





**WEBSTER MEMORIAL HOSPITAL
2022 COMMUNITY HEALTH CARE NEEDS ASSESSMENT**

Table of Contents

INTRODUCTION.....2

BACKGROUND.....4

SERVICE AREA POPULATION AND VITAL STATISTICS.....7

SOCIOECONOMIC INDICATORS.....11

HEALTH STATUS INDICATORS.....18

COMMUNITY HEALTH CARE ACCESS.....26

COMMUNITY HEALTH & OUTREACH.....37

COMMUNITY VOICE.....38



INTRODUCTION

The 2022 Community Health Needs Assessment (CHNA) of Webster Memorial Hospital (Hospital) builds on and incorporates by reference the collaborative CHNA effort of the Hospital, area residents, and other community stakeholders. This process is an extension of the previous Community Health Needs Assessment (CHNA) developed and published in 2021.

The research effort was conducted to identify healthcare issues and needs throughout the Hospital service area of Webster, Nicholas, and Braxton counties. Information from the CHNA will assist hospital leadership and decision-makers in developing a strategic plan and goals that positively impact the health of the population in the Hospital's service area. The results of the CHNA will enable the Hospital as well as other community providers to collaborate in their efforts to provide the necessary resources for the community members.

To assist with the CHNA process and completion, Webster Memorial Hospital worked with Stadelman Consulting, a market research company located in Thomas, W.Va. The assessment was designed to ensure compliance with current Internal Revenue Service (IRS) guidelines for charitable 501(c)(3) tax-exempt hospitals, which require tax-exempt hospitals to conduct a CHNA every three years to identify the community's health needs and adopt an implementation strategy to meet those needs. In addition, community benefits must be reported on IRS Form 990, Schedule H.

The CHNA partners' goal was to produce a current profile of health status, wellness, health delivery, and general public-sourced opinions about healthcare services and resources in Randolph County and surrounding communities. The process used a compilation of the most recent local, state, and federally sourced data, as well as opinions and concerns articulated by community residents and stakeholders through surveys and interviews. The study also reviewed the prior implementation plan to assess the progress and community feedback related to the Hospital's plan.

The significant components of the Webster Memorial Hospital 2022 CHNA include:

- Demographic Information
- Socioeconomic Characteristics of the Service Area
- Health Status Indicators
- Access to Care
- Results of Community Health Needs Online Survey
- Results of Key Stakeholder Online Survey



METHODOLOGY

This assessment has two goals. The first goal is to gather current and viable statistics and indicators on various healthcare issues in the service area. The second goal is to obtain an understanding of opinions and perceptions of community healthcare needs from residents and community stakeholders. This CHNA includes qualitative and quantitative research components – including a data profile and an online survey among residents and key stakeholders in the service areas.

Quantitative & Qualitative Data:

An online survey was conducted throughout the service area counties to obtain an understanding of community residents' perceptions and knowledge of healthcare issues, barriers, and services. A statistical data profile was also compiled to depict the population size, economic status, income status, and vitals, among other healthcare statistics.

Additionally, an online survey was conducted among key stakeholder interviews to gather perceptions and opinion data on community health care needs. The quantitative and qualitative data was collected from various sectors, including public health and medical providers, emergency rescue representatives, child and youth services, and religious organizations. This data was used to give a greater internal perspective to the outlying members of the public health service sector.



II. BACKGROUND

HOSPITAL & COMMUNITY PROFILE

Hospital Profile

Webster Memorial Hospital is a part of Davis Health System (DHS) which is committed to providing quality, patient-oriented healthcare services to surrounding counties. The critical-access hospital is located in Webster Springs, Webster County, West Virginia.

It is a 25-bed critical care access hospital that provides excellent, high-quality care in a compassionate and cost-effective manner. The Hospital has provided quality health care since 1951. The following services are represented:

- Primary Care
- Rural Health Clinic
- Inpatient and Observation Services
- Swing Beds
- 24/7 Emergency Department
- Diabetic Education
- Outpatient Nursing Services
- Population Health
- Nuclear Medicine
- Laboratory Services
- Therapy (Physical, Respiratory)
- Radiology (CT, MRI, Ultrasound)
- Pulmonary/Cardiac Rehabilitation
- Social Services
- Pharmacy Services

Community Profile

Webster Memorial Hospital is located in Webster Springs, West Virginia. Webster Springs is less than two hours east of Charleston, West Virginia, and two hours south of Morgantown, West Virginia. It is also about five hours west of Washington, D.C.; and three hours south of Pittsburgh.

Webster Memorial Hospital's service area is defined based on the geographical location in which a majority of its patients occupy. The hospital's primary and secondary service area consists of Webster, Nicholas, and Braxton counties.



SERVICE AREA

A hospital’s service area is defined as the geographic area from which a significant number of the patients utilizing the services reside. Although the community health needs assessment considers other types of healthcare providers, hospitals are the single largest provider of acute care services. For this expressed reason, the utilization of hospital services provides the clearest definition of the service area.

The service area of Webster Memorial Hospital encompasses three counties – Webster, Nicholas, and Braxton counties.





Table 1 shows a summary of Webster Memorial Hospital’s inpatient discharges by zip code for 2021. More than a third (36%) of inpatient discharges were from the Webster Springs area, while more than one in six were from the Boggs area (18%). Other areas where discharged patients live include Diana (6%), Upperplade (4%), and Cottle (3%).

Table 1
Summary of Inpatient Discharges by Zip Code
2021

ZIP CODE	CITY, STATE	DISCHARGES	% OF TOTAL DISCHARGES	CUMULATIVE %
26288	Webster Springs, WV	59	36.42%	36.42%
26206	Boggs, WV	29	17.90%	54.32%
26217	Diana, WV	9	5.56%	59.88%
26266	Upperplade, WV	7	4.32%	64.20%
26205	Cottle, WV	5	3.09%	67.28%
26203	Erbacon, WV	2	1.23%	68.52%
26208	Camden, WV	2	1.23%	69.75%
26222	Replete, WV	2	1.23%	70.99%
25976	Lockbridge, WV	1	0.62%	71.60%
26175	Sistersville, WV	1	0.62%	72.22%
26241	Elkins, WV	1	0.62%	72.84%
26261	Richwood, WV	1	0.62%	73.46%
All OTHER	Various	43	26.54%	100.00%
		162	100.00%	



III. SERVICE AREA POPULATION AND VITAL STATISTICS

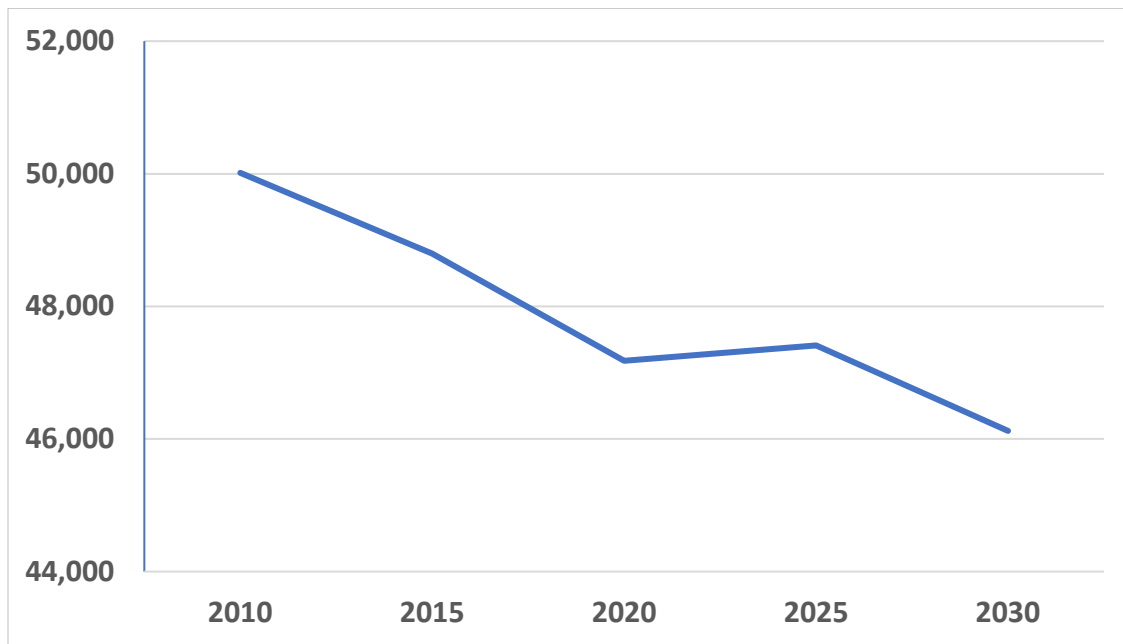
DEMOGRAPHICS

Population

The population in the service area was forecasted based on data provided by the U.S. Census Bureau (Census). The U.S. Census compiled demographical data based on 2010, 2015, and 2020 figures. This data was delineated to depict population trends in 2025 and 2030.

As seen in **Chart 1**, the area is predicting a decrease of nearly 1,000 from 2020 to 2030 in Webster Memorial Hospital’s service area. While the population is expected to fall, the utilization of services is not solely based on population but primarily defined by the age groups that account for the whole. The large senior population in the service area will place a steady demand on needed healthcare services.

Chart 1
Population of Service Area: 2010 – 2030
(Actual: 2010-2020; Estimated: 2025-2030)

