



2017

# NEEDS ASSESSMENT



Chota Community Health Services  
Monroe County  
9/16/2017 Board Approved



## **Purpose Statement**

A community needs assessment allows an organization to evaluate the targeted population for which it serves by identifying area of needed improvement.

### **Definition of the Proposed Service Area: Monroe County, Tennessee**

Monroe County, Tennessee is located in the south eastern portion of Tennessee, nestled in the foothills of the Smoky Mountains. As the sixth largest county in Tennessee, Monroe County is predominately a rural community with a total area of 653 square miles with 70 persons per square mile.

Being sparsely populated creates a barrier to care. Residents have to travel greater distances to access health care services. The town of Tellico Plains is the most rural area of the county. Residents of Tellico Plains that live in the unincorporated community of Coker Creek have to drive over 30 miles to reach the nearest hospital. Coker Creek is just two miles from the North Carolina line and is located high in the southern Appalachian Mountains. The Cherokee National Forest completely surrounds Coker Creek, which makes the driving time long due to the nature of mountain roadways. There are other similar communities in Monroe County.

The lack of transportation is also a barrier to care. The county does not have a public transportation system, except for a regional service provided by the East Tennessee Human Resource Agency (ETHRA). This service requires an advanced three day notice to schedule transportation. This transportation system transports multiple people per day which causes unpredictability in person's returning home.

These barriers to care decrease the likelihood of the population seeking medical care, including follow-up care, causing their health status to be poor.

## Population Composition

According to the US Census Bureau QuickFacts 2016 report, the estimated population totaled 45,970 is up from 45,771 residents in Monroe County in 2015. The Hispanic population has decreased to 4.2% in 2016 from 4.3% in 2015. Population estimates for 2016 is not reported for population subsets of less than 5,000 from the US Census Bureau as of January, 2017.

People Quick Facts	Monroe County 2016	Tennessee 2016	Chota UDS 2016
Population Total 2015	45,970	6,651,194	10,243
No. Registered Voters	29,454 September, 2017		
White	94.8%	78.7%	91.33%
African American	2.2%	17.1%	.69%
American Indian/Alaska Native	0.6%	0.4%	.76%
Asian	0.5%	1.8%	.21%
Pacific Islander	0.1%	0.1%	-
Two or more races	1.7%	1.9%	.43%
Hispanic or Latino	4.2%	5.2%	1.94%

## Age, Gender and Education

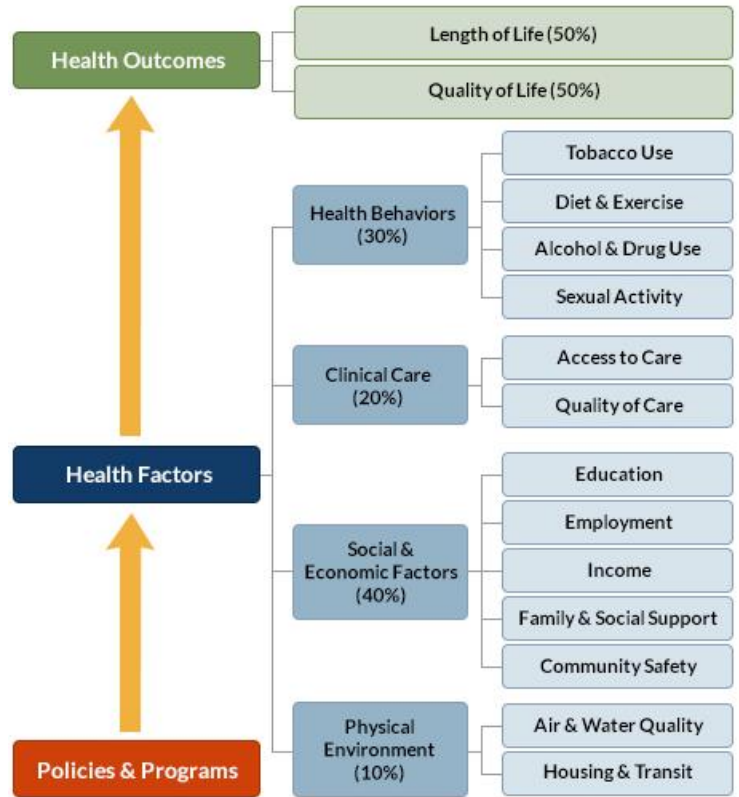
Community Demographics - 2015		Chota 2016
Percent of Persons under 5 years	5.7%	.9%
Percent of Persons under 18 years	21.8%	24.9%
Median Age		
School Children Enrolled Pre-K – 12 <sup>th</sup> grade	6992 +30 independent homeschool (1/2017)	Age 4 – 18 2,466 SBHC 1,013

Community Demographics - 2016		Chota 2016
Persons 18 – 64 years	59.7%	59%
Persons 65 years and over	20.5%	16%
Female Persons	50.5%	44.19%
Male Persons	49.5	55.81%
High School Graduation Rate	95% (state – 88%)	
Associates Degree or higher – population age 25 – 64	17.8% (state 34.3%)	

Community Demographics 2016	Tennessee	Chota 2016	
Median Age	43 years		
Median Household Income	\$35,291	\$45,219	
Percent of population in poverty level	18.6% Free and Reduced Lunch 49.2% Kidscount 2015	16.7%	57.35% 200% or below
Youth on TennCare Monroe County	6,847 (59.6%)	906,975 (51.8%)	
Total TennCare Enrollees	12,430 (27.1%)	1,559,209 (23.6%)	1,673 (16.33%)
Children Confirmed by Child Protective Services as Victims	68	6,884	
Youth in Juvenile Detention / Juvenile Court Referrals	756 (7.6%) Kidscount 2015	70,050 (4.7%) Kidscount 2015	
Children in Foster Care / State Custody	73 (6.7%)	7,897 (4.8%)	
Homeless	55 people – January 26, 2016		72 people 2016 year

# WHAT ARE THE COUNTY HEALTH RANKINGS?

The Rankings help counties understand what influences how healthy residents are and how long they will live. They look at a variety of measures that affect the future of health of communities, such as high school graduation rates, access to healthy foods, rates of smoking, obesity, and teen births. [countyhealthrankings.org](http://countyhealthrankings.org).



