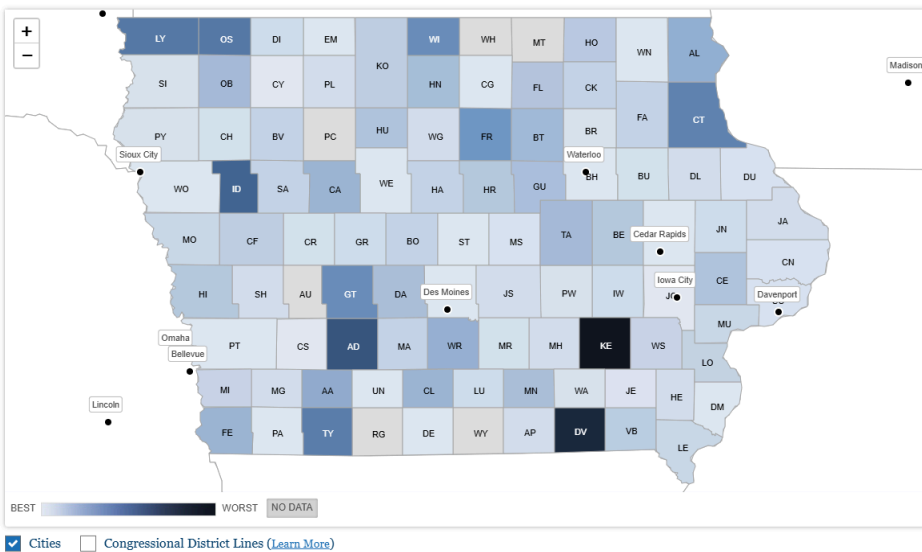
NOTE: Regional Family Health (RFH) experienced behavioral services provider staffing challenges in 2020 and 2021, resulting in a loss of visits for the department.

According to the [County Health Rankings](#) 2024 data:

- 4.4 days were the average number of mentally unhealthy days reported in the past 30 days (age-adjusted) compared to the state average of 4.5 days (.2% increase from 2022) Poor mental health is linked to smoking, physical inactivity, housing and food insecurity and poor sleep. Disorders like depression and anxiety can affect people's ability to take part in healthy behaviors.
- 15% of adults reported having frequent mental distress which is defined as 14 or more days of poor mental health per month (1% increase since 2022 from 14%).



- The ratio of population to mental health providers in Delaware County is 880:1 (change from 1000:1 in 2022) compared to Iowa's Overall of 500:1 (change from 570:1 in 2022). However, Delaware County is still a shortage area for mental healthcare providers. The entire state of Iowa has fewer mental health providers than the national average. Access to mental health providers varies widely across the state.



According to the [Iowa Youth Survey](#) 2021 data:

- 37.9%: Percentage of students who ever lived with someone who was depressed, mentally ill or suicidal

- 34.8%: Percentage of students who reported that their mental health was most of the time or always not good (including stress, anxiety, and depression, during the 30 days before the survey)
- 13.2%: Percentage of students who reported that a parent or other adult in their life most of the time or always swore at them, insulted them or put them down (during their life)
- 55.8%: Percentage of students who reported that a parent or other adult in their home swore at them, insulted them or put them down one or more times (during the 12 months before the survey)
- 11.0%: Percentage of students who reported that a parent or other adult in their home hit, beat, kicked or physically hurt them in any way one or more times (during the 12 months before the survey)

RMC continues to:

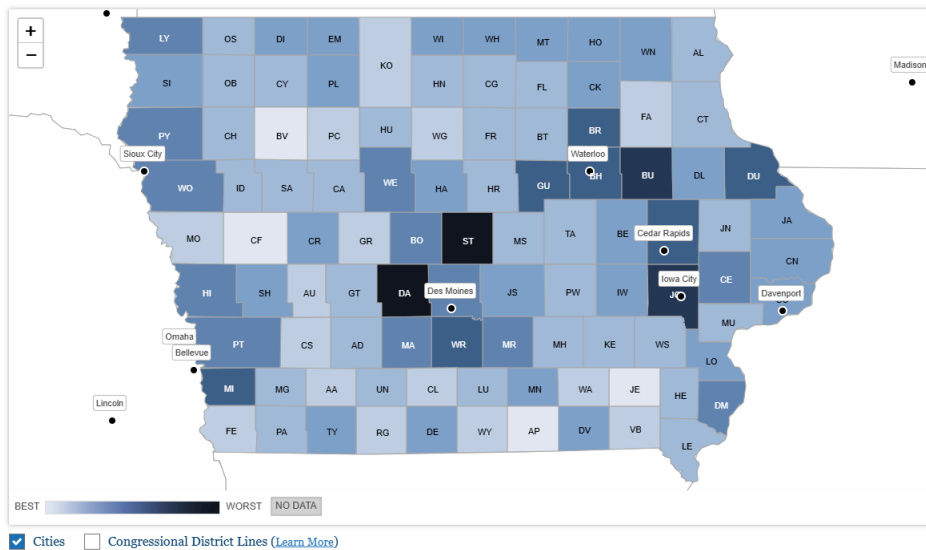
- Retain mental health providers through Regional Family Health Behavioral Services
- Evaluate and enhance behavioral services offerings and programs
- Collaborate with local mental health partners and resources
- Provide training and tips to staff and the public in relation to mental health and well-being
- Put inspirational health messaging in restroom flyer holders
- Provide meeting space for a Suicide Survivor Support Group
- Share community mental health events and services available via communication mediums such as digital signage and social media, etc.

Substance Abuse was the #2 concern in the 2022 CHNA. In the 2025 CHNA, this concern was broken down into three different areas: #3 Illegal Drug Use, #6 Underage Drinking/ Vaping and #7 Alcohol Abuse.

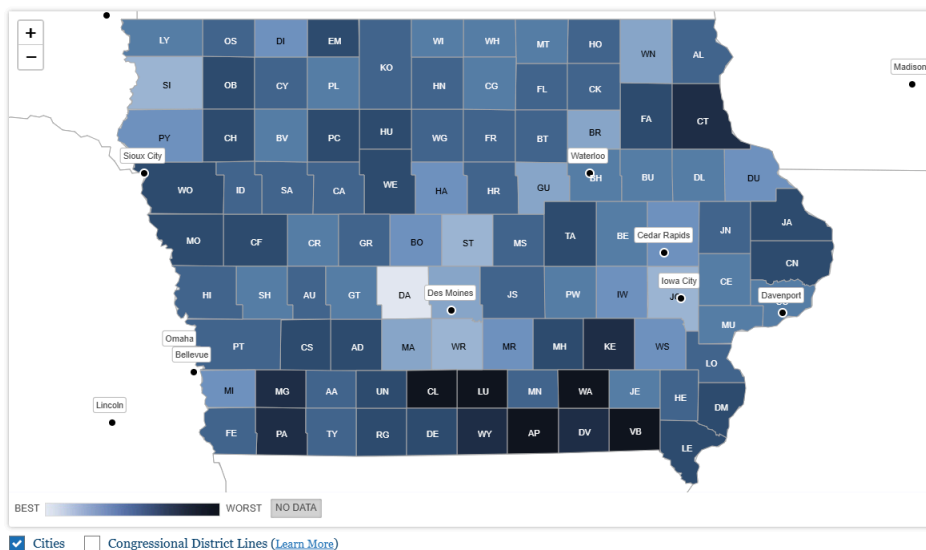
Substance abuse saw a slight change in the 2025 CHNA conducted in Delaware County, dropping some in rank of priority.

According to the [County Health Rankings 2024](#) data:

- 20% of Delaware County adults reporting participate in what is defined as excessive drinking (3% decrease from 2022). The state average is 23%. Alcohol is the most commonly misused substance in Iowa. Iowa's alcohol use rates for almost every demographic are among the highest in the nation.



- 17% of Delaware County adults are smokers (2% decrease from 2022). The state average is 16%.



