

COMMUNITY HEALTH NEEDS ASSESSMENT and COMMUNITY HEALTH ASSESSMENT

2025

Conrad, Pondera County, Montana

Assessment conducted by Logan Health – Conrad and Pondera County Health Department in cooperation with the Montana Office of Rural Health and Montana Public Health System Improvement Office



DEPARTMENT OF
**PUBLIC HEALTH &
HUMAN SERVICES**



PONDERA COUNTY
HEALTH DEPARTMENT

LOGAN
HEALTH

Conrad



MONTANA
STATE UNIVERSITY

Office of Rural Health
Area Health
Education Center

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INTRODUCTION

Introduction

Pondera County, Montana

The Pondera County Health Department is dedicated to promoting and protecting the health and well-being of all residents in Pondera County, Montana. The department provides a wide range of public health services, including disease prevention, health education, environmental health, maternal and child health, immunizations, and emergency preparedness. By working closely with community partners, local organizations, and healthcare providers, the department strives to improve the quality of life for individuals and families in the region.

Mission: Pondera County Health Department is dedicated to prevent, promote, and protect the health of our community by preventing diseases, promoting positive health outcomes, and protecting the wellness of all

Vision: Keeping our community healthy, active and strong

Logan Health – Conrad

Logan Health Conrad (LHC) is a 20-bed nonprofit Critical Access Hospital (CAH), rural health clinic, and extended care facility based in Conrad, Montana. Logan Health Conrad serves Pondera County of just over 1,600 square miles and provides medical services to a service population of approximately 6,150 people. Logan Health Conrad is the only hospital in Pondera County and houses both clinic and hospital services in the same facility. In addition to clinic services, LHC offers visiting outreach physicians who specialize in cardiology, orthopedics, and oncology. Logan Health Conrad's primary service area includes the communities of Conrad, Brady, Valier, Dupuyer, and Heart Butte; with most of the County's populated communities located along I-15 or US 89.



Pondera County is designated by the US Department of Health and Human Services (HHS) as a health professional shortage area due to its geographic population and is considered a frontier county. For further demographic, socioeconomic, and other related county and state data, please see Appendix C to review the Secondary Data Analysis.

- **Mission:** Quality, compassionate care for all.
- **Vision:** Reimagine health care through connection, service and innovation.
- **Values:** Strive for Excellence, Be Kind, Work Together, Trust and Be Trusted



During the spring of 2025, Pondera County was surveyed about its healthcare system. This report shows the results of the survey in both narrative and chart formats. A copy of the survey instrument is included at the end of this report (Appendix D). Readers are invited to familiarize themselves with the survey instrument and the subsequent findings. The narrative report touches on the highlights while the charts present data for virtually every question asked.

Health Assessment Process

The Pondera County Health Department engaged a diverse group of community members as stakeholders to contribute to the Community Health Assessment process. Each stakeholder was initially contacted via a letter, which included a brief survey asking for input on the health priorities that should be considered during the assessment. The feedback from the stakeholders indicated a clear preference for receiving information through surveys rather than in-person meetings. This preference helped shape the structure of future interactions with the stakeholders.

A steering committee was also convened to assist Logan Health Conrad and Pondera County Health Department in conducting this CHA/CHNA. A diverse group of community members representing various organizations and populations within the community (ex. public health, elderly, uninsured) came together. For a list of all community committee members and their affiliations, see Appendix A. The committee met twice during the CHSD process; first to discuss health concerns in the community and offer their perspective in designing the survey instrument, and again to review results of the CHA/CHNA and to assist in the prioritization of health needs.



The information gathered from both the stakeholders and the steering committee was critical in defining the health priorities for the Community Health (Needs) Assessment, and ensured that the needs and preferences of the community were fully integrated into the planning process.

Survey Methodology

Survey Instrument

In spring 2025, a comprehensive, 40-question survey was developed by Logan Health – Conrad and Pondera County Health Department. The questions were based on priority areas identified during the stakeholder engagement process/steering committee meetings, and they aligned with broader health trends seen across the state.

To ensure broad participation, the survey was designed using an online, web-based platform called JotForm. It was then distributed across various community locations and events to maximize accessibility. In addition to the in-person distribution, the survey was heavily promoted through social media channels and in the local newspaper, reaching a wide audience.

In addition to the JotForm survey, paper surveys were mailed out to the residents in Pondera County, Montana. Survey respondents had the ability to complete the survey mailed to them, or via an online survey hosted at Montana State University’s Social Data web portal. This dual approach ensured that individuals with varying levels of internet access could still participate. To maintain the integrity of the results, respondents were prohibited from filling out the survey more than once.

Sampling

For the mailed-out survey, zip codes from Logan Health – Conrad’s 2022 CHNA were used, as their service area has not changed significantly in the last three years. The number of surveys sent to each zip code was proportionate to the current population. A random list of 800 residents was selected with the assistance of Social Data Collection and Analysis Services (Social Data), previously known as the HELPS Lab, at Montana State University. Residence was stratified in the initial sample selection so that each area would be represented in proportion to the overall served population. (Note: although the survey samples were proportionately selected, actual surveys returned from each population area varied, which may result in slightly less proportional results.)

Zip Code	Population ¹	Community Name	Total Distribution	# Male	# Female
59425	3515	Conrad	438	219	219
59486	1313	Valier	164	82	82
59416	318	Brady	40	20	20
59456	333	Ledger	42	21	21
59432	142	Dupuyer	18	9	9
59448	718	Heart Butte	90	45	45
59467	67	Pendroy	8	4	4
Total	6406		800	400	400

¹ US Census Bureau - American Community Survey (2020)

Information Gaps – Data

It is a difficult task to define the health of rural and frontier communities in Montana due to the large geographic size, economic and environmental diversity, and low population density. Obtaining reliable, localized health status indicators for rural communities continues to be a challenge in Montana.

There are many standard health indices used to rank and monitor health in an urban setting that do not translate as accurately in rural and frontier areas. In the absence of sufficient health indices for rural and frontier communities in Montana, utilizing what is available is done with an understanding of access to care in rural and frontier Montana communities and barriers of disease surveillance in this setting.

The low population density of rural and frontier communities often requires regional reporting of many major health indices, including chronic disease burden and behavior health indices. The Montana BRFSS (Behavioral Risk Factor Surveillance System), through a cooperative agreement with the Center for Disease Control and Prevention (CDC), is used to identify regional trends in health-related behaviors. The fact that many health indices for rural and frontier counties are reported regionally makes it impossible to set the target population aside from the five more-developed Montana counties.

Limitations in Survey Methodology

A common approach to survey research is the mailed survey. However, this approach is not without limitations. There is always the concern of non-response as it may affect the representativeness of the sample. Thus, a mixture of different data collection methodologies is recommended, and this project pursued an online-only version of the survey that was dispersed at community events in addition to the mailed survey.



Mailed Survey Implementation

In spring 2025, a survey, cover letter on Logan Health – Conrad’s letterhead with the Chief Executive Officer’s signature, and a postage-paid envelope were mailed to 800 randomly selected residents in the hospital’s service area. A news release was sent to the local newspaper as well as social media postings prior to the survey distribution announcing that Logan Health – Conrad would be conducting a community health services survey throughout the region in cooperation with the Montana Office of Rural Health.

100 surveys were returned out of 800. Of those 800 surveys, 52 surveys were returned undeliverable for a 13.4% response rate. From this point on, the total number of surveys will be out of 748. Based upon the sample size, we can be 95% confident that the responses to the survey questions are representative of the service area population, plus or minus 9.7%.

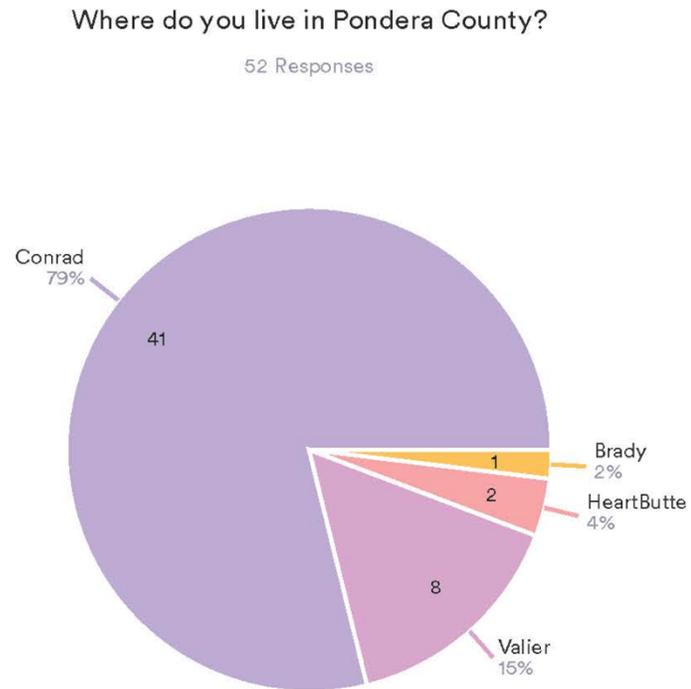
Survey Respondent Demographics

A total of 152 respondents participated in the survey – 100 people responded to the mailed, paper survey and 52 people responded to the online survey. The following table and graphs indicate the demographic characteristics of the survey respondents. Information on a range of demographic information and indicators is present. Percentages indicated on the tables and graphs are based upon the total number of responses for each individual question, as some respondents did not answer all questions.

Place of Residence

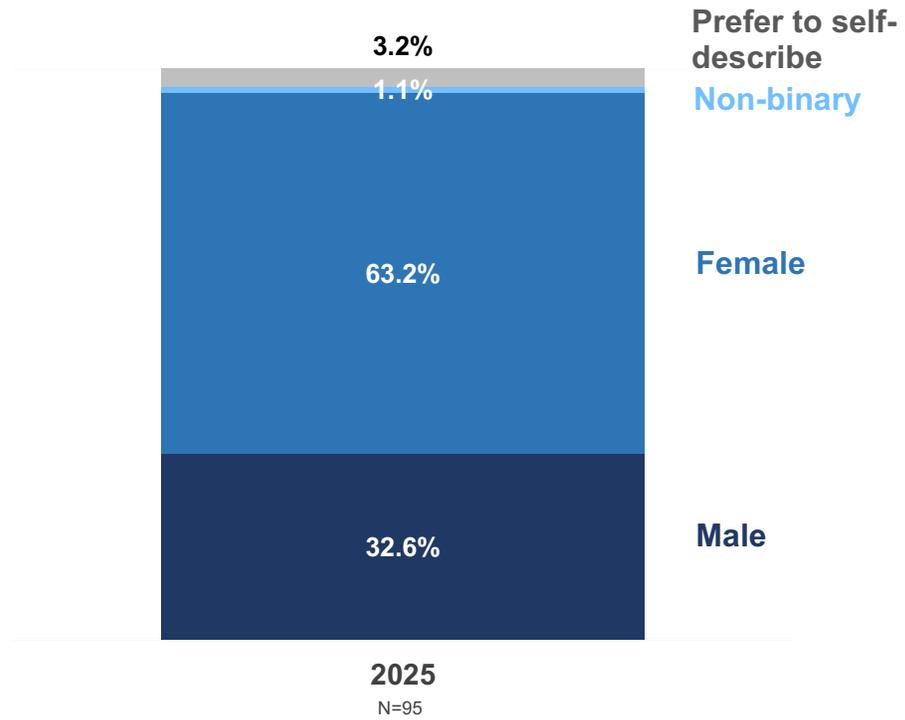
Respondents were asked where they currently live in Pondera County. For both survey methods, most respondents lived in Conrad, and the second most lived in Valier.

Place of Residence	2025 % (n)
Number of respondents	97
59425 Conrad	52.6% (51)
59486 Valier	25.8% (25)
59416 Brady	6.2% (6)
59432 Dupuyer	3.1% (3)
59448 Heart Butte	3.1% (3)
59486 Pondera Colony	1.0% (1)
59425 New Miami Colony	0.0% (0)
59486 Birch Creek Colony	0.0% (0)
59416 Midway Colony	0.0% (0)
59486 Kingsbury Colony	0.0% (0)
Other	8.2% (8)



Gender

Respondents were asked to identify their gender. Most respondents for both survey methods were female – 62.3% for the mailed survey and 70.0% for the online survey.