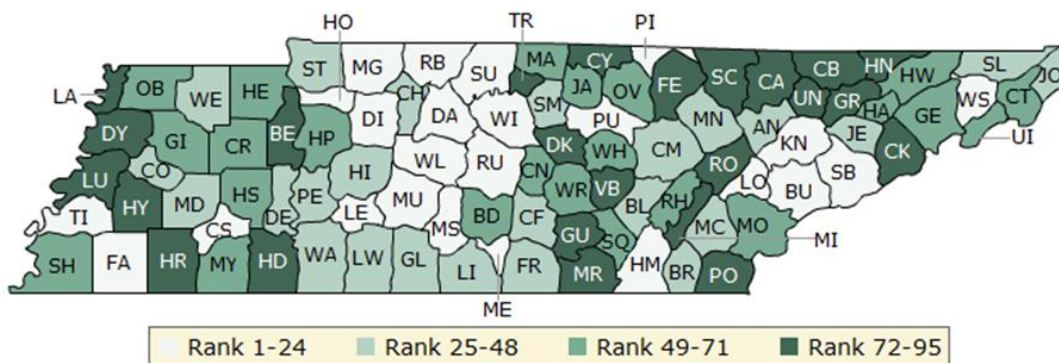
## DIGGING DEEPER

### Health Disparities 2017 – County Health Rankings and Roadmaps

#### Overall Health Ranking – Monroe County 52 of 95 counties

**HOW DO COUNTIES RANK FOR HEALTH OUTCOMES? Based on equal weighting of length and quality of life.**

[countyhealthrankings.org](http://countyhealthrankings.org).

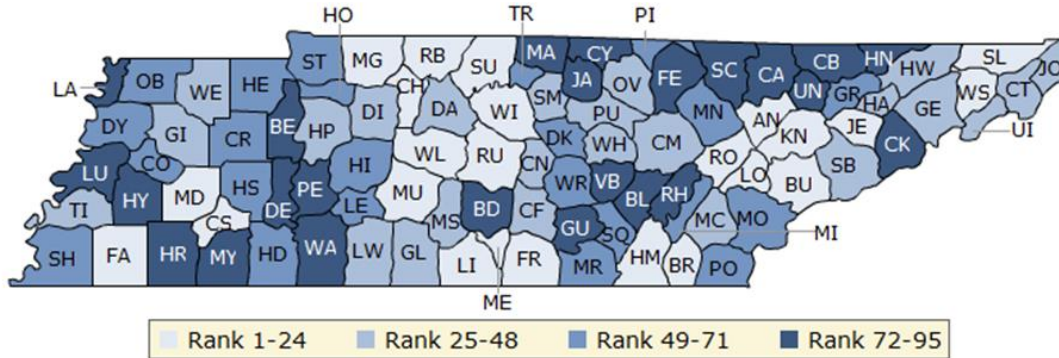


Blount	10	Knox	9	Loudon	13	McMinn	44	Polk	75
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## County Ranking for Health Factors – Monroe 70 / 95 counties

**HOW DO COUNTIES RANK FOR HEALTH FACTORS? Based on weighted scores for health behaviors, clinical care, social and economic factors, and the physical environment.**




Blount	9	Knox	5	Loudon	6	McMinn	49	Polk	67
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Community Demographics 2016		Monroe	Tennessee	Chota 2016
Percent of population in Monroe County Uninsured	17%		14%	9.57%
Persons with a disability under age 65	13.9%		11.2%	
Poor or Fair Health	23.8%		20%	
Poor Physical Health Days	5.1%		4.8%	
Poor Mental Health Days	4.9%		4.4%	
Low Birth Weight	8.02%		9%	
Teen Birth Rate Ages 2015	18.8 per 1,000 Females		13.9 per 1,000 Females	
Adult Smoking	23.8%		22%	2,092 patients
Adult Obesity	36%		32%	Overweight & Obese 59.35% all ages
Physical Inactivity	36.3%		30%	
Excessive Drinking	10.7%		11%	
Drug Overdose Deaths	18		20	
Diabetic Monitoring	87%		87%	756 pts HgbA1C ≤ 8
Hypertension				2,484 patients

# Remote Area Medical (RAM)

## Free Medical Clinics 2014 & 2016

Many people live in fear of sickness and injury because they have **little or no access to basic medical care**. RAM responds to this need by providing **free dental, vision, and medical care** to isolated, impoverished, or underserved communities. In less than 12 hours we turn fairgrounds, schools, arenas, and jungles into **mobile medical centers**.

	Dental			Vision	Medical	TOTAL Served
1/2014	1330 extractions	281 fillings	64 cleanings	251 Glasses	330 Medical Exams	894
4/2016**	162 people			239	62	

\*\* Dental visits were turned away on day 1 and no new patients were accepted allowing everyone in line to come back for day 2 with a voucher. Day 2 for dental needs still turned away > 50 people.

