



YORK GENERAL

*Our Focus is You.*

# COMMUNITY HEALTH NEEDS ASSESSMENT

*November, 2024*

*Prepared by:*

Tamara Wiens, RN  
Director of Quality, Compliance, and West View  
Departments

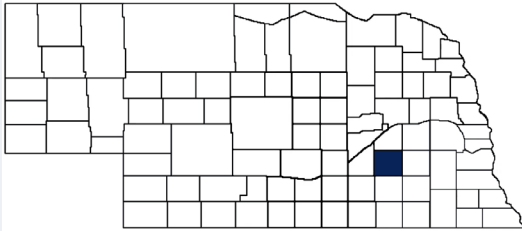
## EXECUTIVE SUMMARY

York General is a community-centered 25-bed critical access hospital serving the rural population in and around York County, Nebraska. The hospital is dedicated to meeting the healthcare needs of the community through comprehensive services, preventative care, and addressing critical health concerns. This Community Health Assessment (CHA) identifies priority health areas, evaluates health disparities, and proposes strategies to improve population health and healthcare access.

This Community Health Needs Assessment outlines York General's commitment to enhancing healthcare access and outcomes for residents of York County through targeted programs, improved partnerships, and a focus on preventive health and chronic disease management. These initiatives are designed to address identified health gaps and support long-term community health improvement.



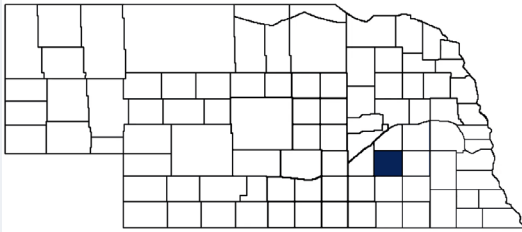
# DEMOGRAPHIC & SOCIOECONOMIC PROFILE OF YORK COUNTY



York County, with a population of approximately 14,212, is a predominantly rural area with a median resident age of 40.8 years. The county has a significant farming and agricultural community, with a mix of small towns and a larger central area in York. Key demographics include:

- **Age Distribution:** York County has a high concentration of older adults, with 24% of residents over age 65. This represents an aging population, with many nearing retirement age. This trend could represent an increased demand for healthcare services and retirement support. It also raises questions regarding future workforce size and the county's ability to support the aging population.
- **Income Levels:** Median household income is slightly below the state average, reflecting the rural economy. Estimated median household income is \$66,756.
- **Poverty Levels:** York County has a 9.3% poverty rate, which is lower than the statewide poverty rate of 10.4%. Statistics show the poverty rate for females is higher than males. The poverty rate for minorities is 12%.

# DEMOGRAPHIC & SOCIOECONOMIC PROFILE OF YORK COUNTY



- **Race/Ethnicity:** York County is predominantly White, at 90%. Hispanic and 5% and Asian & African American both represent 2.5% of the population.
- **Employment Sectors:** Agriculture, education, and healthcare are the primary industries.
- **Education Levels:** High school graduation rates are above state averages, but rates of higher education attainment are lower.
- **Health Insurance Coverage:** Approximately 10% uninsured rate, with high Medicaid and Medicare reliance among older adults and low-income families.

---

**Our vision:**  
**To be the region's**  
**trusted choice for**  
**the improvement of**  
**health and delivery**  
**of quality care**  
**throughout life.**

---

## **Data Sources**

**The following sources were utilized to collect pertinent data:**

### **Demographics**

- U.S. Census Bureau. American Community Survey (ACS 5-Year Estimates)
- County Health Rankings (University of Wisconsin, Population Health Institute)
- Center for Public Affairs Research, University of Nebraska Omaha

### **Social Determinants of Health (SDOH):**

- American Community Survey (ACS)
- Area Deprivation Index (ADI) (University of Wisconsin, School of Medicine and Public Health)

### **Health Outcomes:**

- Nebraska Behavioral Risk Factor Surveillance System (BRFSS)
- Nebraska Vital Records

### **Behavioral Health:**

- Nebraska BRFSS
- CDC's State Unintentional Drug Overdose Reporting System (SUDORS)
- Nebraska Risk and Protective Factor Student Survey (NRPFS). Bureau of Sociological Research, UN-L.

### **Mental Health:**

- Nebraska BRFSS
- University of Nebraska Public Policy Center
- NRPFS

## **Community Health Survey**

A survey was distributed in York County beginning June, 5, 2024, and closing August 15, 2024. It was distributed via social media, at various community workplaces, and in-person at community meetings, churches, school events, and the county fair.