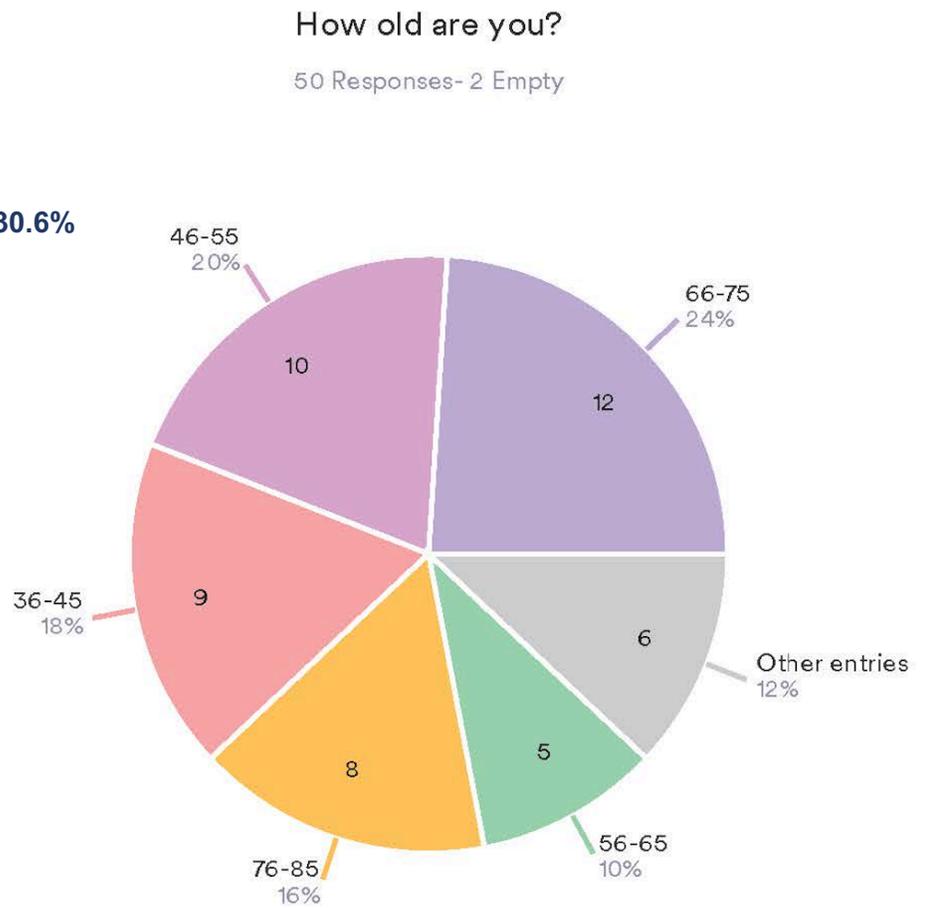
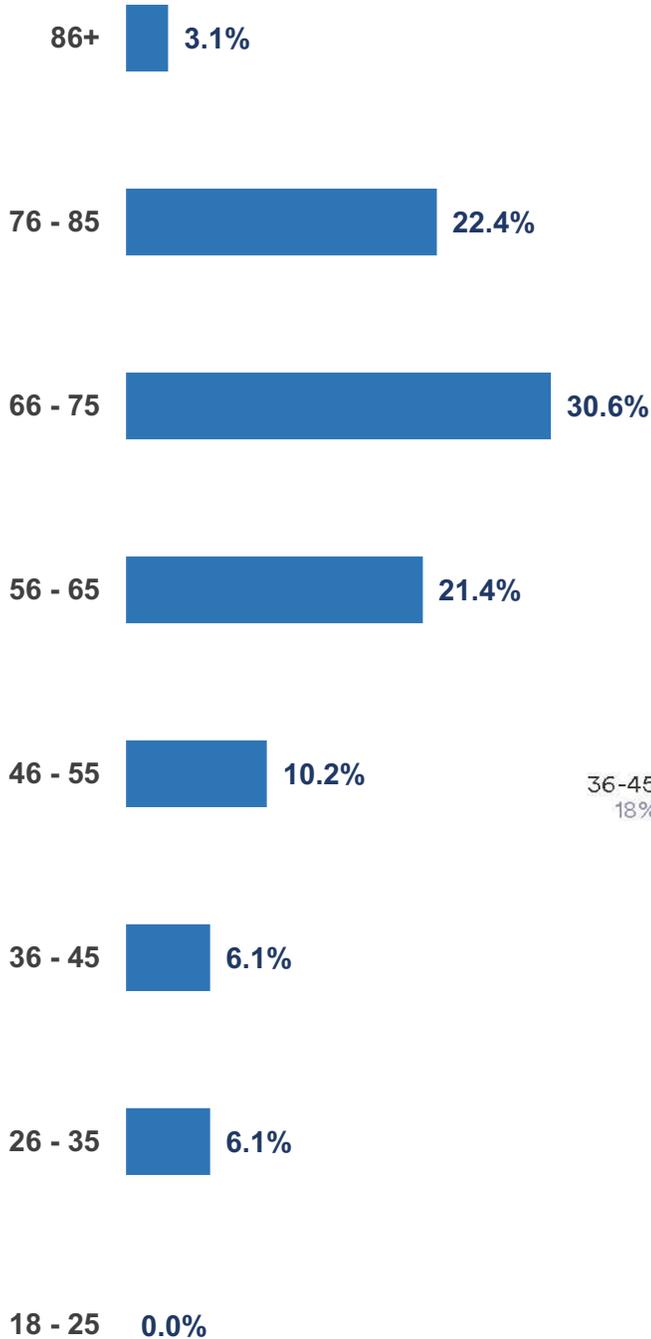
What is your gender?

50 Responses- 2 Empty

Data	Responses
Female	35
Male	12
F	1
female	1
Ma	1

Age

When asked what age range represents the respondents, most who answered the paper survey were either 66-74 (30.6%) or 76-85 (22.4%). For the online survey, most respondents were also in the 66-75 age range (24%), but second most was 46-55 (20%).



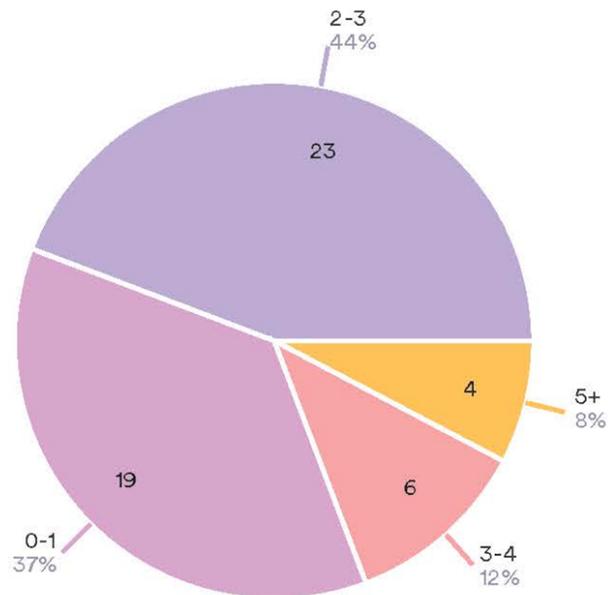
Household Size

Respondents were asked how many people live in their household. 44% of online respondents has 2-3 people in their household, and 37% had 0-1. 54.6% of paper survey respondents had 2-3 household members and 39.2% has 0-1.



How many people live in your household?

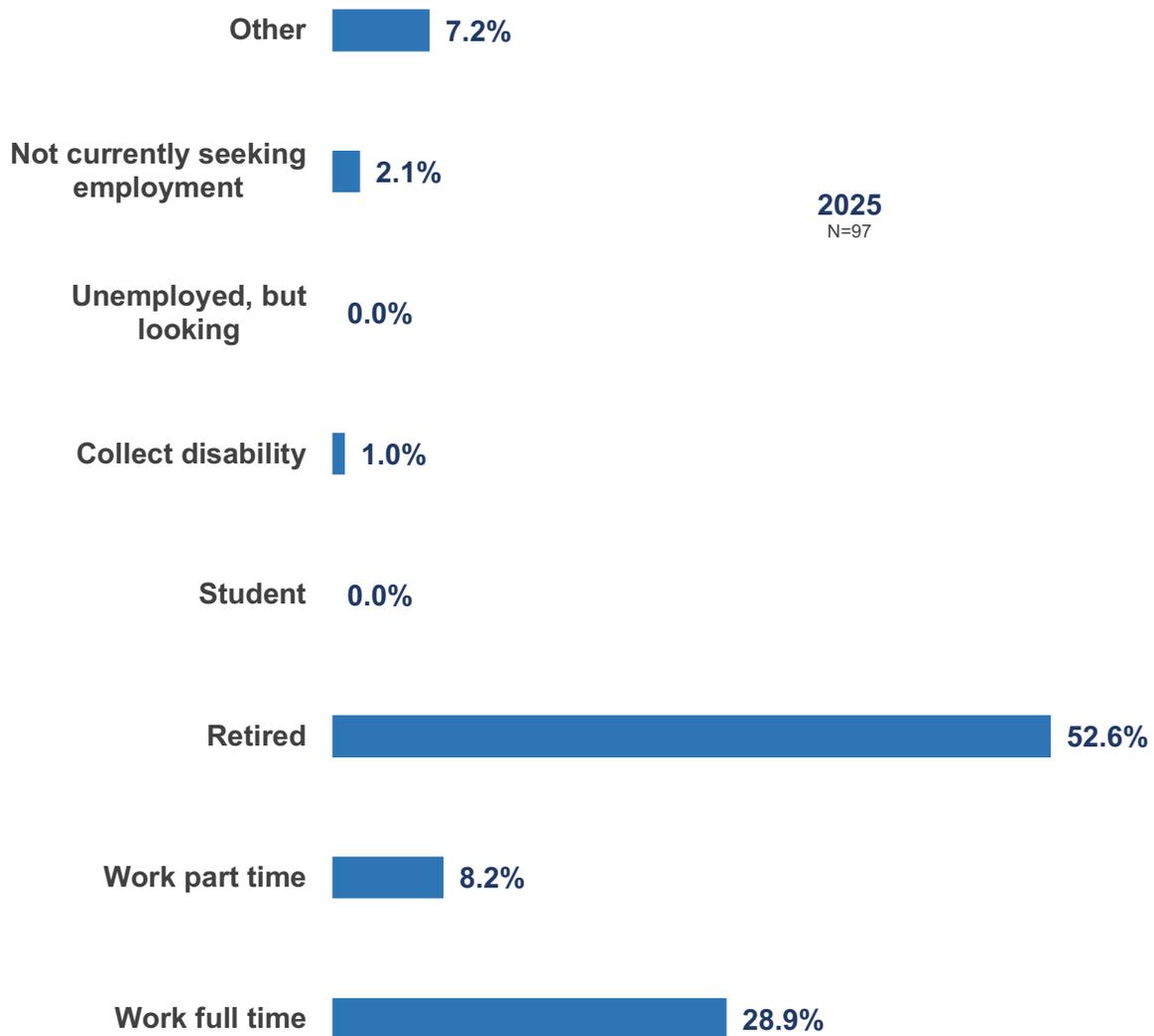
52 Responses



● 2-3 ● 0-1 ● 3-4 ● 5+

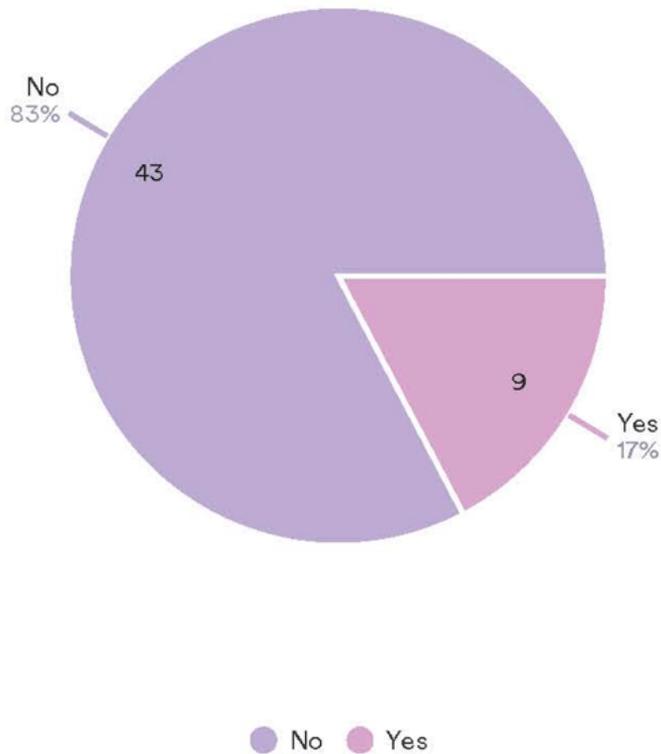
Employment Status

Respondents were asked what their employment status was. For paper survey respondents, most were retired (52.6%) or working full time (28.9%).



Ranching/Agriculture Work

Respondents were asked if they worked in an occupation that is related to agriculture/ranching. Of the online survey respondents, only 17% worked in an agriculture/ranching field. Of the paper survey respondents, 39.4% worked in the agriculture/ranching field.

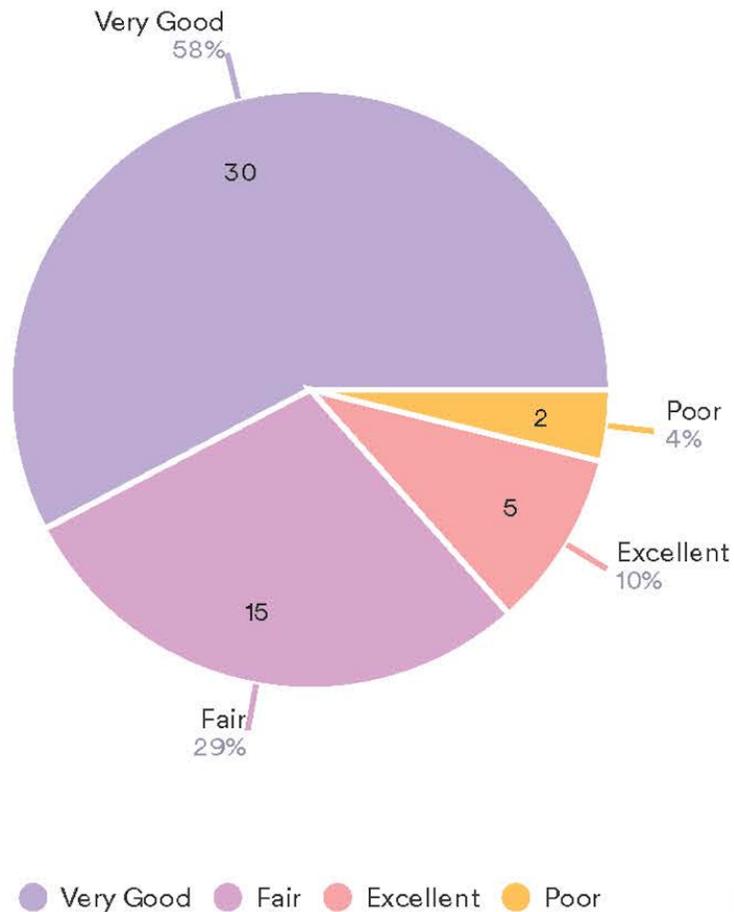
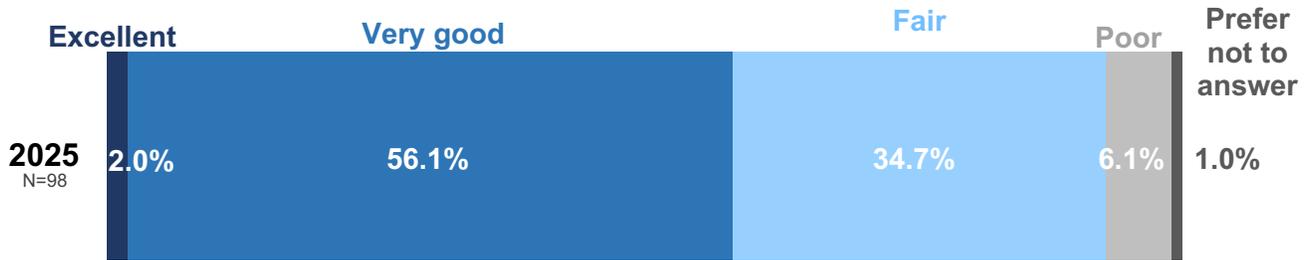