Health Care Services	Tennessee	
Primary Care Physicians	3,480:1	1,380:1
Other Primary Care Providers (NP, PA)	1330:1	946:1
Dentist	2860:1	1940:1
Mental Health Providers	2860:1	780:1

### Primary Care Providers/Clinics

### Specialty Services

### Dental

Hometown Medical Clinic, Madisonville 442-5480 Dr. Hasmukh Kanabar (M – F) Janice Ledford, FNP	Dr. Chris Bowman, Orthopedic, Sweetwater Mark Clem, PA-C 865-213-8593	Dr. Yee Shinsky, Madisonville 420-0800 <b>*does not accept TennCare</b>
Madisonville Primary Care Group, Madisonville 442-2121 M – F, Sat. Gregory Cain, PA Deletra Wilke, PA - C Michael Wall, PA	Dr. Leonard Brown, Otolaryngology, Sweetwater 865-213-8200	Dr. Howard, Tellico Plains 423-253-3403 (Tu/F)
Dr. Tracey Beverly, Family Practice, Madisonville 442-9711 Heidi Fisher, PA	Dr. Yaqub Ali, Nephrology, Sweetwater	Dr. Fox, Sweetwater 337-7338 (M – TH) <b>*does not accept TennCare</b>
Dr. Ben Coffey, Family Practice, Sweetwater 865-213-8595	Dr. Andrew Lynn, Podiatry, Sweetwater 865-481-3338 1-800-422-3338	Dr. Devine, Sweetwater 337-6681 (M – TH)
Dr. Eric Poston, Internal Medicine, Sweetwater 865-213-8595	Tennessee Foot & Ankle Podiatry, Madisonville 865-986-2700	Cloudland Dental, Sweetwater 337 – 2034 (M – F) Dr. Paul Gardener Dr. Abigal Roach Dr. William Walker
Dr. Chris Shamblin, Internal Medicine, Sweetwater 865-213-8595	Dr. Ronald Cherry, Pulmonology, Sweetwater. 865-213-8453	Monroe County Dental Clinic 442-8828 <b>Sliding Fee Scale</b> (M – TH) Dr. William Brakebill, Jr.
Dr. Thomas Evans, Internal Medicine, Sweetwater 865-213-8595	Dr. Walt Chiles III, Urology, Sweetwater	Vonore Dental Clinic, Vonore 865-560-0075 <b>*does not accept TennCare</b> 442 – 3928 Dr. Fugate (M – F) Dr. Johnson part- time
Dr. Kenya Kozawa, Internal Medicine, Sweetwater Renee Cagle, FNP 865-213-8590 Michelle Davis, FNP Thomas Vance, FNP	Dr. Sean DeLair, Urology, Sweetwater	Family Dental Associates 442-3928 Richard Hall (2 days/ week) James Dash (M – TH, every other Saturday) <b>*does not accept TennCare</b>



**Primary Care Providers/Clinics****Specialty Services****Dental**

<p>Dr. Sigrid Johnson, Family Practice, Sweetwater 423-351-7000 (M – F) Arrah Ford, FPN Dena Cantrill, FNP Sonya Lovingood, FNP Dorothy Monroe, FNP</p>	<p>Dr. Robert Belt, Cardiologist, Sweetwater 865-694-2775</p>	<p>Chance Orthodontics 423-337-6601 Dr. Allen Chance Sweetwater (M – TH) <b>*does not accept TennCare</b></p>
<p>Fast Pace Medical Sweetwater. 423-836-9304 Marcus Webb, FNP Kenzie Lovingood, FNP Deserie Cook, FNP</p>		<p>Moore Smiles Sweetwater. 423-536-9079 Dr. Christy More</p>
<p>Chota Community Health Services 423-442-2622 Dr. Thomas Cox III Dr. Juliana Williamston Janet Binkley, FNP Heather Bolinger, FNP Mary Brown, FNP Charles Cyrus, FNP Libby King, FNP Jennifer McKenzie, FNP William Thornton, FNP Katy Tilley, FNP Tabitha Walker, FNP</p>		<p>Dr. Steven Crippen, Sweetwater 423-337-6141</p>
<p>Access Medical, Madisonville 442-8084 (M – F) Dr. Barbara Levin, Brooke Torbett, FNP David Metcalf, PA Penny Neil, Pediatric Nurse Practitioner</p>	<p><b>General Surgery</b> Dr. Ramon Villanueva, Sweetwater 337-4508 Dr. Terry Adams, Sweetwater 865-213-7470 Dr. Thomas Layman, 423-649-3300</p>	<p>Dr. Edward Loomis. Sweetwater 423-337-9365</p>
<p>Women’s Wellness &amp; Maternity Center Rural Health Clinic 2 Midwives and 1 FNP</p>	<p><b>Mental Health</b> Chota Community Health Services 442-2622 Hiwassee Mental Health 442-9850 Access Medical (2 days /week) 442-8084</p>	<p><b>Industrial Medicine</b> Dr. Celia Harrison, Sweetwater 865-213-8510</p>

