



**2012**

**Community Needs  
Assessment  
SUMMARY**

*Mission: We will serve our region as the trusted place for compassionate quality care, a resource for specialty services, and innovators in integrated rural healthcare.*

*Vision: To be the leader in comprehensive rural healthcare.*

*Values:*

- Integrity Perform with honesty, responsibility and transparency.*
- Excellence Achieve excellence in all aspects of delivering healthcare.*
- Respect Treat patients, families, and coworkers with dignity.*
- Innovation Embrace change and new ideas.*
- Compassion Provide compassionate care to patients and families.*
- Stewardship Wisely manage the resources of our tradition to assure a healthy future.*

St. Joseph's Health Services-Gundersen Lutheran provides the community with three family clinics and a 25-bed Critical Access Hospital located in the rural, Western Wisconsin town of Hillsboro. The hospital facility offers Inpatient, Swing Bed, Surgery, and Emergency & Urgent Care services. The St. Joseph's campus includes a Rehabilitation Department, Medical Imaging, Ambulatory Care, Pharmacy, Lab, Clinics and Specialty services.

St. Joseph's Health Services-Gundersen Lutheran includes three family clinics. One clinic is located on the St. Joseph's campus in Hillsboro, WI in Vernon County while the other two clinics serve the communities of Elroy, Wisconsin and Wonewoc Wisconsin, both in Juneau County.

Each clinic has a family practice and primary & preventive care focus and has recently earned the Rural Health Clinic certification. St. Joseph's clinic in Hillsboro also offers Behavioral Health outpatient services.

***St. Joseph's Health Services-Gundersen Lutheran  
Recognizes our responsibility  
to provide quality health care service  
and acknowledges the need to educate  
the public in order to utilize all health care  
programs available to the patients  
in our service area.***

St. Joseph's Health Services-Gundersen Lutheran is located in the Northeast corner of Vernon County, 50 miles East of La Crosse and 90 miles NorthWest of Madison, Wisconsin. Our facilities serve a five county area. The counties include Vernon, Juneau, Richland, Monroe and Sauk.

St. Joseph's main campus is located in Vernon County. The population in our service area is approximately **16,000 residents**.

Vernon County and Juneau County residents are the majority of St. Joseph's patients.

Vernon County has a population of 29,733 persons. The poverty rate is 15.6% and unemployment is 7.6%. 17.3% of the population ages 18-64 are uninsured, and 11% of persons under age 19 are uninsured. Vernon County ranks 5th in Wisconsin according to the [County Health Rankings Statewide](#).

Juneau County has a population of 26,663 persons. The poverty rate is 11% and unemployment is 9.9%. 13% of the Juneau county population is uninsured. There are currently 26% of children living in poverty in Juneau County. Juneau County ranks 65th in Wisconsin according to the [County Health Rankings Statewide](#).



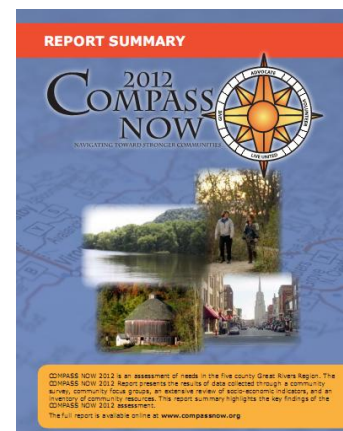
## The Data

Data for the community needs assessment was obtained through a partnership with the Great Rivers United Way-Compass Now 2012 coalition. [Compass Now 2012](#) was a joint effort of the Great Rivers United Way area healthcare organizations and county health departments to assess the needs of the community, to identify resources, and to address the most urgent needs. Compass Now 2012 included a variety of data collection methods including a household mail survey (5000 sent to randomly selected households within five counties of the United Way), focus groups and stakeholder meetings in the community, an analysis of the key social-economic indicators and an inventory of resources. St. Joseph's Health Services-Gundersen Lutheran has also employed information provided by the [County Health Rankings & Roadmaps](#) provided by the University of Wisconsin Population Health Institute and the [2009 Juneau County Community Health Needs Assessment](#).

St. Joseph's Health Services-Gundersen Lutheran conducted the needs assessment in conjunction with the partners of the Great Rivers United Way-Compass Now 2012 coalition.

This coalition includes:

- **Great Rivers United Way**
- **Gundersen Lutheran Health System**
- **Mayo Clinic Health System**
- **St. Joseph's Health Services-Gundersen Lutheran**
- **Tomah Memorial Hospital**
- **Tri-County Memorial Hospital**
- **Vernon Memorial Hospital**
- **La Crosse County Health Department**
- **Monroe County Health Department**
- **Trempealeau County Health Department**
- **Vernon County Health Department**
- **Houston County Public Health Department**
- **La Crosse Community Foundation**



## **Methodology and Results**

Throughout the year of 2011, residents from the service area were provided invitations to focus group meetings in the community and were also included in the Compass Now 2012 mailed survey opportunities. Two stakeholders meeting and five focus group meetings were held in Vernon County including a stakeholders meeting and two focus group sessions in the community of Hillsboro. St. Joseph's Health Care Advocate worked collaboratively with staff from the Vernon County Health Department and from Vernon Memorial Hospital, the other hospital in Vernon County, to reach as many citizens as possible. St. Joseph's Senior Management and Providers were in attendance at the Hillsboro Community Needs Assessment stakeholder's meeting which was held March 3, 2011. Focus groups and stakeholders meeting were held in Vernon County on March 1, March 3, May 3, and May 5, 2011.

