



NEEDS ASSESSMENT



Chota Community Health Service: Monroe County 8/24/2020 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 southeastern 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.

Occupation and unemployment across Monroe County create a barrier to care. According to the Data USA report, the most common job groups by number of people in the county are production occupations, sales and related occupations, and administrative support occupations. The Tennessee Government reports that the unemployment rate for the state was 3.1% in December 2019. In comparison, the unemployment rate for Monroe County was 3.6%.

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 2019 report, the estimated population totaled 46,545 is up from 45,970 residents in Monroe County in 2016. The Hispanic population has increased to 4.7% in 2019 from 4.2% in 2016.

$(Source: \underline{https://www.census.gov/quickfacts/monroecountytennessee}; \underline{https://www.census.gov/quickfacts/TN}; \\$
https://reportcard.tnk12.gov/districts/621/page/DistrictProfile; UDS printout data)

People Quick Facts	Monroe County 2019	Tennessee 2019	Chota UDS 2019
Population Total	46,545	6,829,174	11,520
No. Registered Voters	30,843 June 2020 (MC Election Office)		
White	94.80%	78.50%	95.23%
African American	2.20%	17.10%	1.07%
American Indian/ Alaska Native	0.60%	0.50%	0.36%
Asian	0.50%	1.90%	0.41%
Pacific Islander	0.10%	0.10%	0.18%
Two or More Races	1.80%	2.00%	0.92%
Hispanic or Latino	4.70%	5.60%	3.26%
Language Other Than English			1.16%

Age, Gender and Education

Monroe County Community Demograp	Chota UDS 2019	
Percent of Persons		
under 5 years	5.40%	3.07%
Percent of Persons		
under 18 years	21.10%	22.01%
School Children Enrolled		
Pre-K - 12th Grade	14.18%	13.69%

		Chota UDS
Monroe County Com	nunity Demographics - 2019	2019
Persons 18-64 years	57.70%	60.91%
Persons 65+ years	21.20%	17.08%
Female Persons	50.20%	55.30%
Male Persons	49.80%	44.70%
Transgender Male/		
Female-to-Male		0.02%
Transgender Female/		
Male-to-Female		0.01%
Other		0.07%
Chose Not to Disclose		0.61%
High School Graduation Rate	78.9% (state-87%)	
Bachelor's Degree or Higher		
Population age 25+ years	12.8% (state-26.6%)	

	Monroe County	Tennessee	Chota UDS
Demographics	2019	2019	2019
Median Household Income	\$38,327 (2018)	\$50,972 (2018)	
*Percent of Population in Poverty Level	45.6% Free and Reduced Lunch (2018)	46.6% Free and Reduced Lunch (2018)	48.85% 200% or below 34.78% unknown
Youth on TennCare	6,225 (55.2%) (2018)	836,413 (47.5%) (2018)	1,342 (11.65%)
Total TennCare Enrollees	11,638 (25%) (2018)	1,413,940 (20.9%)	2,872 (24.93%)
Substantiated Child Abuse/Neglect Cases	85	7,445	
Juvenile Court Cases	797 (8.2%) (2018)	53,110 (3.5%) (2018)	
Children Committed to			
State Custody	55 (5.1%)	6,703 (4.0%)	
Homeless	94 (Point-In-Time Count Jan. 2019)		711

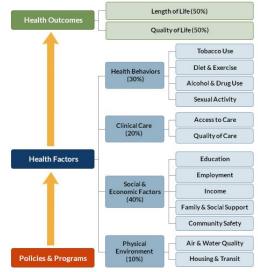
* The Food Research and Action Center indicates that children in households with incomes between 130 to 185 percent of the federal poverty level qualify for free or reduced lunch. According to the Institute for Research on Poverty, "the Census Bureau determines poverty status by using an official poverty measure that compares pre-tax cash income against a threshold that is set at times the cost of a minimum food diet in 1963 and adjusted for family size". This source also explains that it is adjusted annually for inflation and estimates the data at 100% below poverty. Additionally, the US Census Bureau data is based on poverty threshold. The U.S. Department of Health and Human Services (HHS) sets the poverty guidelines that are mostly used by federal agencies to determine eligibility for public programs such as food assistance. Thus, the KidsCount data of free and reduced lunch was used to make the most accurate comparison.