**Primary Care Providers/Clinics**

**Specialty Services**

**Dental**

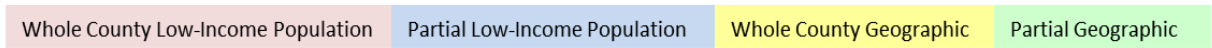
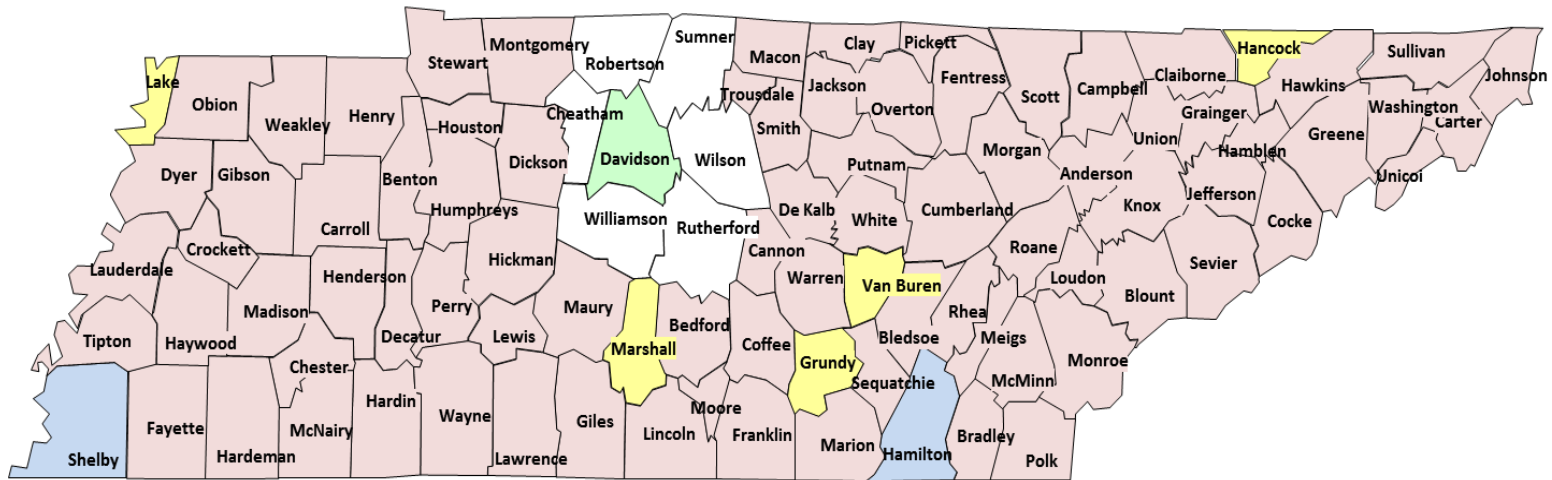
<p><b>Pediatrics</b>                  Dr. Wendy S. Robbins, Sweetwater 836-138-8336                  Bill Dawson, PA-C, MPAS 836-138-8336                  Dr. Krishen Sangeeta, Sweetwater 836-138-8336</p>	<p><b>Substance Abuse Help</b>                  House of Mercy (women only)</p>	<p><b>Health Department Leadership</b>                  Teresa Harrill, Monroe/ Loudon County                  Health Department Director 442-3993</p>
<p>Maryville Pediatrics, Vonore (M – F)                  423-884-2170                  Dr. Whitney Dee, Vonore                  Dr. Cindy Hoover, Vonore                  Dr. Charles Raper, Vonore                  Dr. Mark Watkins, Vonore                  Dr. Michael Damron, Vonore                  Dr. Michael Bean, Vonore                  Dr. Heather Wight, Vonore</p>	<p>Restoration Place Ministries (RPM)(men only) Tonya Frerichs                  423-404-2584</p>	<p><b>Hospital / Hospital Leadership</b>                  Sweetwater Hospital Association,                  Scott Bowman</p>
<p>Kidzcare, Madisonville 423-545-8383                  Dr. Saji Gopinathan (M – F)                  Krista Horton, FNP</p>		<p><b>Tennessee Valley Continuum of Care</b>                  Homeless Management of Monroe County                  Barbara Raper or Boyd McClure                  423-442-4335</p>
<p><b>OB-GYN</b></p>		
<p>Dr. David Creutzinger, Sweetwater 836-213-8592                  Dr. John Ameen, Sweetwater                  Dr. Bernstein, Sweetwater                  Dr. Vernon Pegram III, Sweetwater</p>		
<p>Women’s Wellness &amp; Maternity Center                  Rural Health Clinic 442-6624                  2 Midwives, 1 FNP</p>		
		<p>*Non-inclusive list</p>



HPSA Score for CCHS and Monroe County Low Income Score of 15 for Dental Care (Last updated 1/17/2012)



### Federal Health Professional Shortage Areas Dental June, 2016





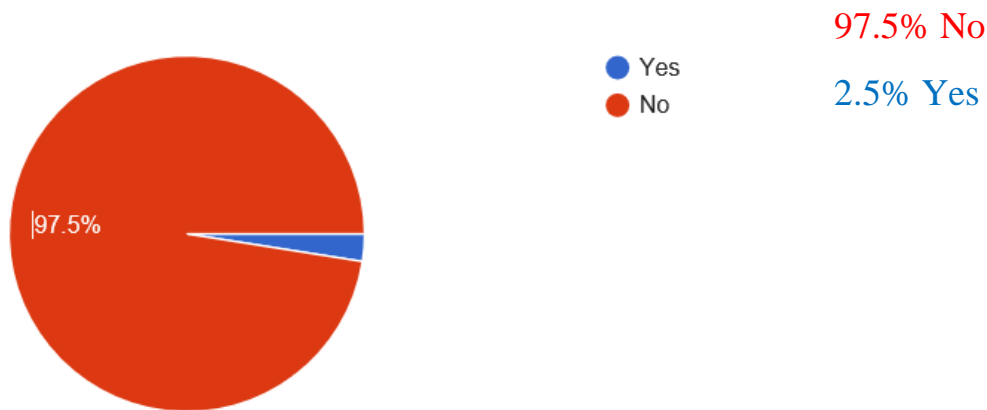




## 2017 Community Needs Assessment

During 2017, Chota Community Health Services conducted a Needs Assessment Survey. The survey was designed to gauge various health-related aspects of life in our county from the perspective of those who live here. A total of 403 surveys were completed this year. The results of the survey responses are depicted in the following charts and tables.

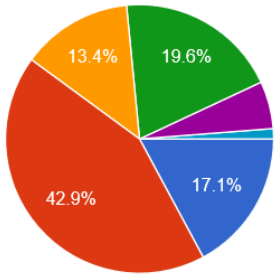
*Have you ever taken the Monroe County Quality of Life Survey before?*



*Overall, how satisfied are you with the quality of life in Monroe County in your community? (Consider your sense of safety, well-being, participation in community life and associations, etc.)*



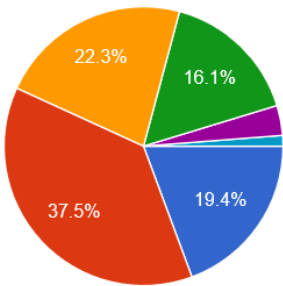
*How would you rate Monroe County as a place to raise a family? (Consider schools, quality of daycare, after school program, recreation, etc.)*



- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

17.1% Very Satisfied  
 42.9% Satisfied  
 13.4% Neither Satisfied nor Dissatisfied  
 19.6% Dissatisfied  
 5.7% Very Dissatisfied  
 1.2% Don't Know

