

# Norton County KS

## Community Health Needs Assessment



**May 2012**

**VW Research & Development INC.  
Olathe, KS**

# Community Health Needs Assessment

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*Shaded lines note IRS requirements*

# I. Executive Summary

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[VVV Research & Development INC]

## I. Executive Summary

The following report is the Community Needs Health Assessment for **Norton County KS** for 2012. Creating healthy communities requires a high level of mutual understanding and collaboration with community individuals and partner groups. The development of this assessment brings together community health leaders and providers along with local residents to research, prioritize county health needs and to document community health delivery successes. This health assessment will serve as the foundation for community health improvement efforts for next three years.

The 2012 Community Health Needs Assessment (CHNA) brings together a variety of health status information. This assessment was coordinated and produced by VVV Research & Development INC from Olathe, KS under the direction of Vince Vandelaar, MBA. Important CHNA benefits for the sponsoring local hospital and health department, as well as for the community, are as follows: 1) Increases knowledge of community health needs and resources, 2) Creates a common understanding of the priorities of the community's health needs, 3) Enhances relationships and mutual understanding between and among stakeholders, 4) Provides a basis upon which community stakeholders can make decisions about how they can contribute to improving the health of the community, 5) Provides rationale for current and potential funders to support efforts to improve the health of the community, 6) Creates opportunities for collaboration in delivery of services to the community and 7) Provides guidance to the hospital & local health department for how it can align its services and community benefit programs to best meet needs.

The Patient Protection and Affordable Care Act (ACA) requires a non-profit hospitals to conduct a community health needs assessment (CHNA) every three years and adopt an implementation strategy to meet the needs identified by the CHNA.

### **Health Priorities:**

<b>2012 Health Needs - Norton County KS (Ranked)</b>			
#	Health Areas of Future Focus N=51	Votes	%
<b>1</b>	Cancer (Causes)	29	15.4%
<b>2</b>	Promoting Exercise	29	15.4%
<b>3</b>	Dialysis Unit	24	12.8%
<b>4</b>	Mental Health / Behavioral Care Services	23	12.2%
<b>5</b>	Underage Drinking	21	11.2%
<b>6</b>	Smoking	16	8.5%
<b>7</b>	Preventing Obesity	14	7.5%
<b>8</b>	Substance Abuse Education	12	6.4%
<b>9</b>	Heart Disease	11	5.9%
<b>10</b>	Low Birth Weight of Infants	8	4.3%
	Totals	188	100.0%

### **Key Community Health Needs Assessment Conclusions (Secondary Research)**

- KS HEALTH RANKINGS: According to 2012 RWJ County Health Rankings study, Norton County's highest State of KS ranking (of 100 counties) was in Social and Economic Factors (29<sup>th</sup>). Norton County lowest ranking is in Access to Care/ Quality of Care (83<sup>rd</sup>).
- TAB 1: Norton County has had a negative percentage change in population, a low per capita income and low median household income. However, the county has a low travel time to work (commute) and a low percentage of the population is living below the poverty line. Also, concerning is the percentage of people over 65 living alone.
- TAB 2: Private (non-farm) employment has decreased. Low rates of public assistance, foreclosure rates, and violent crime.
- TAB 3: Active school health/wellness activities occurring. Ratio of students to teachers is comparable and the number of higher school graduates is high. However, the percentage with higher education (bachelor's degree) is low.
- TAB 4: Concerns with mothers smoking during pregnancy and have low birth weight babies (could be correlated). Norton County has low percentage of teenage pregnancies.
- TAB 5: Injury hospital admission rate is low, as well as admissions for congestive heart failure. Discharges for 35-44 year olds has been steadily decreasing.
- TAB 6: Food assistance and temporary assistance has been increasing over the past 3 years.
- TAB 7: Age adjusted years of potential life lost are high for cancer and suicide, but low for diabetes and traffic incidences. Binge drinking, obesity, and smoking are of concern to the county.
- TAB 8: Charity care has been increasing over the past 3 years.
- TAB 9: Norton County has mortality rates for cancer and heart disease. Tobacco use contributing to mortality is a concern. However, county has low mortality rates for cerebrovascular disease.
- TAB 10: Norton County has high success rate of fully immunizing children in first 24 months.

# II. Methodology

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[VVV Research & Development INC]

## II. Methodology

### a. Scope and Purpose

The new federal Patient Protection and Affordable Care Act requires that each registered 501(c)3 hospital conduct a Community Health Needs Assessment (CHNA) at least once every three years and adopt a strategy to meet community health needs. Any hospital who has filed a 990 will be required to conduct a CHNA. IRS Notice 2011-52 was released in late fall of 2011 to give notice and request comments.

#### **JOB #1: Meet/Report IRS 990 Required Documentation**

1. A description of the process and methods used to conduct the CHNA;
2. The identity of any and all organizations with which the organization collaborated with and third parties that it engaged to assist with the CHNA;
3. A description of how the organization considered the input of persons representing the community (*e.g., through meetings, focus groups, interviews, etc.*), who those persons are, and their qualifications;
4. A prioritized description of all of the community needs identified by the CHNA and an explanation of the process and criteria used in prioritizing such needs;
5. A description of the existing health care facilities and other resources within the community available to meet the needs identified through the CHNA; and
6. A prioritized description of all of the community needs identified by the CHNA and an explanation of the process and criteria used in prioritizing.

Section 501(r) provides that a CHNA must take into account input from persons who represent the broad interests of the community served by the hospital facility, including individuals with special knowledge of or expertise in public health. Under the Notice, the persons consulted must also include

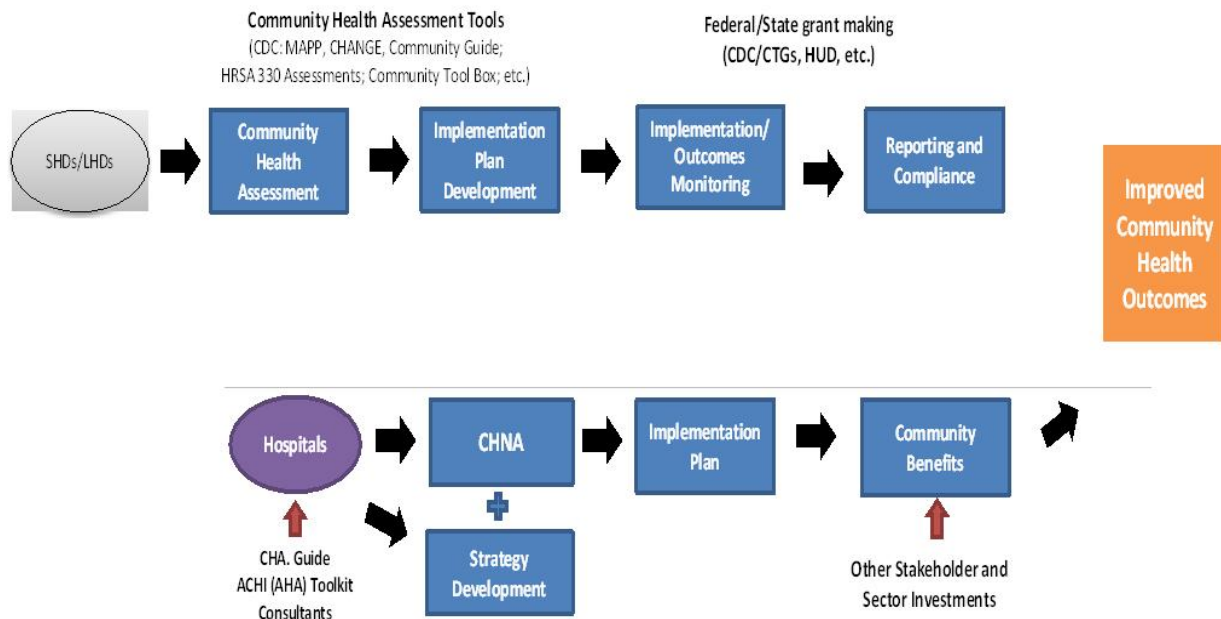
- a. Government agencies with current information relevant to the health needs of the community and
- b. Representatives or members in the community that are medically underserved, low-income, minority populations, and populations with chronic disease needs. In addition, a hospital organization may seek input from other individuals and organizations located in or serving the hospital facility's defined community (*e.g., health care consumer advocates, academic experts, private businesses, health insurance and managed care organizations, etc.*).

**JOB #2: Making a CHNA Widely Available to the Public** The Notice provides that a CHNA will be considered to be "conducted" in the taxable year that the written report of the CHNA findings is made widely available to the public. The Notice also indicates that the IRS intends to pattern its rules for making a CHNA "widely available to the public" after the rules currently in effect for Forms 990. Accordingly, an organization would make a facility's written report widely available by posting the final report on its website either in the form of (1) the report itself, in a readily accessible format, or (2) a link to another organization's website, along with instructions for accessing the report on that website.

The Notice clarifies that an organization must post the CHNA for each facility until the date on which its subsequent CHNA for that facility is posted.

**JOB #3: Adopt an Implementation Strategy (Hospital)** Section 501(r) requires a hospital organization to adopt an implementation strategy to meet the needs identified through each CHNA. The Notice defines an “implementation strategy” as a written plan that addresses each of the needs identified in a CHNA by either (1) describing how the facility plans to meet the health need, or (2) identifying the health need as one that the facility does not intend to meet and explaining why the facility does not intend to meet it. A hospital organization may develop an implementation strategy in collaboration with other organizations, which must be identified in the implementation strategy. As with the CHNA, a hospital organization that operates multiple hospital facilities must have a separate written implementation strategy for each of its facilities.

Great emphasis has been given to work hand-in-hand with leaders from both hospitals and the local county health department. As seen below a comprehensive Community Health Needs Assessment is required by both to “improve community health outcomes.” A common approach has been adopted to create the CHNA, leading to aligned implementation plans and community reporting.





# a2\_Community Health Needs Assessment

## Notice and Request for Comments Regarding the Community Health Needs Assessment Requirements for Tax-exempt Hospitals

IRS Notice 2011-52

### EXECUTIVE OVERVIEW

#### Applicability of CHNA Requirements to “Hospital Organizations”

The CHNA requirements apply to “**hospital organizations**,” which are defined in Section 501(r) to include (1) organizations that operate one or more state-licensed hospital facilities, and (2) any other organization that the Treasury Secretary determines is providing hospital care as its principal function or basis for exemption.

#### How and When to Conduct a CHNA

Under Section 501(r), a hospital organization is required to conduct a CHNA for each of its hospital facilities once every three taxable years. *The CHNA must take into account input from persons representing the community served by the hospital facility and must be made widely available to the public.* **The CHNA requirements are effective for taxable years beginning after March 23, 2012.** As a result, a hospital organization with a June 30 fiscal year end must conduct an initial CHNA for each of its hospital facilities by June 30, 2013, either during the fiscal year ending June 30, 2013 or during either of the two previous fiscal years.

#### Determining the Community Served

A CHNA must identify and assess the health needs of the **community served** by the hospital facility. Although the Notice suggests that geographic location should be the primary basis for defining the community served, it provides that the organization may also take into account the target populations served by the facility (e.g., children, women, or the aged) and/or the facility’s principal functions (e.g., specialty area or targeted disease). *A hospital organization, however, will not be permitted to define the community served in a way that would effectively circumvent the CHNA requirements (e.g., by excluding medically underserved populations, low-income persons, minority groups, or those with chronic disease needs).*

#### Persons Representing the Community Served

Section 501(r) provides that a CHNA must take into account input from **persons who represent the broad interests of the community** served by the hospital facility, including individuals with special knowledge of or expertise in public health. Under the Notice, the persons consulted must also include:

- (1) government agencies with current information relevant to the health needs of the community and
- (2) representatives or members of medically underserved, low-income, and minority populations, and populations with chronic disease needs, in the community. In addition, a hospital organization may seek input from other individuals and organizations located in or serving the hospital facility’s defined community (e.g., health care consumer advocates, academic experts, private businesses, health insurance and managed care organizations, etc.).

**Required Documentation** The Notice provides that a hospital organization will be required to separately document the CHNA for each of its hospital facilities in a **written report** that includes

the following information: 1) a description of the community served by the facility and how the community was determined; 2) a description of the process and methods used to conduct the CHNA; 3) the identity of any and all organizations with which the organization collaborated and third parties that it engaged to assist with the CHNA; 4) a description of how the organization considered the input of persons representing the community (e.g., through meetings, focus groups, interviews, etc.), who those persons are, and their qualifications;

5) a prioritized description of all of the community needs identified by the CHNA and an explanation of the process and criteria used in prioritizing such needs; and 6) a description of the existing health care facilities and other resources within the community available to meet the needs identified through the CHNA.

### ***Making a CHNA Widely Available to the Public***

The Notice provides that a CHNA will be considered to be “**conducted**” in the taxable year that the written report of the CHNA findings is made **widely available to the public**. The Notice also indicates that the IRS intends to pattern its rules for making a CHNA “widely available to the public” after the rules currently in effect for Forms 990. *Accordingly, an organization would make a facility’s written report widely available by posting on its website either (1) the report itself, in a readily accessible format, or (2) a link to another organization’s website, along with instructions for accessing the report on that website. The Notice clarifies that an organization must post the CHNA for each facility until the date on which its subsequent CHNA for that facility is posted.*

### **How and When to Adopt an Implementation Strategy**

Section 501(r) requires a hospital organization to adopt an implementation strategy to meet the needs identified through each CHNA. **The Notice defines an “implementation strategy” as a written plan that addresses each of the needs identified in a CHNA by either (1) describing how the facility plans to meet the health need, or (2) identifying the health need as one that the facility does not intend to meet and explaining why the facility does not intend to meet it.** A hospital organization may develop an implementation strategy in collaboration with other organizations, which must be identified in the implementation strategy. As with the CHNA, a hospital organization that operates multiple hospital facilities must have a separate written implementation strategy for each of its facilities.

Under the Notice, an implementation strategy is considered to be “adopted” on the date the strategy is approved by the organization’s board of directors or by a committee of the board or other parties legally authorized by the board to act on its behalf. Further, the formal adoption of the implementation strategy must occur by the end of the same taxable year in which the written report of the CHNA findings was made available to the public. For hospital organizations with a June 30 fiscal year end, that effectively means that the organization must complete and appropriately post its first CHNA no later than its fiscal year ending June 30, 2013, and formally adopt a related implementation strategy by the end of the same tax year. *This final requirement may come as a surprise to many charitable hospitals, considering Section 501(r) contains no deadline for the adoption of the implementation strategy.*

## **II Methodology**

### **B Collaborating CHNA parties**

Working together to improve community health takes collaboration. Listed below is an in depth profile of the local hospital & Health Department CHNA partners:

#### **Norton County Hospital Profile**

**102 E. Holme, Norton, KS, 67654**

**Administrator: Rich Miller**

**History:** Norton County Hospital is operated by Norton County. It was established in 1945 and has since undergone numerous building & service offering expansions.

**Mission Statement:** Caring, Commitment, Community is lived each and every day.

**Vision:** n/a

**Norton County Hospital offers** the following services to its community:

- Emergency Department
  - o (2) Trauma/ Cardiac rooms
  - o (2) Minor Emergency / Outpatient rooms
- Obstetrics/ Nursery
  - o (2) Birthing rooms
- Surgery
- Chemotherapy
- Telemedicine
- Laboratory
  - o Blood bank, Chemistry, Hematology, Immunology, Urinalysis, Pathology services, Drug screening
- Physical Therapy
- Radiology
  - o CT, Ultrasound, Digital Mammography, EKG
- Mobile Services
  - o MRI, Echocardiography, Nuclear Medicine, DEXA scanning
- Infection Isolation Room
- Pulmonology – Outpatient Clinics and Cardiac Rehabilitation
- Meals-on-Wheels

**Statistics and Staff:** It was reported in July 2011 that the facility had 687 admissions, 45,969 outpatient visits, 28 inpatient surgeries, and 2,140 Emergency room visits.

Norton County Hospital works closely with its community partners to identify the needs of the citizens, as defined by the citizens themselves and the organizations that address the concerns. Norton County, compared to the surrounding counties (that also have citizens who access health care locally) is not as densely populated as larger counties, but has more people than other counties in the NW Kansas region. The per capita income is \$18,863 (2009 dollars) and 8.3% of all the citizens are living below the poverty level.

## **Norton County Health Department Profile**

**801 N. Norton Ave., Norton, KS, 67654**

**Administrator: Gina Frack, RN, B.S.**

The North County Health Department is a non-profit organization that has been serving the community since 1975. The Health Department is open Monday through Thursday from 8:00 am to 4:30 pm (closed from 12:30 pm to 1:00pm) and Friday from 8:00am to 12:30pm. The health department also operates a Medicare Certified Home Health Agency, PRN Home Health Agency within the department

**Offerings:** Immunizations, foot care, family planning, Healthy Start, Home Visitors, Certified Breastfeeding Educators, breast pumps, maternal and infant program, and skilled nursing (wound care, injections, IV therapy, catheters, ostomy care, dressings, infant visits, wellness monitoring, and medbox set ups), and home health aide services (personal care, janitorial work, and errands).

**Programs:** WIC, Healthy Start, American Cancer Society, NW Plan Group, Kansas Breast & Cervical Cancer Initiative, Home Health Aide, and Homemaker services.

**Tests:** Blood pressure, oxygen level, HIV/ AIDS testing and counseling, hemoglobin, hearing, urinalysis, vision, speech, and water testing,

### **Mission:**

**Accreditation:** The Norton County Health Department served as a beta test site for the Public Health Accreditation Board's (PHAB's) voluntary national accreditation program in 2010. As part of the beta test process, sites completed a QI project to address an area identified through their self-assessment. NCHD's goal was to increase staff knowledge of disease investigation through training.

### **Norton County Health Department**

PO Box 403/801 N Norton Avenue

Norton KS 67654-0403

**Phone:** 785-877-5745

**FAX:** 785-877-5746

**E-mail:** [prnhome@ruraltel.net](mailto:prnhome@ruraltel.net)

**Regional District Office:** NW

### **Administrator:**

Gina Frack, RN, B.S.

### **Health Officer**

Glenda Maurer, MD

### **Medical Consultant:**

Glenda Maurer, MD

**Trauma Region NW**

## Sec II

### b2\_Consultant Qualifications



#### **VWV Research & Development, Inc.**

Company Profile: 601 N. Mahaffie, Olathe, KS 66061-6431 (913) 302-7264

#### **VINCE VANDEHAAR, MBA**

##### **Principal Consultant & Owner of VWV Research & Development, Inc.**

VWV Research & Development, Inc. was incorporated on May 28<sup>th</sup> 2009. With over 30 years of business & faculty experience in helping both providers, payors, and financial service firms obtain their strategic planning, research & development needs, Vince brings in-depth health industry knowledge, research aptitude, planning expertise, and energy. VWV Research & Development services are organized, formal processes of listening to the voice of the customer. Vince started his consulting business in May of 2009, after working for Saint Luke's Health System (SLHS) of Kansas City for 16 years. Note: Saint Luke's Hospital of Kansas City, SLHS's largest hospital, won the Malcolm Baldrige National Quality Award in March of 2003. The Baldrige examiners cited Vince's department as "Best Practice" in the areas of customer satisfaction, market research, and evaluation efforts (Kansas City Star 3/10/04).