*The Point-In-Time Count only accounts for individuals identified as homeless on the day of the count. The UDS data is for the year and includes anyone known to have experienced homelessness at the time of any service reported during the reporting period. Includes patients whose primary residence during the night is a supervised public or private facility that provides temporary living accommodations and patients who reside in transitional housing or permanent supportive housing. May include children and youth at risk of homelessness, homeless veterans, and veterans at risk of homelessness.

(Source: https://datausa.io/profile/geo/monroe-county-tn; https://datacenter.kidscount.org; https://www.census.gov/quickfacts/TN; https://www.census.gov/quickfacts/monroecountytennessee; https://frac.org/; https://www.irp.wisc.edu/; UDS printout data)

WHAT ARE THE COUNTY HEALTH RANKINGS?

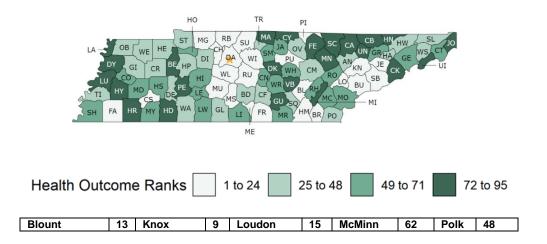
County Health Rankings help counties understand what influences how healthy residents are and how long they will live. They look at a variety of measures that affect the future of health of communities, such as high school graduation rates, access to healthy foods, rates of smoking, obesity, and teen births.



DIGGING DEEPER

Health Disparities 2020 – County Health Rankings and Roadmaps Overall Health Ranking – Monroe County 66 of 95 counties.

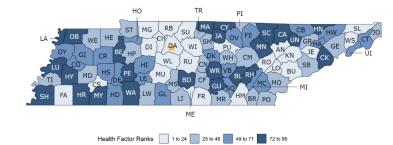
*Monroe County dropped in ranking from 2019 (58) to 2020 (66). HOW DO COUNTIES RANK FOR HEALTH OUTCOMES? Based on equal weighting of length and quality of life.



County Ranking for Health Factors – Monroe 45 / 95 counties.

*Monroe County increased in ranking from 2019 (69) to 2020 (45).

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



Blount	9	Knox	3	Loudon	7	McMinn	51	Polk	48

Community Demograp	nics 2019 and 2020	Tennessee 2019	Chota
	Monroe	and 2020	2019
Percent of population in Monroe County Uninsured	12% (2019,2020)	11% (2019,2020)	13.07%
Poor or Fair Health	22% (2019) 23% (2020)	19% (2019) 20% (2020)	
Poor Physical Health Days	5.1 (2019) 4.7 (2020)	4.4 (2019) 4.22020)	
Poor Mental Health Days	5.0 (2019) 4.8 (2020)	4.5(2019) 3.4 (2020)	
Low Birth Weight	9% (2019, 2020)	9% (2019, 2020)	17.65% (12 of 68 prenatal patients)
Teen Birth Rate Ages	47 (2019)	33 (2019)	
2015 * per 1,000 population	46 (2020)	31 (2020)	
Adult Smoking	23.8% (2019, 2020)	22% (2019) 23% (2020)	25.81%
Obesity	34% (2019) 33% (2020) *Adults (20+) Only	33% (2019, 2020) *Adults (20+) Only	62.47% *Adults (20+) Only 70.17% *overweight/obesity all ages
Physical Inactivity	31% (2019) 25% (2020)	27% (2019, 2020)	
Excessive Drinking	13% (2019) 12% (2020)	14% (2019, 2020)	
Drug Overdose Deaths *per 100,000 population.	31 (2019) 35 (2020)	24 (2019) 26 (2020)	
Diabetes Prevalence	16% (2019) 11% (2020)	13% (2019, 2020)	11.17%
Hypertension			24.17%