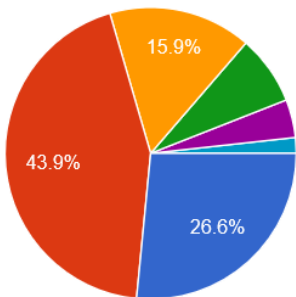
*How would you rate Monroe County as a place to grow old? (Consider elder-friendly, housing, transportation to medical services, churches, etc.)*



- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

19.4% Very Satisfied  
 56.9% Satisfied  
 22.3% Neither Satisfied nor Dissatisfied  
 16.1% Dissatisfied  
 3.5% Very Dissatisfied  
 1.2% Don't Know

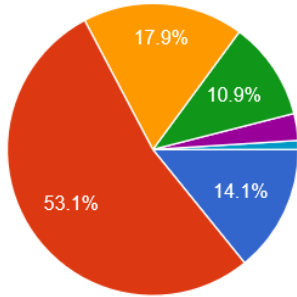
How would you rate community support (neighbors, support groups, faith community, agencies, organizations for individuals and families) during times of stress and need in Monroe County?



- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

26.6% Very Satisfied  
 43.9% Satisfied  
 15.9% Neither Satisfied nor Dissatisfied  
 7.7% Dissatisfied  
 4.2% Very Dissatisfied  
 1.7% Don't Know

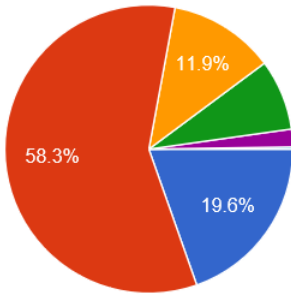
*How would you rate the quality of environment (air, water, trash, rat and bug control, etc.) in Monroe County?*



- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

14.1% Very Satisfied  
 53.1% Satisfied  
 17.9% Neither Satisfied nor Dissatisfied  
 10.9% Dissatisfied  
 3% Very Dissatisfied  
 1% Don't Know

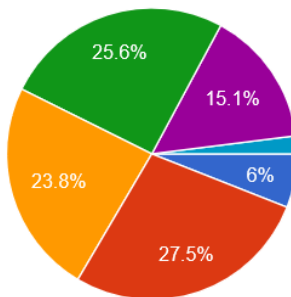
*How would you rate Monroe County a safe place (at home, at work, in the schools, playgrounds, parks, shopping) to live?*



- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

19.6% Very Satisfied  
 58.3% Satisfied  
 11.9% Neither Satisfied nor Dissatisfied  
 7.9% Dissatisfied  
 2% Very Dissatisfied  
 0.2% Don't Know

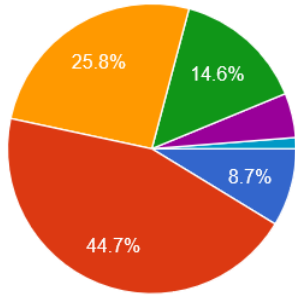
*How satisfied are you with the economic opportunity (amount of locally owned and operated businesses, job availability, job training, career growth, affordable housing, reasonable commute, etc.) in Monroe County?*



- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

6% Very Satisfied  
 27.5% Satisfied  
 23.8% Neither Satisfied nor Dissatisfied  
 25.6% Dissatisfied  
 15.1% Very Dissatisfied  
 2% Don't Know

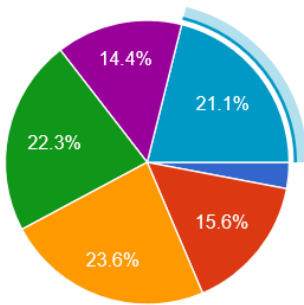
*How would you rate the level of civic responsibility and engagement (participation in community groups, volunteering, voter turn-out, etc.) in Monroe County overall?*



- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

8.7% Very Satisfied  
 44.7% Satisfied  
 25.8% Neither Satisfied nor Dissatisfied  
 14.6% Dissatisfied  
 5% Very Dissatisfied  
 1.2% Don't Know

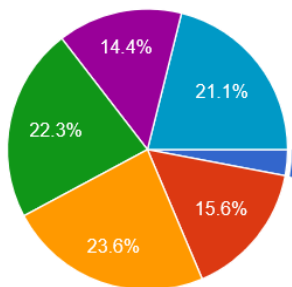
*How strongly do you feel that you – alone or with others can make Monroe County or your local community a better place to live, work, or play in?*



- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

18.9% Very Satisfied  
 49.6% Satisfied  
 21.1% Neither Satisfied nor Dissatisfied  
 5.5% Dissatisfied  
 1.5% Very Dissatisfied  
 3.5% Don't Know

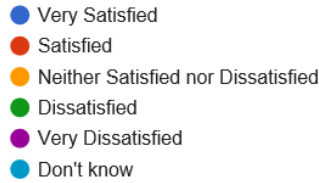
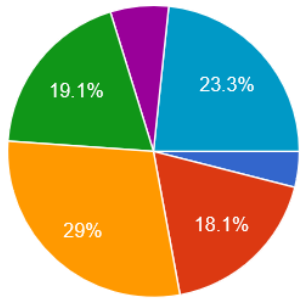
*How would you rate the availability of day care in Monroe County overall?*



- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

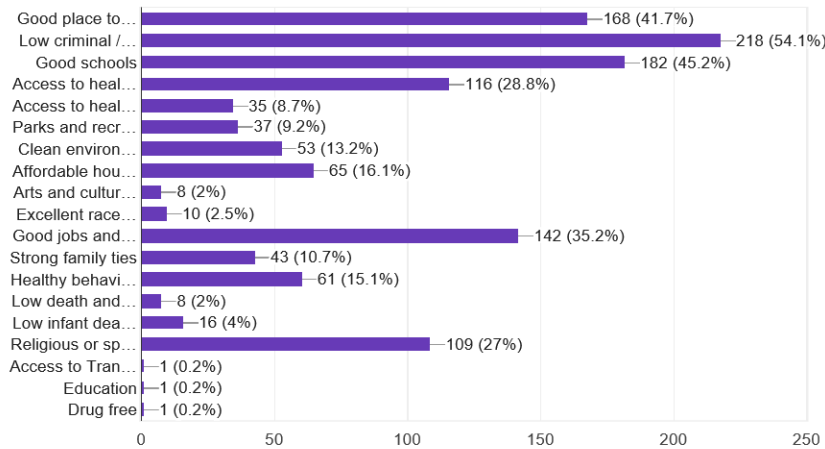
3% Very Satisfied  
 15.6% Satisfied  
 23.6% Neither Satisfied nor Dissatisfied  
 22.3% Dissatisfied  
 14.4% Very Dissatisfied  
 21.1% Don't Know

How would you rate the quality of day care in Monroe County?