**VWV Research & Development, INC. (Olathe, KS)** consultants have in-depth experience helping hospitals work with local Health Departments to engage community residents & leaders to identify gaps between existing health community resources & needs, and construct detailed strategies to meet those needs - while still adhering to the hospital's mission and budget. Over the past 20 years, Vandehaar has completed 8 comprehensive Baldrige aligned Community Health Needs Assessments for Saint Luke's of Kansas City System facilities (3 campuses) and was contracted to conduct 2 additional independent Dept. of Health consulting projects (prior to IRS 990 regs). Currently in 2012, VWV has 12 CHNA IRS aligned assessments underway for Kansas hospitals & Health Departments.

Vince Vandehaar, MBA is actively involved in the Kansas City community. He is a member the Greater Kansas City Employee Benefits Association, the Society for Healthcare Strategy & Market Development, the American Marketing Association Kansas City Chapter, and Co-Chair of the AMA Kansas City Healthcare Special Interest Group. In addition to these roles, from 2000 to 2008, Vince served as the state chairman for MHA's Data Committee and was a member of KHA's Data Taskforce.

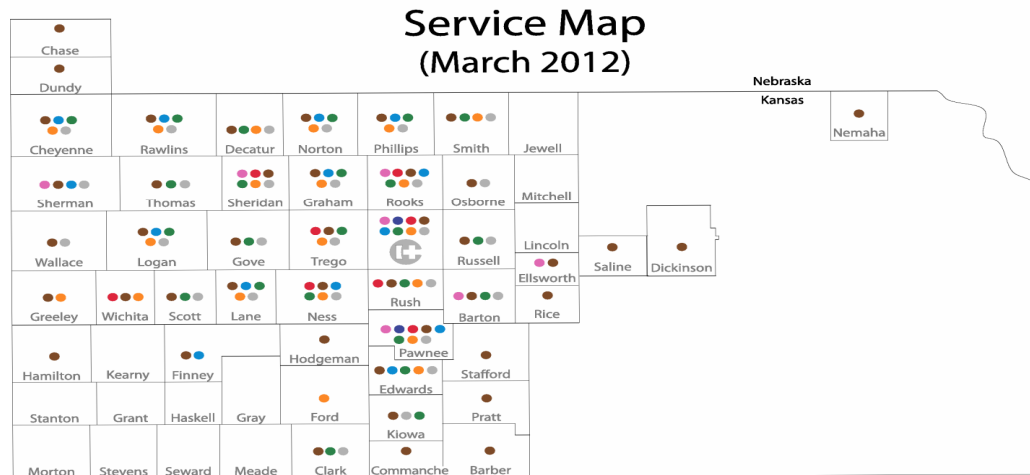
#### **Collaborating Consultants**

Megan Carollo, MBA - VWV Research & Development, Inc.  
Lead Project Coordinator & Planning Analyst

## II. Methodology

### c) CHNA & Town Hall Research Process

Our Community Health Needs Assessment process began in the fall of 2011. At that time an inquiry by Hays Medical Center (Hays, KS) to all NW KS Health Alliance Network member hospitals was communicated to explore the possibility of a “group buy” to meet IRS CHNA requirements. (Note: Most NW KS Alliance Network hospitals work closely with Hays Medical Center (see map below) to provide onsite IT, Telemedicine, Mobile Radiology, Bio-Medical services. In addition, many Hays based specialists will travel to neighboring counties to provide visiting outreach clinics.)



In late November of 2011 a meeting was called (hosted) by Hays Medical to learn more from the NW Alliance members (24) regarding their CHNA needs and to review the possible CHNA collaborative options. VVV Research & Development INC. from Olathe, KS was asked to facilitate this discussion with the following agenda: VVV Research CHNA experience, review CHNA requirements (regulations), discuss CHNA steps/options to meet IRS requirements, and to discuss the next steps.

#### **VVV CHNA Deliverables:**

- Uncover/Document Basic Secondary Research – Health of County. Organized by 10 TABS.
- Conduct Town Hall Meeting to discuss Secondary data and uncover/prioritize County Health Needs
- Conduct & Report Primary Research (valid N) - if elected by client.
- Prepare & Publish IRS aligned CHNA report to meet requirements

## VVV Alliance CHNA Hospital Work Plan

### Project Timeline & Roles 2012

Step	Date (Start-Finish)	LEAD	Task
1	THURS 12/29/2011	VVV / Alliance	Hold Kickoff Conference call (9 hospitals).
2	Due by 1/5/12	VVV	Buy Household 4 counties PO box file 5,600 names.
3	Due by Mon 1/9	VVV	Prepare Draft Paper/online CHNA survey. Send out online link Mon 1/9 for review.
4	Due by Mon 1/9	VVV	Finalize CHNA Basic Info categories on Basic_CHNAInfo_HospXXX.xls
5	Due by Friday 1/13/12. Send xls to VVV	All CHNA Hospitals (10)	Create Name/Address file of CHNA local participants (one per hospital) Determine interest level of area healthcare leaders.
6	Due by Friday 1/13/12. Send xls to VVV	All CHNA Hospitals (10)	Find KHA CD's. Send copy of Hospital report (documentation patient draw PSA) 2010 IP/OP reports PO101E, PO202E, PO103zip, OP TOT223E.
7	Friday 1/13/12	VVV / Alliance	Hold 2nd Conference call (4 Basic Plus hospitals ONLY) Review and update paper/online survey.
8	Friday 1/13/12	VVV / Alliance	Prepare/send out PR story to local media announcing upcoming Town Halls plus survey (4).
9	Due by Friday 1/27/12	VVV	Prepare 10 unique files of Basic_CHNAInfo_HospXXX. Start to collect Community Resource data.
10	Friday 1/27 & Monday 1/30	VVV / Alliance	Call EACH CHNA hospitals (9). Review Secondary Health Info Data items for your PSA. Call times TBD.
11	Surveys Out 1/16 - Due back by Friday FEB 10th CUTOFF	VVV	FIELD WORK 4 CHNA Basic plus hospitals: Mail CHNA Primary Research (Paper survey with online link) to PSA residents. Send 5600 - want 1,400 returns.
12	Friday 1/30/12 (2 weeks prior to meeting)	All CHNA Hospitals (10)	Prepare/send out Community TOWN HALL invitees to REQUIRED local list (Each hospital will use your data file and use VVV letter on your letterhead).
13	Mon 2/13 11:30-1pm, Mon 2/13 Dinner 5:30-7pm, Tues 2/14 Breakfast 7:30-9am & Tues 2/14 Lunch 11:30-1pm.	VVV / Alliance	TRIP #1 Town Halls. Visit, in order: (1) Norton County MON 2/13 - Lunch (2) Phillipsburg County MON 2/13 - Dinner and (3) Quinter County TUES 2/14- Breakfast. Conduct Community Roundtables - Review Basic CHNA info RANK priorities.
14	Mon 2/20 11:30-1pm, Mon 2/20 Dinner 5:30-7pm & Tues 2/21 Coffee 9-10:30am	VVV / Alliance	TRIP #2 Town Halls: Visit, in order:(1) Pawnee Valley MON 2/20 - Lunch (2) Clara Barton MON 2/20 - Dinner (3) Kiowa County Memorial TUES 2/21- Coffee 9am. Conduct Community Roundtables - Review Basic CHNA info RANK priorities.
15	Mon 3/5 Breakfast 7:30-9am, Lunch 11:30-1pm, Mon 3/5 Dinner 5:30-7pm & Tues 3/6 Breakfast 7:30-9am and Linch 11:30-1pm.	VVV / Alliance	TRIP #3 Town Halls: Visit, in order: (1) Decatur County Mon3/5 Breakfast, (2) Colby County MON 3/5 - Lunch (3) WaKeeney County MON 3/5 - Dinner (4) Hays County TUES 3/6 - Breakfast/Lunch. Conduct Community Roundtables - Review Basic plus CHNA info RANK priorities.
16	On or before 4/20/12	VVV	Complete Analysis - Release Draft 1- seek feedback from County Leaders (Hospital & Health Dept.)
17	On or before 5/15/12	VVV	Produce & Release 9 CHNA reports (per community) Post online 9 CHNA.
18	After 5/15/12	All CHNA Hospitals (10)	Hold Board Meetings discuss CHNA needs, adopt an implementation strategy and communicate YOUR plan.

To meet IRS aligned CHNA requirements, a *four-phase methodology* was reviewed and approved as follows:

**Phase I – Discovery:** Conduct a 30 minute conference call with each CHNA hospital client and County Health Department. Review and confirm CHNA calendar of events. Explain and coach client to complete required participant database. In addition, schedule and organize 2-3 two day work trips to NW KS to conduct primary research recorded in Phase II activities.

**Phase II – QUALIFY Community Need:**

A) Conduct in depth secondary research to uncover the following historical community health status. Use KS Health Matters, a joint venture between KHA and KHDE, Vital Statistics, County Health Rankings, etc. to document “current state” of county health organized as follows:



<b>TAB 1. Demographic Profile</b>
<b>TAB 2. Economic/Business Profile</b>
<b>TAB 3. Educational Profile</b>
<b>TAB 4. Maternal and Infant Health Profile</b>
<b>TAB 5. Hospitalization / Providers Profile</b>
<b>TAB 6. Behavioral Health Profile</b>
<b>TAB 7. Risk Indicators &amp; Factors</b>
<b>TAB 8. Uninsured Profile</b>
<b>TAB 9. Mortality Profile</b>
<b>TAB 10. Preventative Quality Measures</b>

B) Conduct primary research (if so elected) to uncover public health needs, practices and perceptions for hospital primary service areas. Both mail/online surveys are recommended with a survey response of 250 household or more.

**Phase III – QUANTIFY Community Need:** Conduct 90 minute Town Hall meeting at each county location. Each meeting reviews the CHNA secondary data, facilitated group discussion, and conducted a group ranking activity to determine the most important community health needs.

**Phase IV - Complete data analysis & create comprehensive Community Health Needs Assessment.** Post CHNA report findings to meet IRS CHNA criteria.

After consideration of NW KS Health Alliance CHNA “group buy”, the sponsoring hospital in collaboration with local Health Department chose the CHNA Basic option with the following project schedule:

Phase I: Discovery.....	Jan 2012
Phase II: Secondary / Primary Research.....	Jan - Feb 2012
Phase III: Town Hall Meeting.....	March 5, 2012
Phase IV: Prepare / Release CHNA report.....	April-May, 2012



Detail CHNA research & development steps are as follows;

	<b>Suggested Development Steps</b>
<b>Step # 1 Commitment</b>	<b><i>Determine interest level of area healthcare leaders (Hospital, Health Dept, Schools, Churches, Physicians etc), hold community meeting.</i></b>
<b>Step # 2 Planning</b>	<b><i>Prepare brief Community Health Needs Assessment Plan - list goals, objectives, purpose, outcome, roles, community involvement, etc. Hold Community Kick-off meeting.</i></b>
<b>Step # 3 Secondary Research</b>	<b><i>Collect &amp; Report Community Health Published Facts. Gather data health practice data from published secondary research sources i.e. census, county health records, behavioral risk factors surveillance, etc.</i></b>
<b>Step # 4a Primary Research</b>	<b><i>Conduct Community Roundtable (Qualitative Research). Review Secondary Research (Step3) with Community Stakeholders. Gather current opinions and identify health needs.</i></b>
<b>Step # 4b Primary Research &lt;Optional&gt;</b>	<b><i>Collect Community Opinions. (Quantitative Research). Gather current opinions (Valid sample size) regarding community health needs and healthcare practices. If appropriate, conduct Physician Manpower Assessment to determine FTE Physician need by specialty.</i></b>
<b>Steps # 5 Reporting</b>	<b><i>Prepare/Present comprehensive Community Health Needs Assessment report (to community leaders) with Recommended Actions to improve health . &lt; Note: Formal report will follow IRS Notice 2011-52 regs &gt;</i></b>
	VVV Research & Development INC 913 302-7264

## **Overview of Town Hall Community Priority Setting Process**

Each community has a wealth of expertise to be tapped to conduct the CHNA. For this purpose, Town halls are the perfect forum to gather community insight. Town Hall sessions were organized to provide an objective consensus building method of reviewing and prioritizing county health issues. All Town Hall priority-setting and scoring processes involved the input of key stakeholders in attendance.

The individuals and organizations comprising the Town Halls were critically important to the success of the CHNA. The following list outlines partners invited to Town Hall: local hospitals, public health community, mental health community, free clinics, community-based clinics, service providers, local residents, community leaders, opinion leaders, school leaders, business leaders, local government, faith-based organizations and persons (or organizations serving them), people with chronic conditions, uninsured community members, low income residents, and minority groups.

Norton County's Town Hall was held over lunch on Monday February 13<sup>th</sup>, 2012 at the Prairie Land Electric Cooperative building. Vince Vandelaar and Megan Carollo facilitated this 1 ½ hour session with fifty-one (51) community attendees. (Note detail roster of Town Hall attendees is listed in Section V a) The following agenda was followed:

1. Welcome & Introductions
2. Purpose for the CHNA Town Hall and roles in the process
3. Presentation / Review of historical County Health Indicators (10 TABS)
4. Facilitate Town Hall discussion of data (probe health strengths / concerns). Reflect on size and seriousness of any health concerns cited and discuss current community health strengths.
5. Identify and rank top community health concerns. Encourage all Town Hall participants to vote (using 4 dots to cast votes) on priority issues.
6. Close meeting by reflecting on the health needs / community voting results.

(Note: At the end of each Town Hall session, VV encouraged all community members to continue to contribute ideas by going online and taking CHNA Additional Thoughts feedback survey.)

To review Town Hall discussion content, the next 4 pages document the Town Hall presentation and flow of public conversations. In addition, an example of the CHNA Additional Thoughts online feedback survey is provided.

## Community Health Needs Assessment Norton County KS Town Hall Meeting

Vince Vandelaar, MBA  
VVV Research & Development INC.  
Owner and Adjunct Marketing Professor

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## Community Health Needs Assessment (CHNA) Town Hall Discussion Agenda

- I. Opening / Introductions (10 mins)
- II. Review CHNA Purpose & Process (10 mins)
- III. Review Current County "Health Status" – Secondary Data by 10 TAB Categories (25 mins)
- IV. Collect Community Health Perspectives , Ask your opinion. (20 mins)
- V. Community Health Voting Activity: Determine MOST Important Health areas (20 mins)
- VI. Close / Next Steps (5 mins)

VVV Marketing & Development INC. Oct 2011

### I. Introduction:

Background and Experience



Vince Vandelaar MBA, VVV Marketing & Development INC  
Principal Consultant, Olathe, KS 913 302-7264

- > – Professional Consulting Services: Strategic Planning, Marketing Management, Business Research & Development Focus : Strategy , Research , Deployment
  - > – Over 25 years of experience with Tillinghast, BCBSKC, Saint Luke's
- Adjunct Professor - Marketing / Health Admin.- 24 years +
- > Webster University (1988 – present)
  - > Rockhurst University (2010 – present)

Megan Carollo MBA, Business Development  
Analyst

### I. Introductions: a conversation with the community.

Community members and organizations invited to CHNA Town Hall

**Consumers:** Uninsured/underinsured people, Members of at-risk populations, Parents, caregivers and other consumers of health care in the community, and Consumer advocates.

**Community leaders and groups:** The hospital organization's board members, Local clergy and congregational leaders, Presidents or chairs of civic or service clubs – Chamber of Commerce, veterans' organizations, Lions, Rotary, etc., Representatives from businesses – owners/CEO's of large businesses (local or large corporations with local branches), Business people & merchants (e.g., who sell tobacco, alcohol, or other drugs), Representatives from organized labor, Political, appointed and elected officials., Foundations., United Way organizations. And other "community leaders."

**Public and other organizations:** Public health officials, Directors or staff of health and human service organizations, City/Community planners and development officials, Individuals with business and economic development experience, Welfare and social service agency staff, Housing advocates - administrators of housing programs: homeless shelters, low-income-family housing and senior housing, Education officials and staff - school superintendents, principals and teachers, Public safety officials, Staff from state and area agencies on aging, Law enforcement agencies - Chiefs of police, Local colleges and universities, Coalitions working on health or other issues.

**Other providers:** Physicians, Leaders in other not-for-profit health care organizations, such as hospitals, clinics, nursing homes and home-based and community-based services, Leaders from Catholic Charities and other faith-based service providers, Mental health providers, Oral health providers, Health insurers, Parish and congregational nursing programs, Other health professionals

## Town Hall Participation (You)

- ALL attendees welcome to share.
  - Parking Lot
- There are no right or wrong answers.
- Only one person speaks at a time.
- Please give truthful responses.
- Have a little fun along the way.

## II. Purpose: Why conduct Community Health Needs Assessment?

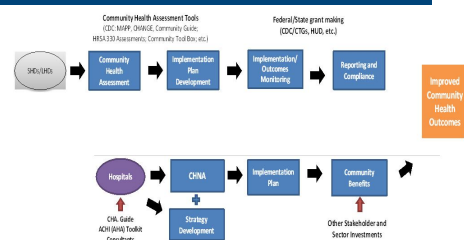
- To determine health-related trends and issues of the community.
- To understand/evaluate health delivery programs in place.
- To develop strategies to address unmet health needs.
- To meet Federal requirements – both local hospital & Health Department.

## II. Review CHNA Definition

A Community Health Needs Assessment (CHNA) is a systematic collection, assembly, analysis, and dissemination of information about the health of the community. *<NOTE: Some the data has already been collected (published) by local, state and federal public health organizations. Some data will be collected today.>*

CHNA's role is to identify factors that affect the health of a population and determine the availability of resources to adequately address those factors.

## Community Health Needs Assessment Joint Process: Hospital & Health Department



## II. Required Written Report IRS 990 Documentation .....

- a description of the community served
- a description of the CHNA process
- the identity of any and all organizations & third parties which collaborated to assist with the CHNA;
- a description of how the organization considered the input of persons representing the community (*e.g., through meetings, focus groups, interviews, etc.*), who those persons are, and their qualifications;
- a prioritized description of all of the community needs identified by the CHNA and
- a description of the existing health care facilities and other resources within the community available to meet the needs identified through the CHNA.

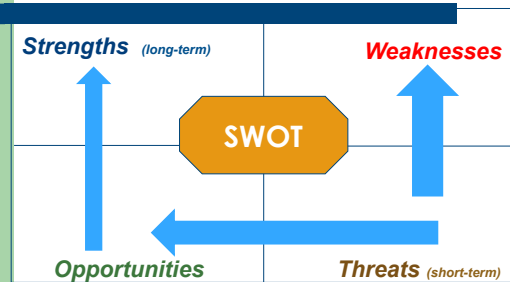
## III. Review Current County "Health Status" – Secondary Data by 10 TAB Categories (CARD)

TAB 1. Demographic Profile
TAB 2. Economic/Business Profile
TAB 3. Educational Profile
TAB 4. Maternal and Infant Health Profile
TAB 5. Hospitalization / Providers Profile
TAB 6. Behavioral Health Profile
TAB 7. Risk Indicators & Factors
TAB 8. Uninsured Profile
TAB 9. Mortality Profile
TAB 10. Preventative Quality Measures

## IV. Collect Community Health Perspectives Ask your opinion. Your thoughts?

- ❑ Today: What are the *strengths* of our community that contribute to health
- ❑ Today: Are there healthcare services in your community / neighborhood that you feel *need to be improved and / or changed*?
- ❑ Tomorrow: What is occurring or might occur *that affects the health of our community*?