The following questions were asked:

1. How would you rate your community as a “Healthy Community”?
2. How satisfied are you with the quality of life in your community?
3. How satisfied are you with the health care system in our community?
4. Are you able to get medical care when you need it?
5. Are you satisfied with the medical care you receive?
6. Are you able to cover your share of the cost for medical care?
7. Do you have easy access to the medical specialists you need?
8. How do you pay for your health care?
9. Are you able to find healthcare locally that is in network for your insurance?
10. What clinic/hospital/health system do you go to for your primary care provider?
11. How far do you travel for your primary care provider?
12. How long, from time you call to make an appointment, are you able to see your primary care provider?
13. What other types of health care services would you use if available in your community?
14. What clinics/hospitals/health systems do you go to for your specialist?
15. How far do you travel for your specialist?
16. How long, from the time you call to make an appointment, are you able to see your specialist?
17. How long, from the time you call to make an appointment, are you able to see your specialist?
18. What other types of specialists would you see if available in your community?
19. Have you been able to access mental health services, including telehealth services, locally for yourself or a family member in the last year?
20. How far have you or a family member had to travel for access to mental health services, including telehealth mental health services?
21. Has travel distance or wait time for mental health services locally prevented you or a family member from seeking mental health services when needed?
22. Do you have safe housing available?
23. Is there affordable housing available?

24. Is there jobs available in the community?
25. Are there opportunities for advancement in the jobs that are available in the community?
26. Is the community a safe place to live?
27. Are there plenty of recreation opportunities for adults in the community?
28. Are there support networks for individuals and families during times of stress and need?
29. Is the community military friendly?
30. Do you feel that all residents believe that they, individually and collectively, can make the community a better place to live?
31. Are there plenty of transportation options in the community?
32. What is your primary means of transportation?
33. Is the community a good place to raise children?
34. Do you have access to quality childcare that is affordable?
35. Do you children attend a licensed childcare facility?
36. Are you satisfied with the school system in the community?
37. Do you feel there are adequate after school programs for elementary-age children to attend?
38. Do you feel there are adequate after-school opportunities for middle and high school age students?
39. Are there plenty of recreation opportunities for children in the community?
40. Is the community a good place to grow old?
41. Do you feel there are housing developments that are friendly towards older adults?
42. Are there enough programs that provide meals for the older adults in the community?
43. Are there networks that support older adults living alone?
44. What do you feel are the three most important “risky behaviors” in our community?
45. What do you feel are the three biggest concerns in our community in relation to overall community health?