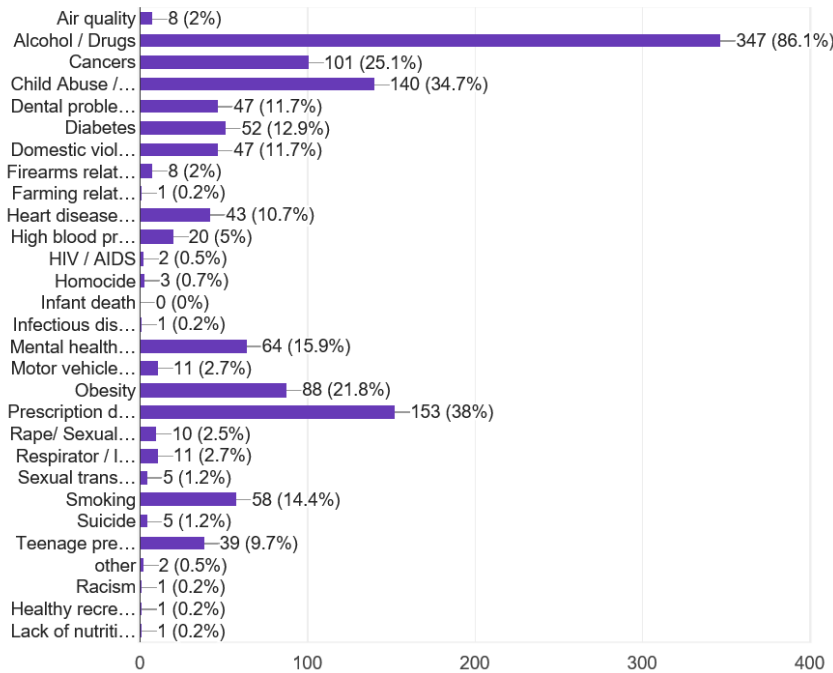
4% Very Satisfied  
 18.1% Satisfied  
 29% Neither Satisfied nor  
 Dissatisfied  
 19.1% Dissatisfied  
 6.5% Very Dissatisfied  
 23.3% Don't Know

From the following list, what do you think are the **THREE MOST IMPORTANT** factors for a “Healthy Community”?



**Prioritized**  
**1. Low criminal / safe neighborhood 54.1%**  
**2. Good Schools 45.2%**  
**3. Good place to raise children 41.7%**  
**4. Good jobs and healthy economy 35.2%**  
**5. Access to Health Care 28.8%**

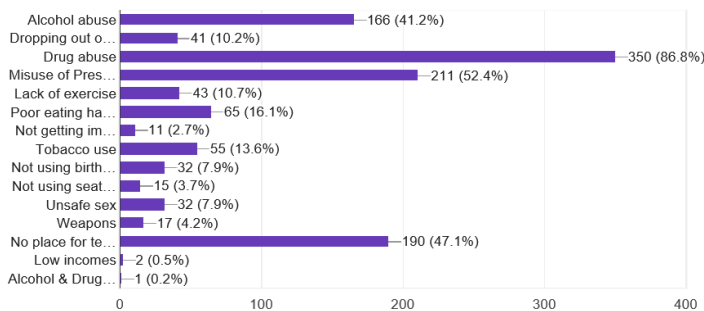
From the following list, what do you think are the **THREE MOST IMPORTANT** “health problems” in Monroe County?



**Prioritized**

- 1. Alcohol and Drugs 86.1%**
- 2. Prescription Drug Abuse 38%**
- 3. Child Abuse /neglect 34.7%**
- 4. Cancers 25.1%**
- 5. Obesity 21.8%**

*From the following list, what do you think are the THREE MOST IMPORTANT “risk behaviors” in our community (Those behaviors that have the greatest impact on overall community health)?*

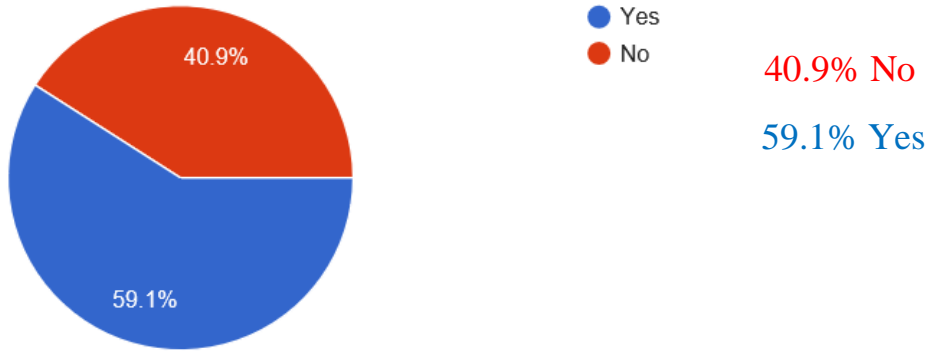


**Prioritized**

- 1. Drug Abuse 86.8%**
- 2. Misuse of Prescription Drugs 52.4%**
- 3. No place for teens to go for fun that keeps them busy to prevent risk behaviors (alcohol, drugs, sexual activities, street racing) 47.1%**
- 4. Alcohol Abuse 41.2%**
- 5. Poor eating habits 16.1%**