(Source: https://www.countyhealthrankings.org/what-is-health)

Morbidity and Mortality	Monroe County 2019	Tennessee 2019	Chota UDS 2019
	Rates Pe	r 100,000 Population	# of Patients
Deaths from Disease of the Heart	278.2	242.5	
Heart Disease Diagnosis			524
Death from Diabetes	47.4	29.9	
Diabetes Mellitus Diagnosis			1287
Deaths from Malignant Neoplasm	317	208.8	
Deaths from Suicides Age 10-19	7.1	17.5	
Deaths from Suicides	19.4	17.1	
Substance Use Disorder (Not Tobacco) Diagnosis			94
Depression and Other Mood Disorder Diagnosis			1151
Anxiety Disorder (including PTSD) Diagnosis			1369
Attention Deficit and Disruptive Behavior Disorders			208
Other Mental Disorders, excluding Drug or Alcohol Dependence			590
Alcohol Related Disorders			49
Tobacco Use Disorder			2973

(Source: https://www.tn.gov/health/health-program-areas/statistics/health-data/death-statistics.html; UDS Print Out)

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**. RAM has not returned to the Monroe County area since 2016.

AREA AND THE AREA		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 turne everyone in line to come b away > 50 people.	•	•	-		-	-

Health Care Providers

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

Primary Care Providers/Clinics

Specialty Services

Dental

Access MedicalMadisonville (M-F) 423-442-8084Dr. Barbara LevinDr. Jan HahnDavid Metcalf, PAJamie Daugherty, FNPCheryl Howell, FNPChota Community Health ServicesMadisonville (7 Days A Week) 423-442-2622Tellico Plains (M-F) 423-253-6545Vonore (M-F) 423-884-7271Dr. Thomas Cox IIIDr. Terry HowardJanet Binkley, FNPMary Brown, FNPCharles Cyrus, FNPErin Lay, FNPJennifer McKenzie, FNPWilliam Thornton FNP	Behavioral Health Access Medical Madisonville 423-442-8084 Behavioral Health Chota Community Health Services Madisonville 423-442-2622 Samantha Walker, PMHNP Susan Orr, LPC Matthew Harvey, LCSW *CPRS available	Chance Orthodontics Sweetwater (Mon-Thurs.) 423-337-6601 Dr. Allen Chance *Does Not Accept TennCare Cloudland Dental Sweetwater (Mon-Fri) 423-337-2034 Dr. William Walker Dr. An TA
Jennifer McKenzie, FNP William Thornton, FNP Katy Tilley, FNP Tabitha Walker, FNP Fast Pace Health <i>Sweetwater (7 Days A Week) 423-836-9304</i> Brooke Torbett, FNP Sonya Lovingood, FNP Molly Pritchett, FNP Alan Martin, PA Tiffany Coffman, FNP Sally Shevlin, PA	Behavioral Health Hiwassee Mental Health Madisonville (M-F) 423-442-9850 Shandy McDonald, NP Carla Neal, NP *Therapist and Care Managers available	Family Dental Associates Madisonville (Mon-Fri.,Sat) 423-442-3928 Dr. James Dash Dr. Richard Hall Dr. Robert Parrish *Does Not Accept TennCare; provides insurance through them