**Response Rate:**

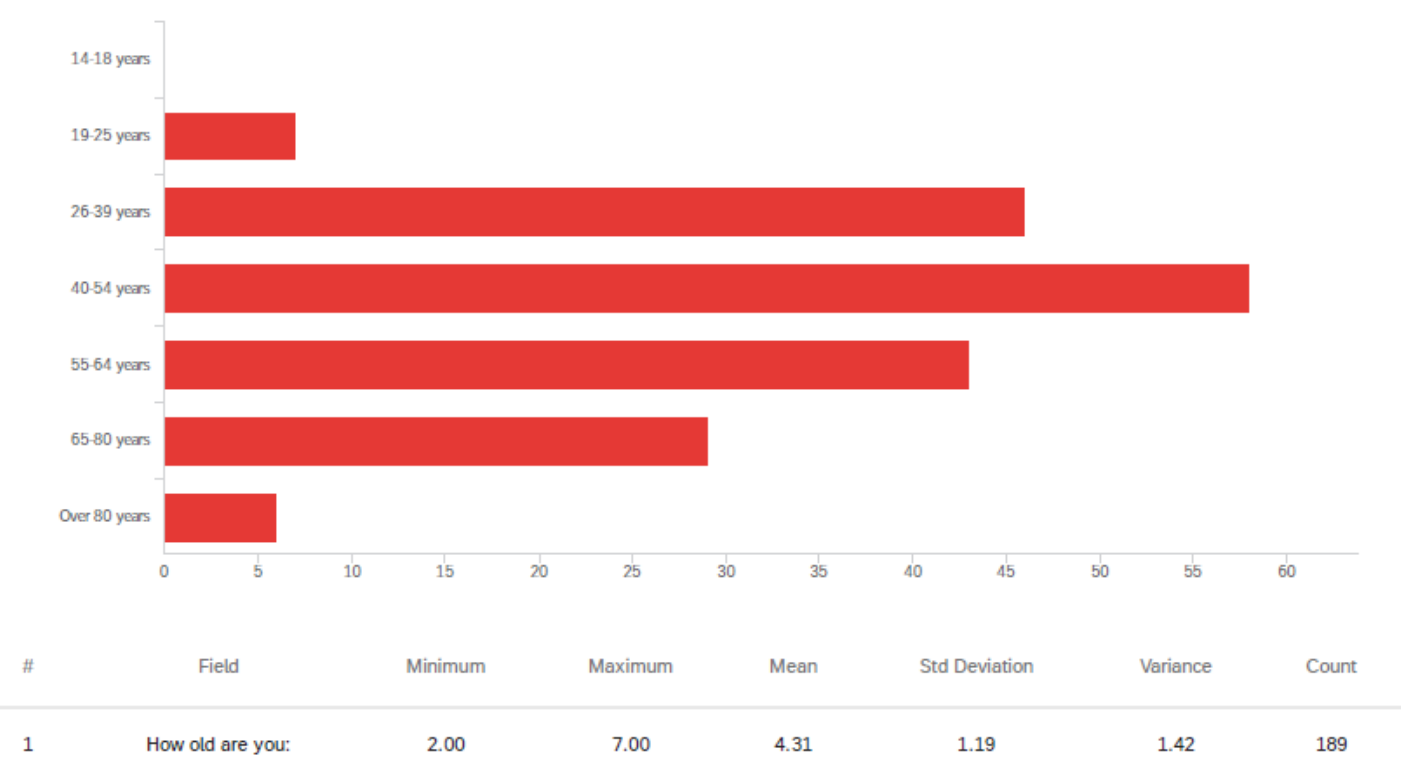
There were 187 responses in York County. These is a large decrease in response rates from 2021, which totaled 520.

**Information Gaps that Exist**

Based on the survey response demographics compared to the latest census data, information gaps exist in the following areas:

**1. Age**

Q55 - How old are you:



The majority of respondents were between the ages of 26-64, with ages 14-25 and 65+ poorly represented.

## 2. Race/Ethnicity

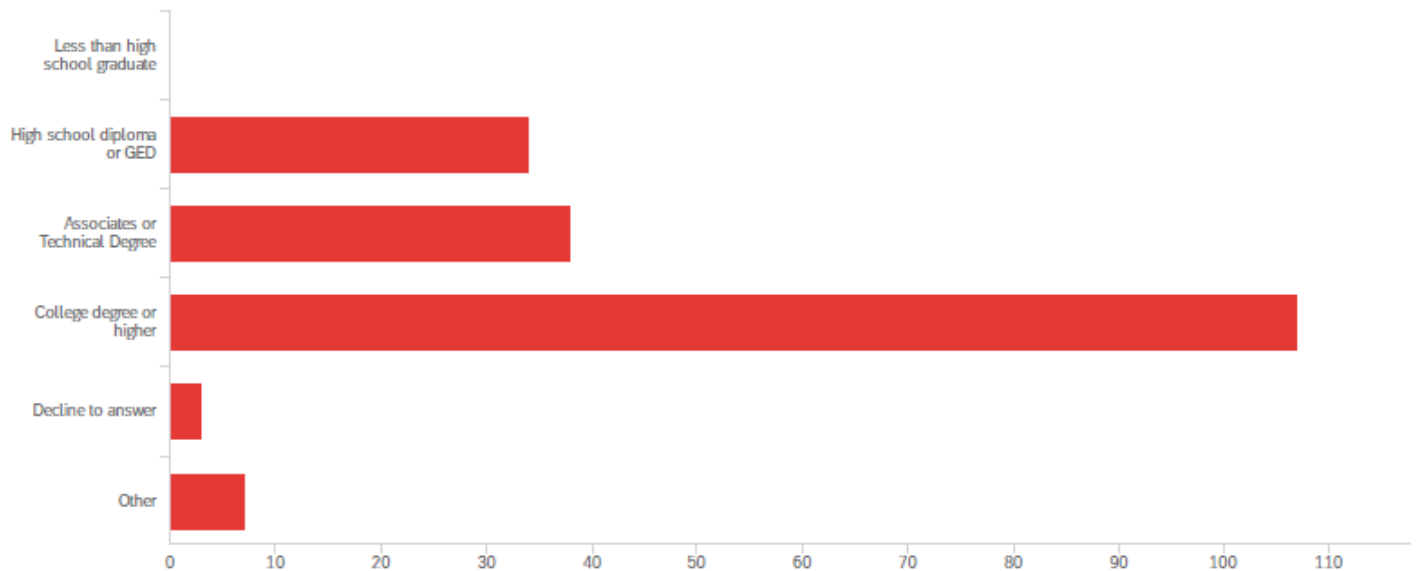
Q54 - Which describes your race/ethnicity? Please select just one:



93% of survey respondents identified as white, showing a gap in response from the American Indian, Asian, African-American, Hispanic, or Multi-Race population.

### 3. Level of Education

Q53 - What is the highest level of education you completed:



77% of respondents have at least an Associate's Degree or higher, leaving those with lower levels of education underrepresented.

## **EXISTING AND IDENTIFIED HEALTH CARE AND COMMUNITY RESOURCES**

**Blue Valley Community Action** –York office 402.362.3516, Home office 402.729.2278, or bvca.net

- Thrift store with clothing, household items, etc. Hours: 9AM – 4PM (M – Th); 9AM - Noon (Friday)
- Food Pantry - Hours: 9AM – 3PM (M – F), call first to make an appointment
- Commodity Supplemental Food Program (age 60+ & low-income) – First Monday of the month
- Provides multiple services for Housing, Food & Nutrition, Emergency Services (for rent/utility, Homeless Assistance, Immunizations, etc.), Education, Telehealth, & SOAR (assistance with applying for supplemental security income and/or social security disability insurance)
- Services York, Fillmore, Polk, Butler, Gage, Jefferson, Saline, Seward, & Thayer Counties

**Four Corners Health Department** – 877.337.3573 or 402.362.2621 or fourcorners.ne.gov

- Support for Chronic Diseases, Early Childhood, Suicide Prevention/Post-vention, Food Insecurity, Fall Prevention, Health Families, Immunizations,
- Serves York, Butler, Polk, Seward counties

**York Co, Aging Services** – 402.362.7626, Hours: 8AM – 5PM (M – F)

- Agency referrals and services to those individuals 60+ and their families, limited services to under 60 with disability
- Tax services, insurance & benefit access, Meals-On-Wheels, care management, tele-care

## **TRANSPORTATION RESOURCES**

- York Co. Public Transportation (Busy Wheels) 402.362.7626 option 1
- Taxi 402.362.1313 or 402.362.1314
- Uber (app)
- Medicaid non-emergent
  - NE Total Care (8AM-7PM) 844.385.2192 press 1 and press 1 again
  - Wellcare of NE 833.444.9088
  - United Healthcare 833.583.5683

## **FOOD RESOURCES**

**DHHS** - dhhs.ne.gov

- Food assistance-apply online at [iserve.nebraska.gov](http://iserve.nebraska.gov)

**Lincoln Food Bank** - Food distribution – First Friday of the month from 12:00 – 1:00 PM at East Hill Church of Christ in York, 1225 E 10<sup>th</sup> St (south parking lot)

**WIC (Women, Infants, Children)** – 402.362.3516

Blue Valley Community Action, 3401 N Lincoln Ave, York

- First Wednesday of the month
- Call to schedule an appointment

## **HOUSING AND UTILITY RESOURCES**

**NPPD Pennies for Power** - Call 2-1-1 or visit 211.org

- Energy assistance program

**Low Income Home Energy Assistance Program (LIHEAP)** - 402.595.1258 or 800.383.4278 or visit [dhhs-access-neb-menu.ne.gov](http://dhhs-access-neb-menu.ne.gov)

- Assistance to low-income for heating/cooling cost & assistance with immediate energy needs

**York County General Assistance** - 402.362.4038

**Black Hills Energy** - 888.890.5554 (may have financial assistance)

**Goodwill Thrift Store** – 402.362.6206

512 Grant Ave, York

- Hours: 9AM – 5PM (M – Sat); 11AM – 5PM (Sun)
- Thrift store with clothing, household items, etc.