## SWOT Development



## CHNA SWOT Activity

- **OPPORTUNITIES** – Areas that are favorable and/or advantageous to business. (internal and/or external areas that are growing, changing, shifting and/or developing.)
- **THREATS** – Areas of possible danger that could damage business, if not managed / handled well. (internal and/or external areas that are growing, changing, shifting, developing etc.)

**BREAK into Work Groups:** (3-5 members each)

**A. Identify TOP 3 Opportunities** (Use WHITE 3X5 cards)

**B. Identify TOP 3 Threats** (Use COLOR 3X5 cards)

**Share Work Group: IDEAS / Identify Common Themes.**

## V. Determine MOST Important Health Areas to Improve/Change. You Pick Top 4 (Others ?)

- |                                |                                    |
|--------------------------------|------------------------------------|
| A. Aging Services              | M. Hospice                         |
| B. Chronic Pain Management     | N. Hospital Services               |
| C. Dental Care/Oral Health     | O. Maternal, Infant & Child Health |
| D. Developmental Disabilities  | P. Nutrition                       |
| E. Domestic Violence           | R. Pharmacy Services               |
| F. Early Detection & Screening | S. Primary Health Care             |
| G. Environmental Health        | T. Public Health                   |
| Q. Exercise                    | U. School Health                   |
| H. Family Planning             | V. Social Services                 |
| I. Food Safety                 | W. Specialty Medical Care Clinics  |
| J. Health Care Coverage        | X. Substance Abuse                 |
| K. Health Education            | Y. Transportation                  |
| L. Home Health                 | Z. Other _____                     |

## Possible Health Topics

Health, Economy, Education, Environment,  
 Government & Politics, Public Safety,  
 Social Environment, Transportation, Hospital, Physicians  
 Access to HC, Alternative Medicine, Cancer, Children's  
 Health, Co Health Rankings  
 Diabetes, Disabilities, Occupational Health,  
 Exercise, Nutrition, & Weight, Heart & Stroke,  
 Immunizations, Mental Health, Mortality, BMI etc.....

## Community Health Needs Assessment

### Questions Next Steps ?

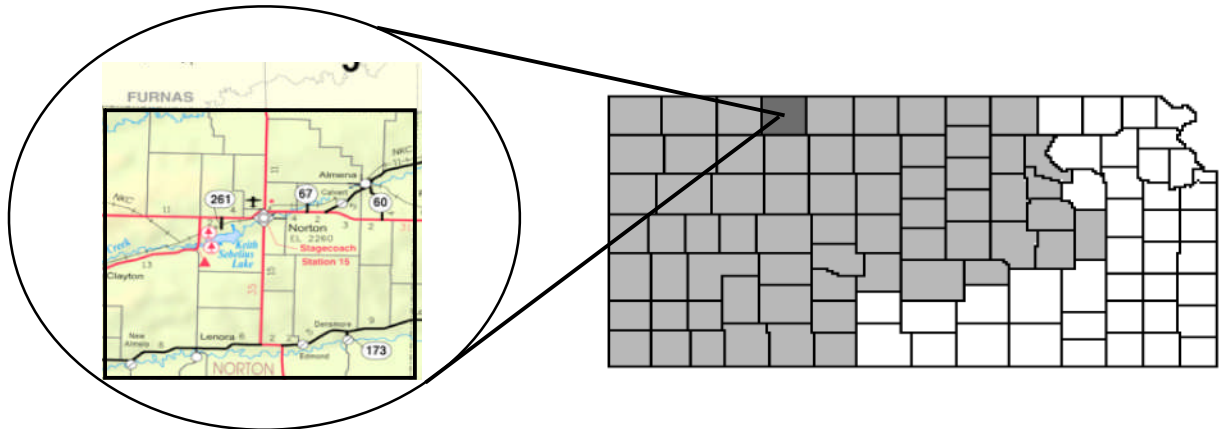
VVV Research & Development INC.  
[vmlvandehaar@aol.com](mailto:vmlvandehaar@aol.com)  
 913 302-7264

## II Methodology

### d) Community Profile (Demographic/Economics)

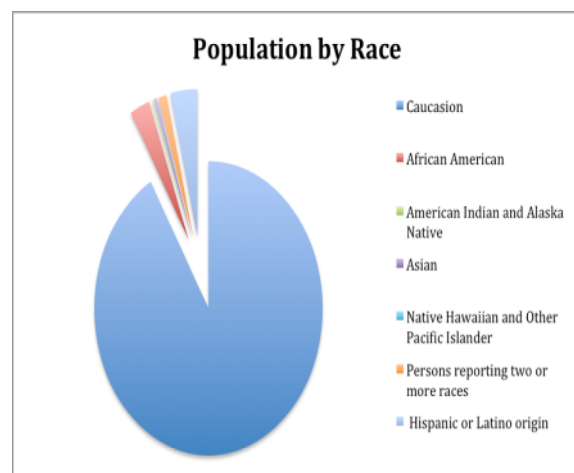
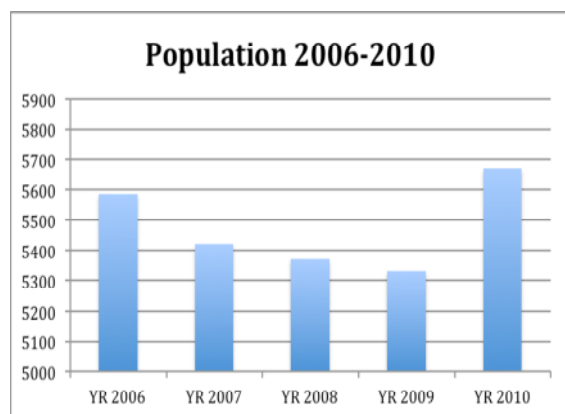
A description of community served

#### Norton County Community Profile



#### Demographics

The population of Norton County was estimated to be **5,671 citizens** in 2010, and had a 1.6% change in population from 2006 – 2010. The county covers 878 square miles and this area includes Prairie Dog State Park and The Gallery of the Also-Rans<sup>1</sup>. The county has an overall population density of 6.5 persons per square mile, compared to the State average of 34.9 persons per square mile. The county is located in North central Kansas and agriculture, forestry, fishing, hunting, public administration, construction, accommodation & food services, educational services, and metal products are the most common industries in its economy<sup>2</sup>. The county was founded in 1872 and the county seat is Norton<sup>3</sup>.



<sup>1</sup> <http://www.discovernorton.com/Document.aspx?id=3693>

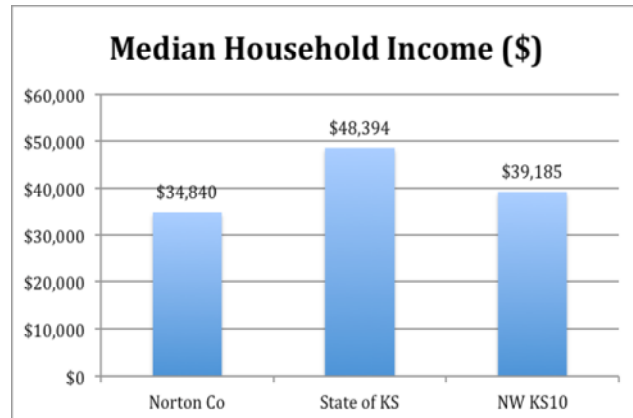
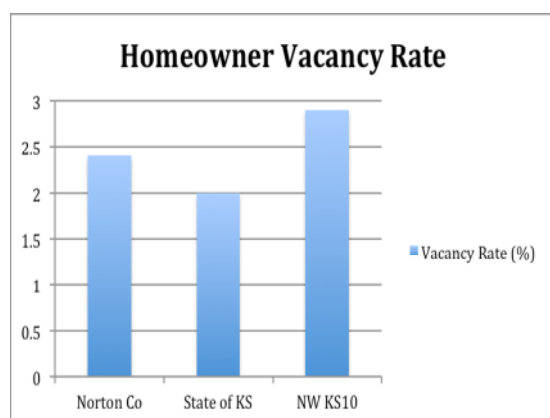
<sup>2</sup> [http://www.city-data.com/county/Norton\\_County-KS.html](http://www.city-data.com/county/Norton_County-KS.html)

<sup>3</sup> <http://www.skyways.org/counties/NT/>

The most populous communities of the region are Norton (3,012), Alma (469) and Lenora (306)<sup>4</sup>. These three cities comprise roughly 67% of the County's total population and are less than 25 miles apart from each other.

**The major highway transportation** access to Norton County is primarily state and county roads. Kansas highway 283 runs North–South through the center of the county and Kansas highways 383 and 36 run East–West through the county. Kansas state highway 9 also runs through the southern part of the county. The major U.S. interstate, I-70 runs South of the county and Interstate 80 is North of the county running through Nebraska.

**Homeownership in Norton County** is comparable to other counties in the region. Median price of an owner-occupied home in Norton County is \$51,200 – more than half the state median value of \$118,500. However, Norton County has a homeownership rate of 68%, lower than both the state average (69.5%) and the NW Kansas region (71.9%). However, Norton County's homeowner vacancy rate (2.4%) is in line with the state average (2%) and NW Kansas Region (2.9%).



**Employment** in Norton County results in a median household income 28% lower than the state average, and 11% lower than the NW KS Region. The income disparity between the county and the state is validated by the average weekly wages; in Norton County weekly wages were \$567 in June of 2011, 31% lower than the state weekly wage of \$754<sup>5</sup>. Private wage or salaried workers comprise 58% of the population; the remaining workforce is employed by the government (26%), self-employed /not incorporated (15%), or unpaid family work (1%)<sup>6</sup>. The percentage of unemployed workers in the civilian labor force in Norton County is 3.9% compared to the state average unemployment rate of 7.0%<sup>7</sup>.

<sup>4</sup> <http://www.skyways.org/counties/NT/>

<sup>5</sup> <http://www.bls.gov/ro7/qcewks.pdf>

<sup>6</sup> [http://www.city-data.com/county/Norton\\_County-KS.html](http://www.city-data.com/county/Norton_County-KS.html)

<sup>7</sup> <http://www.ers.usda.gov/Data/Unemployment/RDList2.asp?ST=KS>



## Detail Demographics - Norton County

			Sq	Per	Total	Gender		Age Ranges				
ZIP	CITY	ST	Miles	Capita	Pop11	M	F	00-17	18-44	45-64	65-74	75Plus
	Norton KS		881	\$21,107	5615	3137	2478	1038	1992	1455	488	642
						56%	44%	18%	35%	26%	9%	11%
67654	NORTON	KS	429	\$21,689	4316	2481	1835	713	1630	1100	353	520
67645	LENORA	KS	341	\$20,771	662	335	327	156	179	191	67	69
67622	ALMENA	KS	107	\$17,696	574	289	285	157	167	143	59	48
67629	CLAYTON	KS	4	\$15,886	63	32	31	12	16	21	9	5
			Sq	Per	Total	Med	Moms	Ethnic		Insurance		
ZIP	CITY	ST	Miles	Capita	Pop11	Age	18-44	Hisp	White	MCare	Mcaid	No Ins
	Norton KS		881	\$21,107	5615	42	673	152	5116	1174	339	589
							12%	3%	91%	21%	6%	10%
67654	NORTON	KS	429	\$21,689	4316	42	490	143	3842	907	249	440
67645	LENORA	KS	341	\$20,771	662	44	88	6	646	141	41	66
67622	ALMENA	KS	107	\$17,696	574	40	85	3	566	111	46	75
67629	CLAYTON	KS	4	\$15,886	63	49	10	0	62	15	3	8

Source: Claritus

# **III. Community Health Status**

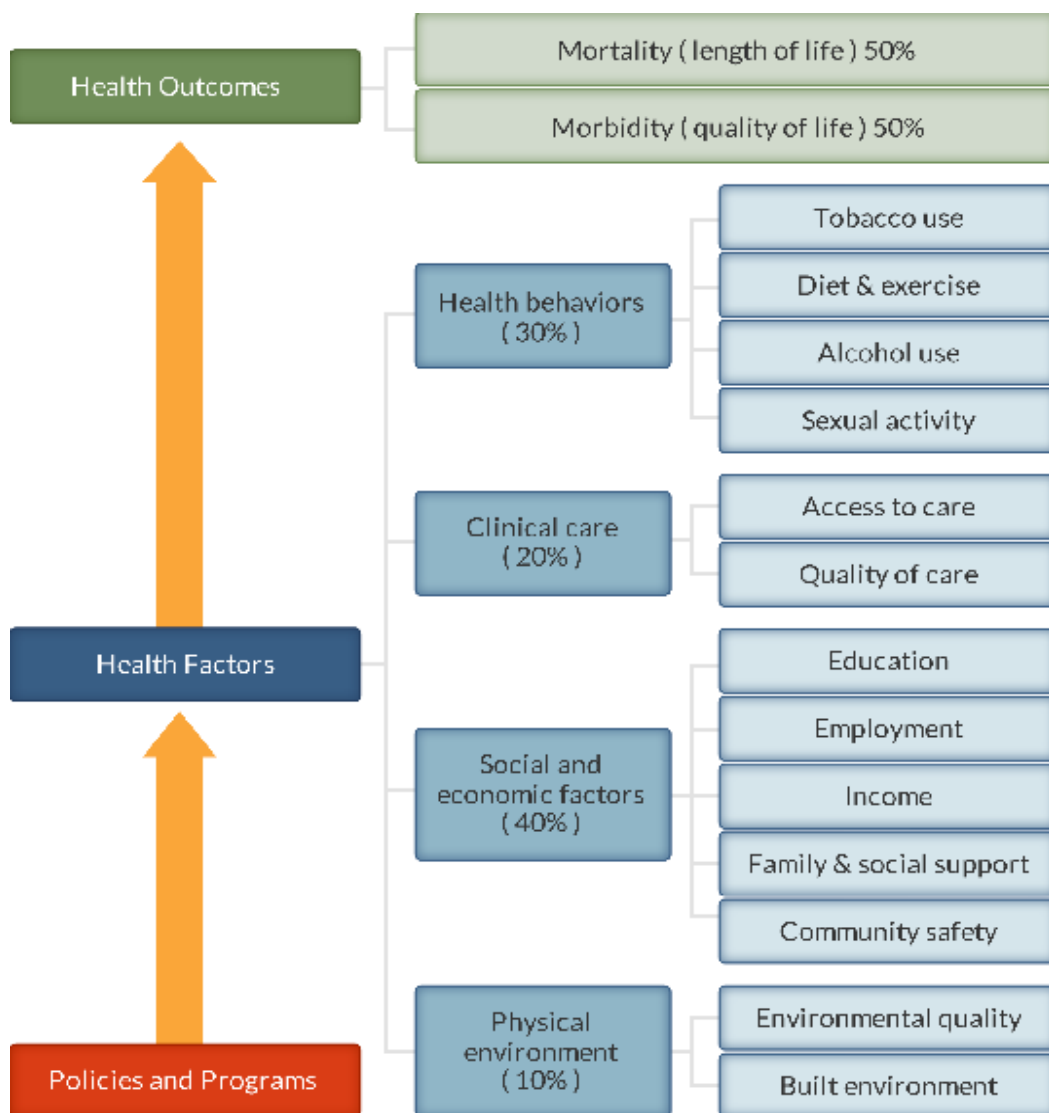
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**[VVV Research & Development INC]**

**II. Community Health Status**  
**a. Historical Health Statistics**

**Health Status Profile – Norton County KS**

This section of the CHNA reviews published quantitative community health indicators and results of our recent CHNA Town Hall. To produce this profile, VVV Research & Development staff analyzed data from multiple sources. This analysis focuses on a set of published health indicators organized by ten areas of focus (10 TABS), results from the 2012 County Health Rankings and conversations from Town Hall primary research. (Note: The Robert Wood Johnson Foundation collaborates with the University of Wisconsin Population Health Institute to release annual *County Health Rankings*. As seen below in model, these rankings are based on a number of health factors.)



## 2012 State Health Rankings for Norton County, Kansas

#	KS Rank of 100 counties	Definitions	Norton Co	Trend	NW KS10
1	<b>Physical Environment</b>	<b>Environmental quality</b>	57		56
2	<b>Health Factors</b>		47		38
2a	<b>Clinical Care</b>	<b>Access to care / Quality of Care</b>	83		53
2b	<b>Social &amp; Econ Factors</b>	<b>Education, Employment, Income, Family/Social support, Community Safety</b>	29		35
3	<b>Health Outcomes</b>		56		45
3a	<b>Health Behaviors</b>	<b>Tobacco Use, Diet/Exercise, Alcohol Use, Sexual Activity</b>	47		48
3b	<b>Morbidity</b>	<b>Quality of life</b>	61		45
3c	<b>Mortality</b>	<b>Length of life</b>	33		38
<a href="http://www.countyhealthrankings.org">http://www.countyhealthrankings.org</a>					

One of the IRS CHNA requirements is to understand community health strengths and weaknesses. Below is a table documenting Town Hall healthcare areas of strength and weakness relating to availability, access, and/or quality.

<b>Norton Co KS (N = 51)</b>	
<b>Town Hall Strengths Cited</b>	<b>Town Hall Weaknesses Cited</b>
Norton County Health Dept. is very active and involved at all levels in the community.	Mental Health Services- suicides are higher in comparison. Patients are waiting days to get help with mental health issues.
Higher WIC – allows mothers to continue to work.	Community is lacking awareness / information to deal with drug and alcohol issues.
Community is proud that they are able to keep the elderly in their homes and not in Nursing Homes.	Mental Health/ First Aid – this is new project and it has yet to meet its potential.
Norton County Hospital – everything from the staff, CEO, outpatient Clinic, and Cardiac/ Urology doctors	Low infant birth weights.
Alliance with Colby to establish a Nursing Program.	Mothers smoking.
Medical staff, especially the fact they have a full-time Surgeon and a good group of Doctors.	High cancer mortality rate – area is often referred to as “Cancer Alley.”
CARES Program – volunteer based program to transport community members to medical care.	Dialysis Unit – people are moving out of Norton to get closer to providers
Hospice and Hospice volunteers are fantastic.	Services not offered in Norton (Radiation / Chemo).
Bus service (separate from CARES Program) is available to pick up/ drop off patients for care.	People are having problems affording prescriptions
Meals on Wheels, the entire community is involved.	Concerns with how the county / community are collecting data to keep track of what is going on in the community.
Alzheimer’s Unit and support group.	Community is not sure what services are offered locally.

During the course of our Town Hall meeting, participants had the opportunity to vote on what they felt needs additional attention to improve community health. (Note: Each individual was given four (4) votes to distribute across health topics cited.) Below is a ranking of Town Hall findings.