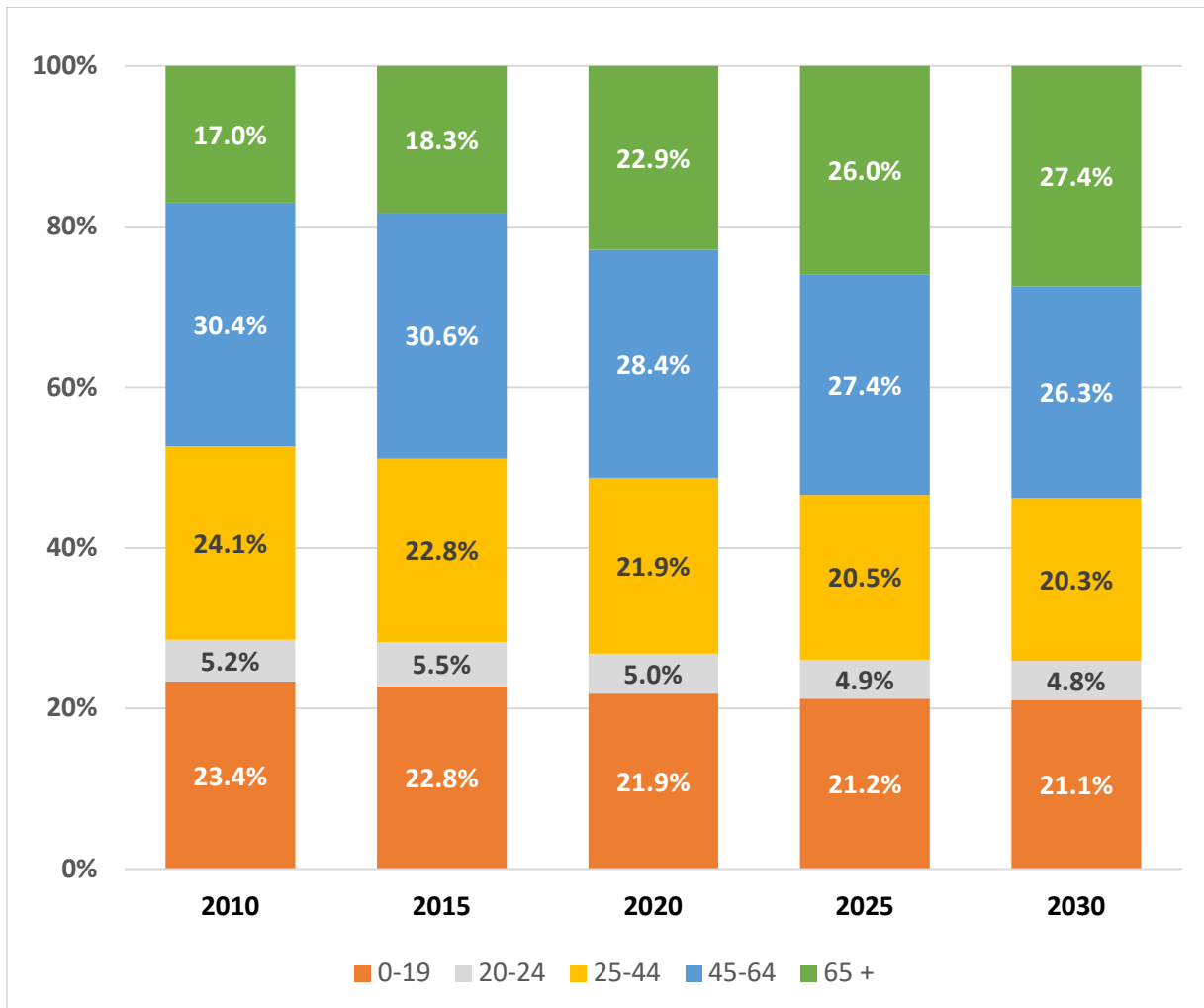


SOURCE: Bureau of Business and Economic Research, College of Business and Economics, West Virginia University, March 2017 and American Community Survey-2020 5-Year Estimates, US Census, S0101.



Chart 2 shows the actual age population segments of the service area in 2010, 2015, and 2020. It also shows future forecasts in 2025 and 2030 as quantified by the U.S. Census Bureau for West Virginia. The younger and middle age groups (0-19; 20-24; 25-44; and 45-64) throughout the service area gradually decrease, while the 65 and older population increases. In 2030, it is anticipated that 27% of residents in the service area will be 65 and over, compared to 23% in 2020.

Chart 2
Population of Service Area: 2000 – 2030
(Actual: 2010-2020; Estimated: 2025-2030)



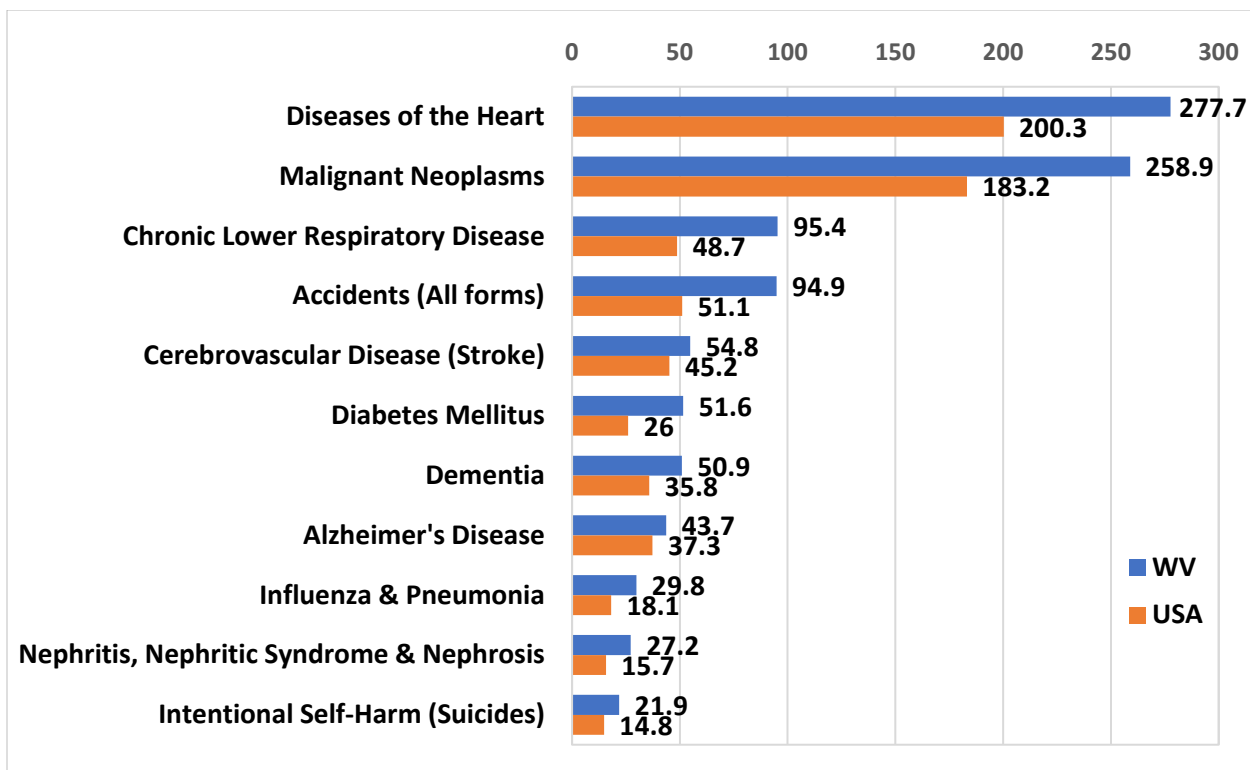
SOURCE: Bureau of Business and Economic Research, College of Business and Economics, West Virginia University, March 2017 and American Community Survey-2020 5-Year Estimates, US Census, S0101.



Vital Statistics

Chart 3 provides statistics on the leading causes of death for residents of West Virginia and the United States. The leading causes of death are determined by the average rate per 100,000 residents. The number of West Virginia residents who died in 2018 from Malignant Neoplasms and Diseases of the Heart is significantly higher than the national rate and other listed causes of death. West Virginia also had nearly twice as many residents die from “chronic lower respiratory disease” compared to the United States.

Chart 3
State and National Comparison of Rates
for Selected Causes of Death
2018



Source: 2018 West Virginia Vital Statistics, West Virginia Department of Health and Human Resources



State and National Comparisons of Rates for Selected Causes of Death 2018

Leading cause of death	West Virginia			United States		
	Number of Deaths	Rate per 100,000 Population	Percent of Total	Number of Deaths	Rate per 100,000 Population	Percent of Total
Diseases of the Heart	5,015	277.7	21.4%	655,381	200.3	23.1%
Malignant Neoplasms (Cancer)	4,676	258.9	19.9%	599,274	183.2	21.1%
Chronic Lower Respiratory Disease	1,723	95.4	7.3%	159,486	48.7	5.6%
Accidents, All Forms	1,713	94.9	7.3%	167,127	51.1	5.9%
Cerebrovascular Disease (stroke)	989	54.8	4.2%	147,810	45.2	5.2%
Diabetes Mellitus	932	51.6	4.0%	84,946	26.0	3.0%
Dementia	920	50.9	3.9%	117,202	35.8	4.1%
Alzheimer's Disease	790	43.7	3.4%	122,019	37.3	4.3%
Influenza & Pneumonia	539	29.8	2.3%	59,120	18.1	2.1%
Nephritis, Nephritic Syndrome & Nephrosis	491	27.2	2.1%	51,386	15.7	1.8%
Intentional Self-Harm	404	22.4	1.7%	48,344	14.8	1.7%
Total for Leading Causes	18,192	1,007.4	77.5%	2,212,095	676.1	77.9%
All Other Causes (Residual)	5,270	291.8	22.5%	627,110	191.7	22.1%
Total for All Causes	23,462	1,299.2	100.0%	2,839,205	867.8	100.0%

Source: 2018 West Virginia Vital Statistics, West Virginia Department of Health and Human Resources



IV. SOCIOECONOMIC INDICATORS EMPLOYMENT

EMPLOYMENT

Webster Memorial Hospital is the top employer in Webster County and the expanded service area, according to WorkForce West Virginia. Additional major employers that support the service area include:

- County Boards of Education
- Walmart Corporation
- Local Colleges
- Energy Companies (Contura Energy, American Consolidated Natural Resources)
- SMR Technologies
- State, county and city governments
- WV Aging
- WVU Medicine
- Weyerhaeuser NR
- Webster Nursing & Rehabilitation Center
- Allegheny Wood Products

Table 2 details the percentage of the population employed by each major industry in the service area, West Virginia and the United States. In the service area, one in four residents works in the “education, health care and social assistance industries” compared to nearly one in three (29%) in West Virginia. The service area tends to have slightly more people working in the “retail services” area than in West Virginia. The service area also tends to have fewer people working in the “professional and scientific industry” and “finance, insurance, and real estate” than in West Virginia and the United States.

Table 2
Employment by Major Industry
2020

Major Industries	Service Area	West Virginia	United States
Education, Health Care, and Social Assistance	26%	29%	24%
Retail Services	14%	12%	11%
Arts, Entertainment, and Recreation	8%	9%	8%
Construction	8%	7%	7%
Manufacturing	7%	8%	10%
Transportation and Warehousing	6%	6%	6%
Professional and Scientific	6%	8%	12%
Finance, Insurance and Real Estate	3%	5%	7%
Other Service Industries	4%	5%	5%
State and Local Government	7%	7%	5%
All Other Occupations	11%	4%	5%
TOTAL	100%	100%	100%

SOURCE: US Census, American Factfinder, Economic Characteristics (DP03), 2020



Table 3 presents an 11-year summary of unemployment rates for the counties within Webster Memorial Hospital’s service area, West Virginia, and the United States. Overall, West Virginia has a similar unemployment rate as the United States. In 2021, one in 20 (5.1%) residents in West Virginia were unemployed. The unemployment rates decreased significantly among all counties from 2010 to 2021. Braxton County had the highest unemployment rate in 2021, 6.8%, while Nicholas County had the lowest unemployment rate, 6.0%.