Primary Care Providers/Clinics	Specialty Services	Dental
Hometown Medical Clinic	General Surgery	John Fox, DDS
Madisonville (M-F) 423-442-5480	Sweetwater Hospital Association	Sweetwater (Mon-Thurs.) 423-337-7338
Dr. Hasmukh Kanabar	Sweetwater 865-213-8200	
Starla Swaney, FNP	Dr. Terry Adams	
	Dr. Thomas Layman	
	Dr. Nicholas Ballay	
Madisonville Primary Care Group	Nephrology	Lorine Yee-Shinsky, DDS
Madisonville (MonFri., Sat.) 423-442-2121	Sweetwater Hospital Association	Madisonville (Mon-Thurs.) 423-420-0800
Gregory Cain, PA	Sweetwater (Friday) 865-213-8200	*does not accept TennCare
Deletra Wilke, PA	Dr. Yaqub Ali	
Michael Wall, PA		
Sweetwater Family Medicine	OB/GYN	Loudon County Dental Clinic
Sweetwater (MonFri.) 423-351-700	Sweetwater Hospital Association	Loudon (Mon, Fri) 865-458-2514
Dr. Sigrid Johnson	Sweetwater 865-213-8200	Dr. Carol Shipley
Arrah Ford, FPN	Dr. Laura Berardi	*sliding fee discount program
Dorothy Monroe, FNP	Dr. Michele Tate	
	Dr. Ashlin Paz	
Sweetwater Hospital Association (Family Medicine)	Oncology	Monroe County Dental Clinic
Sweetwater (MonFri.)865-213-8200	Sweetwater Hospital Association	Madisonville (Mon-Thurs.) 423-442-8828
Dr. Ben Coffey	Sweetwater865-213-8200	Dr. William Brakebill Jr.
	Dr. Tracy Dobbs	*Accepts TennCare, all private
	Dr. Saji Eapen	
Sweetwater Hospital Association	Orthopedic	Moore Smiles
(Internal Medicine/Gastro)	Sweetwater Hospital Association	Sweetwater (Mon-Thurs.) 423-337-6681
Sweetwater (Mon-Sat) 865-213-8200	Sweetwater 865-213-8200	Dr. Scotty Devine
Dr. Laurence James	Dr. Bowman	Dr. Christy Moore
Dr. Chris Shamblin	Mark Clem, PA	*does not accept TennCare
Dr. Kenya Kozawa	Dawn Freichs, FNP	
Renee Cagle, FNP		
Michelle Davis, FNP		
Thomas Vance, FNP		
Kellie Collins, FNP		

Primary Care Providers/Clinics	Specialty Services	Dental
Sweetwater Medical Clinic	Otolaryngology	Steven Crippen, DDS
Madisonville (Days) 423-442-9711	Sweetwater Hospital Association	Sweetwater (Mon, Wed., Fri.) 423-337-6142
Dr. Tracey Beverly	Sweetwater (Tuesday) 865-213-8200	*does not accept TennCare
Hedie Fisher, FNP	Dr. Leonard Brown	
	Lonny Houston, NP	
Pediatrics	Podiatry	Tennessee Smiles
Chota Community Health Services	Sweetwater Hospital Association	Madisonville (Mon, Tue, Fri) 423-436-4800
Madisonville 423-442-2622	Sweetwater (Friday) 865-213-8200	Dr. Mark Britton
Dr. Megan Paz	Dr. Andrew Lynn	Dr. Darryl Phillips
		Dr. Jim Hollingsworth
		Dr. Andy Turner (Orthodontist)
Kidzcare	Podiatry	Vonore Dental Clinic
Madisonville (MonFri.) 423-545-8383	Tennessee Foot and Ankle	Vonore (Mon-Thurs.) 423-884-2300
Dr. Saji Gopinathan	Madisonville (Thursday) 865-986-8096	Dr. Eric Fugate
Qin Zou, FNP	Dr. David Hawk	Dr. Jerry Johnson
	Dr. Louis Reper	*does not accept TennCare
Maryville Pediatrics	Pulmonology	William Howard, DDS
Vonore (M – F) 423-884-2170	Sweetwater Hospital Association	Tellico Plains (Tue,Fri) 423-253-3403
Dr. Cindy Hoover	Sweetwater 865-213-8200	
Dr. Charles Raper	Dr. Ronald Cherry	
Dr. Mark Watkins		
Dr. Michael Bean		
Dr. Heather Wight		
Dr. Jenna McCall		
Heather Snow, FNP		
Kayla Crye, FNP		
Sweetwater Hospital Association	Tennova Cardiology	Health Department Leadership
Sweetwater 865-213-8200	Sweetwater Hospital Association	Teresa Harrill, Monroe/ Loudon County
Dr. Wendy S. Robbins	Sweetwater 865-392-3400	Health Department
Bill Dawson, PA, MPAS		
Dr. Krishen Sangeeta		