SURVEY RESULTS

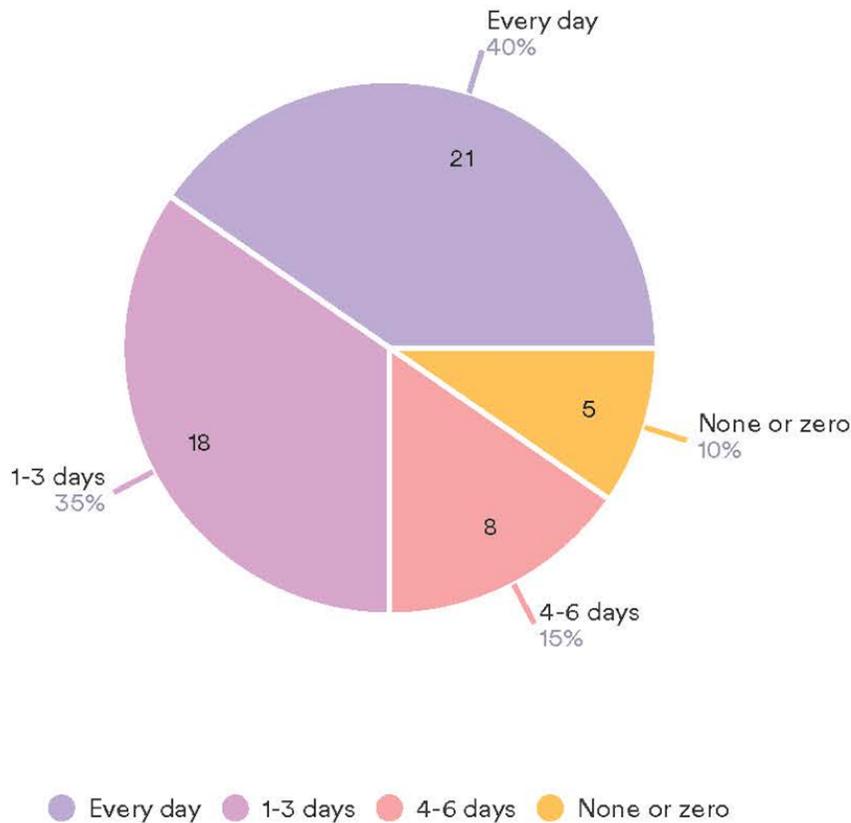
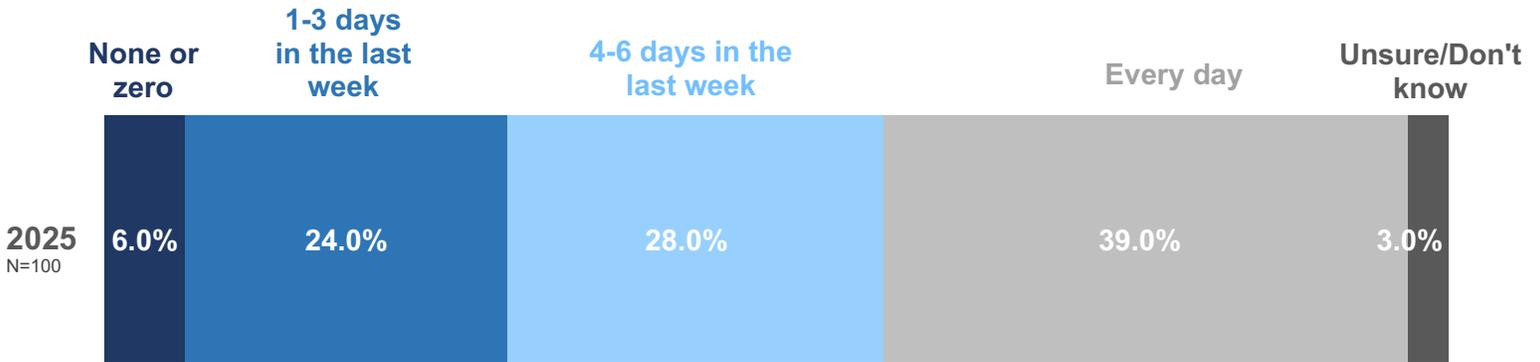
Overall Health (Question 1)

Respondents were asked to rate their overall health. 56.1% of the paper respondents said their health was very good, and 34.7% said theirs was fair. 58% of the online respondents said their overall health was very good, and 29% said fair.



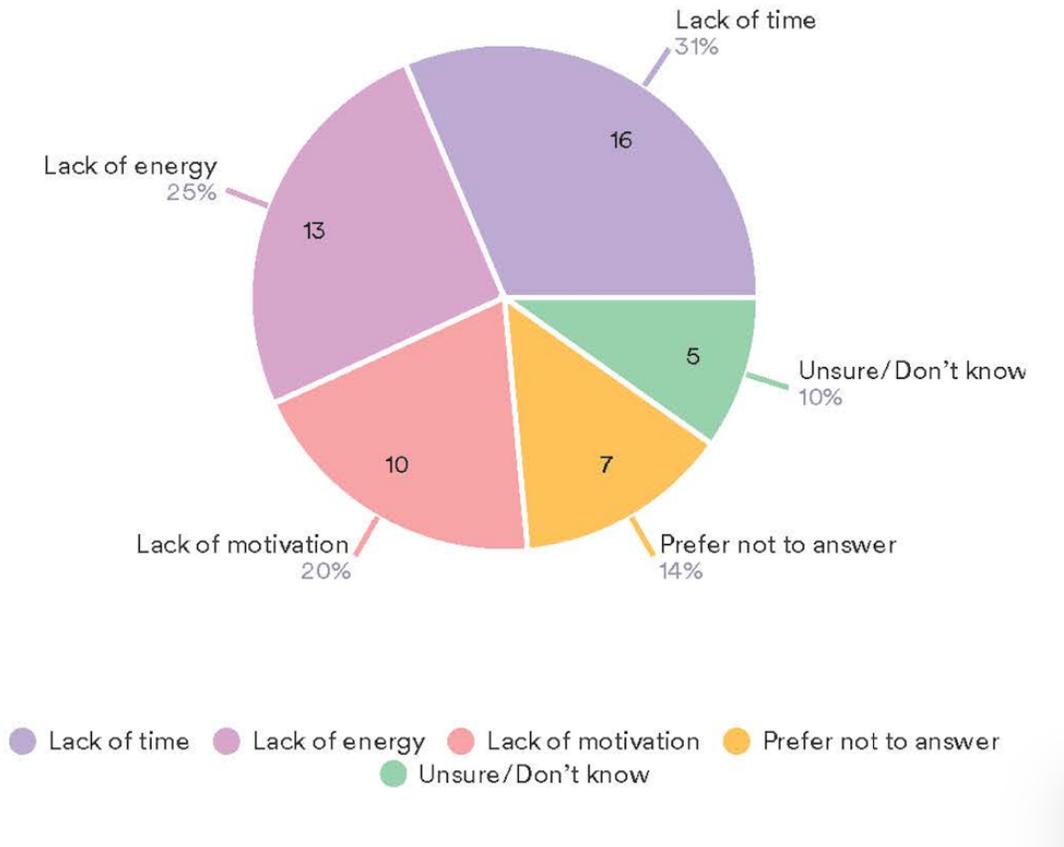
Physical Activity (Question 2)

Respondents were asked how many days they were physically active for at least 30 minutes per day in the last week. 55% of online respondents get 30 or more minutes of physical activity either every day or on 4-6 days in the last week. Paper survey respondents were similar – 67% of them got physical activity either every day or 4-6 days of the last week.



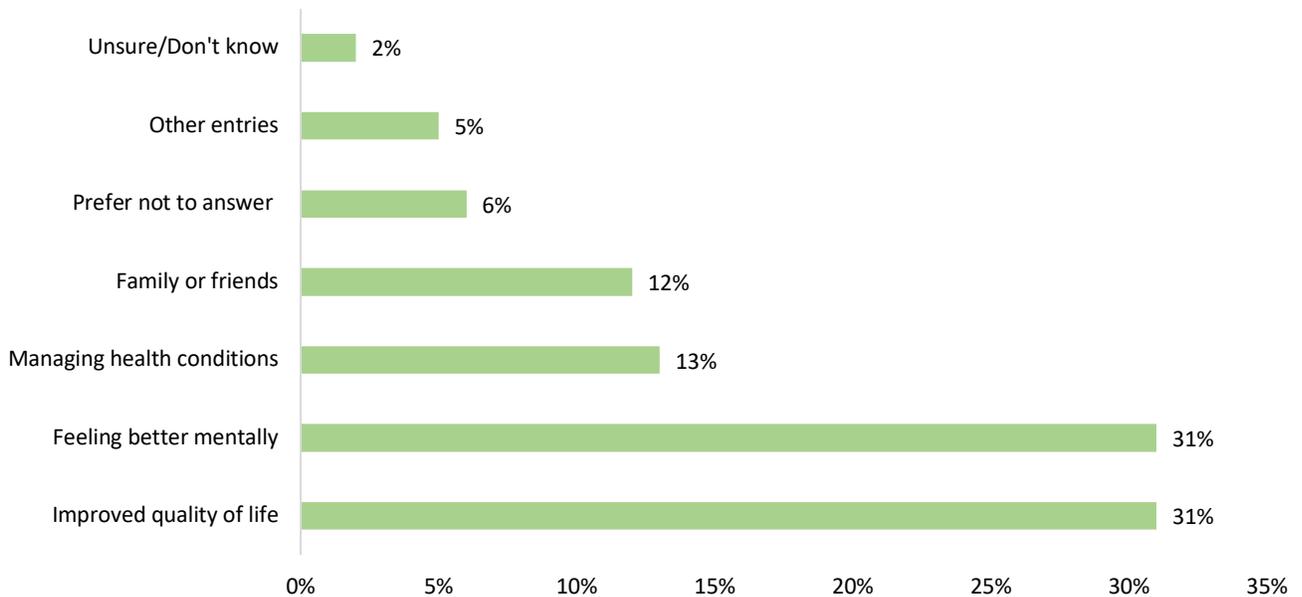
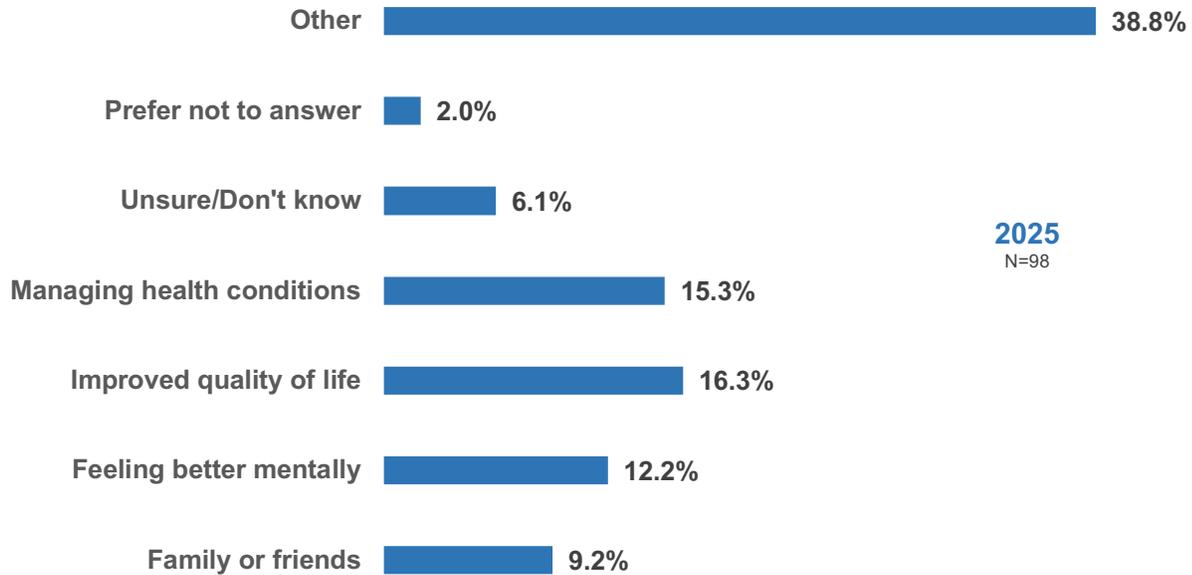
Barriers to Activity (Question 3)

Respondents were asked if any of the given options gets in the way of them being more physically active or exercising. Around one-third of respondents for both survey methods cited lack of time being an impediment to exercising, and around one quarter of respondents on both cited lack of energy and motivation.



Behavior Motivation (Question 4)

Respondents were asked what motivates them to make healthy choices and maintain healthy behaviors from a set of given options. Most respondents on both surveys cited improved quality of life as a reason that motivates their healthy behaviors.