According to the [Iowa Youth Survey 2021](#) data:

- 30.4%: Percentage of students who ever lived with someone who was having a problem with alcohol or drug use
- Smoking
 - 17.4%: Percentage of students who ever tried cigarette smoking (even one or two puffs)

- 6.6%: Percentage of students who first tried cigarette smoking before age 13 (even one or two puffs)
- 4.1%: Percentage of students who currently smoked cigarettes (on at least 1 day during the 30 days before the survey)
- 1.0%: Percentage of students who currently smoked cigarettes frequently (on 20 or more days during the 30 days before the survey)
- Electronic Vapor Product (including e-cigarettes, vapes, vape pens, e-cigars, e-hookahs, hookah pens and mods [such as JUUL, SMOK, Suorin, Vuse and blu])
 - 34.8%: Percentage of students who ever used an electronic vapor product
 - 16.4%: Percentage of students who currently used an electronic vapor product
 - 5.9%: Percentage of students who currently used electronic vapor products frequently (on 20 or more days during the 30 days before the survey)
 - 4.9%: Percentage of students who currently used electronic vapor products daily (on all 30 days during the 30 days before the survey)
- Overall Tobacco Use
 - 16.2%: Percentage of students who currently smoked cigarettes or cigars or used smokeless tobacco or electronic vapor products (on at least 1 day during the 30 days before the survey)
 - 16.3%: Percentage of students who currently smoked cigarettes or used electronic vapor products (on at least 1 day during the 30 days before the survey)
 - 53.1%: Percentage of students who tried to quit using all tobacco products (including cigarettes, electronic vapor products, smokeless tobacco, cigars, shisha or hookah tobacco or pipe tobacco, during the 12 months before the survey, among students who used any tobacco products during the 12 months before the survey)
- Alcohol
 - 13.8%: Percentage of students who had their first drink of alcohol before age 13 years (other than a few sips)
 - 21.9%: Percentage of students who currently drank alcohol (at least one drink of alcohol, on at least 1 day during the 30 days before the survey)
 - 9.7%: Percentage of students who currently were binge drinking (had four or more drinks of alcohol in a row if they were female or five or more drinks of alcohol in a row if they were male, within a couple of hours, on at least 1 day during the 30 days before the survey)
 - 39.5%: Percentage of students who usually got the alcohol they drank by someone giving it to them (during the 30 days before the survey, among students who currently drank alcohol)
- Marijuana
 - 21.4%: Percentage of students who ever used marijuana (one or more times during their life)

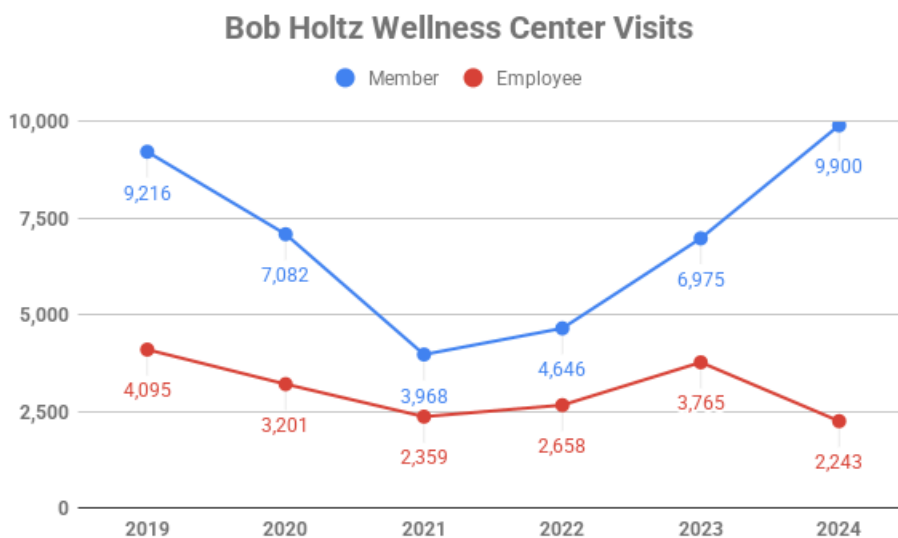
- 3.7%: Percentage of students who tried marijuana for the first time before age 13 years
- 12.1%: Percentage of students who currently used marijuana (one or more times during the 30 days before the survey)
- 5.2%: Percentage of students who ever used synthetic marijuana (one or more times during their life)
- Prescription Medicine
 - 9.3%: Percentage of students who ever took prescription pain medicine without a doctor's prescription or differently than how a doctor told them to use it (counting drugs such as codeine, Vicodin, OxyContin, Hydrocodone and Percocet, one or more times during their life)