Primary Care Providers/Clinics	Specialty Services	Dental
	University Cardiology	Hospital / Hospital Leadership
	Sweetwater Hospital Association	Sweetwater Hospital Association,
	Sweetwater (Thursday)	Scott Bowman
	Substance Abuse Help	Tennessee Valley Continuum of Care
	House of Mercy (women only)	Homeless Management of Monroe County
	True Purpose	Barbara Raper or Boyd McClure
	Celebrate Recovery	423-442-4335
	Restoration Place Ministries	
		*Non-inclusive list

Health Professional Shortage Areas (HPSAs) are designations that indicate health care provider shortages in primary care, dental health; or mental health.

As part of HRSA's cooperative agreement with the State Primary Care Offices (PCOs), the PCOs conduct needs assessment in their states, determine what areas are eligible for designations, and submit designation applications to HRSA for review and approval.

HRSA reviews the HPSA applications submitted by the State PCOs, and—if the applications meet the statutory and regulatory designation eligibility criteria—designates a HPSA.

Once designated, HRSA scores HPSAs on a scale of 0-25 for primary care and mental health, and 0-26 for dental health, with higher scores indicating greater need.

Health Professional Shortage Area (HPSA) Chota Community Health Services			
Primary Care	19		
Dental Health	15		
Mental Health	21		



Designation : Whole County Low-Income Population Partial Low-Income Population Whole County Geographic

Data Source: Health Resources and Services Administration, U.S. Department of Health and Human Services, 2018



Federal Health Professional Shortage Areas Dental April, 2018



Designation : Whole County Low-Income Population Partial Low-Income Population Whole County Geographic

Data Source: Health Resources and Services Administration, U.S. Department of Health and Human Services, 2018





Data Source: Health Resources and Services Administration, U.S. Department of Health and Human Services, 2018

Underserved Areas (MUAs)/Medically Underserved Populations (MUPs) August 2019



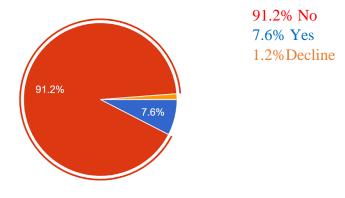
Data Source: Health Resources and Services Administration, U.S. Department of Health and Human Services, 2019

Note: Partial county shortage designations are comprised of the select urban census tracts which met eligibility criteria

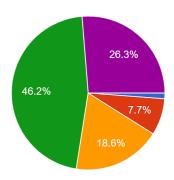
2020 Community Needs Assessment

During 2020, Chota Community Health Services (CCHS) conducted a needs assessment survey titled "2020 Monroe County Quality of Life 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 662 surveys were completed. The results of the survey responses are depicted in the following charts and tables.

(1) Have you taken the Monroe County Quality of Life Survey Before?

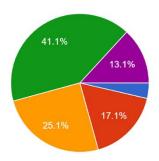


(2) Overall, how satisfied are you with the quality of life in Monroe County in your community? (Consider your sense of safety, well-being, participation in community life and associations, etc.)

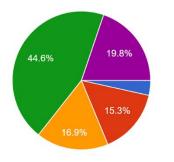


26.3% Very Satisfied46.2% Satisfied18.6% Neither Satisfied nor Dissatisfied7.7% Dissatisfied1.2% Very Dissatisfied

(3) How would you rate Monroe County as a place to raise a family? (Consider school quality, day care, after school programs, recreation, etc.)