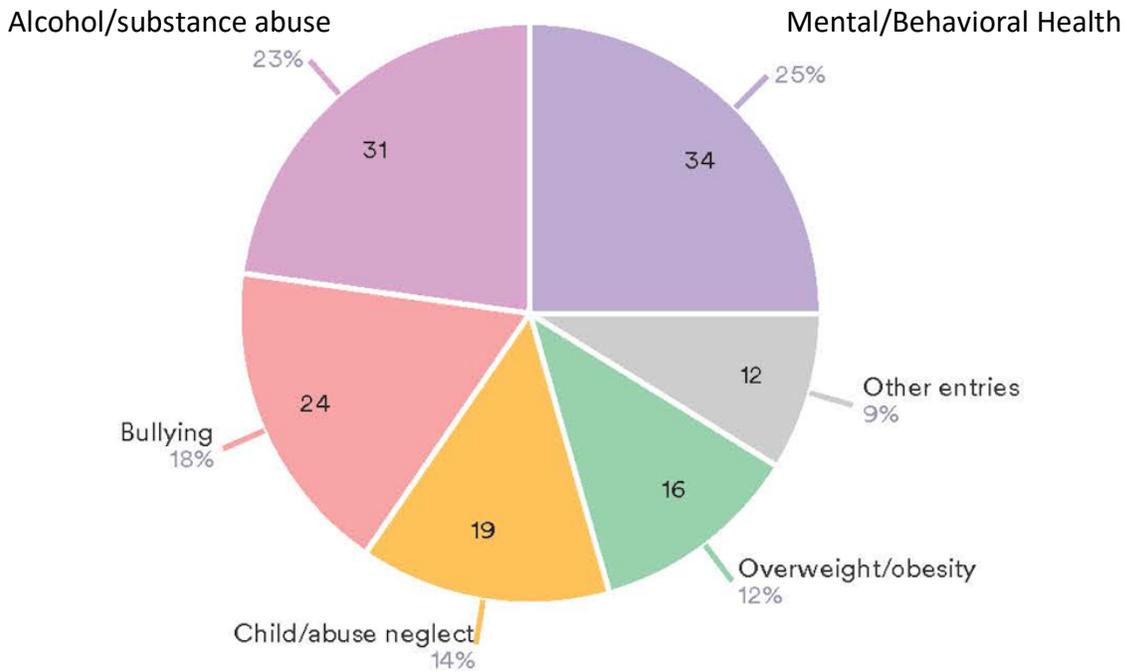


Concerns for Children (Question 5)

Respondents were asked what they think the three most serious concerns for children in the community are from a set of given options. From the online survey, top concerns for youth were mental/behavioral health (25%), alcohol/substance abuse (23%), and bullying (18%). For paper survey respondents, the top concerns were the same but bullying was the most prominent at 57.9%.

Top Three Concerns for Children in Community	2025 % (n)
Number of respondents	95
Bullying	57.9% (55)
Alcohol/substance abuse	51.6% (49)
Mental/behavioral health	49.5% (47)
Overweight/obesity	41.1% (39)
Child abuse/neglect	37.9% (36)
High risk behavior	18.9% (18)
Violence	10.5% (10)
Chronic diseases	6.3% (6)

Respondents were asked to choose their top three concerns for adults in their community; percentages do not equal 100%

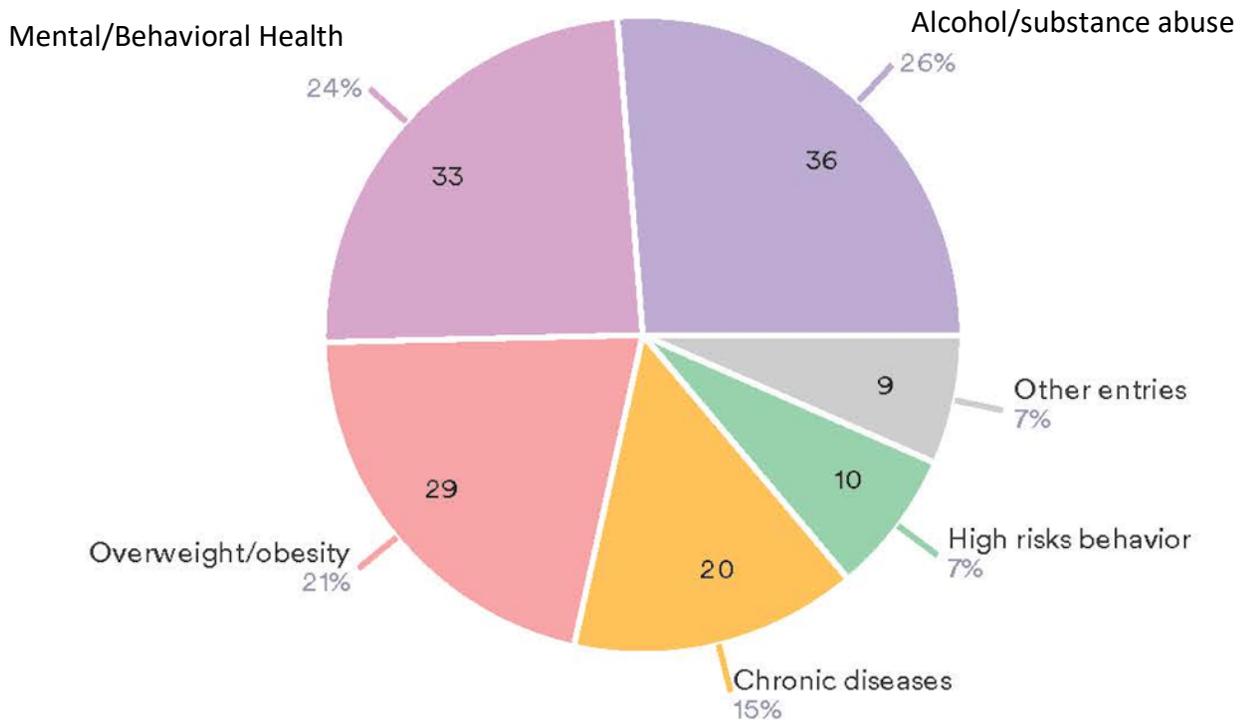


Concerns for Adults (Question 6)

Respondents were asked what they think the three most serious concerns for adults in the community are from a set of given options. The top three concerns for both survey methods were alcohol/substance abuse, overweight/obesity, and mental/behavioral health.

Top Three Concerns for Adults in Community	2025 % (n)
Number of respondents	97
Alcohol/substance abuse	70.1% (68)
Overweight/obesity	61.9% (60)
Mental/behavioral health	52.6% (51)
Chronic diseases	48.5% (47)
High risk behavior	18.6% (18)
Violence	11.3% (11)
Child abuse/neglect	8.2% (8)
Bullying	4.1% (4)

Respondents were asked to choose their top three concerns for adults in their community; percentages do not equal 100%.

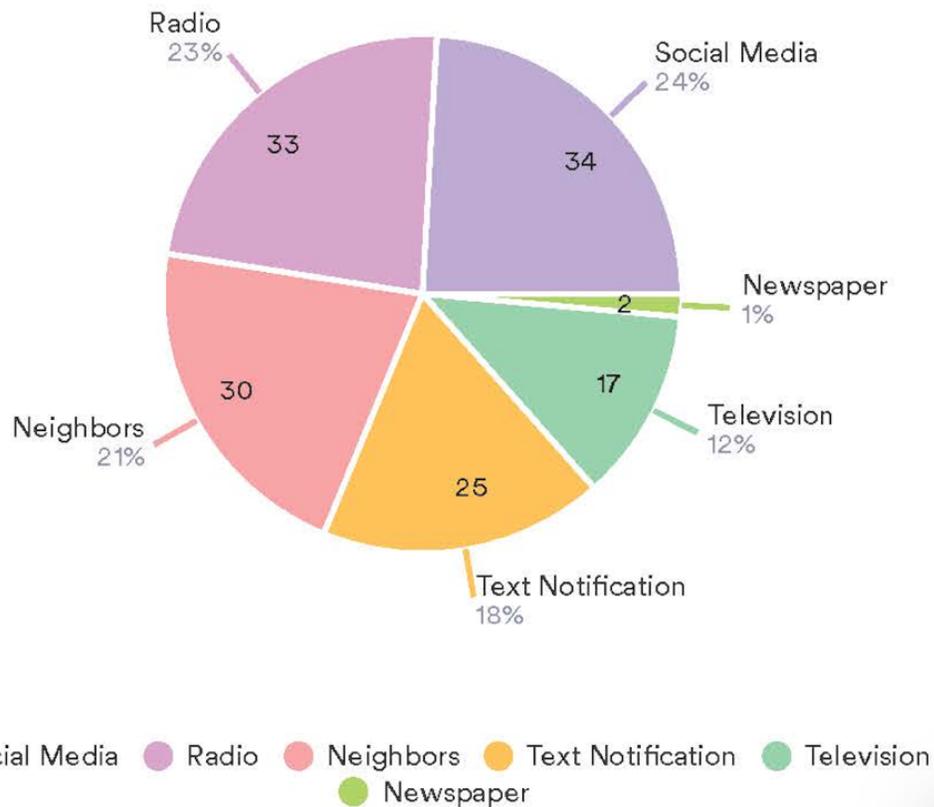


Emergency Information (Question 7)

Respondents were asked where they would go for information in the event of a large-scale disaster or emergency; respondents could choose up to three options. Radio was a top information source (82.8% of paper respondents and 23% of online respondents).

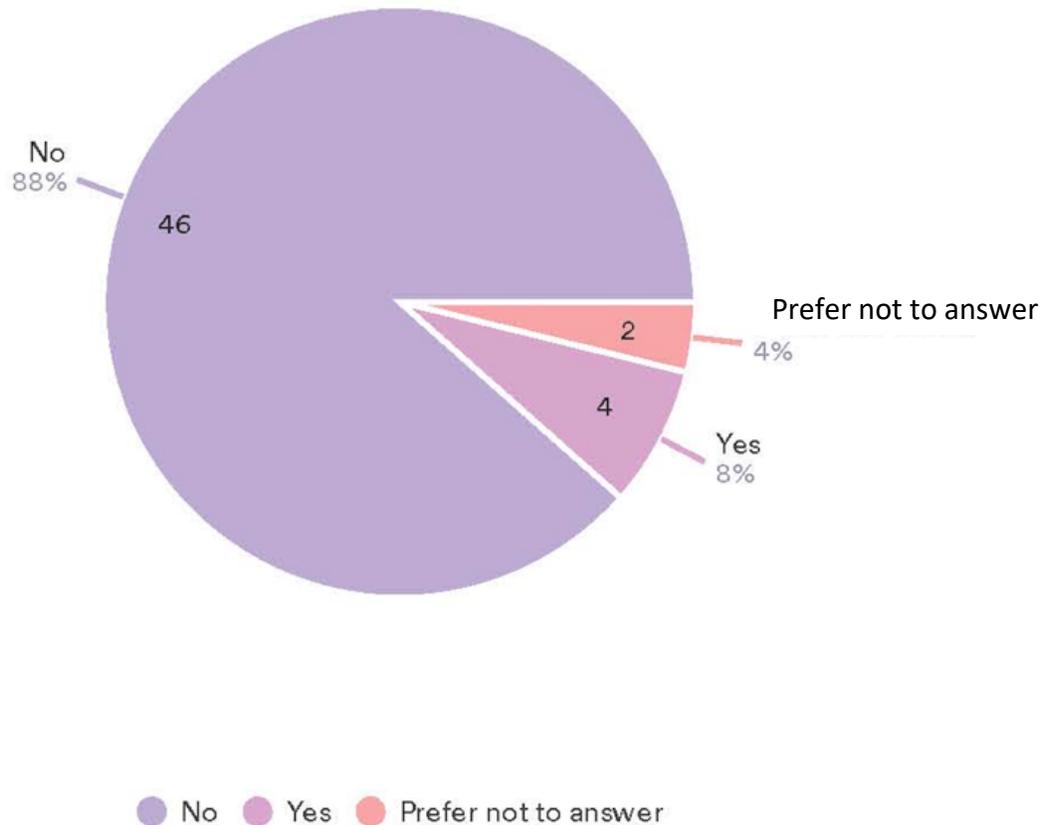
Top Three Places for Information During Disaster	2025 % (n)
Number of respondents	99
Radio	82.8% (82)
Television	54.5% (54)
Social media	53.5% (53)
Text notification	43.4% (43)
Neighbors	29.3% (29)
Newspaper	7.1% (7)

Respondents were asked to choose their top three methods for obtaining information during a disaster, so percentages do not equal 100%.



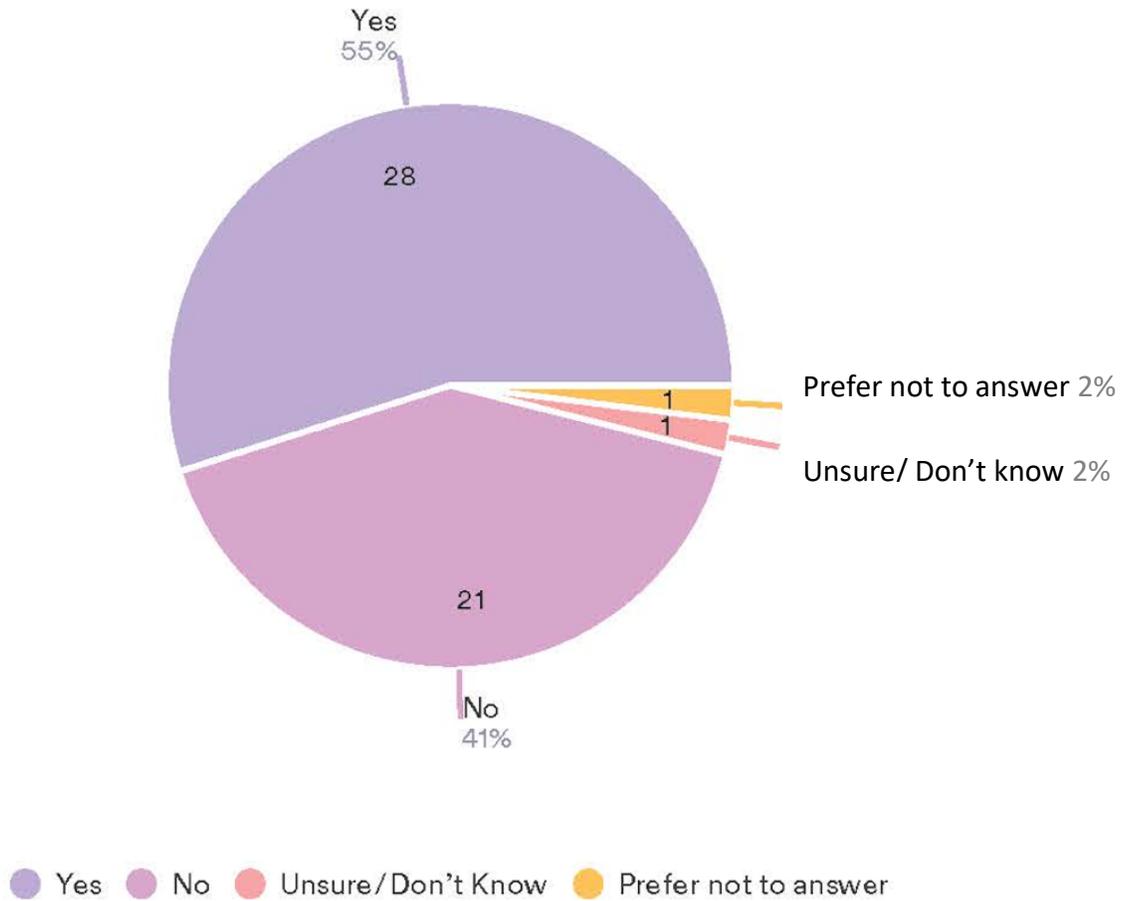
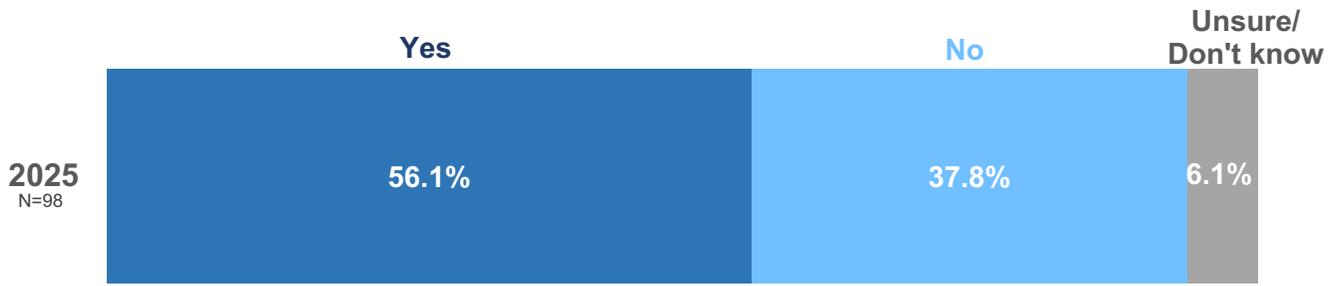
Evacuation Assistance (Question 8)