Key health issues for our **region** report identified in the Compass Now 2012 report include:

- Alcohol Use
- Health Care Access and Cost
- Mental Health
- Obesity
- Dental care Access and Cost
- Illegal Drug Use

Key issues identified in the **Vernon County** Focus Groups and Stakeholders Meetings include:

- Economics
- Health Care Access and Funding
- Funding Concerns to maintain Public Programs
- Education
- Elderly Services

Key issues identified in the **Hillsboro** Focus Groups and Stakeholders Meetings include:

- Affordable Health Care
- Services for Elderly
- Fitness, nutrition and exercise
- Nursing home, long term care
- Improved social services for elderly and vulnerable populations
- Access to medical care 24/7
- Health Care services from Birth to End of Life
- Mental Health Resources and Access

### **Quality Health Care in Our Backyard**

The Hill Country region has many healthcare resources available to its citizen. **St. Joseph's Health Services-Gundersen Lutheran** is the leading **hospital and health care facility** in the Hill Country community. Other community health care services include **dental, chiropractic, and pharmacy** services in the town of Hillsboro. The town of Elroy provides dental services and a **family medical clinic** from the Mile Bluff facility. The three communities of Hillsboro, Wonewoc and Elroy have volunteer **EMS** services that respond to **911 calls**. Elroy has a **skilled nursing home**, whereas Hillsboro and Wonewoc each provide an **assisted living** facility in their respective communities. All three towns provide **K-12 public schools, senior meal services and delivered meals**.

### **Going Forward**

*St. Joseph's Health Services is addressing the needs identified in this Community Needs Assessment through a prioritization approach as presented in the 2011-2015 strategic plan by St. Joseph's Health Services-Gundersen Lutheran.*

*Priorities include:*

- *Implementing a new strategy for Disease Management monitoring.*
- *Developing a new Pastoral Care plan.*
- *Exploring a model for clinic care for unemployed and underemployed patients in our service area.*
- *Further developing transparent "cost of services" for staff and patient use.*
- *Supporting the development of long-term care services in Hillsboro and partnering with other entities to develop feasibility plans for long-term care services.*

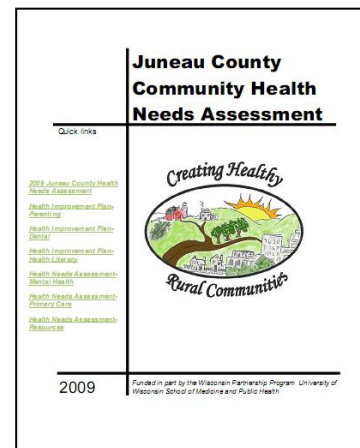
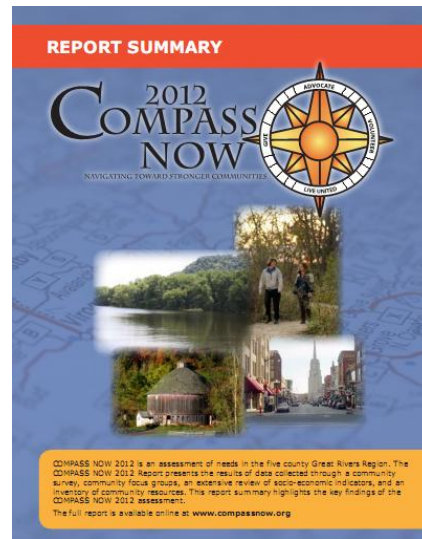
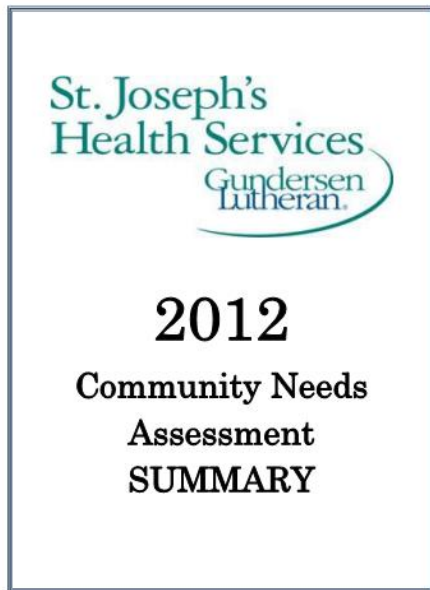
### **Reaching Out...**

St. Joseph's will not deny services to anyone in our service area based on financial inability to pay for care. St. Joseph's extends Community Care (Charity Care) benefits to any person who qualifies for a reduction in the cost of their medical care. St. Joseph's Health Services-Gundersen Lutheran provides the services of the Health Care Advocate and our Self-Pay Patient Account Representative to create a budget, complete applications for assistance, apply for community care, and to connect with community resources such as Medical Assistance and Social Security Disability. St. Joseph's Health Services-Gundersen Lutheran also has a dedicated staff member to help patient's secure needed prescriptions through our Indigent-Prescription Assistance program. Price quotes are available for patients with scheduled services. Flexible payment plans are available for anyone with an outstanding balance. St. Joseph's works closely with patients and their representatives to ensure that patients get the medical attention they need while also being mindful of their unique financial situations or payor resources.

The Compass Now 2012 Final Report and Report Summary are available online at [www.compassnow.org](http://www.compassnow.org).

This document, **St. Joseph's Health Services-Gundersen Lutheran 2012 Community Needs Assessment Brief**, is available online at [www.stjhealthcare.org](http://www.stjhealthcare.org).

All documents are available upon request from St. Joseph's Health Services-Gundersen Lutheran, Health Care Advocate, 608-489-8000.



St. Joseph's Health Services-Gundersen Lutheran 2012 Community Needs Assessment Brief, managed and compiled by:  
Christine Camlek, Health Care Advocate, St. Joseph's Health Services, 400 Water Avenue, Hillsboro, WI 54634.