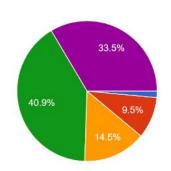


- 13.1% Very Satisfied
 41.1% Satisfied
 25.1% Neither Satisfied nor Dissatisfied
 17.1% Dissatisfied
 3.6% Very Dissatisfied
- (4) How would you rate Monroe County as a place to grow old? (Consider elder-friendly, housing, transportation to medical services, churches, etc.)



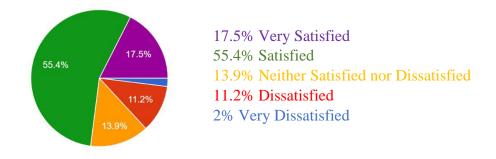
19.8% Very Satisfied44.6% Satisfied16.9% Neither Satisfied nor Dissatisfied15.3% Dissatisfied3.5% Very Dissatisfied

(5) 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?

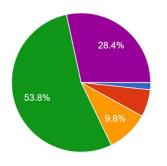


33.5% Very Satisfied
40.9% Satisfied
14.5% Neither Satisfied nor Dissatisfied
9.5% Dissatisfied
1.5% Very Dissatisfied

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

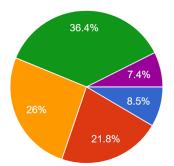


(7) How would you rate Monroe County a safe place (at home, at work, in the schools, playgrounds, parks, shopping) to live?



28.4% Very Satisfied
53.8% Satisfied
9.8% Neither Satisfied nor Dissatisfied
6.3% Dissatisfied
1.7% Very Dissatisfied

(8) 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?



7.4% Very Satisfied
36.4% Satisfied
26% Neither Satisfied nor Dissatisfied
21.8% Dissatisfied
8.5% Very Dissatisfied

(9) How satisfied are you with the affordable housing options in Monroe County?

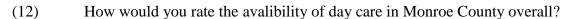


(10) How would you rate the level of civic responsibility and engagement (participation in community groups, volunteering, voter turn-out, etc.) in Monroe County overall?

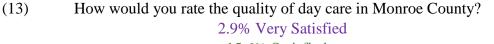


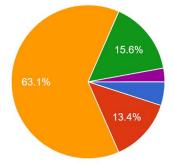
(11) How strongly do you feel that you – alone or with others can make Monroe County or your local community a better place to live, work, or play in?





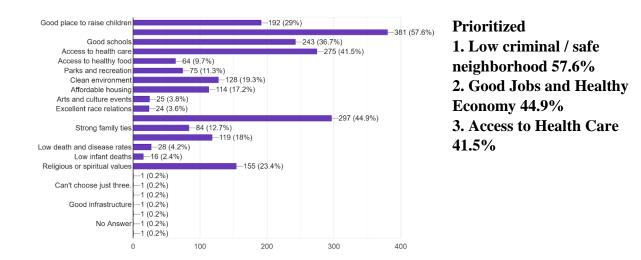




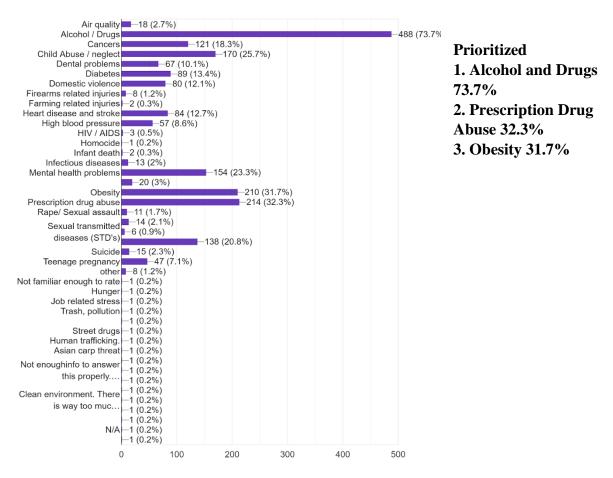


15.6% Satisfied
63.1% Neither Satisfied nor Dissatisfied
13.4% Dissatisfied
5% Very Dissatisfied