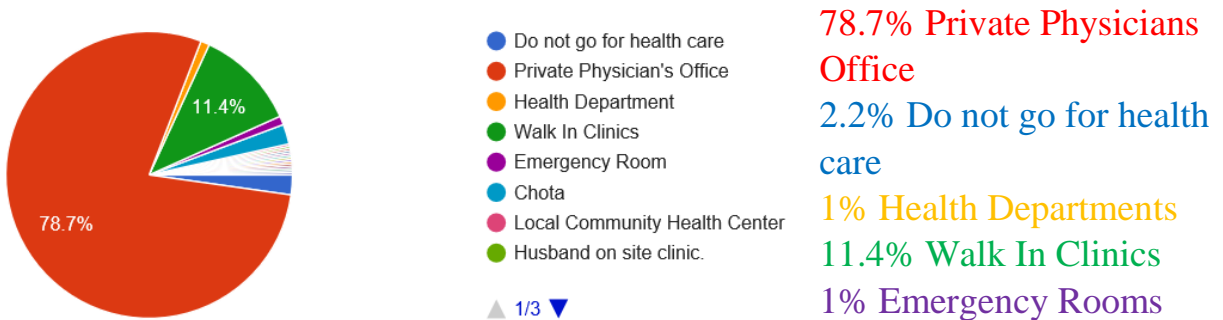
*Do you have a family doctor located in Monroe County?*



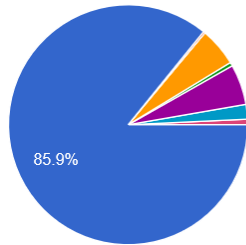
*Do you regularly go outside Monroe County for health care?*



*Where do you go for routine health care?*



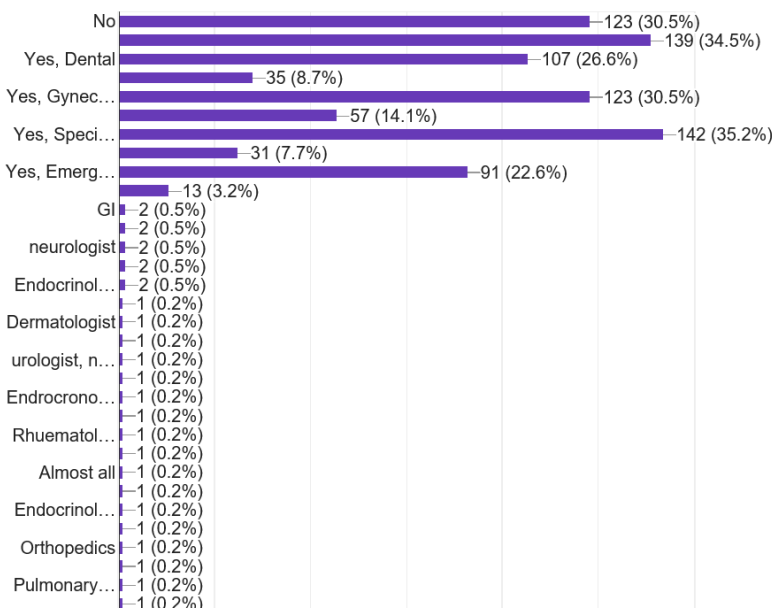
Can you see a medical provider (M.D., D.O., N.P., P.A.) when you need to?



- yes
- No - if no please note reason below
- No insurance
- Lack of transportation
- Too costly even with insurance
- Hard to get an appointment
- Appointment times not convenient to work schedule

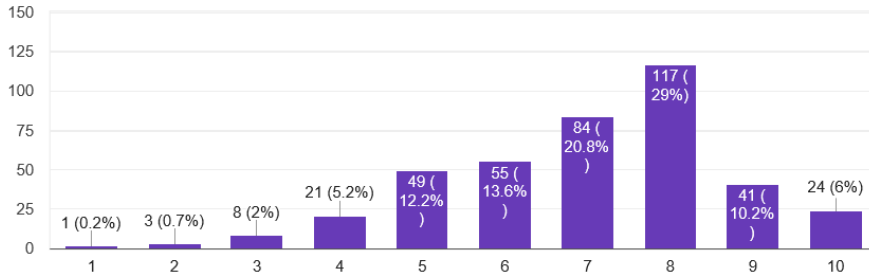
85.9% Yes  
 5.2% No Insurance  
 0.5% Lack of Transportation  
 5.5% Too costly even with insurance  
 2% Hard to get an appointment  
 0.7% Appointment times not convenient to work schedule

So, you regularly go out of Monroe County for health services? If yes, what type of services?



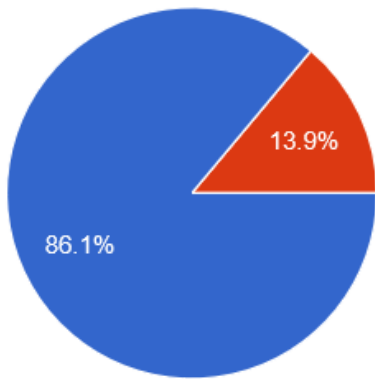
**Prioritized**  
 1. No 30.5%  
 2. Yes, Specialist 35.2%  
 3. Yes, Family Doctor 34.5%  
 4. Yes, Gynecological Care 30.5%  
 5. Yes, Dental 26.6%  
 6. Yes, Emergency Room 22.6%  
 7. Yes, Pediatrician 14.1%  
 8. Yes, Behavioral Health 7.7%  
 8. Veteran Affairs 3.2%

*How do you rate your health (1-10 with 10 being the best)?*



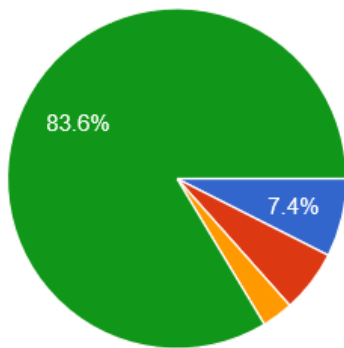
Overall: Most people (29%) rate their health at an 8.