Table 3
Unemployment Rates of Service Area
2010-2021

Counties	2010	2015	2021
Webster	10.2%	7.4%	6.2%
Nicholas	10.1%	8.8%	6.0%
Braxton	11.1%	8.8%	6.8%
West Virginia	8.6%	6.6%	5.1%
United States	9.6%	5.3%	5.4%

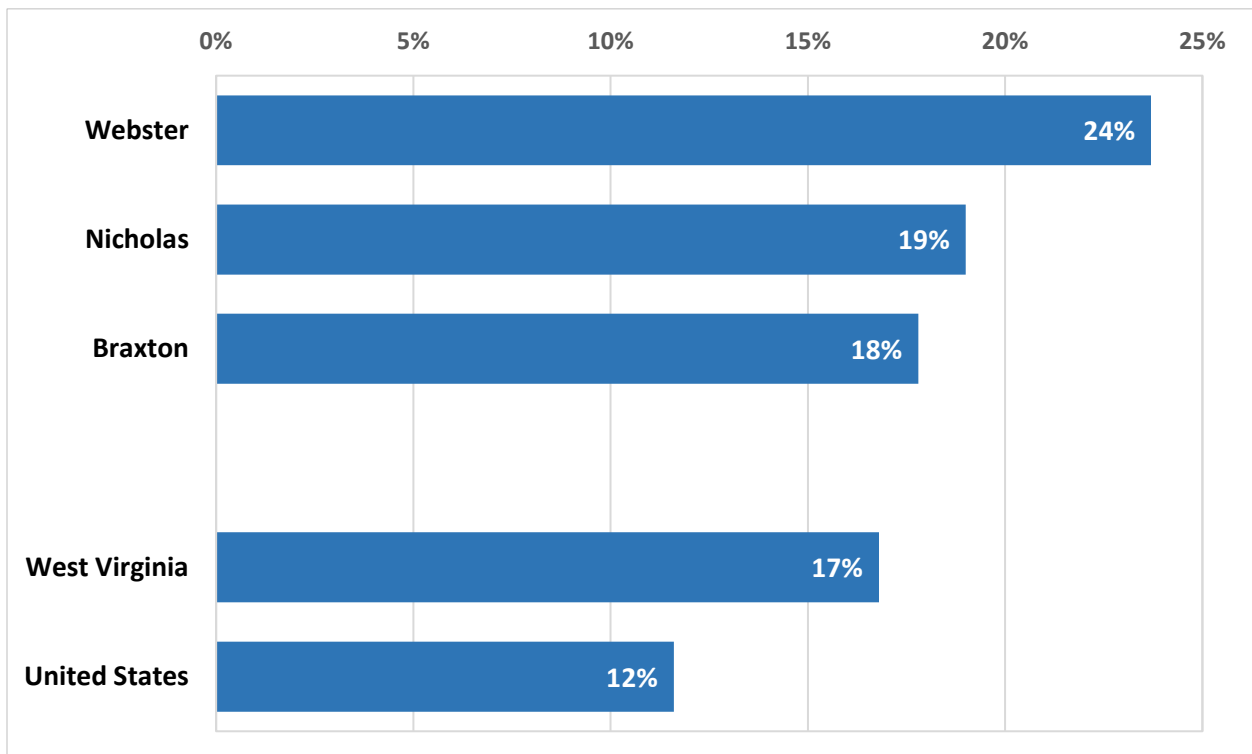
SOURCE: U.S. Bureau of Labor Statistics



INCOME

Chart 4 shows the percentage of adults living in poverty in 2020 for the counties included within the service area, West Virginia and the United States. Overall, more than one in six (17%) West Virginia adults live in poverty compared to over one in ten (12%) adults in the United States. Looking at the service area, Webster County has the highest percentage of adults living in poverty (24%), followed by Nicholas County (19%) and Braxton County (18%).

Chart 4
Percent of Adults Living in Poverty
2020



SOURCE: U.S. Census Bureau of American Factfinder, Quickfacts, 2020



Table 4 presents the median household and family income for the service area counties, West Virginia, and the United States in 2020. Households and family income for all counties in the service area and the state are significantly below the national average. Webster County has the highest Median Household Income, followed by Braxton County. Looking at the Median Family Income Webster and Nicholas counties have the highest figure, while Braxton County has the lowest.

Table 4
Median Household and Family Income
2020

Counties	Median Household Income	Median Family Income
Webster	\$46,441	\$50,984
Nicholas	\$40,318	\$51,027
Braxton	\$43,819	\$48,718
West Virginia	\$48,037	\$61,707
United States	\$64,994	\$80,069

SOURCE: U.S. Census Bureau of American Factfinder, S1901, 5-year average



EDUCATION

The education levels of a population have been shown to correlate to its overall health and welfare. **Table 5** and **Chart 5** show the education levels of the counties in the service area, West Virginia, and the United States in 2020. Overall, residents in the service area counties tend to be less educated than residents in West Virginia. Less than one in six (14%) residents in the service area have a bachelor’s or graduate degree, compared to 22% statewide. Additionally, nearly half (47%) of the residents in the service area are high school graduates, while one in ten (10%) don’t have a high school diploma.

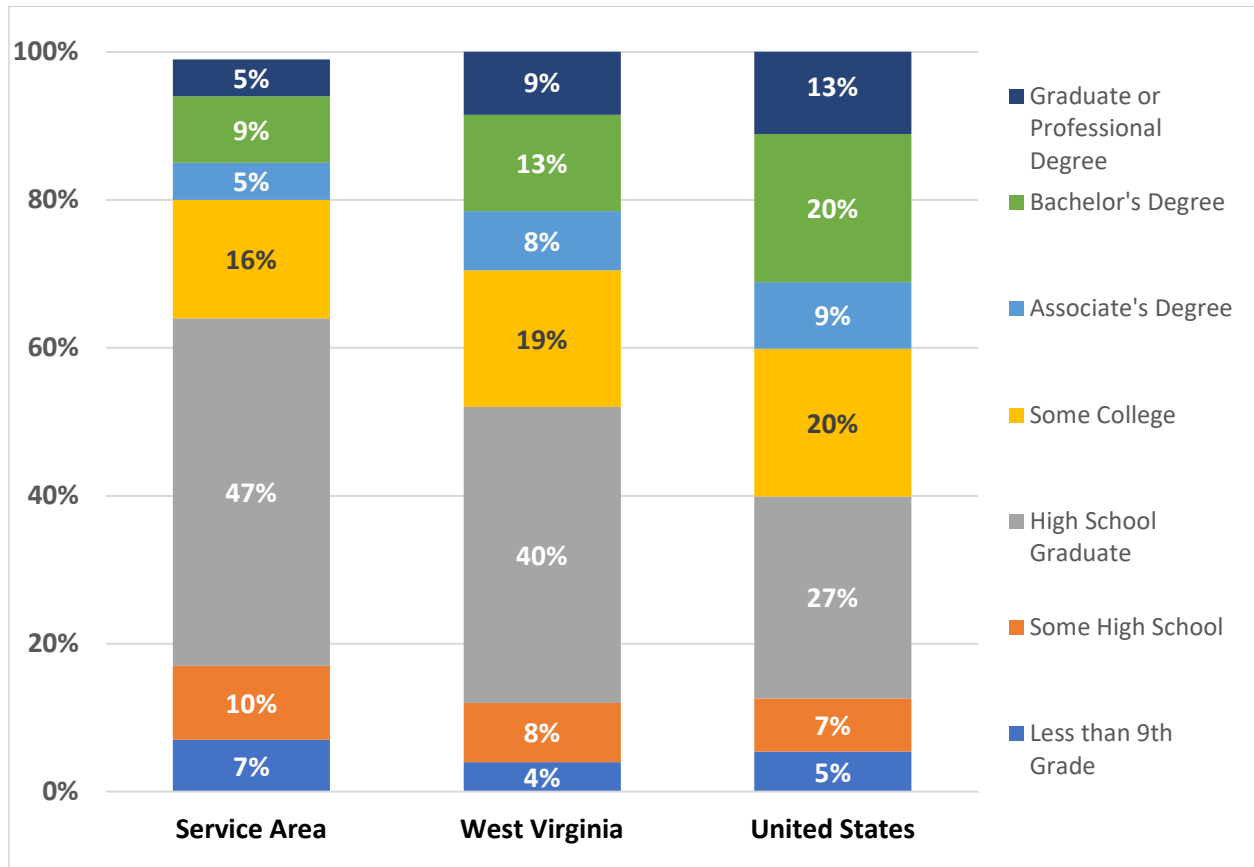
Table 5
Highest Level of Education Attained
2020

Counties	Less than 9th Grade	Some High School	High School Graduate	Some College	Associate degree	Bachelor's Degree	Graduate or Professional Degree
Webster	11%	12%	46%	16%	4%	6%	4%
Nicholas	4%	7%	48%	17%	5%	10%	8%
Braxton	7%	11%	47%	15%	5%	10%	4%
AVERAGE	7%	10%	47%	16%	5%	9%	5%
West Virginia	4%	8%	40%	19%	8%	13%	9%
United States	5%	7%	27%	20%	9%	20%	13%

SOURCE: U.S. Census Bureau of American Factfinder, S1501, 5-year average



Chart 5 Highest Level of Education Attained 2020



SOURCE: U.S. Census Bureau of American Factfinder, S1501, 5-year average



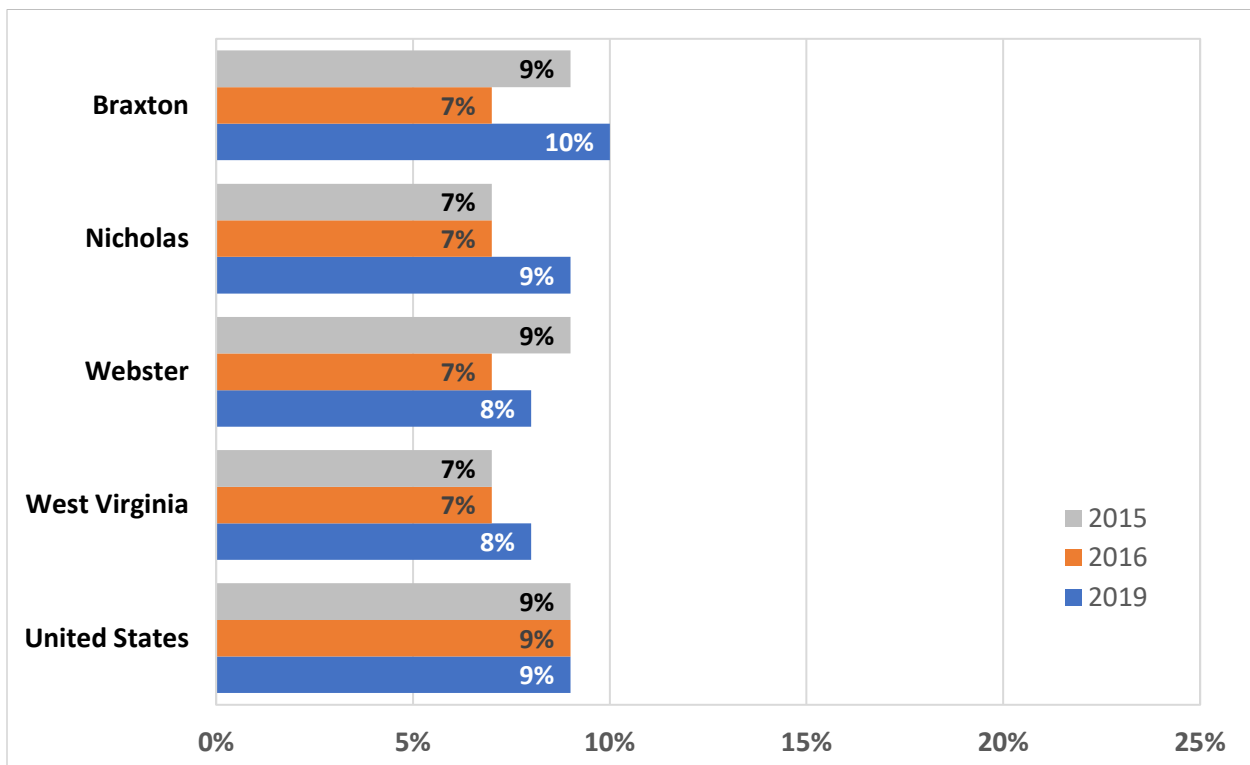
HEALTH INSURANCE

Since the Affordable Care Act's (ACA) coverage expansion began, about 35 million uninsured people nationwide have gained health insurance coverage. More than half of Americans under age 65 — about 156 million people — get their health insurance through an employer, while about one-quarter either have a plan purchased through the individual insurance market or are enrolled in Medicaid. Today, 43% of U.S. adults ages 19 to 64 are inadequately insured — nearly the same as in 2010 — though important shifts have taken place.