RMC continues to:

- Share educational tips and information related to alcohol and drugs (legal and illegal)
- Share local resources such as drop-in containers for unused or unwanted medications
- Have representation on the [Healthy Delaware County](#)

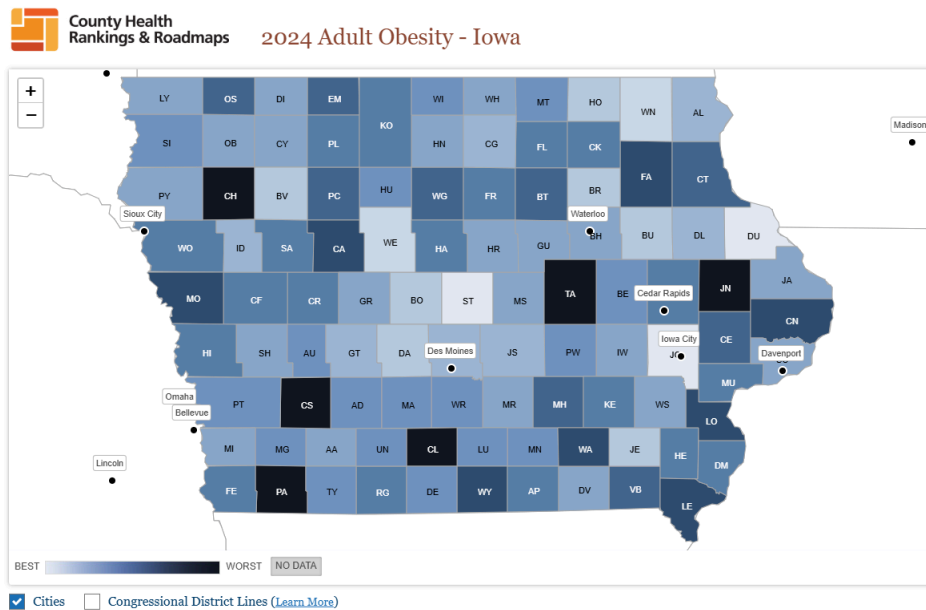
Being Overweight was identified as the #4 concern in the 2025 CHNA whereas Obesity was the #3 concern in the 2022 CHNA.

Obesity continues to be a concern in Delaware County, though it dropped in priority rank with the 2025 CHNA. RMC continues to expand offerings and strives to increase the number of member and employee visits in the Bob Holtz Wellness Center.

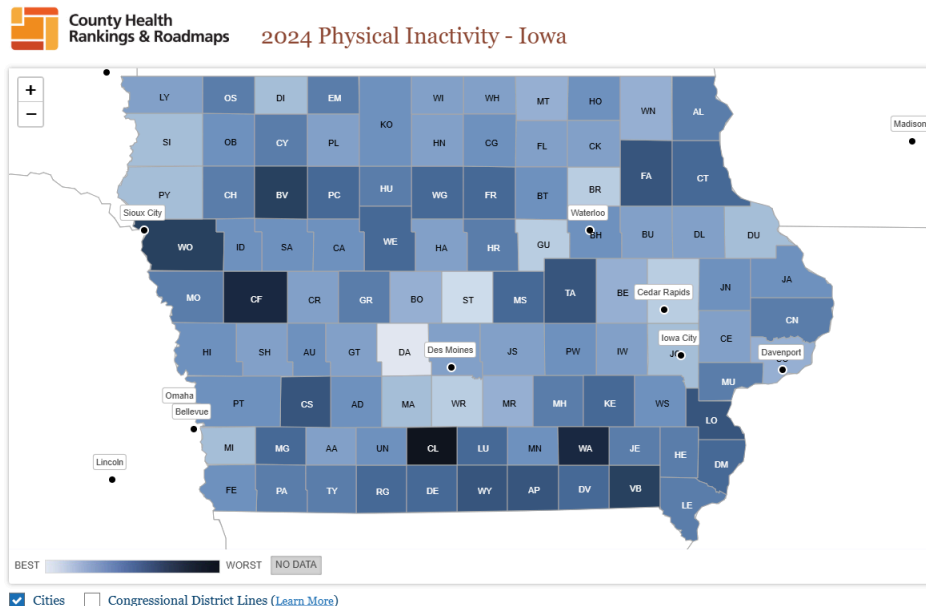


According to the [County Health Rankings 2024](#) data:

- 36% of Delaware County residents are considered obese with a BMI of 30 or greater (2% decrease from 2022). Being overweight or obese can lead to serious health issues like heart disease, diabetes, stroke, depression and some cancers.



- 24% of Delaware County residents are physically inactive (4% decrease from 2022)



RMC continues to:

- Share educational tips and information on how to be healthier, applying both nutrition and activity as well as mental health.
- Have representation on the Manchester Good to Great initiative

- Post BMI rate information posted in all of the Regional Family Health (RFH) patient rooms.
- Put inspirational health messaging in the restroom flyer holders.
- Share programs held by the Bob Holtz Wellness Center with employees and the public.
- Offer wellness coaching through the Bob Holtz Wellness Center.
- Evaluate the needs of the community in relation to the Bob Holtz Wellness Center and implement changes as possible. (i.e. hours expansion, facility expansion)
- Share community wellness opportunities both internally and externally via communication mediums such as digital signage, social media, etc.
- Work with the community on wellness programs and initiatives.
- Provide free annual wellness screenings for employees.
- Provide routine Lipid & Glucose Screening events for the public at a nominal charge.

Cancer was identified as the #2 concern in the 2025 CHNA; it was the #4 concern in the 2022 CHNA.

Cancer has become a higher level priority concern in Delaware County with our 2025 CHNA.

The number of cancer screenings at RMC continue to increase:

	2019	2020	2021	2022	2023	2024
Lung Cancer Screening CT	186	187	247	287	315	320
Colonoscopy	512	462	478	798	811	831
Screening Mammograms	1,998	1,760	2,084	2,292	2,330	2,454

According to the [Iowa Cancer Registry](#), an estimated 21,000 new cancers will be diagnosed among Iowa residents in 2024 (increase of 1,000 from the 2022 estimates) with there being 125 in Delaware County (no change from the 2022 estimates). This places Delaware County in the “greater than state rate” category.

RMC continues to:

- Share educational materials and resources in communication mediums available such as digital signage, social media, etc.
- Hold cancer screenings including special events such as Twilight Mammograms (evening appointments)
- Hold an annual Women’s Night in part to help in promoting breast cancer awareness

Access to Health Services was the #5 concern in the 2022 CHNA; it was #31 in the 2025 CHNA.

Below are the open-ended comments provided in the 2025 CHNA from survey respondents related to Access to Health Services.

- **Affordability**
 - Concerned about the need to complete the Medicare or Medicaid forms frequently.
 - The company they work for, RMC and the doctors are not in-network so the cost is \$50 for each visit which gets expensive.
 - No insurance as I cannot find affordable insurance.
 - Insurance is so expensive.
 - My local job does not offer benefits so no health insurance.
 - Not affordable.
 - Insurance networks limit providers available to see.
 - Health insurance with high deductibles hardly covers needs.
- **Family Practice**
 - Be more available. Too long of a waiting period.
 - The clinic is too busy. Long wait times. Impossible to get in with your own family provider. A lot of frustration with how hard it is to get an appointment.
 - Very limited number of providers and if you even do have one, it is very hard to schedule with them because they are overbooked. If you do get an appointment with them, they don't have enough time to comprehensively visit about health and wellness. Healthcare needs to get back to prioritizing people over profits.
 - Concern with not being able to see your provider when a health risk is at hand. Patients are not allowed to follow up with urgent care providers and then main providers are rarely available.
 - Can rarely get in to see my primary care physician unless it's scheduled way in advance.
 - We lack a good diagnostician. So many mid-level providers—they seem rushed and not personable. Cookbook medicine above the patient.
 - Getting in to see a family provider can take a while if the provider is booked out. Then if you need a referral to a specialty clinic, they are booked out months. It's a never ending cycle and a battle to just get a diagnosis.
 - Time to wait to see your provider is unacceptable.
 - Too many PA's and not enough doctors. I feel some of the PA's don't diagnose correctly or don't spend enough time with the patient (my experience).
 - Wait times for healthcare can take months.
 - It takes too long to get an appointment so I use the ER for immediate care.
 - Concerns with availability for appointments with consistent healthcare providers.