<b>2012 Health Needs - Norton County KS (Ranked)</b>			
#	Health Areas of Future Focus N=51	Votes	%
<b>1</b>	Cancer (Causes)	29	15.4%
<b>2</b>	Promoting Exercise	29	15.4%
<b>3</b>	Dialysis Unit	24	12.8%
<b>4</b>	Mental Health / Behavioral Care Services	23	12.2%
<b>5</b>	Underage Drinking	21	11.2%
<b>6</b>	Smoking	16	8.5%
<b>7</b>	Preventing Obesity	14	7.5%
<b>8</b>	Substance Abuse Education	12	6.4%
<b>9</b>	Heart Disease	11	5.9%
<b>10</b>	Low Birth Weight of Infants	8	4.3%
	Totals	188	100.0%

Finally, after each Town Hall meeting, an online community survey asked residents to rate "Overall Health of County". Using a 5 point Likert scale, results are listed below:

<b>Overall Health of Community Town Hall Feedback</b>		
<b>County: Norton N=52</b>		
Score	Count	Percentage
<b>Top 2 Boxes (5/4s)</b>	<b>37</b>	<b>70.0%</b>
<b>Bottom 2 Boxes (1/2's)</b>	<b>0</b>	<b>0.0%</b>
<b>5</b>	<b>5</b>	<b>10.0%</b>
<b>4</b>	<b>32</b>	<b>60.0%</b>
<b>3</b>	<b>5</b>	<b>10.0%</b>
<b>2</b>	<b>0</b>	<b>0.0%</b>
<b>1</b>	<b>0</b>	<b>0.0%</b>
<b>Blank</b>	<b>10</b>	<b>20.0%</b>
<b>TOTAL</b>	<b>52</b>	<b>100.0%</b>

## Secondary Research

When considering the state of community health, it's important to review published health data by topic area. Below is a summary of key TABS of information collected:

**Tab 1 & 2 Demographics/Economics**

#	Population History Vital Statistics	% Change 2006-2010	YR 2006	YR 2007	YR 2008	YR 2009	YR 2010
1	Norton County Population	1.6%	5584	5422	5370	5330	5671

#	People QuickFacts	Norton Co.	TREND	State of KS	NW KS10
1	Households, 2005-2009	2,180		1,093,694	38,022
2	Persons per household, 2005-2009	2.05		2.46	2.2
3	Per capita money income in past 12 months (2009 dollars) 2005-2009	\$18,863		\$25,522	\$20,798
4	Median household income, 2009	\$38,590		\$47,709	\$40,685

#	HealthMatters.com Categories	Norton Co.	TREND	State of KS	NW KS10
1	Ratio of Children to Adults (% children to adults)	23.9			27.8
2	Ratio of Elderly Persons to Adults (% elderly to adults)	27.4			31.1
3	Ratio of Elderly Persons and Children to Adults (% elderly / children to adults)	51.3			58.9
4	Voter Turnout (%)	66.6		72.3	71.2
5	People Living Below Poverty Level (%)	8.3		12.2	11.1
6	People Living 200% Above Poverty Level (%)	63.5		69.3	65.2
7	People 65+ Living Below Poverty Level (%)	8.7		8	8.0
8	People 65+ Living Alone (%)	31.9		29.6	27.9
9	Language other than English spoken at home, pct age 5+, 2005-2009	4.80%		9.90%	4.34%

Source U.S. Census Bureau: State and County QuickFacts. Data derived from Population Estimates, American Community Survey, Census of Population and Housing, Small Area Income and Poverty Estimates, State and County Housing Unit Estimates, County Business Patterns, Nonemployer Statistics, Economic Census, Survey of Business Owners, Building Permits, Consolidated Federal Funds Report

#	<a href="http://www.countyhealthrankings.org">http://www.countyhealthrankings.org</a>	Norton Co	Trend	State of KS	NW KS10
1	Children in poverty	18%		18%	17%
2	Fast food restaurants	50%		48%	45%
3	Unemployment	4.50%		7.00%	4.2%

#	HealthMatters.com Categories	Norton Co	Trend	State of KS	NW KS10
1	Per Capita Income (\$)	\$18,863		\$25,522	\$20,798
2	Median Household Income (\$)	\$34,840		\$48,394	\$39,185
3	Average Monthly WIC Caseload (per 1,000)	8.4		2.7	7.5
4	Households with Public Assistance (%)	1.1		2.3	1.5

**Tab 3 Public Schools Health Delivery Profile.** Currently school districts are providing on site primary health screenings and basic care.

#	Indicators	Norton Co
1	Total # Public School Nurses	2
2	School Nurse is part of the IEP team	YES
3	School Wellness Plan (Active)	
4	VISION: # Screened / Referred to Prof / Seen by Professional	445/ 42/ 27
5	HEARING: # Screened / Referred to Prof / Seen by Professional	445/ 6/ 6
6	ORAL HEALTH: # Screened / Referred to Prof / Seen by Professional	479/ 81/ 17
7	SCOLIOSIS: # Screened / Referred to Prof / Seen by Professional	207/ 0/ 0
8	# of Students served with no identified chronic health concerns	627
9	School has a suicide prevention program	YES
10	Compliance on required vaccinations (%)	100%

#	Healthmatters.com Categories	Norton Co	Trend	State of KS	NW KS10
1	Student-to-Teacher Ratio (% Student / Teacher)	9.8		13.7	11.6
2	Students Eligible for the Free Lunch Program (%)	28.4			27.4
3	Poverty Status by School Enrollment (%)	8.4			5.7

**TAB 4 Maternal and Infant Health Profile.** Tracking maternal & infant care patterns are vital in understanding the foundation of family health.

	Indicator <a href="http://www.countyhealthrankings.org">http://www.countyhealthrankings.org</a>	Norton Co	Trend	State of KS	NW KS10
1	Low birthweight	8.40%		7.20%	7.6%
#	Vital Statistics: Maternal and Infant Health Profile, 2010	Norton Co	Trend	State of KS	NW KS10
1	Total Live Births, 2006	50		40,896	1,107
2	Total Live Births, 2007	46		41,951	1,196
3	Total Live Births, 2008	41		41,815	1,145
4	Total Live Births, 2009	56		41,388	1,193
5	Total Live Births, 2010	47		40,439	1,136
6	Total Live Births, 2006-2010 - Five year Rate (%)	8.8%		14.70%	
7	Percent Premature (<37 weeks)	8.7%		8.8%	8.16%
8	Percentage of Mothers Who Initiate Breastfeeding	76.6%		77.2%	80.8%
9	% of Mothers who Smoke Any Time During Pregnancy	27.9%		15%	18.6%
#	HealthMatters.com Categories	Norton Co	Trend	State of KS	NW KS10
1	Number of Births per 1,000 Population (per 1000 pop)	8.8			11.4
2	Births Occurring to Teens per 1,000 Population (per 1000)	5.6			9.3
3	Percent of WIC Mothers Breastfeeding Exclusively (%)	11.8			15.0
4	Percent of Births with Low Birth Weight (%)	10.4			6.5
5	Percent of Births with Inadequate Birth Spacing (%)	11.5			13.0
6	% of Births Where Prenatal Care began in First Trimester	81.4			77.0

**TAB 5 Hospitalization/Provider Profile** Understanding provider access and disease patterns are fundamental in healthcare delivery. Listed below are several vital county statistics.

#	KS Hospital Assoc PO103	Norton County (Total)			
		FFY2008	FFY2009	FFY2010	Trend
1	Total Discharges	734	801	716	
2	Total IP Discharges-Age 0-17	34	43	39	
3	Total IP Discharges-Age 18-29	83	77	70	
4	Total IP Discharges-Age 30-44	192	164	124	
5	Total IP Discharges-Age 45-64	117	136	120	
6	Total IP Discharges-Age 65+	223	250	254	
7	Psychiatric	13	15	17	
8	Obstetric	37	60	48	
9	Newborn	35	56	44	
10	Surgical %	25.6	25.50%	24.2%	

**TAB 5 Hospitalization/Provider Profile** (Continue)

	<a href="http://www.countyhealthrankings.org">http://www.countyhealthrankings.org</a>	Norton	Trend	State of KS	NW KS10
1	Preventable hospital stays	103		70	114
2	Primary care physicians per 1	1355		857	1,072
#	HealthMatters.com Categories	Norton Co	Trend	State of KS	NW KS10
1	Injury Hospital Admission Rate (per 100,000)	322.21			820.9
2	Heart Disease Hospital Admission Rate (per 100,000 Pop)	321.89			338.6
3	Congestive Heart Failure Hospital Admission Rate (per 100,000 Pop)	219.53			277.7
4	Chronic Obstructive Pulmonary Disease (COPD) Hospital Admission Rate (per 100,00)	417.78			275.5
5	Bacterial Pneumonia Hospital Admission Rate (per 100,000)	452.44			662.3
6	Staffed Hospital Bed Ratio (per 1,000 Pop)	4.7			15.9



**TAB 6 Social & Rehab Services Profile.** Behavioral health and rehabilitation care provide another important indicator of community health status. Below is a summary of the previous 3 years of assistance.

	Norton County KS						Trend
Source: Kansas Dept of	Persons Served			Annual Service Dollars			
Social & Rehab Services	FY 2009	FY 2010	FY 2011	FY 2009	FY 2010	FY 2011	
Substance Abuse (PIHP)	8	6	6	\$10,410	\$5,415	\$4,139	
Mental Health (PAHP)	98	89	100	\$171,575	\$108,244	\$166,273	
Institutional (Aver daily Census)							
Intermediate Care Facility (ICF-MR)	56	12	49	\$947,918	\$978,583	\$932,652	
Home and Community Based Serv							
Physical Disability	9	7	7	\$110,978	\$97,298	\$60,497	
Traumatic Brain Injury	2	2	2	\$3,439	\$22,151	\$28,891	
Developmental Disability	1	12	0	\$19,422	\$1,065	\$0	
Autism	0	0	0	\$0	\$0	\$0	
Major Services (Average per Month)							
Temporary Assistance for Families	33	45	37	\$41,759	\$54,467	\$44,855	
TANF Employment Services	11	20	18	\$3,304	\$7,078	\$10,817	
Child Care Assistance	21	27	35	\$38,833	\$63,734	\$75,361	
Food Assistance	227	317	317	\$253,709	\$404,362	\$415,721	

**TAB 7 Health Risk Profiles.** Knowing community health risk factors and disease patterns can aid in the understanding “next steps” to improve health. Being overweight/obese; smoking, drinking in excess, not exercising etc can lead to poor health.

	<a href="http://www.countyhealthrankings.org">http://www.countyhealthrankings.org</a>	Norton Co	Trend	State of KS	NW KS10
1	Adult obesity	30%		30%	32%
2	Adult smoking	24%		18%	18%
3	Excessive drinking	12%		15%	13%
4	Inadequate social support	14%		16%	15%
5	Physical inactivity	26%		24%	28%
6	Poor mental health days	2.3		2.8	2.6
7	Poor physical health days	2.8		3.0	2.8
#	HealthMatters.com Categories	Norton Co	Trend	State of KS	NW KS10
1	Increased Lead Risk in Housing Rate (%)	53.46			43.0

#	HealthMatters.com Categories	Norton Co	Trend	State of KS	NW KS10
1	Age-Adjusted Years of Potential Life Lost - Cancer (Yrs p/ 100,000 Pop)	2136.4			1529.0
2	Age-Adjusted Years of Potential Life Lost - Cerebrovascular Disease (Yrs p/ 100,000)	184.1			152.2
3	Age-Adjusted Years of Potential Life Lost - Chronic Lower Respiratory Disease (Yrs p/ 100,000 Pop)	147.9			204.0
4	Age-Adjusted Years of Potential Life Lost - Diabetes	86.7			183.6
5	Age-Adjusted Years of Potential Life Lost - Heart Disease (Yrs p/ 100,000 Pop)	1400.6			1156.4
6	Age-Adjusted Years of Potential Life Lost - Suicide	1181.9			712.7
7	Age-Adjusted Years of Potential Life Lost - Traffic Injury	1189.5			1434.8
8	Age-Adjusted Years of Potential Life Lost - Unintentional Injuries (Yrs p/ 100,000 Pop)	1530.3			2158.5

**TAB 8 Uninsured Profiles.** Based on synthetic estimations, the number of insured is documented below. Also, the amount of charity care (last 3 years of free care) from area providers is trended below.

	<a href="http://www.countyhealthrankings.org">http://www.countyhealthrankings.org</a>	Norton Co	Trend	State of KS	NW KS10
1	Uninsured	18%		15%	17%
#	Charity Care by Individual Hospital	YR09	YR10	YR11	Trend
1	Local Hospital Charity Care	\$181,256	\$156,203	\$223,758	

**TAB 9 Mortality Profile.** The leading causes of county deaths are listed below. Areas of higher than expected are so noted.

#	Causes of Death by County of Residence, KS 2010			
	Selected Causes of Death (ICD-10)	Norton Co	Trend	State of KS
	TOTAL	65		24,428
1	Major Cardio-vascular Disease	28		7,504
2	Disease of Heart	22		5,404
3	Other Heart Diseases	15		2,070
4	All Malignant Neoplasms	12		5,359
5	All Other Causes	11		3,961

#	HealthMatters.com Categories	Norton Co	Trend	State of KS	NW KS10
1	Age-adjusted Alzheimer's Disease Mortality Rate per 100,000 population	20.1		28.6	28.1
3	Age-adjusted Cancer Mortality Rate per 100,000 population	213.1		187.8	169.8
4	Age-adjusted Cerebrovascular Disease Mortality Rate per 100,000 population	28.74		47.9	43.7
5	Age-adjusted Chronic Lower Respiratory Disease Mortality Rate per 100,000 population	43.5		55.4	48.2
6	Age-adjusted Diabetes Mortality Rate per 100,000 population	21.43		23	30.5
7	Age-adjusted Heart Disease Mortality Rate per 100,000 population	208.63		189.4	180.7
9	Age-adjusted Mortality Rate per 100,000 population	798.12		856.1	778.5
10	Age-adjusted Nephritis, Nephrotic Syndrome, Nephrosis Mortality Rate per 100,000 population	33.17		20.4	25.8
11	Age-adjusted Suicide Mortality Rate per 100,000 population	38.33		14.3	32.9

**TAB 10 Preventive Health Profile.** The following table reflects future health of county. This information also is an indicator of community awareness of preventative measures.

<a href="http://www.countyhealthrankings.org">http://www.countyhealthrankings.org</a>	Norton Co	Trend	KS	NW KS10
<b>Diabetic screening</b>	<b>71%</b>		<b>85%</b>	<b>82%</b>
<b>Limited access to healthy foods</b>	<b>7%</b>		<b>7%</b>	<b>10%</b>
<b>Mammography screening</b>	<b>68%</b>		<b>67%</b>	<b>68%</b>
<b>Poor or fair health (Self Assess)</b>	<b>10%</b>		<b>13%</b>	<b>11%</b>
<b>HealthMatters.com Categories</b>	<b>Norton Co</b>	<b>Trend</b>	<b>State of KS</b>	<b>NW KS10</b>
<b>Percent of Infants Fully Immunized at 24 Months (%)</b>	<b>88.3</b>			<b>81.1</b>

# **IV. Inventory of Community Health Resources**

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**[VVV Research & Development INC]**

<b>Inventory of Health Services - Norton County KS</b>				
<b>Cat</b>	<b>HC Services Offered in county: Yes / No</b>	<b>Hospital</b>	<b>HLTH Dept</b>	<b>Other</b>
Clinic	Primary Care	Yes		
Hosp	Alzheimer Center			Yes
Hosp	Ambulatory Surgery Centers			
Hosp	Arthritis Treatment Center			
Hosp	Bariatric/weight control services			
Hosp	Birthing/LDR/LDRP Room	Yes		
Hosp	Breast Cancer	Yes		
Hosp	Burn Care			
Hosp	Cardiac Rehabilitation	Yes		
Hosp	Cardiac Surgery			
Hosp	Cardiology services	Yes		
Hosp	Case Management			Yes
Hosp	Chaplaincy/pastoral care services			Yes
Hosp	Chemotherapy	Yes		
Hosp	Colonoscopy	Yes		
Hosp	Crisis Prevention			Yes
Hosp	CTScanner	Yes		
Hosp	Diagnostic Radioisotope Facility			
Hosp	Diagnostic/Invasive Catheterization			
Hosp	Electron Beam Computed Tomography (EBCT)			
Hosp	Enrollment Assistance Services			
Hosp	Extracorporeal Shock Wave Lithotripter (ESWL)			
Hosp	Fertility Clinic			
Hosp	FullField Digital Mammography (FFDM)	Yes		
Hosp	Genetic Testing/Counseling			
Hosp	Geriatric Services	Yes		
Hosp	Heart	Yes		
Hosp	Hemodialysis			
Hosp	HIV/AIDSServices			
Hosp	Image-Guided Radiation Therapy (IGRT)			
Hosp	Inpatient Acute Care - Hospital services	Yes		
Hosp	Intensity-Modulated Radiation Therapy (IMRT) 161			
Hosp	Intensive Care Unit			
Hosp	Intermediate Care Unit	Yes		Yes
Hosp	Interventional Cardiac Catheterization			
Hosp	Isolation room	Yes		
Hosp	Kidney			
Hosp	Liver			
Hosp	Lung			
Hosp	MagneticResonance Imaging (MRI)	Yes		
Hosp	Mammograms	Yes		
Hosp	Mobile Health Services			
Hosp	Multislice Spiral Computed Tomography (<64 slice CT)	Yes		
Hosp	Multislice Spiral Computed Tomography (<64+ slice CT)			
Hosp	Neonatal			
Hosp	Neurological services			
Hosp	Obstetrics	Yes		
Hosp	Occupational Health Services			
Hosp	Oncology Services	Yes		
Hosp	Orthopedic services	Yes		
Hosp	Outpatient Surgery	Yes		
Hosp	Pain Management	Yes		
Hosp	Palliative Care Program			
Hosp	Pediatric	Yes		
Hosp	Physical Rehabilitation	Yes	Yes	
Hosp	Positron Emission Tomography (PET)			
Hosp	Positron Emission Tomography/CT (PET/CT)			
Hosp	Psychiatric Services			Yes