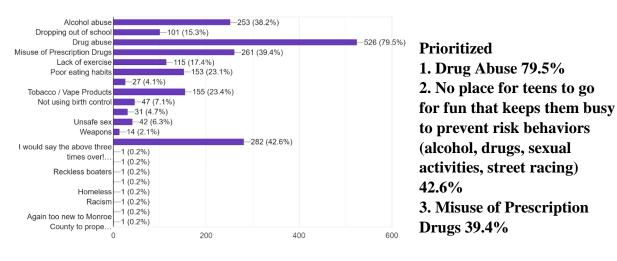
(14) From the following list, what do you think are the THREE MOST IMPORTANT factors for a "Healthy Community"?

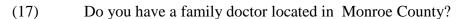


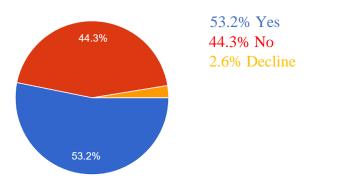
(15) From the following list, what do you think are the THREE MOST IMPORTANT "health problems" in Monroe County?



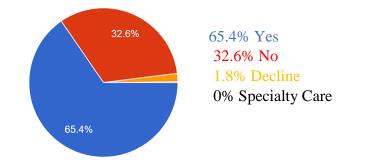
(16) From the following list, what do you think are the THREE MOST IMPORTANT "risk behaviors" in our community (Those behaviors that have the greatest impact on overall community health)?



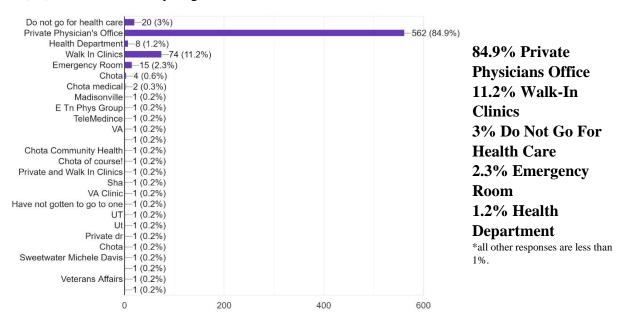




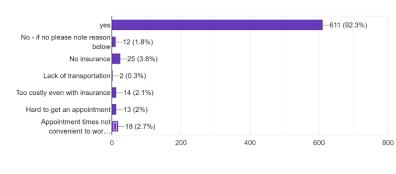
(18) Do you regularly go outside Monroe County for health care?



(19) Where do you go for routine health care?

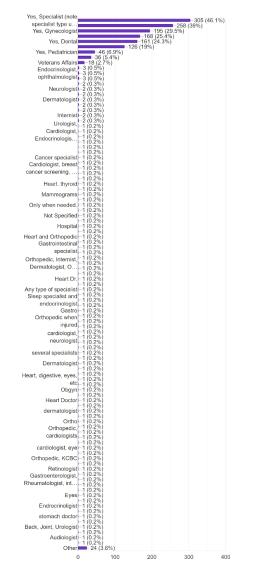


(20) Can you see a medical provider (M.D., D.O., N.P., P.A.) when you need to?

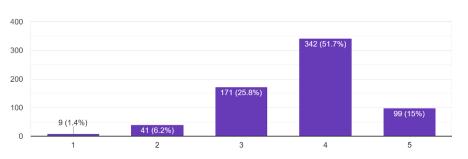


92.3% Yes 1.8% No 3.8% No Insurance 2.7% Appointment Times Not Convenient 2.1% Too Costly Even with Insurance 2% Hard to get and Appointment *all other responses less than 1%

(21) Do you regularly go out of Monroe County for health services? If yes, what type of services?