Respondents were asked if there is anyone in their household who would require extra assistance to evacuate in case of an emergency. The majority of respondents (86.9% for paper surveys and 88% of online surveys) said there was not anyone in their households who would require extra assistance to evacuate, but 15 respondents in total said they would be in need of extra assistance.



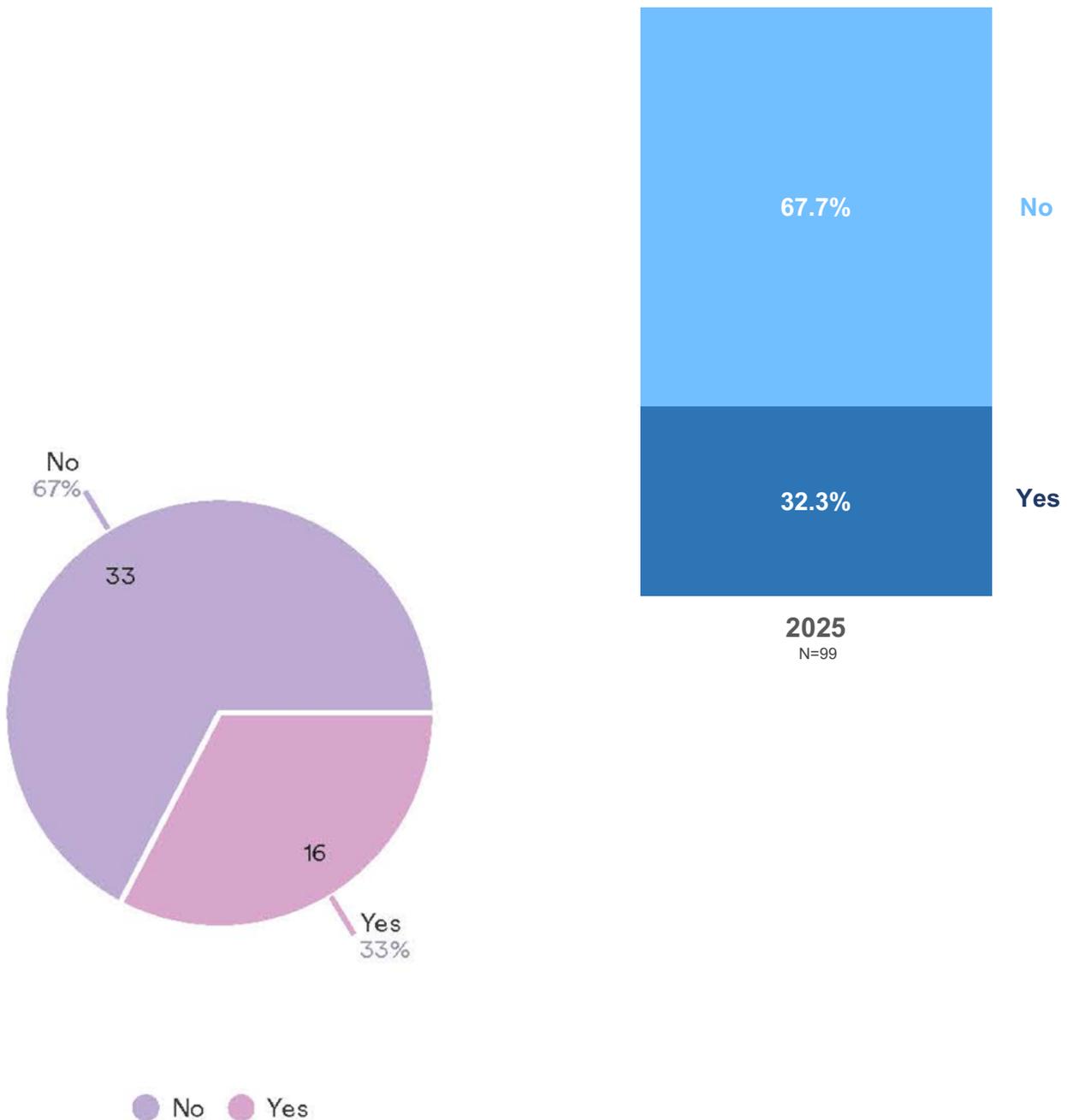
Emergency Preparedness (Question 9)

Respondents were asked if their household has an emergency plan and a basic emergency kit (e.g. flashlight, first aid kit, toiletries, auxiliary power, etc.). Around half of respondents for both survey methods said yes, they did have an emergency plan and/or basic emergency kit ready.



Teenage Depression (Question 10)

Respondents were asked if they knew that according to the 2024 Montana Prevention Needs Survey, 32% of high school students in Pondera County have reported feeling sad or hopeless almost every day for two weeks or more. Around two-thirds of respondents for both survey methods did not know this fact, while approximately one-third of respondents were aware of it.

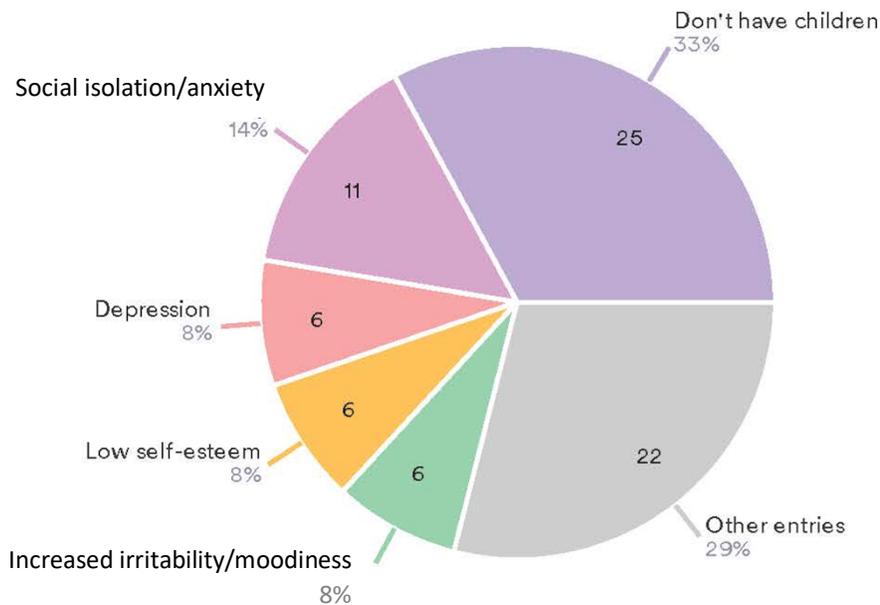


Youth Issues (Question 11)

Respondents were asked if their child has struggled with any of a set of given issues in the past few years. Most respondents did not have children, but for those who did, depression, less time outside, and social isolation/anxiety were all top concerns.

Issues Children Struggle With in Community	2025 % (n)
<hr/>	
Number of respondents	86
<hr/>	
Don't have children	70.9% (61)
Depression	10.5% (9)
Spend less time outside	10.5% (9)
Low self-esteem	8.1% (7)
Bullying	7.0% (6)
Don't want to do anything	7.0% (6)
Increased irritability/moodiness	7.0% (6)
Lack of motivation	7.0% (6)
Less physically active	7.0% (6)
Social isolation/anxiety	7.0% (6)
Acting out/destructive behaviors	5.8% (5)
Substance use (vaping, alcohol, tobacco, weed)	4.7% (4)
Inability to complete difficult tasks	3.5% (3)
Defy authority	1.2% (1)
Spend less time with family members	1.2% (1)

Respondents were asked to choose any issues their children were going through, so percentages do not equal 100%.

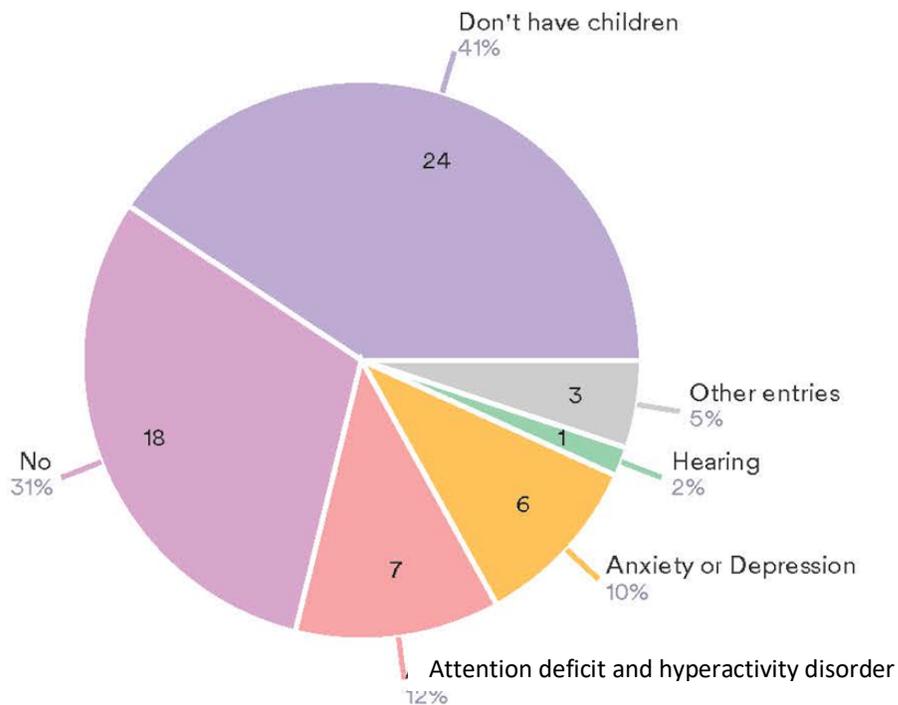


Youth Diagnoses (Question 12)

Respondents were asked if any of their children have been diagnosed with a disability or with special needs. Most respondents did not have children, but for those with children, most did not have any disability diagnosis.

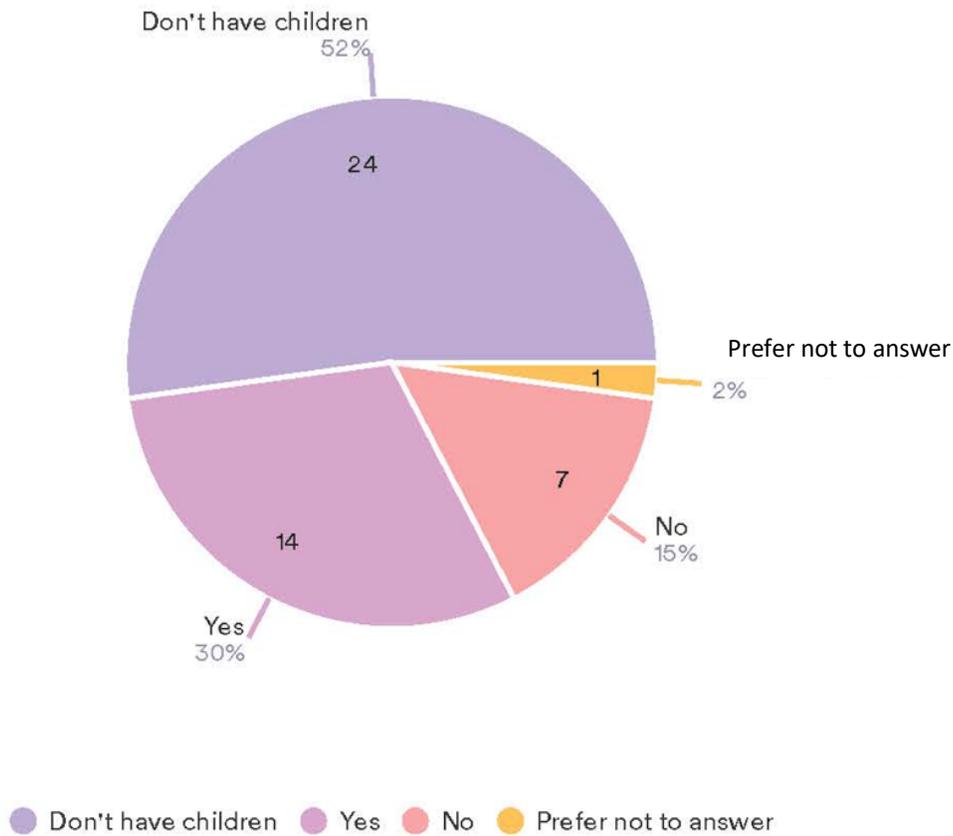
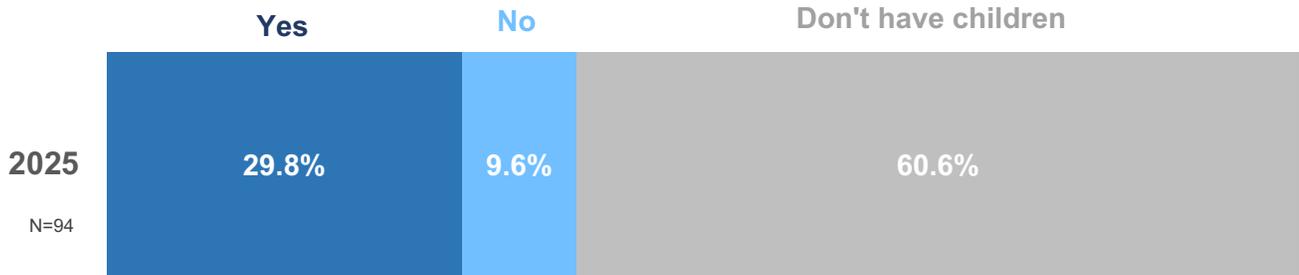
List Disabilities Your Children Have (If Applicable)	2025 % (n)
Number of respondents	95
Don't have children	56.8% (54)
No	30.5% (29)
Anxiety or depression	6.3% (6)
Attention Deficit and Hyperactivity Disorder (ADHD)	6.3% (6)
Hearing	2.1% (2)
Autism Spectrum Disorder (ASD)	1.1% (1)
Unsure/Don't know	1.1% (1)
Prefer not to answer	1.1% (1)
Seeing	0.0% (0)

Respondents were asked to choose any disabilities their children have, so percentages do not equal 100%.