West Virginia is one of the states that elected to expand Medicaid eligibility. Medicaid coverage applies to adults with incomes up to 138% of the federal poverty level. According to healthinsurance.org, West Virginia has decrease its uninsured rate by 56% with Medicaid expansion. As of 2019, a total of 632,491 people, or a third of West Virginia's population, are covered by Medicaid/Chip. This is an increase of 174,116 in the number of people enrolled in health care from 2013 to 2019.

Chart 6 provides the uninsured rates from 2013 to 2019 for the service area, West Virginia, and the United States. The uninsured population has increased significantly in the service area from 2016 to 2019.

Chart 6
Uninsured Rates by County
2015-2019 Comparison



SOURCE: Countyhealthrankings.org



V. HEALTH STATUS INDICATORS

Many factors can influence a population’s overall health and well-being including but not limited to health behaviors, social and economic factors, the physical environment, and access to clinical care. The Robert Wood Johnson Foundation tracks multiple indicators that provide insight into health behaviors and lifestyles. This Foundation’s data findings are published annually in the County Health Rankings Report.

Table 6 shows the report’s findings for West Virginia compared to the counties in the service area in 2019. For ease of comparison, all data have been converted on a percentage basis and represent the proportion of adults identified in each respective health status or physical environment category. The report also ranks West Virginia counties according to their summary measures of health outcomes and health factors.

As shown in **Table 6**, the results demonstrate that the health status indicators are similar among all counties. Many counties in the service area align closely with the state of West Virginia data for most factors. The data shows that the local population suffers from poor health due to obesity, inactivity, and lack of availability of healthy food ingredients. More than a third of the residents in Webster (37%) and Braxton (36%) counties do not participate in physical activity, with a third lacking access to opportunities. In Nicholas County, only 46% of residents have access to exercise opportunities, while two in five (39%) are obese. The Food Environment Index averages the area’s eating habits and scales them based on health-conscious eating. Braxton County has the lowest score, while Nicholas County has the highest score for the Food Environment Index.

Table 6
Health Behaviors Index
2019

Counties	West Virginia	Webster County	Nicholas County	Braxton County
Adult Smoking	26%	29%	26%	27%
Adult Obesity	40%	44%	39%	40%
Excessive Drinking	15%	13%	14%	13%
Physical Inactivity	30%	37%	31%	36%
Access to Exercise Opportunities	50%	32%	46%	
Food Environment Index	6.6	7.3	7.7	6.8
Health Behaviors Ranking		50	33	34

SOURCE: Countyhealthrankings.org, County Snapshots: West Virginia, University of Wisconsin Population Health Institute, Robert Woods Foundation



Mental Illness

Mental illness is among the leading causes of general disability nationally. Statistics show direct correlations between mental illness and a gradual degradation in the quality of life. Studies are performed on an annual basis in order to accurately assess the population’s segmentation of mental health at both national and state levels.

Chart 7 shows the prevalence of Serious Mental Illness (SMI) among adults in the United States. Females and persons in the 18-25 age group show the greatest prevalence.

Chart 7
Prevalence of Serious Mental Illness Among U.S. Adults 2020

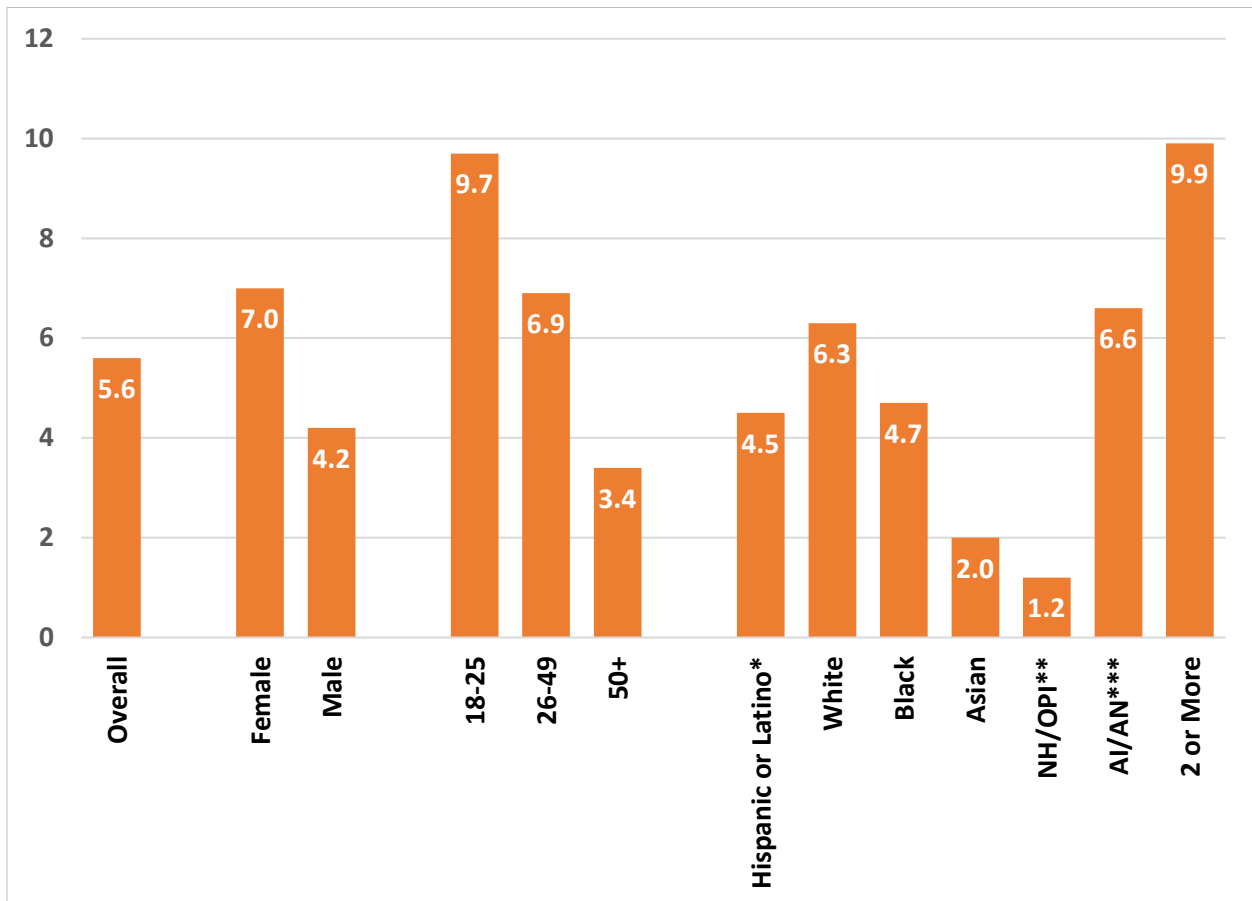
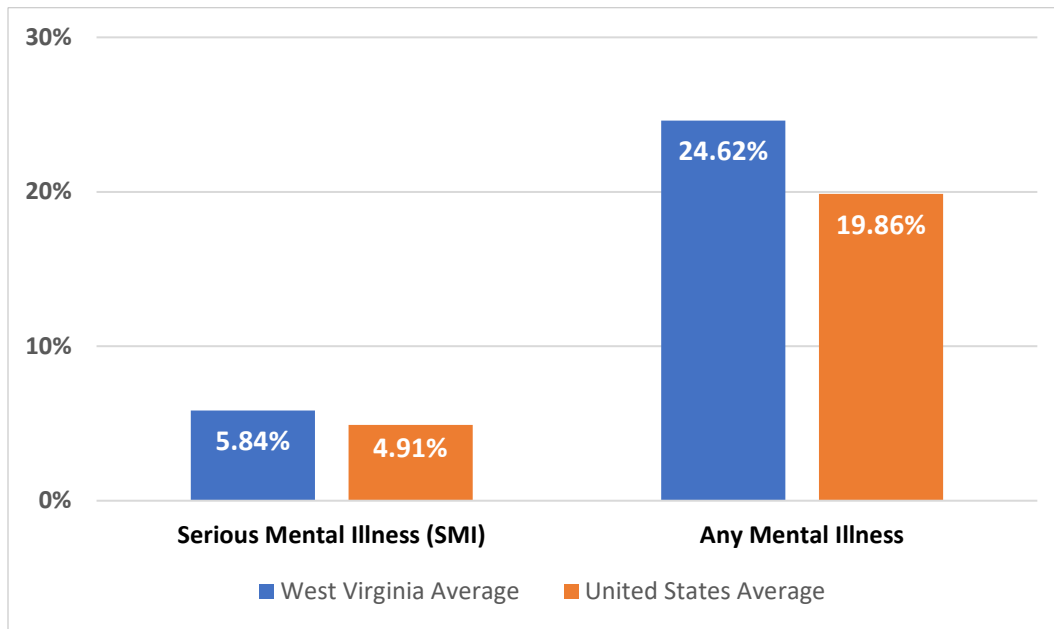




Chart 8 shows the percentage of Adult Mental Illness among persons ages 18 and older. In West Virginia, an annual average of about 82,000 adults aged 18 or older (5.84% of all adults) in 2018–2019 had SMI in the past year. The yearly average percentage in 2018–2019 was slightly higher than the annual average percentage in 2014–2015.

Chart 8
Percentages of Adult Mental Illness
among Persons Ages 18 and Older
2018-2019



SOURCE: SAMHSA, National Survey on Drug Use



Healthy Mothers, Babies and Children

The well-being of mothers, babies, and children is a critical component of a community's overall health. Healthy babies and children help to improve the health of future generations. A review of public health data available included percentages of maternal smoking, low birth-weight situations, and teen pregnancy. According to the March of Dimes, the factors that increase the risk for low birth-weight babies include: fetal birth defects, maternal chronic health issues, maternal diabetes, maternal tobacco use, maternal infections, maternal alcohol and illicit drug use, placental problems, and inadequate weight gain.