*Does everyone in your household have health insurance?*



● Yes    13.9% No  
● No    86.1% Yes

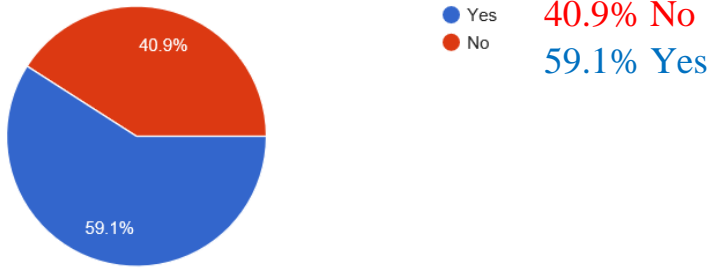
*Who in your household lacks health insurance?*



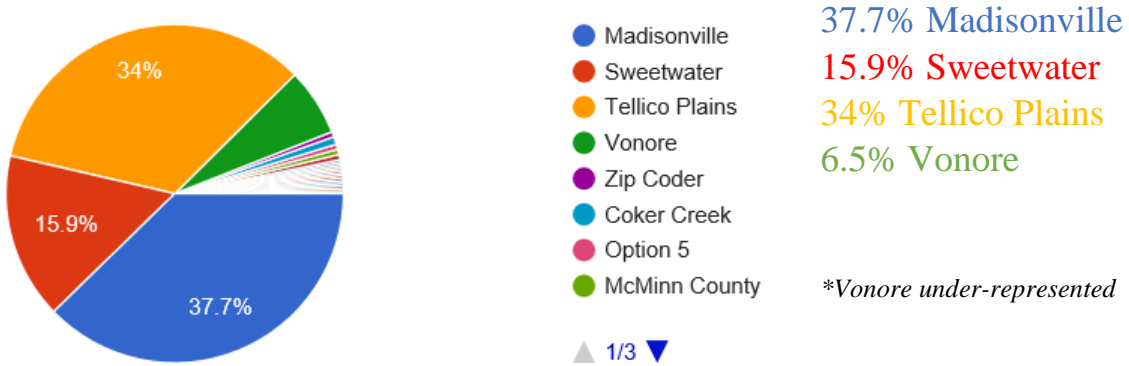
● Self    7.4% Self  
● Spouse    6% Spouse  
● Children    3% Children  
● All are insured    83.6% All are insured

*\*Overrepresented on insured*

*Does everyone in your household have dental insurance?*



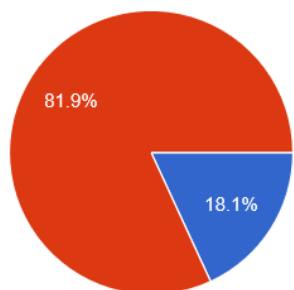
*Please indicate which sector of Monroe County you live in. If you live outside of Monroe County, please select that option. If you are not sure which you live in, you may enter your zip code.*



*How many years have you lived in Monroe County?*



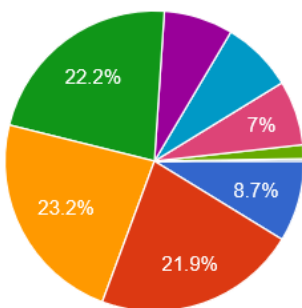
### What is your gender?



● Male 81.9% Female  
● Female 18.1% Male

*\*Males were underrepresented 49.5% of population*

### How old are you?

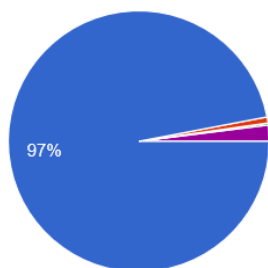


● 18 - 24 8.7% 18-24  
● 25 - 34 21.9% 25-34  
● 35 - 44 23.2% 35-44  
● 45 - 54 22.2% 45-54  
● 55 - 59 7.5% 55-59  
● 60 - 64 7.7% 60-64  
● 65 - 74 7% 65-74  
● 75 - 84 1.5% 75-84  
▲ 1/2 ▼ 0.2% 95 or older

*\*population aged 119-64 was over represented – 57.7% (91.2%)*

*\*population aged 65 and over was under represented – 20.5%*

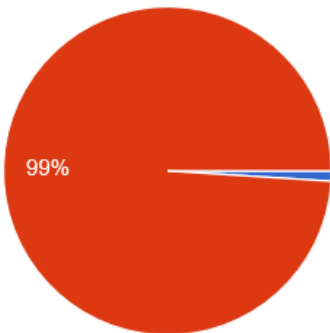
### What race do you consider yourself?



● White  
● Black or African American  
● Asian  
● Native Hawaiian or other Pacific Islander  
● More than one race / mixed race

97% White  
0.7% Black or African American  
American *\*under represented .2%*  
0% Asian *\*under represented 0.5%*  
0.2% Native Hawaiian or Pacific Islander *\*0.1% Monroe County*  
2% More than 1 race *\*1.7% Monroe County*

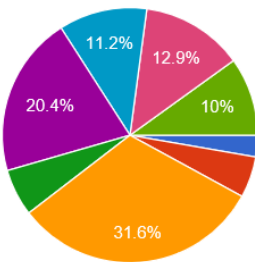
*Are you Hispanic or Latino?*



● Yes    **99% No**  
● No    **1% Yes**

*\*Under represented 4.2% Monroe County*

*What is your highest educational level?*



● Less than 9th grade  
● 9th - 12th grade, no diploma  
● High school graduate (including GED)  
● Vocational or technical school  
● Some college, no degree  
● Associates degree  
● Bachelor's degree  
● Graduate or professional degree

2.7% Less than 9<sup>th</sup> grade  
5.2% 9<sup>th</sup> – 12<sup>th</sup> grade, no diploma  
31.6% High school graduate/GED  
6% Vocational or Trade School  
20.4% Some college; no degree  
11.2% Associates degree  
12.9% Bachelor's degree  
10% Graduate or professional degree

*\*Bachelor Degree or Higher  
12.1% over represented*