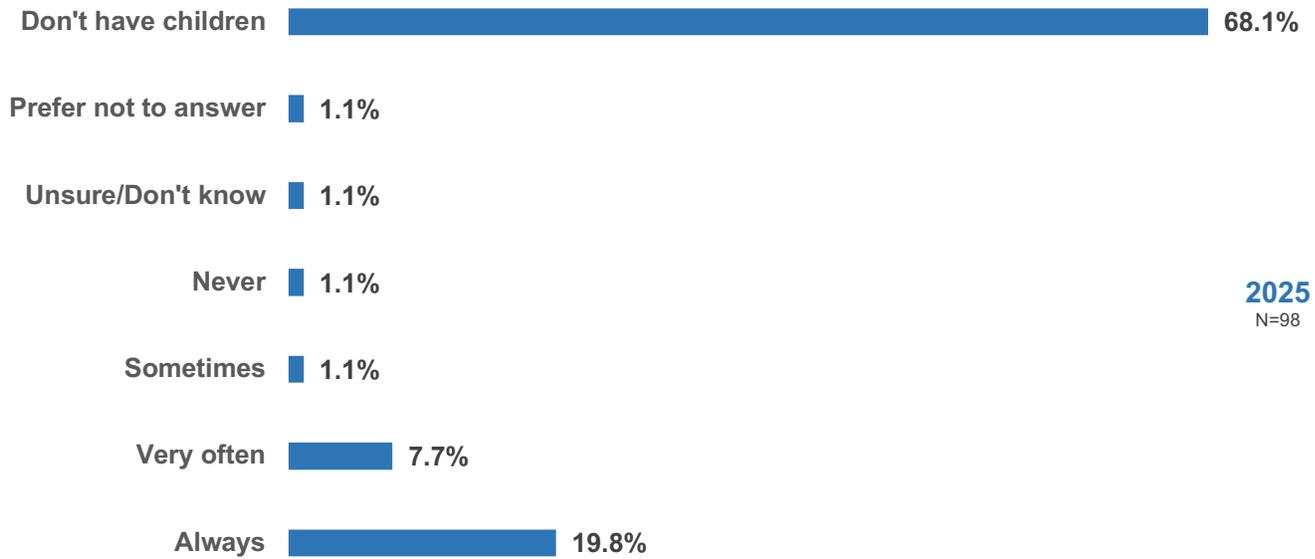
Safe Internet Usage (Question 13)

Respondents were asked if they had discussed online safety and responsible internet use with their children. Around one-third of respondents had discussed internet safety with their children, while 10-15% had not.

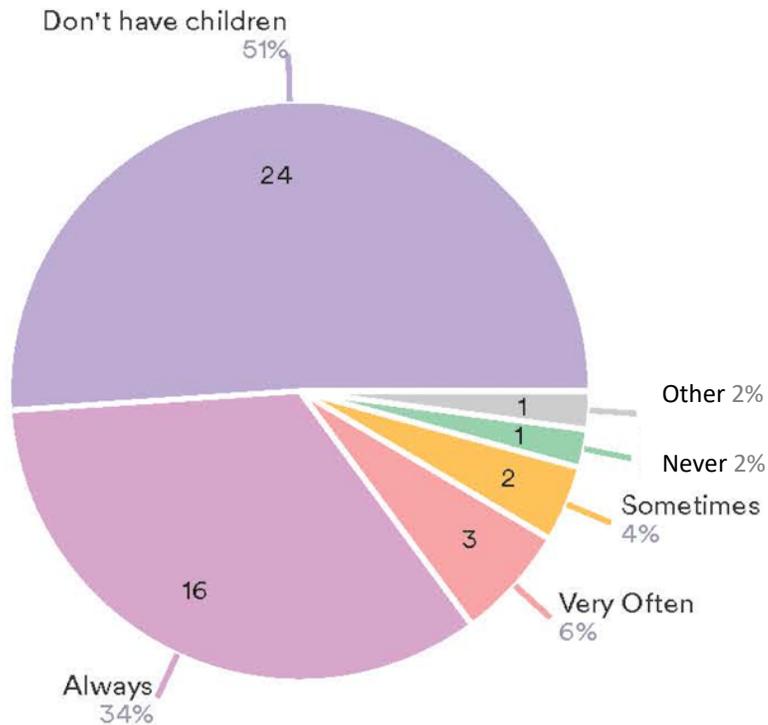


Children’s Safety (Question 14)

Respondents were asked how often their children ride in a size-appropriate child safety seat when they ride in a vehicle. Between half to two-thirds of respondents indicated they did not have children, but between 20-30% said that they always utilized child-appropriate seats in vehicles.



2025
N=98

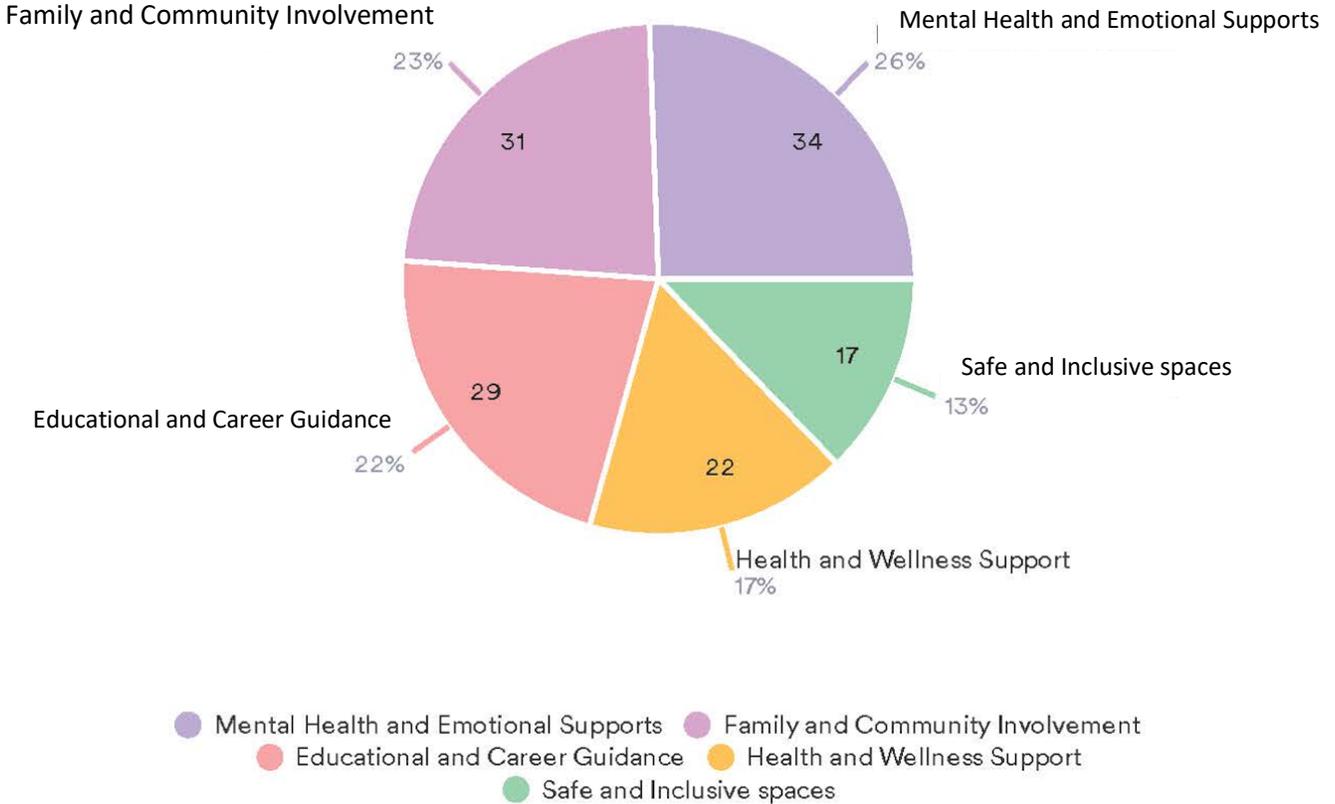


Teen Support Systems (Question 15)

The survey asked what support systems would benefit the community’s teens. Mental and emotional supports were the top need identified by 53.3% of paper survey respondents and 26% of online survey respondents. Educational and career guidance and Family and community involvement were the next two top areas of need.

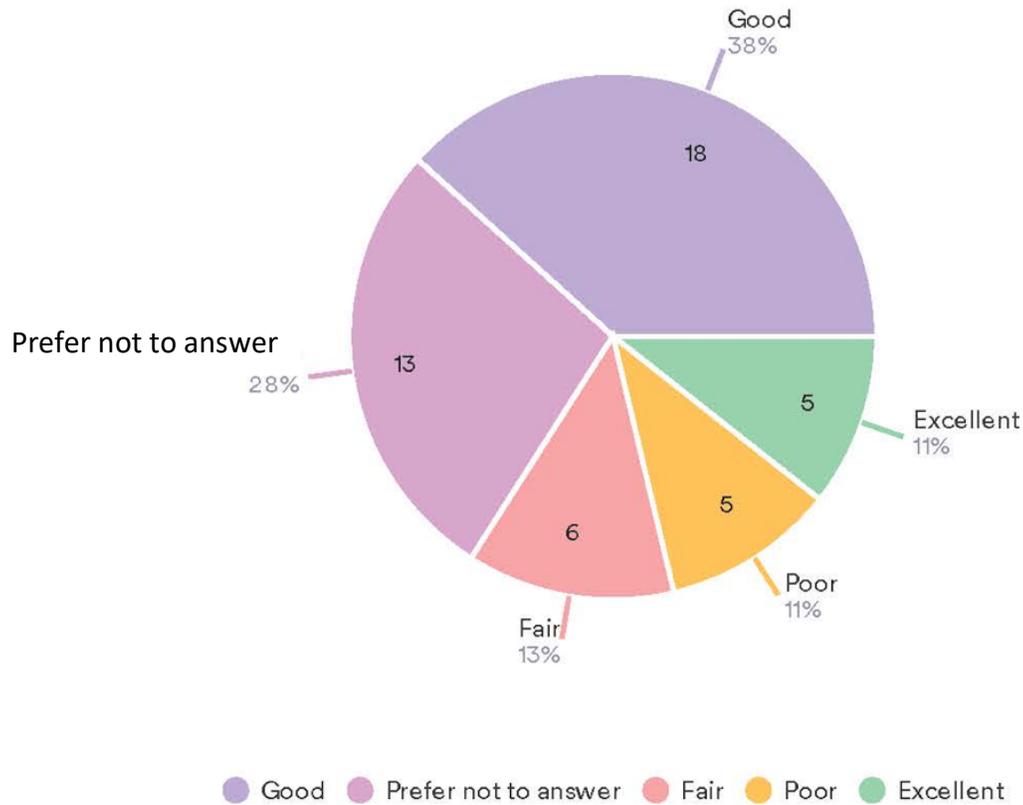
What Support Systems Would Benefit Teens in Community	2025 % (n)
Number of respondents	92
Mental health and emotional supports	53.3% (49)
Educational and Career guidance	46.7% (43)
Family and community involvement	43.5% (40)
Health and wellness support	28.3% (26)
Safe and inclusive spaces	26.1% (24)

Respondents were asked to choose any support systems that would benefit teens in their community, so percentages do not equal 100%.