## **FAMILY RESOURCES**

**Nebraska Family Helpline** – 888.866.8660 available 24/7 or visit [nebraskafamilyhelpline.ne.gov](http://nebraskafamilyhelpline.ne.gov)

- Helps families obtain behavioral/mental health assistance for their children 24/7

**York County Community Coalition (YC3)** – 402.745.6604 or visit [yc3york.com/community-response](http://yc3york.com/community-response)

- Program available to families with children who live in York County
- Financial assistance for basic needs, early childhood resources & referrals, coaching & family goal setting, mental health counseling & referrals

**York Pregnancy & Family Resource Center** – 402.362.2273

618 N Lincoln Ave, York

- Open on Saturdays from 10AM – 1PM or by appointment
- Free clothing, diapers, baby supplies, equipment, toys, etc.

## **DOMESTIC VIOLENCE, SEXUAL ASSAULT RESOURCES**

**Hope Crisis Center** – crisis line 24/7: 877.388.HOPE (4673); York Office: 402.362.7527

- Help for victims of domestic violence and sexual assault
- Serves York, Fillmore Jefferson, Gage, Saline, Seward, Thayer counties
- Bi-Lingual Advocacy, Temporary Shelter, Emergency Assistance, Client/Legal/Medical Advocacy

**Nebraska Child Abuse Reporting** - 800.652.1999

**Coalition on Human Trafficking** – National Hotline 888.373.7888 or emergency call 911 or text BEFREE (233733) or call York County Task Force for non-emergencies 402.362.2621

**National Domestic Violence Hotline** – 800.799.SAFE (7233)

**Rape, Abuse, Incest Nat'l Network (RAINN):** - 800.656.HOPE (4673)

**National Teen Dating Abuse Helpline:** - 866.331.9474

### **MENTAL HEALTH RESOURCES (YORK)**

**Blue Valley Behavioral Health** - 402.362.6128, after-hours Crisis Line 1.877.409.6600  
722 S Lincoln Ave, York

- Accepts Medicaid, private insurance, and has a sliding scale fee for therapy; no Medicare

**Red Couch Counseling** - 402.205.8998

223 E 8<sup>th</sup> Street, York

- Accepts Medicaid, Medicare, and many private insurances.
- Psychiatric Medication Management available– Holly Eckhart, APRN

**Lemke-Michels Psychotherapy** – 402.759.3802

1100 N Lincoln Ave, York

- Accepts Medicaid, private insurance, and has a sliding scale fee for therapy; no Medicare.

**Four Corners Health Department – Renee Duffek, LIMHP, LADC** – 402.362.2621

2101 N Lincoln Ave, York

- Accepts Medicaid, many private insurances, has a sliding scale fee, and has grant money for those who cannot afford therapy out of their pocket.

**Leslie Deal, LIMHP** – 402.710.8383

214 W 6<sup>th</sup> Street, York

- Accepts many private insurances. No Medicaid or Medicare.

**Weber Behavioral Health** – 402.759.3802

1100 N Lincoln Ave, Suite F, York

- Accepts Medicare, Medicaid, private insurance, and a sliding scale fee
- Psychiatric Medication Management

### **MENTAL HEALTH THERAPY/COUNSELING (NEARBY)**

**Fillmore County Hospital Behavior Health (Geneva)** – 702.759.3192

1900 F Street, Geneva

- Accepts Medicare, Medicaid, and many private insurances.

**Harmony Health Centers (Aurora)** – 402.694.6445

302 So. 16<sup>th</sup> Street Suite B, Aurora

- Mental Health and Substance Abuse Services

## **Identification, Assessment, and Prioritization of Health Needs of the Community**

The three issues identified in the survey as the top community health problems and needs are as follows:

1. Mental Health
2. Cancer
3. Poverty

1	Aging problems (arthritis, hearing/vision loss)	6.76%	38
2	Cancers	12.63%	71
3	Child Abuse/Neglect	7.47%	42
4	Dental Problems	2.31%	13
5	Diabetes	4.80%	27
6	Domestic Violence	3.02%	17
7	Firearm-related injuries	0.36%	2
8	Heart disease and stroke	6.58%	37
9	High blood pressure	3.91%	22
10	HIV/AIDS	0.00%	0
11	Homicide	0.18%	1
12	Poverty	9.25%	52
13	Other	2.85%	16
14	Infant Death	0.18%	1
15	Infectious diseases (e.g., hepatitis, TB)	0.36%	2
16	Mental Health problems	19.22%	108
17	Motor vehicle crash injuries and deaths	1.42%	8
18	Rape/Sexual Assault	0.53%	3
19	Respiratory/Lung Disease	1.25%	7
20	Sexually Transmitted Diseases (STDs)	0.71%	4
21	Suicide	3.56%	20