<b>Inventory of Health Services - Norton County KS</b>				
<b>Cat</b>	<b>HC Services Offered in county: Yes / No</b>	<b>Hospital</b>	<b>HLTH Dept</b>	<b>Other</b>
Hosp	Radiology, Diagnostic	Yes		
Hosp	Radiology, Therapeutic			
Hosp	Reproductive Health		Yes	
Hosp	Robotic Surgery			
Hosp	Shaped Beam Radiation System 161			
Hosp	Single Photon Emission Computerized Tomography (SPECT)			
Hosp	Sleep Center			
Hosp	Social Work Services	Yes		
Hosp	Sports Medicine			
Hosp	Stereotactic Radiosurgery			
Hosp	Swing Bed Services	Yes		
Hosp	Transplant Services			Yes
Hosp	Trauma Center			
Hosp	Ultrasound	Yes		
Hosp	Women's Health Services	Yes	Yes	
Hosp	Wound Care		Yes	
SR	Adult Day Care Program			Yes
SR	Assisted Living			Yes
SR	Home Health Services		Yes	
SR	Hospice	Yes		
SR	LongTerm Care	Yes		
SR	Nursing Home Services			Yes
SR	Retirement Housing			Yes
SR	Skilled Nursing Care	Yes	Yes	
ER	Emergency Services	Yes		
ER	Urgent Care Center			
ER	Ambulance Services			Yes
SERV	Alcoholism-Drug Abuse			Yes
SERV	Blood Donor Center			
SERV	Chiropractic Services			Yes
SERV	Complementary Medicine Services			
SERV	Dental Services		Yes	Yes
SERV	Fitness Center			Yes
SERV	Health Education Classes	Yes		
SERV	Health Fair (Annual)			
SERV	Health Information Center			
SERV	Health Screenings		Yes	
SERV	Meals on Wheels	Yes		
SERV	Nutrition Programs		Yes	
SERV	Patient Education Center			
SERV	Support Groups			
SERV	Teen Outreach Services			
SERV	Tobacco Treatment/Cessation Program			Yes
SERV	Transportation to Health Facilities			Yes
SERV	Wellness Program		Yes	

<b>Physician Manpower - Norton County KS</b>			
# of FTE Providers	Supply working in County		
	FTE County Based	FTE Visting	PA/NP
<b>Primary Care:</b>			
Family Practice	2.0	0.0	3.0
Internal Medicine	1.0	0.0	0.0
Obstetrics/Gynecology	0.0	0.0	0.0
Pediatrics	0.0	0.0	0.0
<b>Medicine Specialists:</b>			
Allergy/Immunology	0.0	0.0	
Cardiology	0.0	0.5	
Dermatology	0.0	0.0	
Endocrinology	0.0	0.0	
Gastroenterology	0.0	0.0	
Oncology/RADO	0.0	0.2	
Infectious Diseases	0.0	0.0	
Nephrology	0.0	0.0	
Neurology	0.0	0.0	
Psychiatry	0.0	0.0	
Pulmonary	0.0	0.1	
Rheumatology	0.0	0.0	
<b>Surgery Specialists:</b>			
General Surgery	1.0	0.0	
Neurosurgery	0.0	0.1	
Ophthalmology	0.0	0.2	
Orthopedics	0.0	0.2	
Otolaryngology (ENT)	0.0	0.0	
Plastic/Reconstructive	0.0	0.0	
Thoracic/Cardiovascular/Vasc	0.0	0.0	
Urology	0.0	0.2	
<b>Hospital Based:</b>			
Anesthesia/Pain	1.0	0.0	
Emergency	0.0	0.0	0.0
Radiology	0.0	0.0	
Pathology	0.0	0.0	
Hospitalist *	0.0	0.0	
Neonatal/Perinatal	0.0	0.0	
Physical Medicine/Rehab	0.0	0.0	
<b>Others</b>			
<b>TOTALS</b>	<b>5.0</b>	<b>1.5</b>	<b>3.0</b>

## Norton Co – Visiting Specialists

<b>Specialty</b>	<b>Schedule</b>	<b>Contact for Appointment</b>	<b>Location of Clinic</b>
Cardiology – Dr. Kutty	Monthly	800-695-4327	9 ½ West 31 <sup>st</sup> St. Kearney, NE 68847
Cardiology – Dr. McGowan	Monthly	308-865-2263	3219 Central Ave. Kearney, NE 68847
Cardiology – Dr. Pagano	Monthly	308-865-2263	3219 Central Ave. Kearney, NE 68847
Cardiology – Dr. Hoos-Thompson	Monthly	308-865-2263	3219 Central Ave. Kearney, NE 68847
Cardiology – Dr. Fisher	Monthly	785-625-4699 or 888-625-4699	Norton County Hospital 102 E. Holme
Neuro-Spine – Dr. Badejo	Monthly	308-234-9822	3219 Central Ave. Kearney, NE 68847
Oncology – Dr. O’Dea	Monthly	785-623-5774 or 800-248-0073 and ask for Medical Oncology	Norton County Hospital 102 E. Holme
Oncology – Dr. Bascom	Monthly	308-865-2263	P.O. Box 550 Kearney, NE 68847
Ophthalmology – Dr. Pokorny	Surgery & Clinic once a month	785-628-8218	Norton County Hospital 102 E. Holme
Orthopedic – Dr. DeCarvalho	Monthly	785-261-7599 or 866-428-8221	Norton County Hospital 102 E. Holme
Orthopedic – Dr. Adamson	Monthly	308-865-2263	Box 2168 Kearney, NE 68847
Pulmonology – Dr. Cantral	Monthly	308-865-2263	3219 Central Ave. Kearney, NE 68847
Urology – Dr. Williams	Every other month	308-237-7719	9 W. 31 <sup>st</sup> St. Kearney, NE 68847
Urology – Dr. Werth	Monthly	877-312-1619 or 785-628-6014	Norton County Hospital 102 E. Holme
Mobile Echo “Only”	Weekly	785-877-3351	Norton County Hospital Radiology Dept 102 E. Holme
Mobile Nuclear Med	Monthly	785-877-3351	Norton County Hospital Radiology Dept. 102 E. Holme
Mobile Ultrasound	Monthly	785-877-3351	Norton County Hospital Radiology Dept. 102 E. Holme

**\*Schedules are tentative subject to holidays and vacations.**



# Norton County Area Health Services Directory

## Emergency Numbers

**Police/Sheriff      911**

**Fire                      911**

**Ambulance          911**

## Non-Emergency Numbers

Norton County Sheriff                      785-877-5780

Norton County Ambulance                      785-877-5735

## Municipal Non-Emergency Numbers

	<u>Police/Sheriff</u>	<u>Fire</u>
Almena	785-877-5780	785-664-4030
Edmond	785-877-5780	785-877-5015
Lenora	785-877-5780	785-567-4899
Norton	785-877-5010	785-877-5015
Oronoque	785-877-5780	785-877-5015

To provide updated information or to add new health and medical services to this directory, please contact:

Norton County K-State Research & Extension  
100 S Norton Street (Norton) 785-877-5755

### Other Emergency Numbers

#### **Kansas Child/Adult Abuse and Neglect Hotline**

1-800-922-5330  
[www.srskansas.org/hotlines.html](http://www.srskansas.org/hotlines.html)

#### **Domestic Violence Hotline**

1-800-799-7233  
[www.ndvh.org](http://www.ndvh.org)

#### **Emergency Management (Topeka)**

785-274-1409  
[www.accesskansas.org/kdem](http://www.accesskansas.org/kdem)

#### **Federal Bureau of Investigation**

1-866-483-5137  
[www.fbi.gov/congress/congress01/caruso100301.htm](http://www.fbi.gov/congress/congress01/caruso100301.htm)

#### **Kansas Arson/Crime Hotline**

1-800-KS-CRIME  
800-572-1763  
[www.accesskansas.org/kbi](http://www.accesskansas.org/kbi)

#### **Kansas Bureau of Investigation (Topeka)**

785-296-8200  
[www.accesskansas.org/kbi](http://www.accesskansas.org/kbi)

#### **Kansas Crisis Hotline (Domestic Violence/Sexual Assault)**

1-888-END-ABUSE  
[www.kcsdv.org](http://www.kcsdv.org)

#### **Kansas Road Conditions**

1-866-511-KDOT  
511  
[www.ksdot.org](http://www.ksdot.org)

#### **Poison Control Center**

1-800-222-1222  
[www.aapcc.org](http://www.aapcc.org)

#### **Suicide Prevention Hotline**

1-800-SUICIDE  
[www.hopeline.com](http://www.hopeline.com)  
1-800-273-TALK  
[www.suicidepreventionlifeline.com](http://www.suicidepreventionlifeline.com)

#### **Toxic Chemical and Oil Spills**

1-800-424-8802  
[www.epa.gov/region02/contact.htm](http://www.epa.gov/region02/contact.htm)

### Health Services

### Hospitals

#### **Norton County Hospital**

102 E Holme (Norton)  
785-877-3351  
[www.ntcohosp.com](http://www.ntcohosp.com)

#### Norton County Hospital services provided include:

Acute Nursing  
Chemotherapy  
Education  
Emergency Room  
Environmental Services  
Health Information  
Infection Control  
Labor & Delivery  
Laboratory  
Physical Therapy  
Radiology  
Social Service  
Pulmonology  
Cardiac Rehabilitation

### Health Department

#### **Norton County Health Department**

801 N Norton (Norton)  
785-877-5745

#### Norton County Health Department services provided include:

American Cancer Society  
Blood Pressure  
Footcare  
Family Planning  
Healthy Start  
Health Assessments-Physicals  
Hearing Tests  
Hemoglobin  
HIV-AIDS Testing & Counseling  
Immunizations  
Kansas Breast & Cervical Cancer Initiative  
Maternal & Infant Program  
Office Consults  
Oxygen Level  
Prenatal Risk Reduction  
Speech  
Urinalysis Tests  
Vision Tests  
WIC Program

### Mental Health

#### **Developmental Services of NW Kansas**

1104 N State Street (Norton)  
785-877-5154  
[www.dsnwk.org](http://www.dsnwk.org)

#### **High Plains Mental Health Center**

211 S Norton Avenue (Norton)  
785-877-5141  
[www.highplainsmentalhealth.com](http://www.highplainsmentalhealth.com)

### Medical Professionals

*Chiropractors*

**Norton Chiropractic Center**  
204 E Washington Street (Norton)  
785-877-2645  
[www.thechiropracticcenters.com](http://www.thechiropracticcenters.com)

**Peterson Chiropractic & Acupuncture Clinics**  
207 N 1<sup>st</sup> Avenue (Norton)  
785-877-2324

*Clinics*

**Norton Medical Clinic**  
807 N State Street (Norton)  
785-877-3305

*Ruben Silan M.D.  
Kristin K. Vogel P.A.*

**Norton County Hospital**  
102 E Holme (Norton)  
785-877-3351  
[www.ntcohosp.com](http://www.ntcohosp.com)  
*Martin Griffey D.O.  
Jonna Inman APRN  
Glenda M. Maurer M.D.  
Patricia Renee McCartney APRN  
Jeffery W. McKinley D.O.  
Julie Lynn Siefers PA-C  
Ruben Silan M.D.  
Kristin K. Vogel P.A.*

**Young, Michael**  
105 N Highway 59 (Edmond)  
785-622-3243

*Dentists*

**Klein, Mark A. D.D.S.**  
P.O. Box 363 (Norton)  
785-877-3433

**Krizek, Craig D.D.S.**  
109 N Kansas Avenue (Norton)  
785-877-2324

**Lamont A. Shirk D.D.S.**  
205 S Kansas Avenue (Norton)  
785-877-2821

*Rehabilitation Services*

**Aegis Therapy**  
201 W Crane Street (Norton)  
785-874-4004

**Beth L. Lee Natural Therapeutics**  
409 N 1<sup>st</sup> Avenue (Norton)  
785-877-3046

**Body Works-Massage Therapy**  
213 S Kansas Avenue, Suite 5 (Norton)  
785-877-7309

**Other Health Care Services**

*Optometrists*

**Cole, Ben O.D.**  
114 N Kansas Avenue (Norton)  
785-877-5115

**General Health Services**

**Norton County Health Department**  
801 N Norton (Norton)  
785-877-5745

*Pharmacies*

**Moffet Drug Store**  
102 S State Street (Norton)  
785-877-2721

**Norton County Hospital**  
102 E Holme (Norton)  
785-877-3351  
[www.ntcohosp.com](http://www.ntcohosp.com)

**Pamida**  
505 W Holme Street (Norton)  
785-877-3363

**Norton Medical Clinic**  
807 N State Street (Norton)  
785-877-3305

*Physicians and Health Care Providers*

**Norton Medical Clinic**  
807 N. State Street (Norton)  
785-877-3305  
*Jonna Inman, APRN  
Martin Griffey, D.O.  
Glenda M. Maurer M.D.  
Jeffery W. McKinley D.O.  
Julie Lynn Siefers PA-C*

**Assisted Living/Nursing Homes/TLC**

**Andbe Home Inc.**  
201 W Crane Street (Norton)  
785-877-2601

**Jill's Helping Hands, Inc.**  
27438 US Highway 283 (Edmond)  
785-622-4254

**Norton Cares**  
208 W Main Street (Norton)  
785-877-2131

**Reliance Nursing**  
703 N Wabash Avenue (Norton)  
785-874-5165

**Whispering Pines**  
200 Whispering Pines Street (Norton)  
785-874-5500

#### **Diabetes**

**Arriva Medical**  
1-800-375-5137

**Diabetes Care Club**  
1-888-395-6009

#### **Disability Services**

**American Disability Group**  
1-877-790-8899

**Developmental Services of NW Kansas**  
1104 N State Street (Norton)  
785-877-5154

**Kansas Department on Aging**  
1-800-432-3535  
[www.agingkansas.org/index.htm](http://www.agingkansas.org/index.htm)

#### **Domestic/Family Violence**

**Child/Adult Abuse Hotline**  
1-800-922-5330  
[www.srskansas.org/services/child\\_protective\\_services.htm](http://www.srskansas.org/services/child_protective_services.htm)

**General Information – Women’s Shelters**  
[www.WomenShelters.org](http://www.WomenShelters.org)

**The Haven**  
813 N Grant Avenue (Norton)  
785-874-4043

**Kansas Crisis Hotline**  
Manhattan  
785-539-7935

**Norton Cares**  
208 W Main Street (Norton)  
785-877-2131

**Sexual Assault/Domestic Violence Center** (Hutchinson)  
Hotline: 1-800-701-3630  
Business Line: 620-663-2522

#### **Educational Training Opportunities**

**Association of Continuing Education**  
620-792-3218

#### **Food Programs**

**God’s Pantry**  
Trinity Episcopal Church  
102 W. Waverly (Norton)  
785-877-2589

**Kansas Food 4 Life**  
4 NW25<sup>th</sup> Road (Great Bend)  
620-793-7100

**Kansas Food Bank**  
1919 E Douglas (Wichita)  
316-265-4421  
[www.kansasfoodbank.org](http://www.kansasfoodbank.org)

#### **Government Healthcare**

**Kansas Department on Aging (KDOA)**  
503 South Kansas Avenue (Topeka)  
785-296-4986 or 1-800-432-3535  
[www.agingkansas.org/](http://www.agingkansas.org/)

**Kansas Department of Health and Environment (KDHE)**  
Curtis State Office Building  
1000 South West Jackson (Topeka)  
785-296-1500  
[www.kdheks.gov/contact.html](http://www.kdheks.gov/contact.html)

**MEDICAID**  
Kansas Department of Social & Rehabilitation Services (SRS)  
3000 Broadway (Hays)  
785-628-1066

**MEDICARE**  
Social Security Administration  
1212 East 27<sup>th</sup> Street (Hays)  
785-625-3496

**Norton County Health Department**  
801 N Norton (Norton)  
785-877-5745

**Social & Rehabilitation Services (SRS)**  
3000 Broadway (Hays)  
785-628-1066

**Social Security Administration**  
1212 East 27<sup>th</sup> Street (Hays)  
785-625-3496

#### **Health and Fitness Centers**

**Fit to Go**  
411 E Holme Street (Norton)

785-874-4306

**Norton Recreation Center**  
3 Washington Square (Norton)  
785-877-3087

#### Home Health

**Andbe Home Inc.**  
201 W Crane Street (Norton)  
785-877-2601

**Jill's Helping Hands, Inc.**  
27438 US Highway 283 (Edmond)  
785-622-4254

**Norton Cares**  
208 W Main Street (Norton)  
785-877-2131

**Reliance Nursing**  
703 N Wabash Avenue (Norton)  
785-874-5165

**PRN Home Health Agency Norton County**  
801 N Norton Avenue (Norton)  
785-877-5745

**Whispering Pines**  
200 Whispering Pines Street (Norton)  
785-874-5500

#### Massage Therapy

**Aegis Therapy**  
201 W Crane Street (Norton)  
785-874-4004

**Bella Sole**  
212 Pearl Street (Norton)  
785-874-4014

**Beth L. Lee Natural Therapeutics**  
409 N 1<sup>st</sup> Avenue (Norton)  
785-877-3046

**Body Works-Massage Therapy**  
213 S Kansas Avenue, Suite 5 (Norton)  
785-877-7309

**Norton Chiropractic Center**  
204 E Washington Street (Norton)  
785-877-2645  
[www.thechiropracticcenters.com](http://www.thechiropracticcenters.com)

#### Clinics

**Peterson Chiropractic & Acupuncture**  
207 N 1<sup>st</sup> Avenue (Norton)  
785-877-2324

#### Medical Equipment and Supplies

**American Medical Sales and Repair**  
1-866-637-6803

#### School Nurses

**Norton Community Schools USD 211**  
105 E Waverly (Norton)  
785-877-3386  
*Eisenhower Elementary School*  
785-877-5113  
*Norton Junior High*  
785-877-5851  
*Norton Community Senior High*  
785-877-3771

**Northern Valley USD 212**  
512 W Bryant (Almena)  
785-669-2445

#### Senior Services

**Senior Citizen's Center**  
208 W Main Street (Norton)  
785-877-5352

#### Veterinary Services

**All Creatures Vet Clinic**  
5761 Road E12 (Almena)  
785-669-2227

**Norton Animal Health Center Ltd**  
801 W Holme Street (Norton)  
785-877-2411  
[www.nortonanimalhealthcenter.com](http://www.nortonanimalhealthcenter.com)

#### Local Government, Community, and Social Services

#### Adult Protection

**Adult Protective Services (SRS)**  
1-800-922-5330  
[www.srskansas.org/ISD/ees/adult.htm](http://www.srskansas.org/ISD/ees/adult.htm)

**Elder Abuse Hotline**  
1-800-842-0078  
[www.elderabusecenter.org](http://www.elderabusecenter.org)

**Kansas Department of Social and Rehabilitation Services West Region Protection Reporting Center**  
1-800-922-5330

## Alcohol and Drug Treatment

### Alcohol and Drug Abuse Services

1-800-586-3690

[http://www.srskansas.org/services/alc-drug\\_assess.htm](http://www.srskansas.org/services/alc-drug_assess.htm)

### Alcohol Detoxification 24-Hour Helpline

1-877-403-3387

[www.ACenterForRecovery.com](http://www.ACenterForRecovery.com)

### Center for Recovery

1-877-403-6236

### G&G Addiction Treatment Center

1-866-439-1807

### Road Less Traveled

1-866-486-1812

### Seabrook House

1-800-579-0377

### Smoky Hill Foundation for Chemical Dependency

213 S Kansas Avenue (Norton)  
785-877-3068

### The Treatment Center

1-888-433-9869

### Valley Hope Alcohol & Drug Addiction Treatment Center Norton

103 S Wabash Avenue (Norton)  
785-877-5101  
[www.valleyhope.org](http://www.valleyhope.org)

## Child Protection

### Kansas Department of Social and Rehabilitation Services West Region Protection Reporting Center – i.e. PROTECTION REPORT CENTER FOR ABUSE