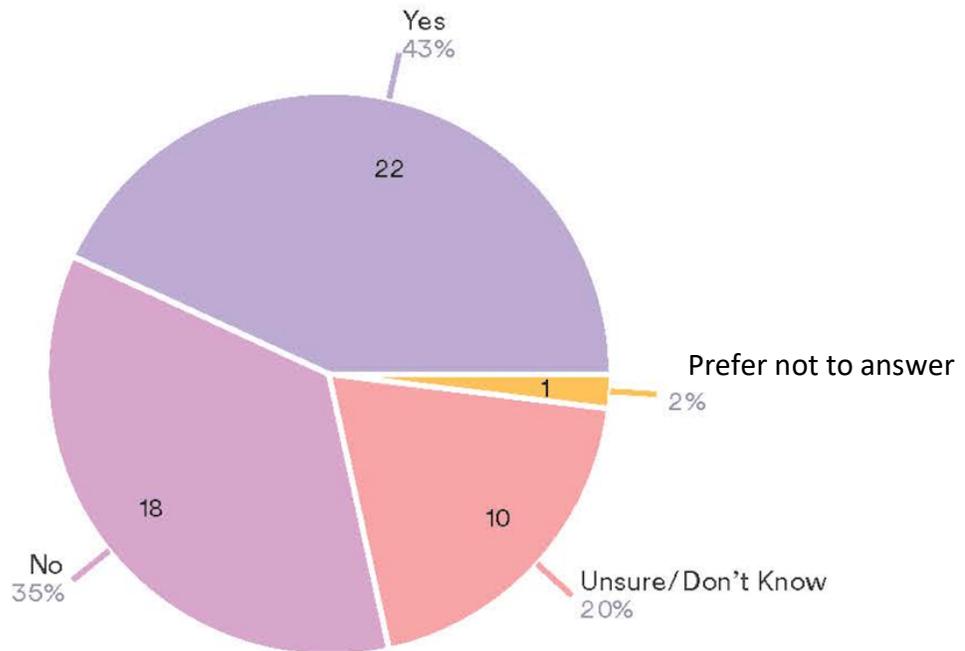
Sexual Health (Question 16)

Respondents were asked what they thought the level of comfortability was with families talking about safe sexual health. Around one-fourth of participants in both the online and paper surveys preferred to not answer this question. For the online survey 38% of respondents thought the level of comfortability with talking about safe sexual health was good; for paper survey respondents 25.0% thought it was good. Between 11-15% of respondents thought comfortability was poor.



Social Activities and Support Groups (Question 17)

Respondents were asked if the community has social activities or support groups specifically for their age/demographic. For paper survey respondents, 45% thought there were not these activities and groups for them, while 27% thought there were. For online survey respondents, 43% thought these activities and groups were available to them while 35% thought they were not.



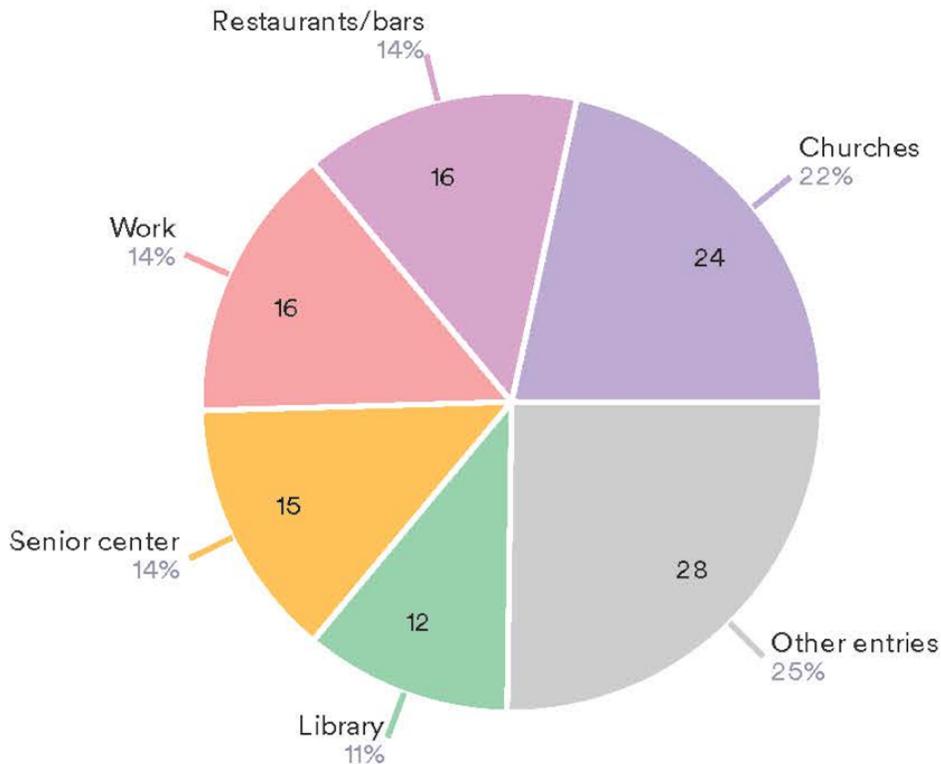
● Yes
 ● No
 ● Unsure/Don't Know
 ● Prefer not to answer

Socialization Opportunities (Question 18)

Respondents were asked where they typically find social connections or opportunities to socialize in the community. For paper survey respondents, top locations for social connections were churches and restaurants/bars (41.8% each). For online survey respondents, “other” was the top location, followed by churches and then restaurants/bars.

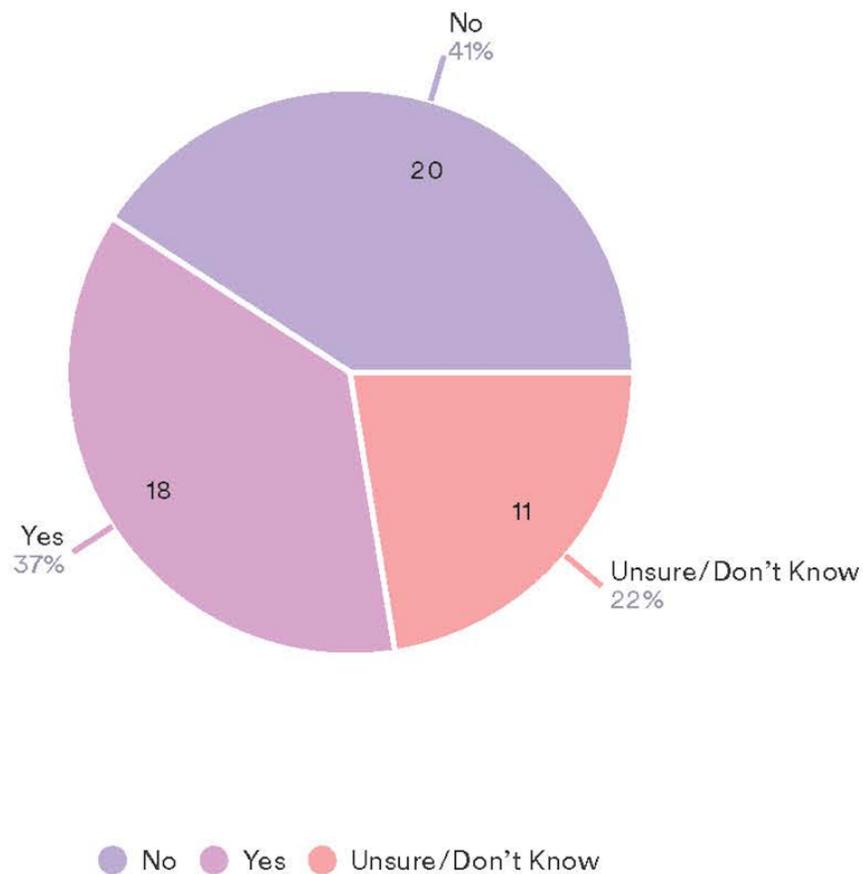
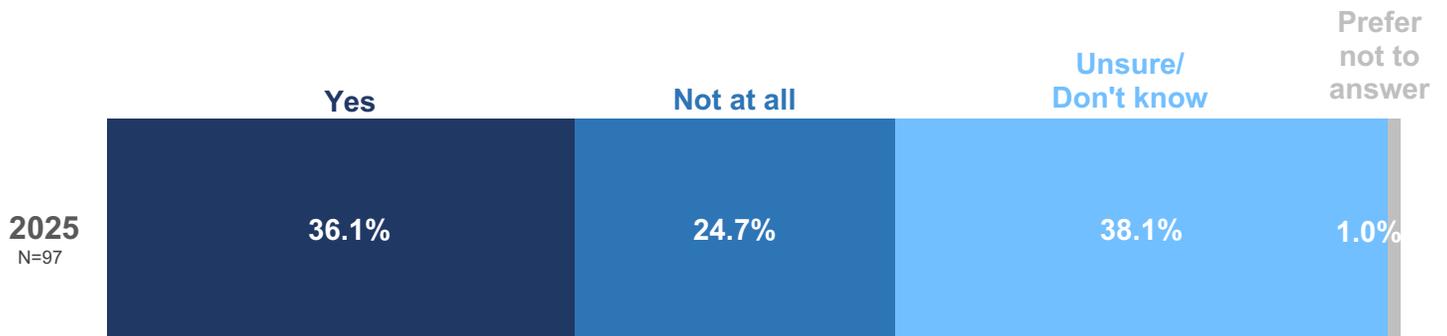
Where Do You Find Social Connections/Opportunities	2025 % (n)
Number of respondents	
	98
Churches	41.8% (41)
Restaurants/bars	41.8% (41)
Work	28.6% (28)
Senior center	24.5% (24)
Schools	21.4% (21)
I usually leave the county for my social connections	16.3% (16)
Other	12.2% (12)
Library	11.2% (11)
I prefer not to socialize	7.1% (7)

Respondents were asked to choose where they find social connections and social opportunities in their communities, so percentages do not equal 100%.



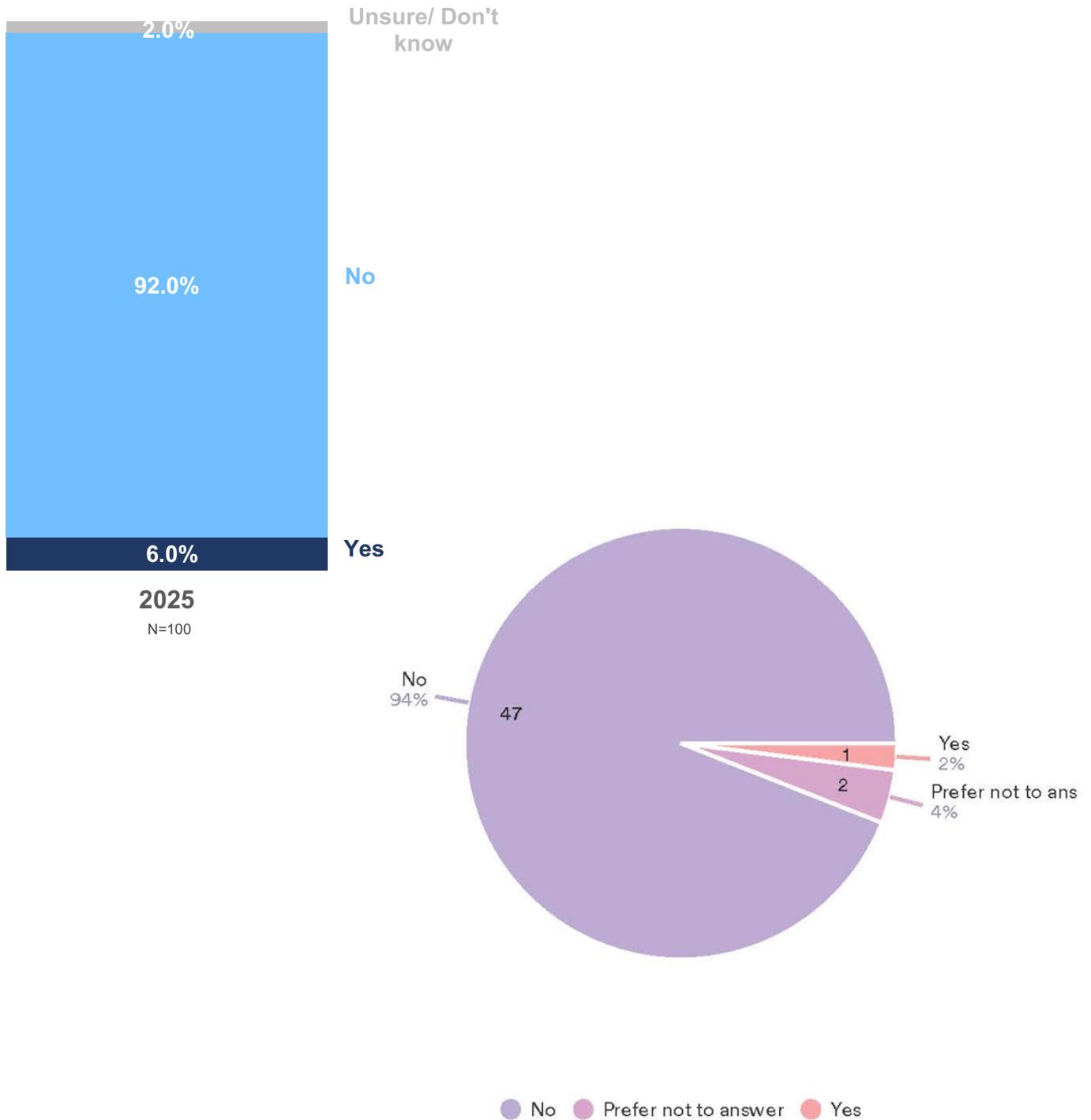
Aging Adult Services (Question 19)

Respondents were asked if the community had adequate healthcare services and programs for aging adults. Online survey respondents were split – 41% said no and 37% said yes. Paper survey respondents were split as well, but between different options – 36% said yes and 38% said they were unsure if adequate services for aging adults exist in the community.