22	Teenage Pregnancy	0.36%	2
23	Not enough health insurance/no health insurance	6.76%	38
24	Food insecurity	4.80%	27
25	Accidental/Unintentional Injuries	0.71%	4
			562



## **York General's Philosophical Explanation**

### **Our Mission:**

This statement portrays our reason for being; what we do each and every day; our purpose. We, the Senior Leadership Team and I, feel that the following statement does just that. It not only captures our purpose today, but also allows for our purpose to go through a transition to one of “health” in addition to the traditional “care”. We are here to lead the region by doing an excellent job of enhancing the health and providing care that is locally accessible. This statement is also short enough to be known widely by our Board, leaders, staff, medical staff, as well as the patients/residents and families that we serve.

***Regional excellence through enhancing health and providing accessible care***

### **Vision Statement**

This statement serves as the organizations overall long term goal. We feel strongly that this statement should be aspirational and not “status quo”. In order for an organization to achieve long term sustained success it must move ahead and do so in a focused and forward thinking manner. Again, the Senior Leadership Team and I, feel that this statement contains all those necessary ingredients, and with proper plans and actions (Strategic Objectives) focused on achieving this vision, York General will reach new heights of success and truly be the region’s leader.

***To be our region’s trusted choice for the improvement of health and delivery of quality care throughout life.***

### **Values**

Overall, think of the Mission, Vision, and Values as “what we do”, “where we are going”, and “how we do”. So the Values of an organization should embody how we do things or how we act. Collectively how we behave or act through these Values shape the York General “culture”. The culture is the “invisible architecture” of an organization or how it feels to others that interact with York General. This is most often illustrated during our interactions with patients and residents as well as new members to our York General team. These interactions most often include descriptions like, friendly, caring team members, and an overall warm and inviting feeling. These feelings are not by accident as they are a result of how we live our Values and behavioral standards. Thus, it is very fitting that the first letter in each of our Values spells out the two words “**I CARE**”, because individually and as a part of the York General team, each and every one of us truly do care.

***I – Innovation***

***C – Compassion***

***A – Attentiveness***

***R – Respect***

***E – Excellence***

### **Innovation**

By definition is the introduction of something new. York General embodies this value by the acceptance of new ideas/things and our ability to change our ways of thinking in order to continually

improve on an ongoing journey to excellence. Innovation is enhanced by the empowerment of our staff and a dedication to leadership development.

**Compassion** – By definition is the sympathetic consciousness of others' distress together with a desire to alleviate it. To say that this better be a strong Value of our organization is an understatement. We illustrate our passion for patient and resident care through our compassion.

**Attentiveness** – By definition is paying close attention; alert or observant; showing care for the needs or desires of others. This value really feathers together with and strengthens our other Values as well as helps us to be observant of the environment around us. In turn, this Value enables us to see opportunities to be innovative and flexible to the changing healthcare environment and needs of the patients, residents, and families we serve.

**Respect** – By definition is a feeling of deep admiration for someone or something elicited by their abilities, qualities, or achievements. This is very true, but as one of our Values it also means that we respect and value all of our co-workers, partners, patients, residents, and families. We consider ourselves a York General family and know that our greatest success lies in our ability to work together as a team. As the saying goes for teamwork...a player may be able to win a game, but a team can win every game.

**Excellence** – By definition is the quality of being outstanding or extremely good. Think of it further as being “difference makers” in the healthcare experience of the patients, residents, and families we serve. Going above and beyond to not only meet but exceed their expectations time and time again. When this is done we have the ability to create the very elusive and hard to maintain loyalty with those that serve in our region. Excellence is not a destination but a constant journey of continual improvements. Though we are not or will never be perfect, we can and should strive to be, as on that quest for perfection we can find excellence.

### **Behavioral Standards**

Every employee at York General annually attests to a series of behavioral standards. Each of these standards is in turn linked to or supports our overall Values of the organization. Thus, all employees can know just how their achievement of these behavioral standards supports our overall organizational Values that in turn create our culture. The Values as well as the linked behavioral standards are outlined below. A further description/explanation of our behavioral standards is included in a separate document.