1-800-922-5330

Available 24 hours/7 days per week – including holidays

## Children and Youth

### Children's Alliance

627 SW Topeka Boulevard (Topeka)  
785-235-5437

[www.childally.org](http://www.childally.org)

### Kansas Children's Service League

1-800-332-6378

[www.kcsl.org](http://www.kcsl.org)

## Community Centers

### Almena City Library

415 Main Street (Almena)  
785-669-2336

### Lenora Public Library

110 N Main Street (Lenora)  
785-567-4432

### Norton Public Library

1 Washington Square (Norton)  
785-877-2481

[www.nortonpubliclibrary.org](http://www.nortonpubliclibrary.org)

### Norton Recreation Center

3 Washington Square (Norton)  
785-877-3087

### Senior Citizen's Center

208 W Main Street (Norton)  
785-877-5352

## Day Care Providers – Adult

### Andbe Home Inc.

201 W Crane Street (Norton)  
785-877-2601

### Jill's Helping Hands, Inc.

27438 US Highway 283 (Edmond)  
785-622-4254

### Norton Cares

208 W Main Street (Norton)  
785-877-2131

### Reliance Nursing

703 N Wabash Avenue (Norton)  
785-874-5165

### Whispering Pines

200 Whispering Pines Street (Norton)  
785-874-5500

## Day Care Providers - Children

### Head Start

113 N Norton Avenue, Suite C (Norton)  
785-877-2730

### Jill's Helping Hands, Inc.

27438 US Highway 283 (Edmond)  
785-622-4254

### Little People Day Care

303 E Lincoln Street (Norton)  
785-874-4298

### Norton County Head Start

110 N State Street (Norton)  
785-877-3620

### Sunshine Learning Center

110 N State Street (Norton)  
785-877-3521

## Extension Office

### **Norton County K-State Research & Extension**

100 S Norton Street (Norton)  
785-877-575

## Funeral Homes

### **Enfield Funeral Home**

215 W Main Street (Norton)  
785-877-5135  
[www.enfieldfh.com](http://www.enfieldfh.com)

## Head Start

### **Norton County Head Start**

110 N State Street (Norton)  
785-877-3620

## Housing

### **Corp Housing Equity**

14482 W 118<sup>th</sup> Terrace (Olathe)  
913-261-8067

## Legal Services

### **Court Services**

105 S Kansas Avenue (Norton)  
785-877-2848

### **Ryan Walter & McClymont Chartered**

120 S State Street (Norton)  
785-877-3368

### **Schoen, Melissa M.**

P.O. Box 427 (Norton)  
785-877-3086

### **Sebelius & Griffiths LLP**

105 S Norton Avenue, Suite 1 (Norton)  
785-877-5143

### **Whitney Law Office**

112 S Kansas Avenue (Norton)  
785-877-2661  
[www.whitneylawoffice.com](http://www.whitneylawoffice.com)

### **Worden Law Office**

213 S Kansas Avenue, Suite 7 (Norton)  
785-877-3086

## Libraries, Parks and Recreation

### **Almena City Library**

415 Main Street (Almena)  
785-669-2336

### **Elmwood Park**

E Park Street & Highway 283 (Norton)

### **Great Plains Adventures**

24483 Road W15 Lane (Clayton)  
785-567-4645  
[www.greatplainsadventures.net](http://www.greatplainsadventures.net)

### **Karaoke Explosion**

325 W Michigan Avenue (Lenora)  
785-567-3358

### **Larrick Park**

N Main Street & Pearl Street (Lenora)

### **Lenora Public Library**

110 N Main Street (Lenora)  
785-567-4432

### **North Shore Marina**

307 E Penn Street (Norton)  
785-877-3941

### **Norton County Lake Park**

Road BB & Road W4 (Lenora)

### **Norton Public Library**

1 Washington Square (Norton)  
785-877-2481  
[www.nortonpubliclibrary.org](http://www.nortonpubliclibrary.org)

### **Norton Sports Center**

15010 W Highway 36 (Norton)  
785-877-5452

### **Prairie Dog State Park**

13037 State Highway 261 (Norton)  
785-877-2953

### **Rainbow Lanes**

9134 US Highway 56 (Norton)  
785-877-3632

## Pregnancy Services

### **Adoption is a Choice**

1-877-524-5614

### **Adoption Network**

1-888-281-8054

### **Adoption Spacebook**

1-866-881-4376

### **Graceful Adoptions**

1-888-896-7787

### **Kansas Children's Service League**

1-877-530-5275  
[www.kcsl.org](http://www.kcsl.org)

## Public Information

### **Almena Chamber of Commerce**

500 Main Street (Almena)  
785-669-2486

**Almena City Office**  
415 Main Street (Almena)  
785-669-2425

**Almena Fire Department**  
522 Main Street (Almena)  
785-664-4030

**Lenora City Hall/Chamber of Commerce**  
125 E Washinton Avenue (Lenora)  
785-567-4860

**Norton Area Chamber of Commerce**  
205 S State Street (Norton)  
785-877-2501

**Norton City Clerk**  
301 E Washington Street, Suite 1 (Norton)  
785-877-5000

## Rape

**Domestic Violence and Rape Hotline**  
1-888-874-1499

**The Haven**  
813 N Grant Avenue (Norton)  
785-874-4043

**Kansas Crisis Hotline**  
Manhattan  
785-539-7935  
1-800-727-2785

**Norton Cares**  
208 W Main Street (Norton)  
785-877-2131

## Social Security

**Social Security Administration**  
1-800-772-1213  
1-800-325-0778  
[www.ssa.gov](http://www.ssa.gov)

## State and National Information, Services, Support

## Adult Protection

**Adult Protection Services**  
1-800-922-5330  
[www.srskansas.org/SD/ees/adult.htm](http://www.srskansas.org/SD/ees/adult.htm)

**Domestic Violence and Sexual Assault (DVACK)**  
1-800-874-1499  
[www.dvack.org](http://www.dvack.org)

**Elder Abuse Hotline**  
1-800-842-0078  
[www.elderabusecenter.org](http://www.elderabusecenter.org)

**Elder and Nursing Home Abuse Legal**  
[www.resource4nursinghomeabuse.com/index.html](http://www.resource4nursinghomeabuse.com/index.html)

**Kansas Coalition Against Sexual and Domestic Violence**  
1-888-END-ABUSE (363-2287)  
[www.kcsdv.org/ksresources.html](http://www.kcsdv.org/ksresources.html)

**Kansas Department on Aging Adult Care Complaint Program**  
1-800-842-0078

**National Center on Elder Abuse**  
(Administration on Aging)  
[www.ncea.gov/NCEAroot/Main\\_Site?Find\\_Help/Help\\_Hotline.aspx](http://www.ncea.gov/NCEAroot/Main_Site?Find_Help/Help_Hotline.aspx)

**National Domestic Violence Hotline**  
1-800-799-SAFE (799-7233)  
1-800-787-3224 (TTY)  
[www.ndvh.org](http://www.ndvh.org)

**National Sexual Assault Hotline**  
1-800-994-9662  
1-888-220-5416 (TTY)  
[www.4woman.gov/faq/sexualassault.htm](http://www.4woman.gov/faq/sexualassault.htm)

**National Suicide Prevention Lifeline**  
1-800-273-8255

**Poison Center**  
1-800-222-1222

**Sexual Assault and Domestic Violence Crisis Line**  
1-800-701-3630

**Social and Rehabilitation Services (SRS)**  
1-888-369-4777 (HAYS)  
[www.srskansas.org](http://www.srskansas.org)

**Suicide Prevention Helpline**  
785-841-2345

## Alcohol and Drug Treatment Programs

**A 1 A Detox Treatment**  
1-800-757-0771

**AAAAAH**  
1-800-993-3869

**Abandon A Addiction**  
1-800-405-4810

**Able Detox-Rehab Treatment**  
1-800-577-2481 (NATIONAL)

**Abuse Addiction Agency**



1-800-861-1768  
[www.thewatershed.com](http://www.thewatershed.com)

**AIC (Assessment Information Classes)**  
1-888-764-5510

**Al-Anon Family Group**  
1-888-4AL-ANON (425-2666)  
[www.al-anon.alateen.org](http://www.al-anon.alateen.org)

**Alcohol and Drug Abuse Hotline**  
1-800-ALCOHOL

**Alcohol and Drug Abuse Services**  
1-800-586-3690  
[www.srskansas.org/services/alc-drug\\_assess.htm](http://www.srskansas.org/services/alc-drug_assess.htm)

**Alcohol and Drug Addiction Treatment Programs**  
1-800-510-9435

**Alcohol and Drug Helpline**  
1-800-821-4357

**Alcoholism/Drug Addiction Treatment Center**  
1-800-477-3447

**Kansas Alcohol and Drug Abuse Services Hotline**  
1-800-586-3690  
[www.srskansas.org/services/alc-drug\\_assess.htm](http://www.srskansas.org/services/alc-drug_assess.htm)

**Mothers Against Drunk Driving**  
1-800-GET-MADD (438-6233)  
[www.madd.org](http://www.madd.org)

**National Council on Alcoholism and Drug Dependence, Inc.**  
1-800-NCA-CALL (622-2255)  
[www.ncadd.org](http://www.ncadd.org)

**Recovery Connection**  
[www.recoveryconnection.org](http://www.recoveryconnection.org)

**Regional Prevention Centers of Kansas**  
1-800-757-2180  
[www.smokyhillfoundation.com/rpc-locate.html](http://www.smokyhillfoundation.com/rpc-locate.html)

#### **Better Business Bureau**

**Better Business Bureau**  
328 Laura (Wichita)  
316-263-3146  
[www.wichita.bbb.org](http://www.wichita.bbb.org)

#### **Children and Youth**

**Adoption**  
1-800-862-3678  
[www.adopt.org/](http://www.adopt.org/)

**Boys and Girls Town National Hotline**  
1-800-448-3000  
[www.girlsandboystown.org](http://www.girlsandboystown.org)

**Child/Adult Abuse and Neglect Hotline**  
1-800-922-5330  
[www.srskansas.org/](http://www.srskansas.org/)

**Child Abuse Hotline**  
1-800-922-5330

**Child Abuse National Hotline**  
1-800-422-4453  
1-800-222-4453 (TDD)  
[www.childhelpusa.org/home](http://www.childhelpusa.org/home)

**Child Abuse National Hotline**  
1-800-4-A-CHILD (422-4453)  
[www.childabuse.com](http://www.childabuse.com)

**Child Find of America**  
1-800-426-5678

**Child Help USA National Child Abuse Hotline**  
1-800-422-4453

**Child Protective Services**  
1-800-922-5330  
[www.srskansas.org/services/child\\_protective\\_services.htm](http://www.srskansas.org/services/child_protective_services.htm)

**HealthWave**  
P.O. Box 3599  
Topeka, KS 66601  
1-800-792-4884  
1-800-792-4292 (TTY)  
[www.kansashealthwave.org](http://www.kansashealthwave.org)

**Heartspring (Institute of Logopedics)**  
8700 E. 29<sup>TH</sup> N  
Wichita, KS 67226  
[www.heartspring.org](http://www.heartspring.org)

**Kansas Big Brothers/Big Sisters**  
1-888-KS4-BIGS  
[www.ksbbs.org](http://www.ksbbs.org)

**Kansas Children's Service League (Hays)**  
785-625-2244  
1-877-530-5275  
[www.kcsl.org](http://www.kcsl.org)

**Kansas Department of Health and Environment**  
785-296-1500  
[www.kdheks.gov](http://www.kdheks.gov)  
e-mail: [info@kdheks.gov](mailto:info@kdheks.gov)

**Kansas Society for Crippled Children**  
106 W. Douglas, Suite 900  
Wichita, KS 67202  
1-800-624-4530  
316-262-4676  
[www.kssociety.org](http://www.kssociety.org)

**National Runaway Switchboard**

1-800-RUNAWAY  
[www.1800runaway.org/](http://www.1800runaway.org/)

**National Society for Missing and Exploited Children**

1-800-THE-LOST (843-5678)  
[www.missingkids.com](http://www.missingkids.com)

**Parents Anonymous Help Line**

1-800-345-5044  
[www.parentsanonymous.org/paIndex10.html](http://www.parentsanonymous.org/paIndex10.html)

**Runaway Line**

1-800-621-4000  
1-800-621-0394 (TDD)  
[www.1800runaway.org/](http://www.1800runaway.org/)

**Talking Books**

1-800-362-0699  
[www.skyways.lib.ks.us/KSL/talking/ksl\\_bph.html](http://www.skyways.lib.ks.us/KSL/talking/ksl_bph.html)

**Community Action****Peace Corps**

1-800-424-8580  
[www.peacecorps.gov](http://www.peacecorps.gov)

**Public Affairs Hotline (Kansas Corporation Commission)**

1-800-662-0027  
[www.kcc.state.ks.us](http://www.kcc.state.ks.us)

**Counseling****Care Counseling**

Family counseling services for Kansas and Missouri  
1-888-999-2196

**Carl Feril Counseling**

608 N Exchange (St. John)  
620-549-6411

**Castlewood Treatment Center for Eating Disorders**

1-888-822-8938  
[www.castlewoodtc.com](http://www.castlewoodtc.com)

**Catholic Charities**

1-888-468-6909  
[www.catholiccharitiessalina.org](http://www.catholiccharitiessalina.org)

**Center for Counseling**

5815 W Broadway (Great Bend)  
1-800-875-2544

**Central Kansas Mental Health Center**

1-800-794-8281  
Will roll over after hours to a crisis number.

**Consumer Credit Counseling Services**

1-800-279-2227

[www.kscgccs.org/](http://www.kscgccs.org/)

**Kansas Problem Gambling Hotline**

1-866-662-3800  
[www.ksmhc.org/Services/gambling.htm](http://www.ksmhc.org/Services/gambling.htm)

**National Hopeline Network**

1-800-SUICIDE (785-2433)  
[www.hopeline.com](http://www.hopeline.com)

**National Problem Gambling Hotline**

1-800-552-4700  
[www.npqaw.org](http://www.npqaw.org)

**Samaritan Counseling Center**

1602 N. Main Street  
Hutchinson, KS 67501  
620-662-7835  
<http://cmc.pdswebpro.com/>

**Self-Help Network of Kansas**

1-800-445-0116  
[www.selfhelpnetwork.wichita.edu](http://www.selfhelpnetwork.wichita.edu)

**Senior Health Insurance Counseling**

1-800-860-5260  
[www.agingkansans.org](http://www.agingkansans.org)

**Sunflower Family Services, Inc.**

(adoption, crisis pregnancy, conflict solution center)  
1-877-457-5437  
[www.sunflowerfamily.org](http://www.sunflowerfamily.org)

**Disability Services****American Association of People with Disabilities (AAPD)**

[www.aapd.com](http://www.aapd.com)

**American Council for the Blind**

1-800-424-8666  
[www.acb.org](http://www.acb.org)

**Americans with Disabilities Act Information Hotline**

1-800-514-0301  
1-800-514-0383 (TTY)  
[www.ada.gov](http://www.ada.gov)

**Disability Advocates of Kansas, Incorporated**

1-866-529-3824  
[www.disabilitysecrets.com](http://www.disabilitysecrets.com)

**Disability Group, Incorporated**

1-888-236-3348  
[www.disabilitygroup.com](http://www.disabilitygroup.com)

**Disability Rights Center of Kansas (DRC)**

Formerly Kansas Advocacy & Protective Services  
1-877-776-1541  
1-877-335-3725 (TTY)

[www.drckansas.org](http://www.drckansas.org)

**Hearing Healthcare Associates**  
1-800-448-0215

**Kansas Commission for the Deaf and Hearing Impaired**  
1-800-432-0698  
[www.srskansas.org/kcdhh](http://www.srskansas.org/kcdhh)

**Kansas Relay Center** (Hearing Impaired service)  
1-800-766-3777  
[www.kansasrelay.com](http://www.kansasrelay.com)

**National Center for Learning Disabilities**  
1-888-575-7373  
[www.nclld.org](http://www.nclld.org)

**National Library Services for Blind & Physically Handicapped**  
[www.loc.gov/nls/](http://www.loc.gov/nls/)  
1-800-424-8567

**Parmelee Law Firm**  
8623 E 32<sup>nd</sup> Street N, Suite 100 (Wichita)  
1-877-267-6300

## Environment

**Environmental Protection Agency**  
1-800-223-0425  
913-321-9516 (TTY)  
[www.epa.gov](http://www.epa.gov)

**Kansas Department of Health and Environment**  
Salina 785-827-9639  
Hays 785-625-5663  
Topeka 785-296-1500  
[www.kdheks.gov](http://www.kdheks.gov)

## Food and Drug

**Center for Food Safety and Applied Nutrition**  
1-888-SAFEFOOD (723-3366)  
[www.cfsan.fda.gov/](http://www.cfsan.fda.gov/)  
[www.healthfinder.gov/docs/doc03647.htm](http://www.healthfinder.gov/docs/doc03647.htm)

**US Consumer Product Safety Commission**  
1-800-638-2772  
1-800-638-8270 (TDD)  
[www.cpsc.gov](http://www.cpsc.gov)

**USDA Meat and Poultry Hotline**  
1-888-674-6854  
1-800-256-7072 (TTY)  
[www.fsis.usda.gov/](http://www.fsis.usda.gov/)

**U.S. Food and Drug Administration**  
1-888-INFO-FDA  
1-888-463-6332

[www.fsis.usda.gov/](http://www.fsis.usda.gov/)

**Poison Hotline**  
1-800-222-1222

## Health Services

**American Cancer Society**  
1-800-227-2345  
[www.cancer.org](http://www.cancer.org)

**American Diabetes Association**  
1-800-DIABETES (342-2383)  
[www.diabetes.org](http://www.diabetes.org)

**AIDS/HIV Center for Disease Control and Prevention**  
1-800-CDC-INFO  
1-888-232-6348 (TTY)  
[www.cdc.gov/hiv/](http://www.cdc.gov/hiv/)

**AIDS/STD National Hot Line**  
1-800-342-AIDS  
1-800-227-8922 (STD line)

**American Health Assistance Foundation**  
1-800-437-2423  
[www.ahaf.org](http://www.ahaf.org)

**American Heart Association**  
1-800-242-8721  
[www.americanheart.org](http://www.americanheart.org)

**American Lung Association**  
1-800-586-4872

**American Stroke Association**  
1-888-4-STROKE  
[www.americanheart.org](http://www.americanheart.org)

**Center for Disease Control and Prevention**  
1-800-CDC-INFO  
1-888-232-6348 (TTY)  
[www.cdc.gov/hiv/](http://www.cdc.gov/hiv/)

**Elder Care Helpline**  
[www.eldercarelink.com](http://www.eldercarelink.com)

**Eye Care Council**  
1-800-960-EYES  
[www.seetolearn.com](http://www.seetolearn.com)

**Kansas Foundation for Medical Care**  
1-800-432-0407  
[www.kfmc.org](http://www.kfmc.org)

**National Health Information Center**  
1-800-336-4797  
[www.health.gov/nhic](http://www.health.gov/nhic)

**National Cancer Information Center**  
1-800-227-2345  
1-866-228-4327 (TTY)  
[www.cancer.org](http://www.cancer.org)

**National Institute on Deafness and Other Communication Disorders Information**

Clearinghouse  
1-800-241-1044  
1-800-241-1055 (TTY)  
[www.nidcd.nih.gov](http://www.nidcd.nih.gov)