Table 7
Pregnancy/Birth Data
2018

Selected Factors	West Virginia	Webster County	Nicholas County	Braxton County
Birth Rate per 1,000 population	10.1	11.5	9.3	8.4
Number of Births	18,243	95	231	119
% of Births Delivered in the Hospital	99.4%	100.0%	100.0%	100.0%
% of Low Birth Weight Events	9.4%	10.5%	10.4%	12.6%
% of Births to Underage Mothers (<18)	1.5%	2.1%	1.0%	1.0%
% of Births - Prenatal Care Began in 1st Trimester	79.1%	72.3%	74.3%	78.0%
% of Births - Prenatal Care Began in 2nd Trimester	14.4%	16.0%	16.4%	13.6%
% of Births - Prenatal Care Began in 3rd Trimester	4.7%	9.6%	6.2%	3.4%
% of Births - No Prenatal Care	1.8%	2.1%	3.1%	5.1%
PRF: Drug Use	9.3%	8.4%	11.7%	8.4%
PRF: Tobacco Use	23.8%	32.6%	33.5%	31.9%

Source: 2018 West Virginia Vital Statistics, West Virginia Department of Health and Human Resources



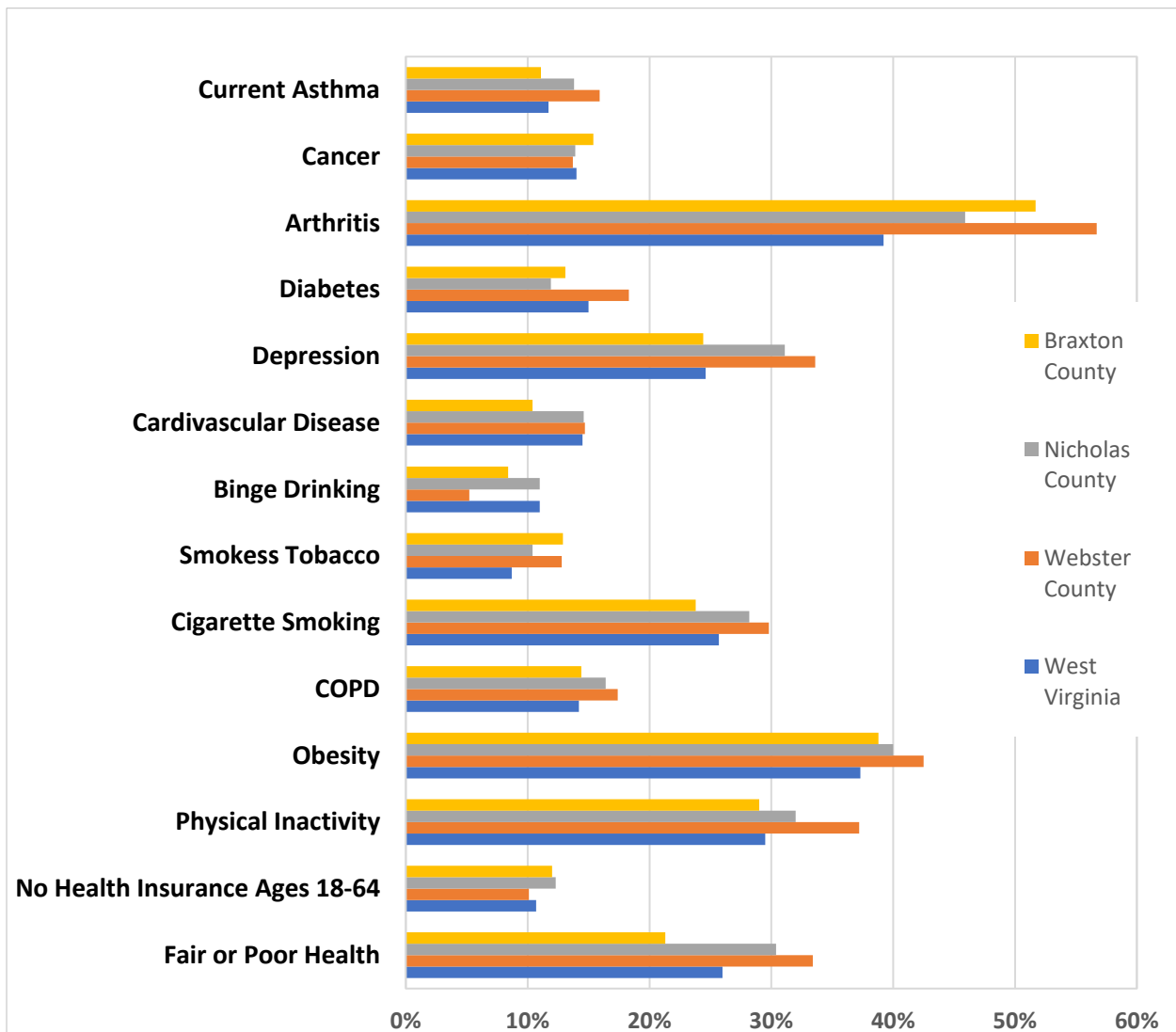
As shown in **Table 7**, the percentage of births with no prenatal care occurrences in the service area ranged from 5% in Braxton County to two percent in Webster County. Looking at the low birth rate, all three counties are above the state average of 9.4. Webster County (2.1%) has the highest percentage of births to mothers under the age of 18, while Nicholas and Braxton counties have one percent of recorded births to underage mothers. Statewide, nearly a quarter (23.8%) of the mothers reported smoking during pregnancy, significantly lower than all three counties in the service area. Examining drug use among mothers, one in ten (11%) mothers in Nicholas County reportedly used drugs during pregnancy, compared to 9% Statewide.



BRFSS Findings

The Behavioral Risk Factor Surveillance System (BRFSS) measures many factors that can affect populous health. **Chart 9** shows the risk factors for the service area and West Virginia. Some of the variables recorded included: lack of proper insurance, addictive habits like binge drinking, chronic ailments, COPD, and arthritis.

Chart 9
BRFSS Findings 2018



SOURCE: West Virginia BRFSS, 2018



Substance Abuse

Table 8 and **Table 9** summarize marijuana and illicit drug usage, drug dependence of abuse, and those needing but not receiving treatment for illicit drug usage in West Virginia and the United States. These statistics are based on the 2019-2020 National Survey on Drug Use and Health (NSDUH). References to “Past Month” and “Past Year” are related to statistics from 2018.

West Virginia has a higher illicit drug use disorder population as a whole than what is estimated to be the national average.

**Table 8 - West Virginia
Selected Drug Usage Estimated Numbers
(Percent Averages) by Age Group
2019-2020**

WEST VIRGINIA	12+	17-25	18-25	26+	18+
Illicit Drugs					
Past Month Illicit Drug Use	10.94%	6.13%	25.40%	9.43%	11.38%
Past Year Marijuana Use	13.98%	10.10%	34.17%	11.57%	14.33%
Past Month Marijuana Use	9.48%	6.24%	22.55%	7.99%	9.77%
Past Month Use of Illicit Drugs Other than Marijuana	3.12%	1.49%	5.98%	2.90%	3.27%
Past Year Cocaine Use	1.96%	0.18%	4.96%	1.73%	2.12%
Past Year Nonmedical Pain Relief Use	3.48%	2.06%	5.00%	3.42%	3.61%
Past Year Dependence, Abuse and Treatment					
Illicit Drug Dependence or Abuse	7.48%	5.98%	19.23%	6.01%	7.62%
Substance Abuse Dependence or Abuse	14.26%	6.96%	29.01%	12.98%	14.93%
Needing But Not Receiving Treatment for Illicit Drug Use	6.30%	4.15%	12.14%	5.58%	6.54%



**Table 9 - United States
Selected Drug Usage Estimated Numbers
(Percent Averages) by Age Group
2019-2020**

UNITED STATES	12+	17-25	18-25	26+	18+
Illicit Drugs					
Past Month Illicit Drug Use	13.24%	7.71%	24.43%	12.15%	13.79%
Past Year Marijuana Use	17.73%	11.66%	34.98%	15.76%	18.33%
Past Month Marijuana Use	11.66%	6.63%	23.02%	10.48%	12.16%
Past Month Use of Illicit Drugs Other than Marijuana	3.38%	1.81%	5.44%	3.24%	3.53%
Past Year Cocaine Use	1.93%	0.36%	4.80%	1.66%	2.08%
Past Year Nonmedical Pain Relief Use	3.44%	1.93%	4.63%	3.43%	3.59%
Past Year Dependence, Abuse and Treatment					
Illicit Drug Dependence or Abuse	6.64%	4.85%	14.56%	5.63%	6.82%
Substance Abuse Dependence or Abuse	14.54%	6.34%	24.39%	13.97%	15.35%
Needing But Not Receiving Treatment for Illicit Drug Use	6.28%	4.76%	14.18%	5.24%	6.43%

SOURCE: SAMHSA, Center for Behavioral Health Statistics and Quality, National Survey on Drug Use and Health, 2019-2020.



VI. COMMUNITY HEALTH CARE ACCESS

Federally Designated Areas

The federal government recognizes the vulnerability of populations with limited access to healthcare professionals. To combat the potential effects of a shortage of healthcare workers providing primary care and dental services, special designations have been established to identify healthcare shortages in areas and strive to improve patient service reimbursement as well as other incentives. The following is a brief description of these designations:

- **Health Professional Shortage Area (HPSA):** HPSAs may be rural or urban areas, a population, or a public/nonprofit medical facility. The designation is based on population-to-physician ratios, as seen in Table 10. There are separate qualifications for shortages in primary care, dental, and mental health services.
- **Medically Underserved Area (MUA):** MUAs consider several health and welfare variables of a population, including age, poverty, and infant mortality, in addition to the number of actively practicing physicians in the area.
- **Medically Underserved Populations (MUP):** Areas that do not meet the qualifications of MUA designation may still qualify for MUP status if there are unusual local conditions that are a direct or indirect obstacle to access to healthcare services.

As population shifts occur within areas and practicing locations of healthcare professionals, the criteria used for initial federal shortage designations is periodically reassessed. Some areas previously noted as having a shortage may have seen an influx of healthcare service workers and may no longer meet the requirements for designation.

Inversely, if an area sees a departure of healthcare professionals, this area potentially qualifies for a healthcare shortage designation. While the patient service area has not been considered for shortage designation in earlier years for the categories listed above as of the date of this report, all areas within the service area do fall into one or more of the healthcare shortage designations, and all counties in the service area garnish the status of an MUA.



Primary Care and Dental Services

Access to primary care and dental services is critical to a community's overall health. An assessment of the health needs of service area residents should consider the availability of primary care and dental services from all sources within the community. A primary care physician treats many mental health patients for illnesses such as depression and others; therefore, access to primary care directly impacts mental health treatment.

Table 10 shows the rate of primary care physicians and dentists for 2019 in ratio form. Regarding dentists, all three counties in the service area are below the state and national benchmark of persons per dentist. Nicholas County shows a ratio of Primary Care Physicians comparable to the state and national ratios. At the same time, the other two counties have a higher ratio of persons per primary care physician. The table does not include mid-level medical practitioners, another primary care source.