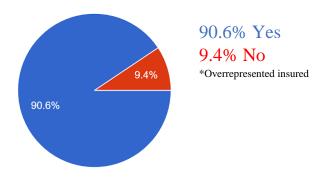


46.1% Specialist 39% Family Doctor 29.5% Gynecologist 25.4% No 24.3% Dental 19% Emergency Room 6.9% Pediatrician 5.4% Behavorial Health 3.6% Other 2.7% Veteran Affair *all other responses less than 1%

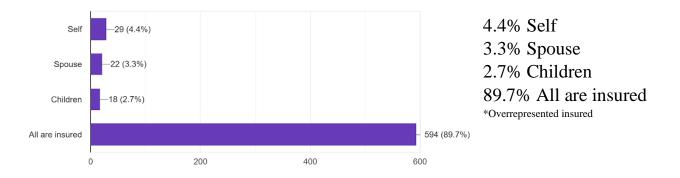


Overall: Most people (51.7%) rate their health at a 4.

(23) Does everyone in your household have health insurance?

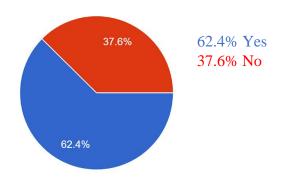


(24) Who in your household lacks health insurance?

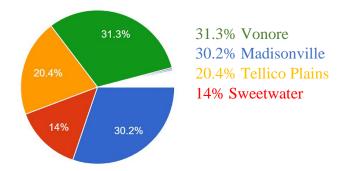


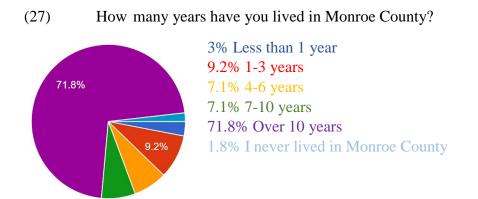
(22) How do you rate your health (1-5 with 5 being the best)?

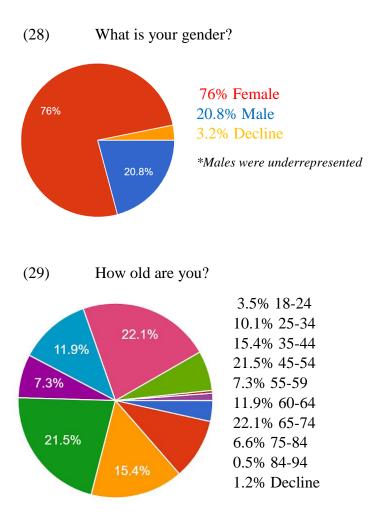
(25) Does everyone in your household have dental insurance?



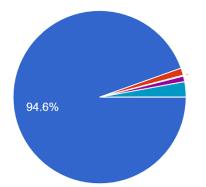
(26) Please indicate which sector of Monroe County you live in. If you live outside of Monroe County, please select that option. If you are not sure which you live in, you may enter your zip code.



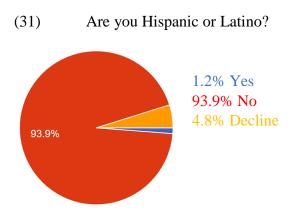




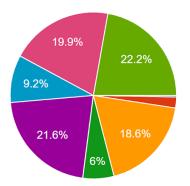
(30) What race do you consider yourself?



94.6% White1.4% Black or African American1.1% More than 1 race0.1% Asian2.9% Decline



(32) What is your highest educational level?



0.3% Less than 9th grade
5.2% 9th – 12th grade, no diploma
18.6% High school graduate/GED
6% Vocational or Trade School
21.6% Some college; no degree
9.2% Associates degree
19.9% Bachelor's degree
22.2% Graduate or professional degree