**Hospice**

**Hospice-Kansas Association**  
1-800-767-4965

**Kansas Hospice and Palliative Care Organization**  
1-888-202-5433  
[www.lifeproject.org/akh.htm](http://www.lifeproject.org/akh.htm)

**Southwind Hospice, Incorporated**  
[www.southwindhospice.com](http://www.southwindhospice.com)  
785-483-3161

**Housing**

**Kansas Housing Resources Corporation**  
785-296-2065  
[www.housingcorp.org](http://www.housingcorp.org)

**US Department of Housing and Urban Development**  
Kansas Regional Office  
913-551-5462

**Legal Services**

**Kansas Attorney General**  
1-800-432-2310 (Consumer Protection)  
1-800-828-9745 (Crime Victims' Rights)  
1-800-766-3777 (TTY)  
[www.ksag.org/](http://www.ksag.org/)

**Kansas Bar Association**  
785-234-5696  
[www.ksbar.org](http://www.ksbar.org)

**Kansas Department on Aging**  
1-800-432-3535  
[www.agingkansas.org/index.htm](http://www.agingkansas.org/index.htm)

**Kansas Legal Services**  
1-800-723-6953  
[www.kansaslegalservices.org](http://www.kansaslegalservices.org)

**Northwest Kansas Area Agency on Aging**  
510 W 29<sup>th</sup> Street, Suite B (Hays)  
785-628-8204  
<http://www.nwkaaa.com/>

**Medicaid Services**

**First Guard**  
1-888-828-5698  
[www.firstguard.com](http://www.firstguard.com)

**Kansas Health Wave**  
1-800-792-4884 or 1-800-792-4292 (TTY)  
[www.kansashealthwave.org](http://www.kansashealthwave.org)

**Kansas Medical Assistance Program**  
Customer Service  
1-800-766-9012  
[www.kmpa-state-ks.us/](http://www.kmpa-state-ks.us/)

**Medicare Information**  
1-800-MEDICARE  
[www.medicare.gov](http://www.medicare.gov)

**U.S. Department of Health and Human Services**  
Centers for Medicare and Medicaid Services  
1-800-MEDICARE (1-800-633-4227) or  
1-877-486-2048 (TTY)  
[www.cms.hhs.gov](http://www.cms.hhs.gov)

**Mental Health Services**

**Alzheimer's Association**  
1-800-272-3900 or 1-866-403-3073 (TTY)  
[www.alz.org](http://www.alz.org)

**Developmental Services of Northwest Kansas**  
1-800-637-2229

**Kansas Alliance for Mentally Ill** (Topeka, KS)  
785-233-0755  
[www.namikansas.org](http://www.namikansas.org)

**Make a Difference**  
1-800-332-6262

**Mental Health America**  
1-800-969-6MHA (969-6642)

**National Alliance for the Mentally Ill Helpline**  
1-800-950-NAMI (950-6264) or 703-516-7227 (TTY)  
[www.nami.org](http://www.nami.org)

**National Institute of Mental Health**  
1-866-615-6464 or 1-866-415-8051 (TTY)  
[www.nimh.nih.gov](http://www.nimh.nih.gov)

**National Library Services for Blind and Physically Handicapped**  
1-800-424-8567  
[www.loc.gov/nls/music/index.html](http://www.loc.gov/nls/music/index.html)

**National Mental Health Association**  
1-800-969-6642  
1-800-433-5959 (TTY)

[www.nmha.org](http://www.nmha.org)

**High Plains Mental Health Center**  
208 East 7<sup>th</sup> Street  
Hays, KS 67601  
800-432-0333

**State Mental Health Agency**  
KS Department of Social and Rehabilitation Services  
915 SW Harrison Street  
Topeka, KS 66612  
785-296-3959  
[www.srskansas.org](http://www.srskansas.org)

**Suicide Prevention Hotline**  
1-800-SUICIDE [784-2433]  
[www.hopeline.com](http://www.hopeline.com)

## Nutrition

**American Dietetic Association**  
1-800-877-1600  
[www.eatright.org](http://www.eatright.org)

**American Dietetic Association  
Consumer Nutrition Hotline**  
1-800-366-1655

**Department of Human Nutrition**  
Kansas State University  
119 Justin Hall  
Manhattan, KS 66506  
785-532-5500  
[www.humec.k-state.edu/hn/](http://www.humec.k-state.edu/hn/)

**Eating Disorders Awareness and  
Prevention**  
1-800-931-2237  
[www.nationaleatingdisorders.org](http://www.nationaleatingdisorders.org)

**Food Stamps**  
Kansas Department of Social and Rehabilitation Services (SRS)  
1-888-369-4777 or Local SRS office  
[www.srskansas.org/ISD/ees/food\\_stamps.htm](http://www.srskansas.org/ISD/ees/food_stamps.htm)

**Kansas Department of Health and  
Environment**  
1000 SW Jackson, Suite 220  
Topeka, KS 66612  
785-296-1320  
[www.kdheks.gov/news-wic/index.html](http://www.kdheks.gov/news-wic/index.html)

## Road and Weather Conditions

**Kansas Road Conditions**  
1-866-511-KDOT  
511  
[www.ksdot.org](http://www.ksdot.org)

## Senior Services

**Alzheimer's Association**  
1-800-487-2585

**American Association of Retired  
Persons (AARP)**  
1-888-OUR-AARP (687-2277)  
[www.aarp.org](http://www.aarp.org)

**Americans with Disabilities Act  
Information Line**  
1-800-514-0301 or 1-800-514-0383 [TTY]  
[www.usdoj.gov/crt/ada](http://www.usdoj.gov/crt/ada)

**American Association of Retired  
Persons**  
1-888-687-2277  
[www.aarp.org](http://www.aarp.org)

**Area Agency on Aging**  
1-800-432-2703

**Eldercare Locator**  
1-800-677-1116  
[www.eldercare.gov/eldercare/public/home.asp](http://www.eldercare.gov/eldercare/public/home.asp)

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**Home Buddy**  
1-866-922-8339  
[www.homebuddy.org](http://www.homebuddy.org)

**Home Health Complaints**  
Kansas Department of Social and Rehabilitation Services (SRS)  
1-800-842-0078

**Kansas Advocates for Better Care Inc.**  
Consumer Information  
1-800-525-1782  
[www.kabc.org](http://www.kabc.org)

**Kansas Department on Aging**  
1-800-432-3535 or 785-291-3167 (TTY)  
[www.aqingkansas.org/index.htm](http://www.aqingkansas.org/index.htm)

**Kansas Foundation for Medical Care,  
Inc.**  
Medicare Beneficiary Information  
1-800-432-0407

**Kansas Tobacco Use Quitline**  
1-866-KAN-STOP (526-7867)  
[www.kdheks.gov/tobacco/cessation.html](http://www.kdheks.gov/tobacco/cessation.html)

**Older Kansans Employment Programs  
(OKEP)**  
785-296-7842  
[www.kansascommerce.com](http://www.kansascommerce.com)

**Older Kansans Hotline**  
1-800-742-9531

**Older Kansans Information Reference  
Sources on Aging (OKIRSA)**  
1-800-432-3535

**Senior Health Insurance Counseling for Kansas**  
1-800-860-5260  
[www.agingkansas.org/SHICK/shick\\_index.html](http://www.agingkansas.org/SHICK/shick_index.html)

**SHICK**  
1-800-860-5260  
[www.agingkansas.org/SHICK](http://www.agingkansas.org/SHICK)

**Social Security Administration**  
785-296-3959 or 785-296-1491 (TTY)  
[www.srskansas.org](http://www.srskansas.org)

**SRS Rehabilitation Services Kansas**  
785-296-3959  
785-296-1491 (TTY)  
[www.srskansas.org](http://www.srskansas.org)

#### **Suicide Prevention**

**Suicide Prevention Services**  
1-800-784-2433  
[www.spsfv.org](http://www.spsfv.org)

#### **Veterans**

**Federal Information Center**  
1-800-333-4636  
[www.FirstGov.gov](http://www.FirstGov.gov)

**U.S. Department of Veterans Affairs**  
1-800-513-7731  
[www.kcva.org](http://www.kcva.org)

**Education (GI Bill)**  
1-888-442-4551

**Health Resource Center**  
1-877-222-8387

**Insurance Center**  
1-800-669-8477

**Veteran Special Issue Help Line**  
Includes Gulf War/Agent Orange  
Helpline  
1-800-749-8387

#### **U.S. Department of Veterans Affairs**

**Mammography Helpline**  
1-888-492-7844

**Other Benefits**  
1-800-827-1000

**Memorial Program Service**  
[includes status of headstones and markers]  
1-800-697-6947

**Telecommunications Device for the Deaf/Hearing Impaired**  
1-800-829-4833 (TTY)  
[www.vba.va.gov](http://www.vba.va.gov)

#### **Veterans Administration**

**Veterans Administration Benefits**  
1-800-669-8477

**Life Insurance**  
1-800-669-8477

**Education (GI Bill)**  
1-888-442-4551

**Health Care Benefits**  
1-877-222-8387

**Income Verification and Means**

**Testing**  
1-800-929-8387

**Mammography Helpline**  
1-888-492-7844

**Gulf War/Agent Orange**

**Helpline**  
1-800-749-8387

**Status of Headstones and**

**Markers**  
1-800-697-6947

**Telecommunications Device for the Deaf**  
1-800-829-4833  
[www.vba.va.gov](http://www.vba.va.gov)

**Benefits Information and Assistance**  
1-800-827-1000

**Debt Management**  
1-800-827-0648

**Life Insurance Information and Service**  
1-800-669-8477

#### **Welfare Fraud Hotline**

**Welfare Fraud Hotline**  
1-800-432-3913



Department of Health  
and Environment  
*Bureau of Community Health Systems*

**1000 SW Jackson, Suite 340  
Topeka, KS 66612-1365  
785-296-1200  
<http://www.kdheks.gov/olrh>**

Kansas Department of Health and Environment

**BUREAU OF COMMUNITY HEALTH SYSTEMS**

Jane Shirley, Director Local Health Program 1000 SW Jackson, Suite 340, Topeka, KS 66801 Office phone – 785-296-6549 Cell phone – 785-215-5522 E-mail address – <a href="mailto:jshirley@kdheks.gov">jshirley@kdheks.gov</a>	Linda Frazee, PH Workforce Development Specialist 1000 SW Jackson, Suite 340, Topeka, KS 66801 Office phone – 785-296-3641 Cell phone – 785-231-4504 E-mail address – <a href="mailto:lfrazee@kdheks.gov">lfrazee@kdheks.gov</a>
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**Norton County Health Department**

PO Box 403/801 N Norton Avenue  
Norton KS 67654-0403

**Phone:** 785-877-5745

**FAX:** 785-877-5746

**E-mail:** [prnhome@ruraltel.net](mailto:prnhome@ruraltel.net)

**Regional District Office:** NW

**Administrator:**

Gina Frack, RN, B.S.

**Health Officer**

Glenda Maurer, MD

**Medical Consultant:**

Glenda Maurer, MD

**Trauma Region NW**

# **V. Detail Exhibits**

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**[VVV Research & Development INC]**



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# Patient Origin & Access

**[VVV Research & Development INC]**



Norton County Hospital - KS

PO101E-2008  
Annual

Discharges by Major Service, Age, and Patient County of Residence

County	Total Discharges		Pediatric		Adult Medical/Surgical						Psychiatric		Obstetric		Newborn		Surg Pct		
	Cases	Pct	Cases	Pct	Age 18 - 44	Age 45 - 64	Age 65 - 74	Age 75 +	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct			
Norton, KS	367	78.9	19	5.2	31	8.4	77	21.0	48	13.1	139	37.9	7	1.9	23	6.3	23	6.3	6.3
Phillips, KS	40	8.6	3	7.5	3	7.5	6	15.0	8	20.0	7	17.5	1	2.5	6	15.0	6	15.0	10.0
Decatur, KS	19	4.1	0		2	10.5	1	5.3	0		9	47.4	0		4	21.1	3	15.8	10.5
Graham, KS	9	1.9	0		0		0		0		1	11.1	0		4	44.4	4	44.4	11.1
Other Counties	30	6.5	1	3.3	2	6.7	13	43.3	3	10.0	7	23.3	0		2	6.7	2	6.7	
Hospital Total	465	100.0	23	4.9	38	8.2	97	20.9	59	12.7	163	35.1	8	1.7	39	8.4	38	8.2	6.5



Norton County Hospital - KS

PO101E-2009  
Annual

Discharges by Major Service, Age, and Patient County of Residence

County	Total Discharges		Pediatric		Adult Medical/Surgical						Psychiatric		Obstetric		Newborn		Surg Pct		
	Cases	Pct	Cases	Pct	Age 18 - 44	Age 45 - 64	Age 65 - 74	Age 75 +	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct			
Norton, KS	399	80.6	19	4.8	34	8.5	48	12.0	71	17.8	153	38.3	4	1.0	35	8.8	35	8.8	4.8
Phillips, KS	35	7.1	0		1	2.9	7	20.0	3	8.6	14	40.0	2	5.7	4	11.4	4	11.4	8.6
Decatur, KS	29	5.9	1	3.4	0		1	3.4	2	6.9	9	31.0	1	3.4	7	24.1	8	27.6	3.4
Furnas, NE	10	2.0	0		0		0		2	20.0	6	60.0	0		1	10.0	1	10.0	10.0
Ellis, KS	5	1.0	0		0		0		3	60.0	2	40.0	0		0		0		
Other Counties	17	3.4	0		4	23.5	2	11.8	1	5.9	4	23.5	0		4	23.5	2	11.8	
Hospital Total	495	100.0	20	4.0	39	7.9	58	11.7	82	16.6	188	38.0	7	1.4	51	10.3	50	10.1	4.8



Norton County Hospital - KS

PO101E-2010  
Annual

Discharges by Major Service, Age, and Patient County of Residence

County	Total Discharges		Pediatric		Adult Medical/Surgical						Psychiatric		Obstetric		Newborn		Surg Pct		
	Cases	Pct	Cases	Pct	Age 18 - 44	Age 45 - 64	Age 65 - 74	Age 75 +	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct			
Norton, KS	374	75.4	19	5.1	39	10.4	48	12.8	56	15.0	138	36.9	3	0.8	37	9.9	34	9.1	5.6
Phillips, KS	59	11.9	0		2	3.4	6	10.2	14	23.7	19	32.2	2	3.4	8	13.6	8	13.6	10.2
Decatur, KS	23	4.6	1	4.3	0		3	13.0	0		7	30.4	0		6	26.1	6	26.1	13.0
Furnas, NE	19	3.8	0		0		2	10.5	0		6	31.6	1	5.3	5	26.3	5	26.3	15.8
Other Counties	21	4.2	0		0		3	14.3	3	14.3	9	42.9	0		3	14.3	3	14.3	
Hospital Total	496	100.0	20	4.0	41	8.3	62	12.5	73	14.7	179	36.1	6	1.2	59	11.9	56	11.3	6.7



### Norton County - KS Residents

PO103E - 2008  
Annual

#### Discharges by Hospital, Age, and Major Service

Hospital	Total Discharges		Pediatric		Age 18 - 44		Age 45 - 64		Age 65 - 74		Age 75 +		Psychiatric		Obstetric		Newborn		Pct Surg
	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	
Norton County Hospital - KS	367	50.0	19	5.2	31	8.4	77	21.0	48	13.1	139	37.9	7	1.9	23	6.3	23	6.3	6.3
* KS Residents/NE Hospitals	128	17.4	9	7.0	14	10.9	39	30.5	26	20.3	30	23.4	4	3.1	3	2.3	3	2.3	53.9
Hays Medical Center - KS	110	15.0	0		11	10.0	34	30.9	21	19.1	28	25.5	0		9	8.2	7	6.4	60.0
Graham Cnty Hosp-Hill City KS	36	4.9	4	11.1	7	19.4	13	36.1	3	8.3	8	22.2	1	2.8	0		0		
Decatur Hlth System-Oberlin KS	22	3.0	0		3	13.6	3	13.6	10	45.5	6	27.3	0		0		0		13.6
Univ of Kansas Hospital-KC KS	11	1.5	0		6	54.5	5	45.5	0		0		0		0		0		27.3
Wesley Medical Cntr-Wichita KS	7	1.0	2	28.6	0		3	42.9	0		2	28.6	0		0		0		28.6
Via Christi Rgnl MC-Wichita KS	6	0.8	0		3	50.0	2	33.3	1	16.7	0		0		0		0		50.0
Presbytrn/St Luke MC-Denver CO	5	0.7	0		0		3	60.0	0		2	40.0	0		0		0		100.0
Other Hospitals	42	5.7	0		8	19.0	13	31.0	8	19.0	8	19.0	1	2.4	2	4.8	2	4.8	33.3
<b>Total</b>	<b>734</b>	<b>100.0</b>	<b>34</b>	<b>4.6</b>	<b>83</b>	<b>11.3</b>	<b>192</b>	<b>26.2</b>	<b>117</b>	<b>15.9</b>	<b>223</b>	<b>30.4</b>	<b>13</b>	<b>1.8</b>	<b>37</b>	<b>5.0</b>	<b>35</b>	<b>4.8</b>	<b>25.6</b>



### Norton County - KS Residents

PO103E - 2009  
Annual

#### Discharges by Hospital, Age, and Major Service

Hospital	Total Discharges		Pediatric		Age 18 - 44		Age 45 - 64		Age 65 - 74		Age 75 +		Psychiatric		Obstetric		Newborn		Pct Surg
	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	
Norton County Hospital - KS	399	49.8	19	4.8	34	8.5	48	12.0	71	17.8	153	38.3	4	1.0	35	8.8	35	8.8	4.8
* KS Residents/NE Hospitals	192	24.0	11	5.7	23	12.0	53	27.6	31	16.1	39	20.3	10	5.2	13	6.8	12	6.3	50.5
Hays Medical Center - KS	105	13.1	3	2.9	10	9.5	32	30.5	15	14.3	25	23.8	0		11	10.5	9	8.6	54.3
Graham Cnty Hosp-Hill City KS	37	4.6	2	5.4	4	10.8	11	29.7	6	16.2	14	37.8	0		0		0		
Decatur Hlth System-Oberlin KS	16	2.0	0		0		1	6.3	5	31.3	10	62.5	0		0		0		6.3
Wesley Medical Cntr-Wichita KS	8	1.0	4	50.0	2	25.0	1	12.5	0		0		0		1	12.5	0		50.0
Univ of Kansas Hospital-KC KS	7	0.9	0		1	14.3	5	71.4	1	14.3	0		0		0		0		100.0
Presbytrn/St Luke MC-Denver CO	6	0.7	0		2	33.3	3	50.0	1	16.7	0		0		0		0		100.0
Other Hospitals	31	3.9	4	12.9	1	3.2	10	32.3	6	19.4	9	29.0	1	3.2	0		0		41.9
<b>Total</b>	<b>801</b>	<b>100.0</b>	<b>43</b>	<b>5.4</b>	<b>77</b>	<b>9.6</b>	<b>164</b>	<b>20.5</b>	<b>136</b>	<b>17.0</b>	<b>250</b>	<b>31.2</b>	<b>15</b>	<b>1.9</b>	<b>60</b>	<b>7.5</b>	<b>56</b>	<b>7.0</b>	<b>25.5</b>