Table 10
Primary Care Physicians and Dentists
Ratio Based on Population
2019

Counties	Primary Care Physicians	Dentists
Webster	2,700:1	2,010:1
Nicholas	1,170:1	2,210:1
Braxton	2,330:1	2,280:1
West Virginia	1,270:1	1,740:1
United States	1,200:1	1,210:1

SOURCE: Countyhealthrankings.org



County Health Departments

County health departments strive to provide a broad spectrum of preventive and primary care services designed to improve residents' general health and wellness by pledging to give optimal community-based healthcare services to its residents. These departments focus on health promotion, disease prevention, and direct intervention through planning and professional delivery. **Table 11** serves as a summary of the services provided by each respective health department's website.

Table 11
Summary of Services Provided by County Health Departments
2021

HEALTH DEPARTMENT SERVICE	WEBSTER	NICHOLAS	BRAXTON
Behavioral Health			
Breast/Cervical Center Screening			X
Cancer Information Specialist			
Community Education	X	X	X
Counseling			
Dental Services			
Environmental Services	X	X	X
Epidemiology	X	X	X
Family Planning	X	X	X
General Health	X		X
HIV/AIDS Care	X	X	X
Immunizations	X	X	X
Lab Screening			
Psychiatric Evaluation			
Right From the Start			
STD Prevention & Care	X	X	X
Threat Preparedness	X	X	X
Tuberculosis	X	X	X
Wise Women Program			
Women, Infants and Children Program	X		X

SOURCE: Obtained Information from Respective Health Department.



The service area is comprised of four critical access hospitals and only one general acute care, not-for-profit hospital (Davis Medical Center). Davis Medical Center provides inpatient, outpatient, and emergency healthcare services to the residents. The following table includes the hospital information along with the services they provide:

PRIMARY SERVICE AREA					
Hospital	Webster County Memorial Hospital	Broadus Hospital	Davis Medical Center	Summersville Regional Medical Center	Braxton County Memorial Hospital
WV County	Webster	Barbour	Randolph	Nicholas	Braxton
Hospital Type	Critical Access	Critical Access	Acute Care	Critical Access	Critical Access
Emergency Services					
Emergency Department	X	X	X	X	X
Other Services					
Behavioral Health		X	X		
Community Outreach			X	X	X
Home Health			X	X	X
Hospice				X	X
IV Therapy		X	X		
Lithotripsy			X		
Obstetrics			X		
Respite Care		X			
Rural Health Clinic	X			X	X
Sleep Studies			X		
Wound Care		X	X	X	
Surgery					
Inpatient Surgery			X	X	X
Orthopedics			X		
Special Care					
Intensive Care Unit (ICU)			X		X



Hospital	Webster County Memorial Hospital	Broadus Hospital	Davis Medical Center	Summersville Regional Medical Center	Braxton County Memorial Hospital
Diagnostic Imaging					
Computerized Tomography (CT)	X	X	X	X	X
DEXA Scan Bone Densitometry		X	X		X
Digital Mammography	X	X	X	X	X
Digital X-Ray	X	X	X	X	X
Echocardiography	X	X	X	X	X
General Radiology	X	X	X	X	X
Magnetic Resonance Imaging (MRI)	X	X	X	X	X
Nuclear Imaging	X		X	X	X
Position Emission Tomography (PET)			X		
Single Photon Emission Computerized Tomography (SPECT)					X
Ultrasound	X	X	X	X	X
Oncology Services					
Cancer Program			X		
Chemotherapy			X		
Orthopedic Services					
Joint Replacement			X		
Subprovider Units					
Skilled Nursing		X		X	
Swing Beds	X	X		X	X
Cardiovascular Services					
Cardiac Rehab			X	X	
Rehabilitation					
Physical Therapy	X	X	X	X	X
Occupational Therapy		X		X	
Respiratory Therapy	X	X	X		
Speech Therapy		X	X	X	



Table 12 shows the short-term, long-term, and specialty-care inpatient beds for the acute care and critical access hospitals in the service area.

Table 12
Available Hospital Beds in the Primary Service Area
2021

Hospital	LICENSED BEDS	STAFFED BEDS
Davis Memorial Hospital		
Acute	71	71
ICU	9	9
Skilled Nursing	-	-
Total	80	80
Broaddus Hospital		
Acute & Swing	12	12
ICU	-	-
Skilled Nursing	60	60
Total	72	72
Webster County Memorial Hospital		
Acute	25	25
ICU	-	-
Skilled Nursing	-	-
Total	25	25
Braxton County Memorial Hospital		
Acute & Swing	25	25
ICU	-	-
Skilled Nursing	-	-
Total	25	25
Summersville Regional Medical Center		
Acute & Swing	19	19
ICU	6	6
Skilled Nursing	52	52
Total	77	77
Total		
Acute & Swing	152	152
ICU	15	15
Skilled Nursing	112	112
Total	279	279

SOURCE: West Virginia Health Care Authority: Uniform Financial Reports



Services Provided

A hospital's market share relative to others in the market area may be based mainly on the services required by patients and the availability of those services in each facility. While all the hospitals in the service area provide short-term acute care services, a number of these hospitals provide specialized inpatient and outpatient services to meet the needs of residents in their communities. These technical services complement other services offered within the facility as well as those provided by other healthcare providers operating in the service area.

Inpatient Services

The majority of hospitals within the service area provide short-term acute care services to adult and pediatric patients; however, skilled nursing and long-term care (LTC) inpatient services are also offered by these hospitals. **Table 13** shows the inpatient discharges by patient type for the hospitals in the service area.

Table 13
Inpatient Discharges by Hospital
by Patient Type
2021

	Webster County Memorial Hospital	Davis Medical Center	Broadus Hospital	Braxton County Memorial Hospital	Summersville Regional Medical Center
Adults & Pediatrics	123	1945	75	339	682
ICU		406			347
Nursery		200			
Skilled Nursing			28		31
Swing Bed	39		116	36	42
Other LTC					
TOTAL	162	2791	219	375	1102

SOURCE: UFR via WVHCA, Annual Reports, 2021



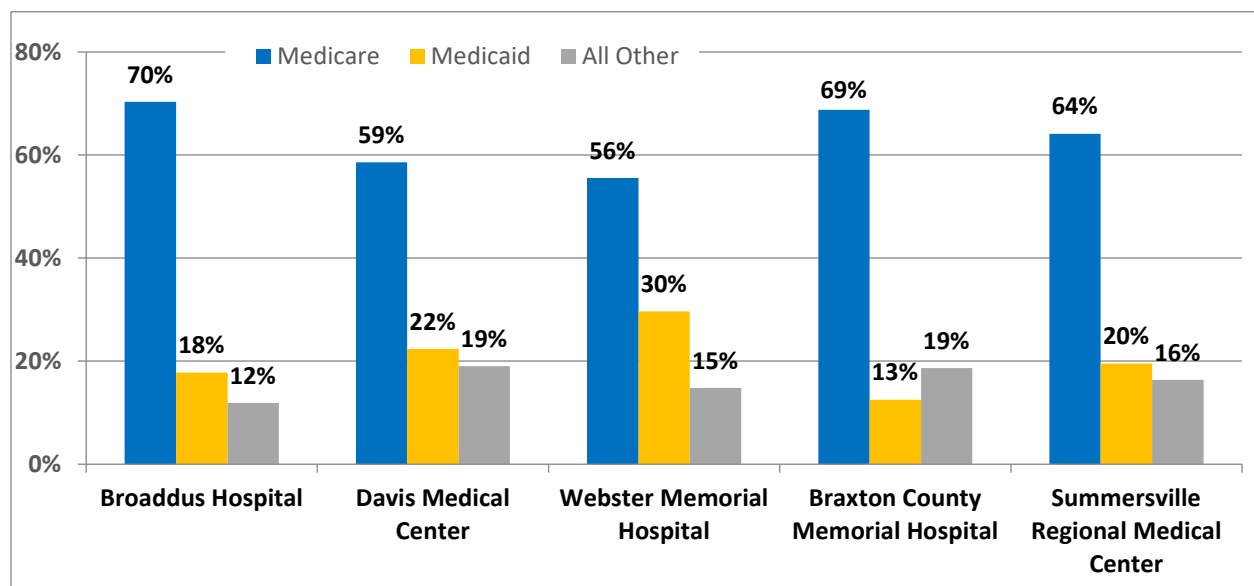
Federally Qualified Health Centers

Federally Qualified Health Centers (FQHC) are outpatient clinics that qualify for specific reimbursement systems under Medicare and Medicaid. FQHCs include community health centers, migrant health centers, health care for the homeless centers, public housing primary care centers, and outpatient health programs or facilities operated by a tribe or tribal organization or an urban Indian organization. The primary purpose of the FQHC Program is to enhance the provision of primary care services in medically underserved urban and rural communities. FQHCs within Webster Memorial Hospital’s service area include:

- Camden Family Health, Nicholas and Webster counties
- Seneca Health Services, Webster County
- Braxton Health Care Center, Braxton County
- New River Health, Nicholas County
- WV Community Health Center, Nicholas County
- Wellness Center Community Care, Braxton County
- Valley Health Care, Webster County

Chart 10 showcases the inpatient discharges by the payer for each hospital in 2021. As the data indicates, Medicare patients make up a significant portion of each hospital’s discharge. Medicaid is also a significant payer for four facilities, accounting for more than 15% of payments.