- The time it takes to actually see YOUR PCP is not acceptable. One shouldn't need to wait 3-4 weeks to see their normal provider. This causes inconsistency in background information, care and could lead to misdiagnosis due to multiple people being seen and not one consistent person. With our high cancer rate, is this something we find acceptable?
- I would like to see a clinic in the town of Ryan.
- Unable to see your primary doctor.
- Many people have to wait a minimum of a week to see anyone unless they go to the emergency room or urgent care. Relationships with family physicians make a difference in patients' health. Seeing a different provider every other time does not build confidence in care.
- It takes too long to get into your primary provider. Urgent care doesn't do much.
- With all the providers Delaware county has to offer for care, you can never get into your provider within a few days. You either go to the Urgent Care clinic and be seen by a doctor you normally don't see and they tell you to follow up with your primary provider. So, then you still have to wait and make an appointment with a 2nd doctor. Mental health is worse. They're booked 6 months out and for a person really in a crisis it could mean life and death. I truly believe suicide is on the rise because of the delay of getting help and services. It's very critical that every mental health case is taken seriously and addressed in a timely manner. Some people battling mental health don't have months to get help; they need it ASAP.
- Need more MDs as family and OB providers.
- Doctors don't seem as thorough as others are in the cities. They tend to miss a lot or make errors and people end up transferred to a bigger hospital.
- When I go to the Urgent Care clinic, I expect them to take care of me and not send me to the ER. Then I have to pay for both.
- RMC/RFH is very nice to have in Manchester but it seems like they've gotten too big yet not big enough for their patient load. You see a different provider every time and then it's still long wait times to get in. Mental health services are lacking and when it takes 4+ weeks to get in for those services they aren't really helping patients. Overall healthcare is a huge concern and need for the community.
- Access to healthcare in a timely manner and not sending to ER and urgent care is also a huge issue.
- Better ways to get patients in with their providers who know them would help keep our community healthier.
- When I am unable to see my primary care giver and I have to see another provider I don't feel my care is being taken seriously. The comments I hear are "if this doesn't help follow up with your provider" or "if you don't feel I diagnosed

you correctly (with attitude), you can see your primary provider”. I want the best care ALL the time, whomever I see.

- Emergency
 - Emergency healthcare and lack of first responders is a huge issue.
 - Better care when going to the ED.
- Dental
 - Not enough dentist offices to help families with state insurance.
- Specialty Clinic
 - Why doesn't RMC have a neurologist on staff? There has to be several that need this service and can't drive to CR or other cities to get this service.
 - Specialists. Difficult to transfer. Patients waiting for procedures that normally would have been scheduled relatively quickly.
 - I know many people who go to CR to get shots in the eye. Why can't we do that in town?
- Elderly
 - High cost of medications.
 - We need a senior site for them to go for meals and social activities.
 - Services for adult day care.
- MISC
 - Transportation for people to access providers both within Delaware County and to specialty appointments outside of Delaware County.
 - Concerned that family providers do not do breast exams to screen for cancer, in addition to mammograms.
 - Concern with not all vaccines being in IRIS and the recommendation to get another vaccine if documentation cannot be found in that system.
 - The level of medical expertise in NE Iowa is lacking. Too many times I have witnessed serious diseases being passed off as things such as acid reflux or other minor items. Healthcare providers are not digging deeper into root causes when symptoms do not go away.
 - Increase in difficulty of transferring patients to a higher level of care; also, access to specialist/lack of specialty support.
 - Lack of referring hospital bed availability.

RMC continues to:

- Evaluate family practice offerings.
- Educate the community on what care model is most appropriate for their needs. (i.e. family practice vs. urgent care vs. ER)

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