### Norton County - KS Residents

PO103E - 2010  
Annual

#### Discharges by Hospital, Age, and Major Service

Hospital	Total Discharges		Pediatric		Age 18 - 44		Age 45 - 64		Age 65 - 74		Age 75 +		Psychiatric		Obstetric		Newborn		Pct Surg
	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct	
Norton County Hospital - KS	374	52.2	19	5.1	39	10.4	48	12.8	56	15.0	138	36.9	3	0.8	37	9.9	34	9.1	5.6
* KS Residents/NE Hospitals	145	20.3	7	4.8	12	8.3	33	22.8	27	18.6	54	37.2	6	4.1	3	2.1	3	2.1	60.0
Hays Medical Center - KS	90	12.6	1	1.1	5	5.6	20	22.2	19	21.1	30	33.3	1	1.1	7	7.8	7	7.8	38.9
Graham Cnty Hosp-Hill City KS	30	4.2	6	20.0	3	10.0	6	20.0	5	16.7	10	33.3	0		0		0		
Via Christi Rgnl MC-Wichita KS	9	1.3	0		1	11.1	2	22.2	2	22.2	0		3	33.3	1	11.1	0		33.3
Decatur Hlth System-Oberlin KS	8	1.1	1	12.5	0		2	25.0	1	12.5	4	50.0	0		0		0		
Presbytrn/St Luke MC-Denver CO	7	1.0	0		2	28.6	4	57.1	1	14.3	0		0		0		0		100.0
Salina Regional Hlth Center-KS	7	1.0	0		0		0		1	14.3	3	42.9	3	42.9	0		0		28.6
Wesley Medical Cntr-Wichita KS	5	0.7	3	60.0	0		1	20.0	0		1	20.0	0		0		0		40.0
Other Hospitals	41	5.7	2	4.9	8	19.5	8	19.5	8	19.5	14	34.1	1	2.4	0		0		39.0
<b>Total</b>	<b>716</b>	<b>100.0</b>	<b>39</b>	<b>5.4</b>	<b>70</b>	<b>9.8</b>	<b>124</b>	<b>17.3</b>	<b>120</b>	<b>16.8</b>	<b>254</b>	<b>35.5</b>	<b>17</b>	<b>2.4</b>	<b>48</b>	<b>6.7</b>	<b>44</b>	<b>6.1</b>	<b>24.2</b>



# Norton County Hospital - KS

PO202E-2010  
Annual

## Market Penetration by Major Service, Age, and Patient ZIP Code of Residence

ZIP	City	Total Discharges		Pediatric		Adult Medical/Surgical										Psychiatric		Obstetric		Newborn		Surg Pct
		Cases	Pct	Age 0 - 17 Cases	Pct	Age 18 - 44 Cases	Pct	Age 45 - 64 Cases	Pct	Age 65 - 74 Cases	Pct	Age 75 + Cases	Pct	Cases	Pct	Cases	Pct	Cases	Pct			
67654	Norton, KS	526	60.3	21	57.1	50	72.0	90	46.7	89	53.9	191	59.2	14	14.3	37	89.2	34	91.2	15.6		
67622	Almena, KS	91	48.4	7	100.0	9	33.3	16	31.3	13	46.2	30	53.3	2	0.0	7	57.1	7	42.9	8.3		
67646	Logan, KS	130	13.1	1	0.0	8	12.5	28	7.1	19	10.5	56	8.9	4	25.0	7	42.9	7	42.9	5.6		
67647	Long Island, KS	35	42.9	0	0.0	3	33.3	4	0.0	4	25.0	16	56.3	0	0.0	4	50.0	4	50.0	0.0		
67661	Phillipsburg, KS	526	2.1	21	0.0	32	0.0	99	0.0	89	2.2	200	1.0	9	11.1	41	7.3	35	8.6	2.4		
67664	Prairie View, KS	44	25.0	2	0.0	0	0.0	11	27.3	16	31.3	15	20.0	0	0.0	0	0.0	0	0.0	0.0		
x68926	Beaver City, NE	13	84.6	0	0.0	0	0.0	3	66.7	0	0.0	6	100.0	2	50.0	1	100.0	1	100.0	50.0		
67645	Lenora, KS	78	12.8	7	0.0	9	0.0	15	6.7	16	12.5	23	26.1	1	100.0	4	0.0	3	0.0	0.0		
67749	Oberlin, KS	510	1.6	10	0.0	30	0.0	93	0.0	82	0.0	254	0.0	7	0.0	18	22.2	16	25.0	1.0		
67653	Norcatour, KS	55	12.7	0	0.0	0	0.0	13	15.4	15	0.0	23	21.7	0	0.0	2	0.0	2	0.0	5.0		
67643	Jennings, KS	52	11.5	1	100.0	5	0.0	9	11.1	15	0.0	20	10.0	0	0.0	1	100.0	1	100.0	4.5		
x68922	Arapahoe, NE	6	100.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	3	100.0	3	100.0	100.0		



Norton County Hospital - KS

OP TOT223E - 2010  
Annual  
Hospital - 171348

Total Outpatient Visits and Market Share by Revenue Category and Patient County Code

Revenue Category	Total	20137		20147		20039		31065		20065		20193		20163		All Other
	Visits	Visits	%	Visits	%	Visits	%	Visits	%	Visits	%	Visits	%	Visits	%	Visits
1 Emergency Dept (45x)	1,912	1,521	89.8	125	8.5	97	11.9	29	78.4	6	0.9	4	0.2	5	0.3	125
2 Surgery (36x, 49x)	308	244	50.8	17	3.6	24	13.3	4	80.0	4	1.7			7	1.4	8
3 Observation (762)	199	152	74.5	20	12.7	12	3.6	3	60.0							12
11 Radiology-Diag (32x ex 322&323)	1,709	1,315	76.1	174	8.5	115	16.3	29	85.3	10	0.6	8	0.4	9	0.4	49
14 Nuclear Medicine (34x)	33	24	26.4	6	5.7	2	2.2			1	0.8					
15 CT Scan (35x)	412	327	71.1	32	5.5	21	5.6	7	70.0	3	0.6			4	0.5	18
16 Mammography (401, 403)	657	540	87.1	62	11.5	33	11.6	12	92.3	3	0.7			3	0.4	4
17 Ultrasound (402)	340	265	75.9	22	5.7	32	14.4	8	100.0	2	0.5			2	0.3	9
19 Magnetic Resonance Tech (61x)	160	141	65.6	6	2.9	10	8.6							3	0.8	
21 Chemotherapy (33x excl. 333)	231	204	98.6	7	10.6	10	5.8	10	100.0							
23 Pulmonary Function (46x)	27	17	34.7	8	16.7	2	6.1									
25 Stress Test (482)	44	33	64.7	7	17.5	3	3.1			1	1.8					
26 Echocardiology (483)	134	107	83.6	10	15.6	11	57.9	3	100.0							3
33 Cardiac Rehab (943)	31	30	90.9	1	1.4											
34 Rural Health - Clinic (521)	442	361	100.0	31	100.0	35	100.0	4	100.0	1	100.0			1	50.0	9
35 Treatment Room (76x excl. 762)	882	727	79.3	78	7.9	42	3.9	18	42.9							17
36 Respiratory Services (41x)	144	103	91.2	13	43.3	14	20.6			1	8.3					13
37 EKG/ECG (73x)	680	532	80.5	57	7.9	54	12.3	13	92.9	3	0.6	4	0.7			17
38 Cardiology (48x excl. 481-483)	1	1	7.1													
42 Physical Therapy (42x)	627	545	88.8	41	5.3	32	11.3	2	100.0	1	0.2			1	0.2	5
44 Speech-Language Pathology (44x)	10	6	85.7			2	4.4	1	100.0							1
Actual visits in report	7,019	5,655	80.3	556	7.7	427	10.6	107	75.9	28	0.5	10	0.1	30	0.3	206
Actual unclassified visits	7,026	5,639	87.3	604	8.9	451	12.4	76	88.4	31	0.6	48	0.5	7	0.1	170
Actual total visits	14,045	11,294	83.6	1,160	8.3	878	11.5	183	80.6	59	0.5	58	0.3	37	0.2	376
ED visits admitted; not included	55	44	60.3	1	0.6	4	10.5	2	100.0	1	1.0					3

20137 is Norton, KS  
20065 is Graham, KS

20147 is Phillips, KS  
20193 is Thomas, KS

20039 is Decatur, KS  
20163 is Rooks, KS

31065 is Furnas, NE  
Other is All other counties

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# Town Hall Attendees Notes & Feedback

**[VVV Research & Development INC]**

**Norton County KS Town Hall Roster N = 51**

Date: 02.13.2012		Community		
First Name	Last Name	Title	Organization	Address/City/ST/Zip
Ray	Mizeld			1012 Truman, Norton, KS
Andy	Weskamp			12175 US Hwy 283
Charlene	Weskamp			12175 US Hwy 283
Penni	Brih	Nurse	Norton Medical	149 E. Santa Fe Rd., Phillipsburg, KS
Evelyn	Walters			200 Whispering Pines, Norton, KS
Myron	Veh	Rotary		222 W. Armory Dr., Norton, KS
Richard	Thompson	County Commissioner		26755 Road C., Almeena, KS
Jill Diane	Eolgett	Board Member	Norton Co. Hospital	27438 US Hwy 283, Norton, KS
Jene	White	Board Member	Norton Co. Hospital	302 W. Ave., Norton, KS
Warren	White	Board Member	Norton Co. Hospital	302 W. Ave., Norton, KS
Jonna	Inman	Nurse Practitioner	N. Medical Clinic	307 N. Ingalls, Oberlin, KS
Carolyn	Applegate	County Commissioner		3653 Road C., Norcatur, KS
John	Beim	Chairman	Phillips Co. Concerned Citizens for HC	407 4th St., Phillipsburg, KS
Jerry	Mortz	Rotary / City Council Member		507 W. Ave., Norton, KS
Penny	Otter	Public Health Official	Norton Co. Health Dept.	509 W. Ave., Norton, KS
Ryan	Stover	CFO	Norton Co. Medical	610 Sunset Dr. KS, 67654
Sherland	Beitz			701 Sun Norton Ave., Norton, KS
Myron	Beitz			701 Sun Norton Ave., Norton, KS
Kathy	Rachon	Public Health Official	Norton Co. Health Dept.	801 N. Norton, Norton, KS
Jenda	Jones		Health Department	801 N. Norton, Norton, KS
Gina	Frack	Public Health Official		801 N. Norton, Norton, KS
Ruth	Lofgreen			805 Timbercreek, Norton, KS
Denzel	Lofgreen			805 Timbercreek, Norton, KS
Amy	Griffey		N. Medical Clinic	807 N. State, KS 67654
SueAnne	Stutheit			809 N. Brown, Norton, KS
Jean Ann	Wilson	Coordinator	CCC Norton	Almena, KS
Alberta	Byrum			Edmond, KS 67645
Joy	Johnson			Edmond, KS 67645
Greg	Mann	Superintendent	Norton USD 211	Norton, KS
Dr.	Griffey	Physician	Norton Medical	Norton, KS
John	Miller		Norton County Commissioner	Norton, KS
Rick	Rostek	President	Norton CARES	Norton, KS
Von	Fahrenbruch	President	NCH Board Member	Norton, KS
Rob	Lawson	City Manager	City of Norton	Norton, KS
Jon	Boxler	Owner	Boxlwer Insurance	Norton, KS
Ben	Cole	Cole Family EyeCare		Norton, KS
Megan	Cole	Cole Family EyeCare		Norton, KS
Pat	Douglas			Norton, KS
April	Karnopp			Norton, KS
Lyn	Linde	Clergy Member		Norton, KS
Joyce	Lofgreen			Norton, KS
Dennie	Lofgreen			Norton, KS
Pam	Menagh			Norton, KS
Dr.	Shirk	Oral health provider		Norton, KS
Julie	Siefers			Norton, KS
Deena	Wente			Norton, KS
Terry	Worthington			Norton, KS
Steve	Berry	Board Member	Norton Co. Hospital	PO Box 307, Lenora, KS
Reva	Benien	Board Member	Hospice/ Norton Co. Hospital	PO Box 35, Norton, KS
Ted	Sanko			PO Box 466, Norton, KS
Steve	Horney	Community Outreach	Valley Hope	PO Box 510, Norton, KS

Norton County Community Health Needs Assessment Meeting  
02.13.12 N = 52

Breakdown of participants

Community/Organization members = 43

- 2 of group are representing schools/ educational demographics

Health Department = 5

Norton Staff Members = 4 (Rich Miller, CFO, staff, Amy)

Review Secondary Data:

Unemployment rate – community believes it to be around 4%

Staff/hospital bed ration – confusing to community member (lower number is better)

Binge drinking / smoking / obese- Health Dept. does NOT have data by county  
BRSSF

- Are these issues? YES
- Health Dept. Does not have vaccination records

Cards:

- Notes
- Identify Strengths & areas to improve

STRENGTHS

- County health – VERY active in the community, schedule a lot of community health fairs/ always available / very helpful with schools
- Higher WIC, allows mothers to work
- Keeping elderly at home is good – bc they are not in nursing homes
- Hospital – staff, CEO, outpatient clinics (heart, urology, specialists)
  - o Do we have the right mix of specialists?
  - o Eye (1), dentist (3), chiropractor (2)
  - o Eye exams – in school
- Working with Colby to have a nursing program / therapy dept. is excellent
- **\*\*Surgeon\*\*** and a good group of doctors
- CARES Program – volunteer to take people to Hays for dialysis (1 representative) Volunteer driver up to 200m radius, to take people to care. Funded by private donations.
- Hospice (non-for profit based out of Phillipsburg)
- Hospice volunteers are fantastic
- Bus service available to pick up drop off patients to care
- Meals on Wheels (entire town involved) / Senior center also has a meals
- Alzheimer’s unit & support group



Norton County Community Health Needs Assessment Meeting  
02.13.12 N = 52

WEAKNESSES

- Need to be improved or changed?
  - o Mental health services, suicides larger in comparison, waiting days to get help with mental issues
  - o Home of Valley Hope – drug and alcohol LACKING information to know how to react
    - Mental Health / First Aid – new in the community – growing
- Low birth weight
- Mothers smoking
- High cancer death rate – high rate of cancer death called, “Cancer Alley”
- Dialysis unit
  - o People are moving from Norton to get closer to dialysis units
- Things you have to go out of town for treatment – radiation / chemo therapy – not aware of what is in town –
- NW KS Area of Aging – helping aging population
  - o Cant afford Rx’s
- Where are we collecting data?

Issues Community Voting on:

Substance Abuse Education =12

Underage Drinking = 21

Cancer (cause) = 29

Radiology = 1

Heart Disease = 11

Exercise = 29

Obesity = 14

Mental Health / Behavioral Care = 23

Dialysis = 24

Smoking = 16

Low Birth Weight = 8

# CHNA Additional Thoughts 2012

## Introduction -Town Hall Feedback Survey

Several KS county Community Health Needs Assessment Town Hall meetings have been held recently by VVV Research & Development to collect public opinions regarding health care delivery. If you did not get a chance to attend your local county meeting or have further opinions to share, NOW is your opportunity to share online.

### 1. Your Kansas county of residence ?

- |                               |                                |                              |
|-------------------------------|--------------------------------|------------------------------|
| <input type="radio"/> Barton  | <input type="radio"/> Kiowa    | <input type="radio"/> Thomas |
| <input type="radio"/> Decatur | <input type="radio"/> Norton   | <input type="radio"/> Trego  |
| <input type="radio"/> Ellis   | <input type="radio"/> Pawnee   |                              |
| <input type="radio"/> Gove    | <input type="radio"/> Phillips |                              |

### 2. Are there any county / community area healthcare services that you feel are being offered / delivered currently in a "High Quality" manner (a county strength) ? (Be specific)

### 3. Are there any healthcare services in your county / community that you feel need to be improved and/or changed? (Be specific)

### 4. Finally, how would you rate the "overall health" of your county? (Note: if you have already answered this question please skip)

	5 - Very Good	4 - Good	3 - Fair	2 - Poor	1 - Very Poor
County Health Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CHNA Additional TownHall Feedback - Norton County KS			
Code	Code 2	Code 3	Are there any county / community area healthcare services that you feel are being offered / delivered currently in a "High Quality" manner (a county strength) ? (Be specific)
DOH	AGE		Excellent medical care is offered by Norton County Hospital, Norton Medical Clinic and County Health. Services are available for senior citizens.
FAC	DOCS		Hospital and Medical clinic - fantastic practitioners -
SPEC			I think it's awesome how many services NCH offers for being a rural health clinic. We are very fortunate to have all of the services that we do.
SPEC	DOH		Our medical services provided by our hospital and doctor's clinic offers "high quality" services. Many services are provided here that most would expect to only be offered in larger healthcare facilities. Also, our County Health Department is second to none in the services they provide.
			NO

CHNA Additional TownHall Feedback - Norton County KS			
Code	Code 2	Code 3	Are there any healthcare services in your county / community that you feel need to be improved and/or changed? (Be specific)
BH			mental health services
REC	FIT		I feel our community is in need of a fitness facility. We have access to a couple of stationary bikes, treadmills, and ellipticals, but a true fitness center would have a positive effect on the community.
STFF			The nursing staff need to be more caring for patients - smiles, courteous, timely - not so much sitting in the nurses station, but doing their jobs.
			Considering the size of the community, realistically I doubt there is anything else. We are also fortunate to be relatively close to specilaists.

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# Public Notice & Invitation

**[VVV Research & Development INC]**

## **NEWS**

**Date: January 17<sup>th</sup>, 2012**  
**For Immediate Release**  
**Media Contact: Rich Miller**

**HOLD the DATE Reminder:** In order to gauge the overall health needs of Norton County, the Norton County Hospital and Norton County Health Department cordially invite you to participate in a Community Healthcare Needs Assessment Town Hall discussion group on **Monday, February 13<sup>th</sup>, 2012 from 11:30 am-1 pm** at the Prairie Land Electric Cooperative building.

This event is being held to identify & prioritize health needs of Norton County residents, in order to maintain regulatory compliance for both organizations.

We encourage your attendance, as your input is very valuable to our community. A free meal will be served. VVV Research & Development, Inc. from Olathe, KS will be facilitating our meeting that day.

We look forward to seeing you there.

CHNA report  
questions contact :



***Vince Vandelaar, MBA***  
***VVV Marketing & Development INC.***  
***Adjunct Professor / Professional Consulting***  
***Services***

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***[http://sites.google.com/site/vvvresearchdevelo](http://sites.google.com/site/vvvresearchdevelopment/)***  
***[pment/](http://sites.google.com/site/vvvresearchdevelopment/)***