Chart 10
Inpatient Discharges by Hospital by Payer
2021

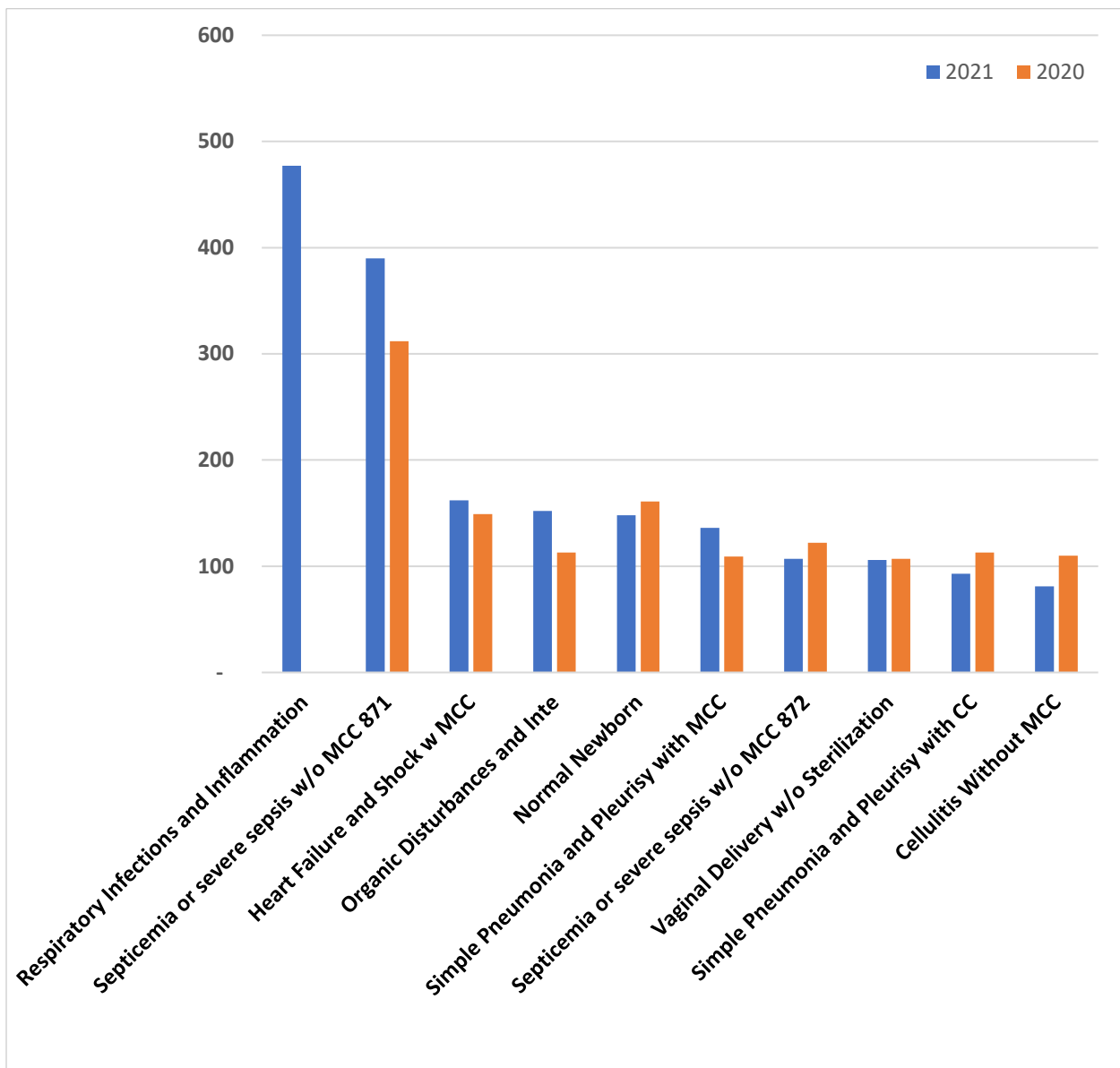


SOURCE: UFR via WVHCA, Annual Reports, 2021



Chart 11, WV Top 10 Diagnosis-Related Groups (MSDRGs) 2020-2021, reveals each of the top MSDRGs by volume and the number of discharges in the two years polled. The chart shows that MSDRG Respiratory Infections and Inflammation is the primary diagnosis based on discharge volume, followed by Septicemia. This information indicates that mental health is a significant issue in West Virginia, and further emphasis should be taken to provide additional mental health services.

Chart 11
WV Top 10 Diagnosis-Related Groups (MSDRGs)
2020-2021





Outpatient Services

All hospitals in the service area provide an extensive range of outpatient diagnostic, emergency, and surgical services. As with inpatient services, most hospitals offer specialized outpatient services that meet the particular needs of local residents. **Table 14** presents the outpatient visits by each specific hospital, detailed by the type of service provided to the patient.

Table 14
Outpatient Visits by Hospital by Patient Service
2021

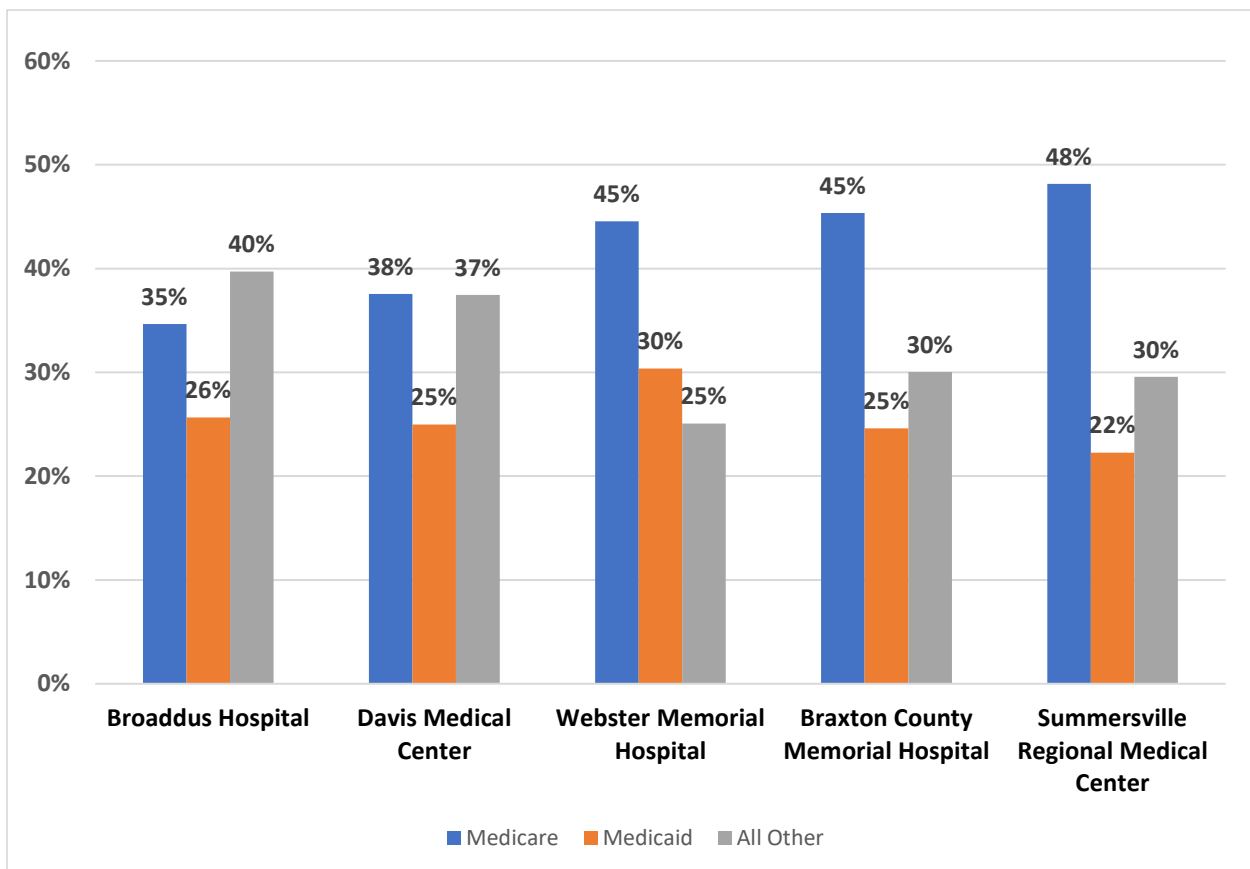
	Webster Memorial	Broadus Hospital	Davis Medical Center	Braxton County Memorial Hospital	Summersville Regional Medical Center
Diagnostic & General Outpatient	17,606	12,829	64,829	2,118	21,117
Emergency Room	4,141	5,852	23,179	8,164	14,764
Ambulatory Surgery	-	-	9,600	363	2,504
Observation Beds	369	152	1,944	461	1,076
Clinic	7,068	6,998	88,953	14,444	14,094
Home Health	-	-	-	-	-
Hospice	-	-	-	-	-
TOTAL	29,184	25,831	188,505	25,550	53,555

SOURCE: Internal Hospital Data & WVHCA, Uniform Financial Reports (UFRs)



Chart 12 indicates the outpatient visits by the payer for each hospital in 2021. As shown in the chart, Medicare patients make up a significant portion of each hospital’s outpatient business, followed closely by commercial insurance patients. However, the distribution of payers is more varied than for inpatient services. Several commercial insurances make up a sizable portion of the hospital’s outpatient population base. This situation has manifested as a direct result of younger populations being treated in an outpatient setting and not requiring further hospitalization at the rate of older populations. In addition, younger people are statistically seen to use emergency services more frequently.

Chart 12
Outpatient Visits by Hospital Payer
2021



SOURCE: Internal Hospital Data & WVHCA, Uniform Financial Reports (UFRs)



VII. COMMUNITY HEALTH & OUTREACH

Davis Health System strives to meet the health needs of our communities by providing education, prevention and screening programs throughout the region. Our Community Health Needs Assessment helps identify gaps in services and understanding that can be impacted by our interventions. Collaboration with other community agencies is an important way we maximize our outreach efforts. Despite the pandemic, Webster Memorial Hospital has organized health education, preventative and screening events, and programs targeting cancer, heart disease, lung disease, obesity, diabetes and other conditions.

The following list describes some of the activities that involve our outreach in the communities we serve.

Behavioral Health

Broaddus Hospital strives to ensure access to behavioral health care and supportive programs.

- Partnership with Psychiatric Medical Care to offer an adult behavioral health program on the campus of Webster Memorial Hospital. Senior Life Solutions is a group therapy program.

Community Collaborations

- MOH (Mountains of Hope)
- Appalachian Diabetes Network
- WVBCSP (WV Breast & Cervical Cancer Screening)
- Webster FRN (Family Resource Network)
- WWHWC (Wild Wonderful Healthy Webster County)
- Webster County 911/OEM
- LEPC (Local Emergency Preparedness Council)

Community Screenings & Education Events

- Donate life – Core
- Free Student Physical
- Free Flu Clinics
- Community Discounted blood screening

Upcoming for 2023

- Smoking Cessation



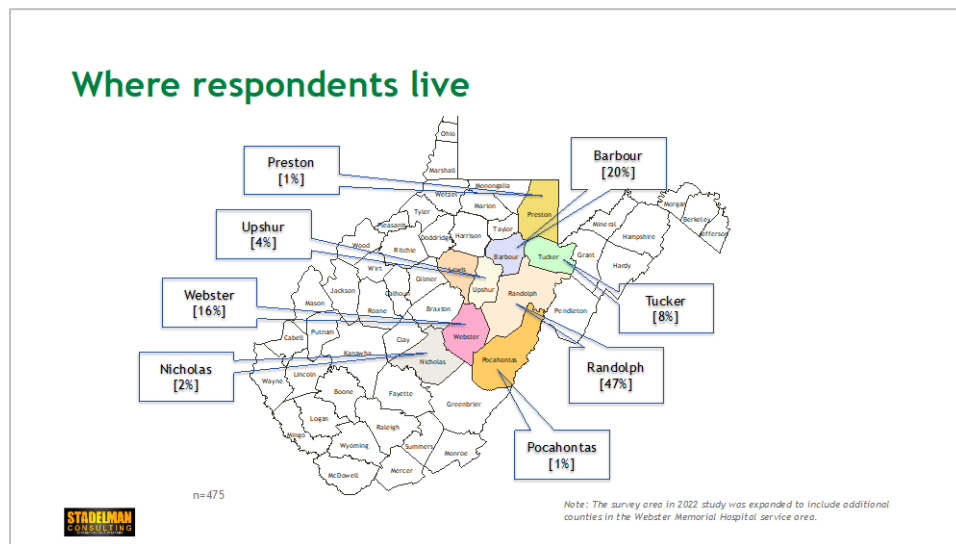
VIII. COMMUNITY VOICE

Objective & Methodology

The objective of this research effort was to assess the community health needs for the Davis Medical Center throughout its service area. The results of this study will provide important health information for Davis Health System and comply with required Internal Revenue Service (IRS) guidelines for charitable 501c(3) tax-exempt hospitals. It also will provide strategic direction.