**Attitude** – Supports the Values of Innovation, Compassion, and Respect

**Teamwork** – Supports the Values of Innovation and Respect

**Ownership** – Supports the Values of Attentiveness and Respect

**Integrity** – Supports the Attentiveness and Respect

**Appearance** – Supports the Values of Attentiveness and Respect

**Communication** – Supports the Values of Innovation and Attentiveness

As you will notice the Value of Excellence did not show up in any of the Behavioral Standards. That is because it is through the successful incorporation of each and every one of these standards that Excellence is supported and thus driven in an organization.

### **Strategic Objectives**

Think of these Strategic Objectives as the higher-level plans or road maps to collectively achieve our Vision while continuing to uphold our Mission. These objectives are meant to be very broad yet provide a focus to guide organizational human and capital resources in a unified direction.

#### ***York General will be a Regional Leader in...***

- 1.** Care delivery through all stages of life
- 2.** Improving the health of our communities
- 3.** Operational strength

## **Implementation Strategy**

York General has assessed the three high-priority health needs identified in the community and has spent ample time and resources developing an implementation strategy. A specific budgeted amount has been set aside to help meet and address the following community needs over the next three years.

### **Mental Health**

York General currently provides 1 day of Specialty Clinic coverage with a Mental Health Professional. We do not have inpatient mental health treatment available, but can address the community need of outpatient services through our Specialty Clinic.

#### **Strategies:**

- A. Provide treatment for mental health problems via the Specialty Clinic.
- B. Partner with the Medical Community to provide transfer for those needing inpatient mental health treatment in regional facilities.
- C. Educate York County Residents on the availability of mental health services in York County.
- D. Promote awareness of mental health services in York County.
- E. Advocate at the State level to enhance the access, availability, and reimbursement for mental health services.
- F. Provide mental health telehealth triage in the Emergency Department in conjunction with Bryan Health.

#### **Goals:**

- A. Continue to seek out additional mental health providers to provide services through York General Specialty Clinic.
- B. Begin offering telehealth Mental Health Services for child, adolescent, adult, and geriatric via the Specialty Clinic every 3<sup>rd</sup> Tuesday beginning late November, 2024 via partnership with Bryan Telemedicine Services.

### **Cancer**

York General provides comprehensive cancer services to area patients. Our Oncology Department and experienced staff are equipped to provide care to patients receiving chemotherapy and related cancer treatments. York General Specialty Clinic provides a visiting Oncology Physician five times per month, allowing patients to receive treatment and care close to home.

#### **Strategies:**

- A. Develop a consistent, comprehensive message via Marketing tools regarding cancer prevention, awareness, available screening, and early detection.
- B. Develop a media campaign every October to bring awareness to Breast Cancer.
- C. Provide the most up-to-date technology for early cancer detection via use of our 3D Mammogram, MRI, and CT Scanner
- D. Continue to provide access to PET Scanner for patients within five days of receipt of Physician order.
- E. Promote access to Oncology Services via commercial on local television station.
- F. Develop a media campaign to bring awareness to Colorectal cancer.
- G. Evaluate need to increase Oncological care services to meet the demands of those we serve.

Goals:

- A. Evaluate extension of Radiology Department hours to promote easier access to Mammogram's
- B. Promote preventative screening via marketing materials and campaigns
- C. Donate time and monetary donations to the Relay for Life every June
- D. Increase physical capacity of York General to meet the needs of those undergoing Oncological care.

Poverty

York General strives to provide accessible care to all patients. In an effort to recognize and assist the impoverished, the following strategies and goals have been established.

Strategies:

- A. Develop a robust committee to address Social Determinants of Health, including housing and homelessness, employment, food insecurity, neighborhood safety and community violence, and racial discrimination.
- B. Implement screening for Social Determinants of Health in all patients, using the data to track trends and implement action to address patient needs.
- C. Offer financial assistance programs including sliding scale fees and charity care for qualified patients.

Goals:

- A. Provide community education via marketing efforts on available community resources.
- B. Identify and partner with community resources to develop action plans to address high-need areas.
- C. Utilize Social Work to provide patients with resources, regardless of inpatient or outpatient status.
- D. Advocate at the State and National level to encourage policy changes that would improve access to care for low-income individuals.

## **Board of Directors Approval/Signature**

The Community Health Needs Assessment was reviewed and approved by the York General Board of Directors on November 25, 2024. The Three (3) health issues identified in the Assessment are currently being met or addressed through services offered at York General, available referral, or community resources. York General will work to continually address these issues over the next three years, and implement an appropriate plan of action to continually improve community health.

---

Signature, Board Chairman

Form 990 available for review upon request.