The online survey was conducted among area residents who use the services at Davis Medical Center. The following West Virginia counties were targeted for this study: Barbour, Nicholas, Pocahontas, Randolph, Taylor, Tucker, Upshur, and Webster.

A total of 475 residents completed the survey. The online survey was conducted using Survey Monkey and promoted via Facebook ads and posts to help drive traffic to the survey.



The online interviews were conducted from June 10 to July 10, 2022. The survey took respondents an average of 18 minutes to complete the study. The margin of error for this study is ± 4.5 percentage points at the 95 confidence level.

The sponsor of the study was revealed during the survey process in order to gain confidence of the respondents.

Topics of questionnaire included:

- Social needs screening tool
- Family healthcare and insurance



- COVID-19 Vaccination & Testing
- Assessment of specialists
- Knowledge and awareness of healthcare providers
- Barriers
- Use of services at Davis Medical Center
- Demographics

Provided in this healthcare needs assessment report are the key findings of the research based on the objectives. The full report with charts and the questionnaire with results are attached in the appendix.

Key Findings

Social Needs Screening Tools

- Most residents currently have housing, with 6% saying they worry about the lack of housing now or losing it in the future.
- Most residents didn't experience any problems in their place of living. However, mold and water leaks are the top two problems for those who did.
- Nearly one in three residents worried their food would run out before they got money to buy more.
- One in ten residents say the lack of transportation has kept them from medical appointments, work, or running family errands.
- One in five residents has received threats from utility companies to shut off their services.
- While a majority have never experienced someone, including their family, physically hurting them, 3% of residents have.
- Two in five residents have experienced someone insulting or talking down to them, including their family.
- One in twenty residents say they have experienced someone threatening to harm them, including their family.
- Nearly one in three residents, including their family, have experienced someone screaming or cursing at them.
- Nearly one in three residents, including their family, have experienced someone screaming or cursing at them.



- While most residents don't need help, 3% say they would like assistance addressing their social needs.

Family Health Care and Insurance

- A majority of residents (94%) who live in the service area have a primary care physician. They are also able to easily get an appointment when needed (90%).
- Overall, residents are satisfied with the quality of care received at their primary care physician's office. Nearly half (46%) of the residents were "extremely satisfied," and two in five (41%) were "satisfied." Very few were dissatisfied (3%).
- Of those who don't have a primary care physician, half (n=11) said they routinely use Urgent Care or DirectCare, and slightly less than half (n=9) said they don't worry about routine healthcare.
- Most residents (63%) said they or someone in their household did not delay health care due to the lack of money and/or insurance. However, 37% said that they or someone in their household did delay health care.
- Three in five (61%) residents have insurance through a carrier such as BCBS, PEIA, Aetna, Health Plan, etc., while 13% have Medicaid and 10% have Medicare. Less than one in ten (5%) said they don't have any health insurance.
- Most residents (64%) obtained healthcare coverage through their or their spouse's employer, while one in ten (10%) said they have coverage through the PEIA. Just 5% of the residents purchased healthcare insurance themselves.
- Nearly two-thirds (62%) of the residents received dental care in the past 12 months. Of those who didn't receive care, cost (36%) was the primary barrier, followed by the lack of insurance (20%).

COVID-19 Vaccination & Testing

- A majority of residents have received at least two COVID-19 vaccinations. Two in five (41%) residents say they received two doses plus a booster, and a third (32%) received two doses. One in six (16%) residents hasn't received any COVID-19 vaccinations.
- A third of the residents received their COVID-19 vaccination at Davis Medical Center (29%) or a local pharmacy (29%). One in six (15%) received their vaccination at the local health department and one in ten (10%) at the community health center.



- A majority (86%) of residents have ever received a COVID-19 test. Of those, a third received the test at the local urgent care center (35%), took a home test (35%), or at Davis Medical Center (28%). One in six (15%) received a test at their doctor's office.

Assessment of Specialists

- Three in four (74%) rate their accessibility to health care in their area as "excellent" or "good," while one in four (26%) rate accessibility as "fair" or "poor."
- More than half (58%) of the residents said that someone in their household or themselves received treatment for high blood pressure. Residents said they or someone in the household also received treatment for depression/anxiety (50%), high cholesterol (38%), or Joint, bone or muscle pain (39%).
- Most (55%) residents said they received treatment from Davis Medical Center. More than one in four received care from West Virginia University Hospital in Morgantown (29%) or United Healthcare Center (28%).
- When asked about the type of specialist they went to in the past 24 months, over half (61%) said that someone in their household or themselves went to a family practitioner. Other healthcare specialists visited by residents include Cardiology (20%), Gastroenterology (22%), and Orthopedics (24%). One in ten (10%) did not see any specialists.
- Three in six (58%) residents consulted with a specialist in Elkins, while 43% consulted with a specialist in Morgantown.

Knowledge, Awareness & Barriers of Healthcare Providers

- Residents know the most about Davis Medical Center. Two in five (45%) said they know "a lot" about Davis Medical Center compared to 24% who knew "a lot" about West Virginia University Hospital, 18% knew "a lot" about Broaddus Hospital, and 15% knew "a lot" about Webster Memorial Hospital. Residents know the least about Fairmont Medical Center, Garrett Regional Medical Center, and Stonewall Jackson Memorial Hospital.
- When asked to rate healthcare providers, West Virginia University Hospitals received the highest score. Three in five (61%) residents said it was an "excellent or good" facility, followed by United Health Center (43%), Davis Medical Center (37%), and Mon Health (30%). One in five (22%) residents said Broaddus Hospital was an "excellent or good" healthcare provider, while one in ten (10%) said the same about Webster Memorial Hospital.



- A majority (96%) of residents say that the “quality of the physicians” is “very important” when choosing one hospital over another. Other important characteristics include knowledgeable nurses and clinical staff; medical staff showing it cares; the quality of the hospital, and the hospital accepting my insurance. Being close to home is the least important attribute for residents when choosing a hospital.
- Cost and prior bad experiences with obtaining care are the largest barriers that prevent residents from going to a hospital. A majority say transportation (84%) is not a barrier, nor is lack of childcare (82%) or a disability (85%).

Webster Memorial Hospital

- A majority (84%) of residents have not used Webster Memorial Hospital in the past two years, while one in six (16%) said they used the hospital. Of those who haven’t, two-thirds (65%) say it was due to another hospital being closer, followed by unavailable services (10%).
- If not at Webster Memorial Hospital, three in five (61%) residents received treatment at Davis Medical Center, while a quarter went to West Virginia University Hospitals in Morgantown (30%) or United Health Center (27%). One in five (19%) said they received care at St. Joseph’s Hospital.
- The top three most used services at Webster Memorial Hospital by the survey respondents include laboratory (67%), primary care (57%), and the emergency department (57%). Other popular services are rural health clinics (34%), pharmacies (33%), and radiology (32%).
- Overall, residents were satisfied with the treatment received at Webster Memorial Hospital. A third (34%) were “extremely satisfied,” and a half (47%) were “satisfied.” Just 5% were dissatisfied.
- Location, caring and compassionate staff, and quality of care were the top three reasons listed by residents for satisfaction with Webster Memorial Hospital.
- When asked about the type of services they would like to see added at Webster Memorial Hospital, one in four said joint, bone or muscle pain (28%), behavioral health (26%), rheumatology (25%), and urgent care (24%). One in ten (12%) weren’t sure what services they would like to see added.



COMMUNITY INTERVIEW RESULTS

Input was solicited from those representing the broad interests of the community in August 2022 throughout Davis Medical Center’s service area. The survey included questions about the health needs of the community, barriers to health care access, opportunities for improvement, perception of Davis Medical Center and feedback on the Hospital’s initiatives.

Key stakeholders approached for input include community health centers, colleges, non-profit organizations, emergency medical services, health departments, development authorities, chamber of commerce, state and local government agencies, etc. as well as public officials and church leaders.

Provided in this healthcare needs assessment report are the key findings of the research based on the objectives.

Community Health Status

- Most stakeholders rate their community’s health status as “fair,” with a few saying it is “good.” Overall, there is a consensus that there is room for improvement, especially when it comes to healthier lifestyles and substance use disorder issues.
- The “fair” rating is due to an aging population and low median income in rural communities. Several mentioned the lack of healthy food leads to poor nutrition and obesity and a lack of health care insurance, which leads to people not receiving treatment and chronic health problems. Some people feel there is an abundance of residents in rural areas with diabetes, heart disease, or obesity.
- Accessibility to health care services is dismal due to rural areas and lack of transportation. Stakeholders describe accessibility to healthcare as “fair.” They see a lack of adequate healthcare specialists in communities and limited providers. As one stakeholder said, “Most people have to travel outside the county for specialists. For example, our EMS services take many individuals outside the county for dialysis.”

Community Health Concerns substance abuse, diabetes and obesity

- The top three top-of-mind health concerns are diabetes, transportation to medical clinics, and substance use disorder. They believe that unhealthy lifestyles and poor nutrition in communities often lead to diabetes, obesity, and other serious illnesses. “Age-related diseases and disabilities, no specialized testing, and limited providers,” said one stakeholder.
- Another health concern mentioned by a couple of stakeholders was the lack of available providers and specialists in the area. One stakeholder said, “Keeping the primary care providers at the Cowen Clinic. This is a valuable service for people in the Cowen area and the southern end of Webster County.”



- When asked to rate potential health concerns, stakeholders identified substance abuse, transportation, and access to healthcare services as the most significant problems in the communities. Other top concerns include the cost of health care services, domestic abuse, access to doctors, and access to dentists.
- While there are plenty of opportunities for residents to get outside easily and exercise, many stakeholders feel that people in the service area don't take advantage of it. Some bike, run, or hike the trails, but often people stay indoors. "Physical inactivity and obesity lead to many other long and short-term health impacts," said one stakeholder.
- Socioeconomic status and education prevent many individuals and families from being healthy. Eating fresh fruits and vegetables costs families more, and many aren't sure what a healthy meal looks like. "As a community, I would say that the general habits and lifestyle is what is preventing the community from having better health," said one stakeholder.

Perception of Webster Memorial Hospital

- Most stakeholders have a good opinion of Webster Memorial Hospital. While services may be limited, they know the hospital plays a vital role in the community's health.
- Some of the positives mentioned include having access to emergency care, joining the Davis Health Systems network, and leading community health prevention events. They also perceive Webster Memorial Hospital as helping improve the health of community residents by offering a rural health clinic and recruiting healthcare providers.
- When asked about services stakeholders would like to see added or expanded, obesity, substance abuse, and pediatrics top the list. Other important opportunities they would like to see expanded include long-term care, behavioral health, depression/anxiety disorders, diabetes, and heart disease.
- Several stakeholders would like Webster Memorial Hospital to invest in the area by providing nutrition education and exercise programs. They recognize the hospital already offers a list of community programs but would like to see more services. "Facilitate and organize health education classes and programs and become more involved in community," one stakeholder said.
- Many stakeholders want Webster Memorial Hospital to partner with local community groups and agencies. The top organizations mentioned include health departments, chambers of commerce, family resource networks, schools, and other healthcare providers and clinics.