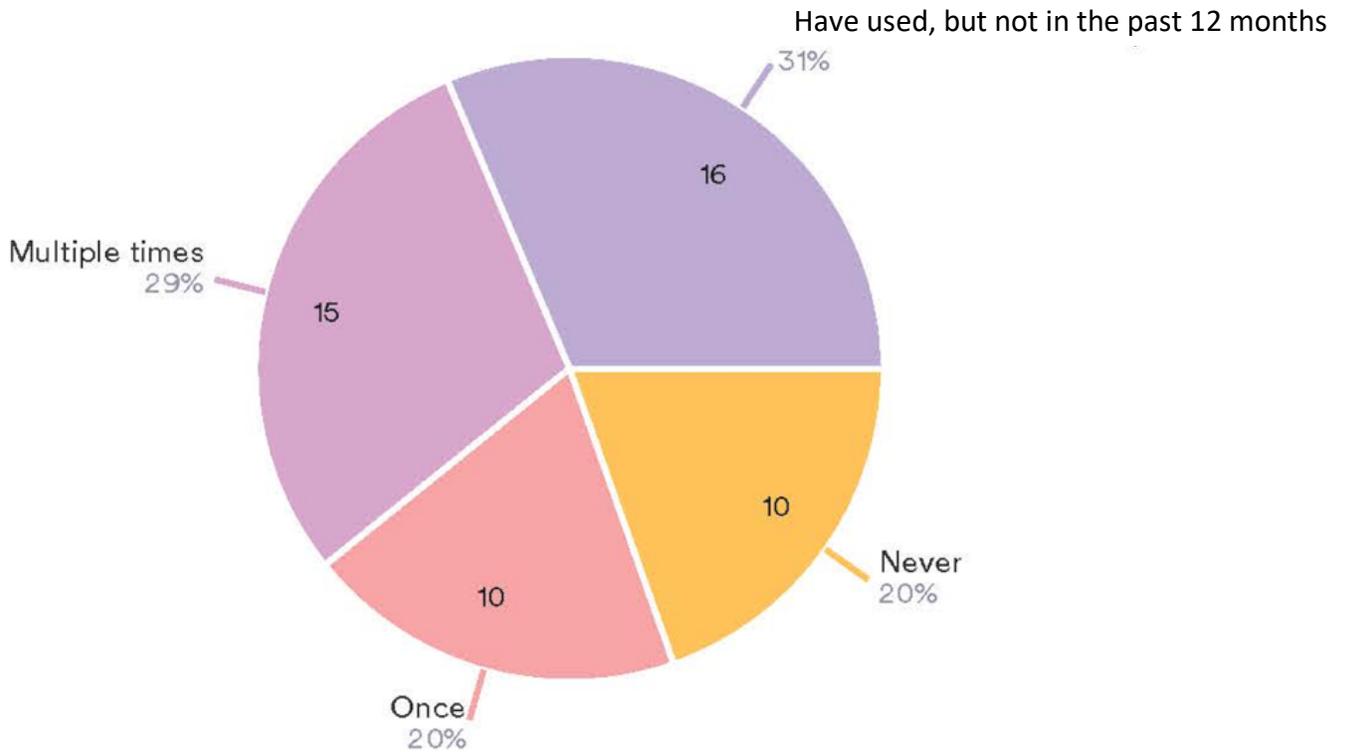
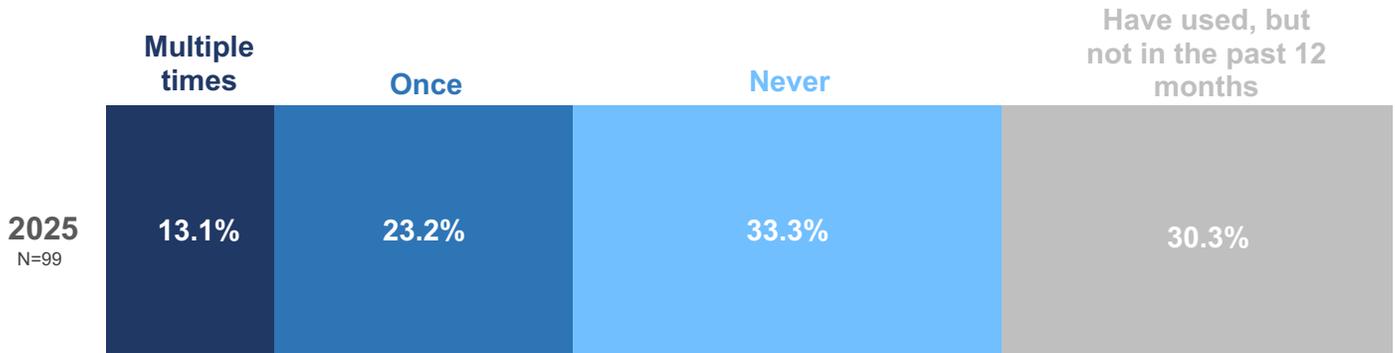
Daily Assistance (Question 20)

Respondents were asked if they require assistance with daily activities. The majority of respondents – 92-94% – said no, but between 4-6% of respondent said they do require assistance with daily activities.



Health Department Utilization (Question 21)

Respondents were asked how often in the past 12 months they used Pondera County Health Department services. 13.1% of paper survey respondents have used PCHD multiple times in the past year, 23.2% had used PCHD once in the last year, and the remaining two-thirds had either never used PCHD or not in the last year. For online survey respondents, 29% had used PCHD multiple times in the last year, 20% once, and approximately half had never or not recently used PCHD services.



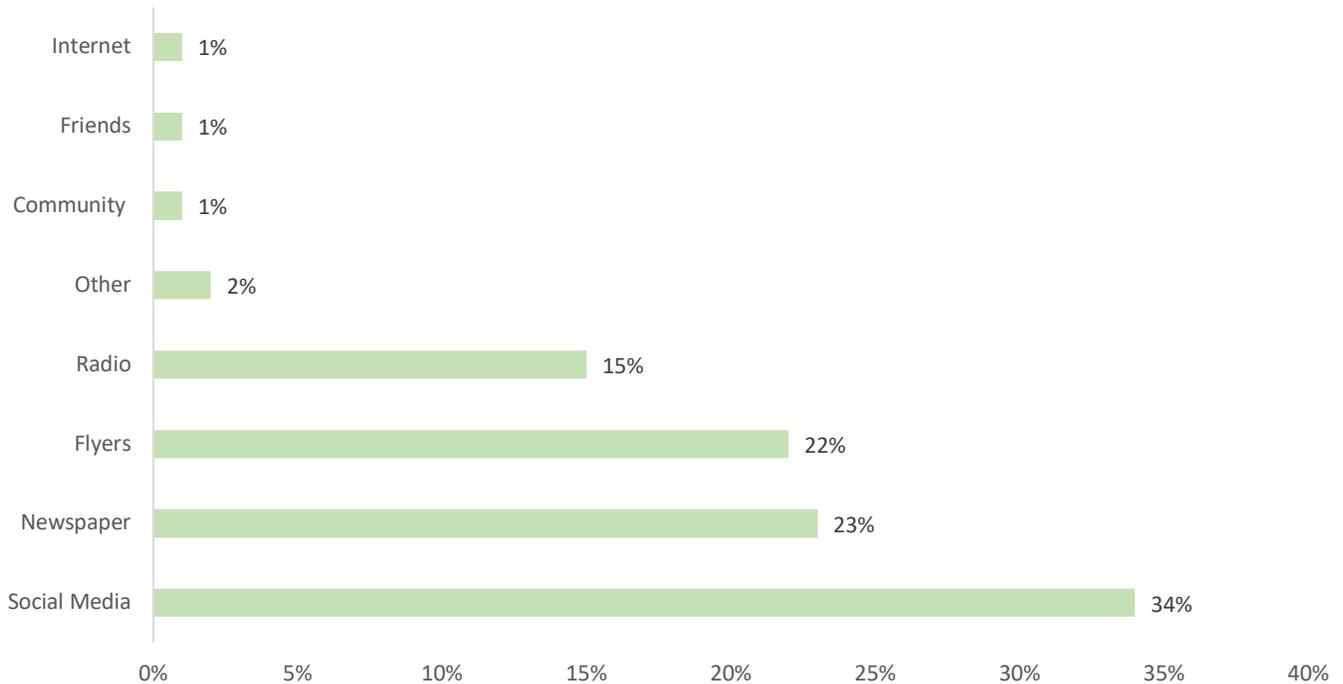
● Have used, but not in the past 12 months ● Multiple times ● Once ● Never

Information Sources (Question 22)

The survey asked respondents to identify the top three places where they would find information from Pondera County Health Department. Social media and newspaper were the top two sources for online respondents, while radio and newspaper were the top two for paper survey respondents.

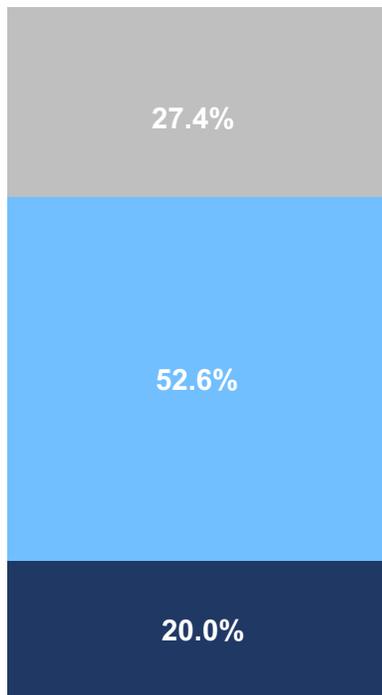
Top Three Sources of Information from PCHD	2025 % (n)
Number of respondents	92
Radio	52.2% (48)
Newspaper	46.7% (43)
Social media	44.6% (41)
Flyers	30.4% (28)
Other	17.4% (16)

Respondents were asked choose their top three methods for obtaining information from Pondera County Health Department, so percentages do not equal 100%.

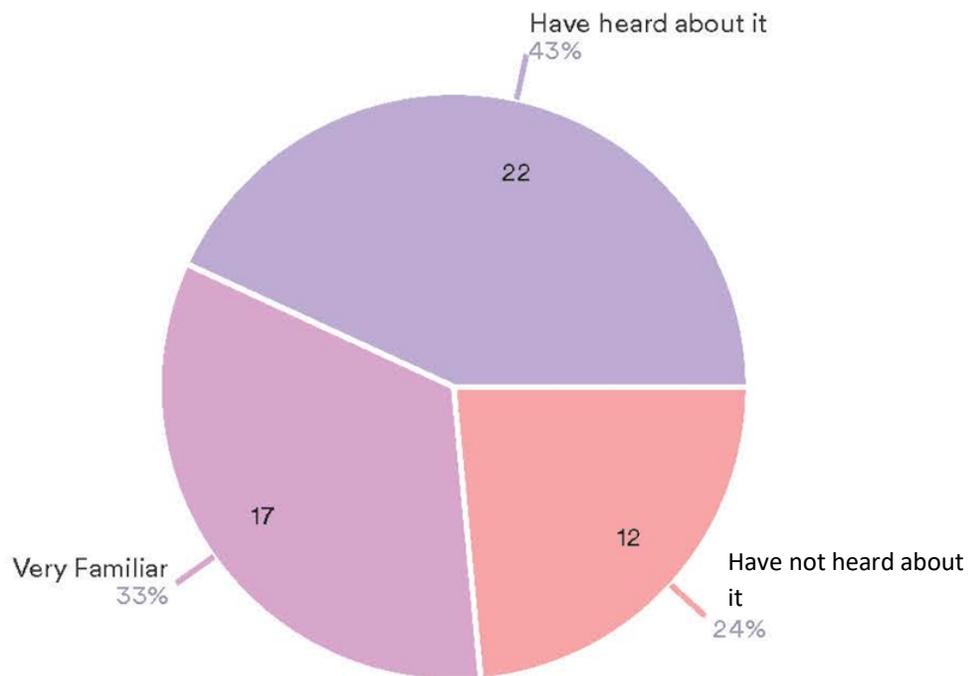


Familiarity with Services (Question 23)

Respondents were asked how familiar they are with services that Pondera County Health Department provides. Paper survey respondents mostly had heard about PCHD services or were very familiar with them, and the same with online survey respondents.



2025
N=95



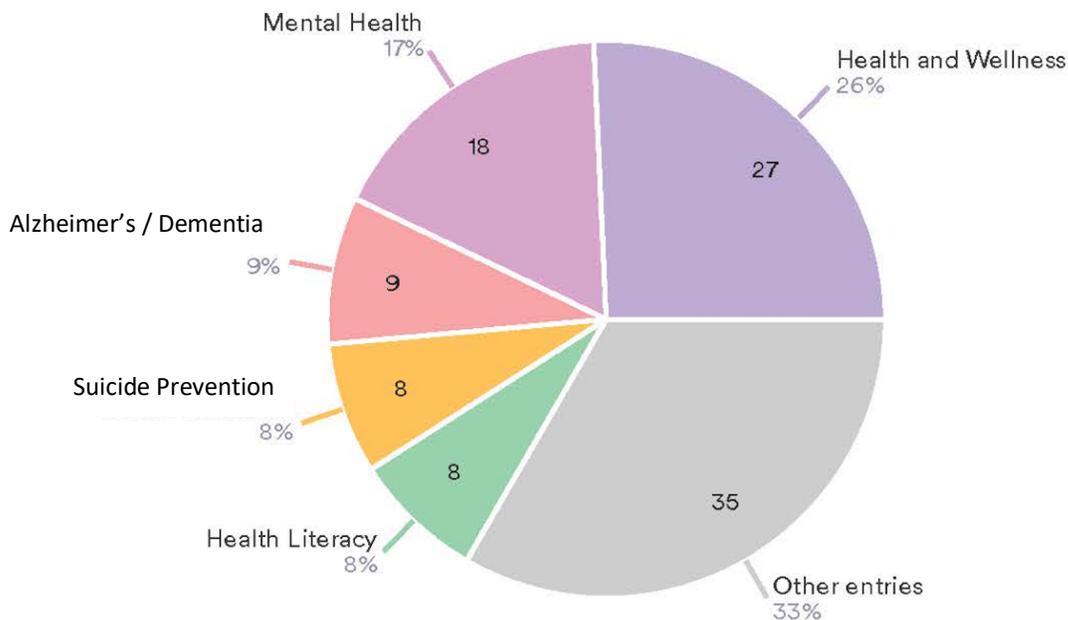
● Have heard about it ● Very Familiar ● Have not heard about it

Interest in Education/Classes (Question 24)

Respondents were asked what classes they would like to attend or topics they would like to learn more about if they were offered by the health department. Health and wellness was the top choice of both paper and online participants, followed by diabetes, mental health, and Alzheimer’s/dementia.

Interest in Classes or Programs	2025 % (n)
Number of respondents	72
Health and wellness	52.8% (38)
Diabetes	26.4% (19)
Alzheimer’s/dementia	20.8% (15)
Mental health	20.8% (15)
Cancer prevention	19.4% (14)
Heart disease	18.1% (13)
Immunization	13.9% (10)
Suicide prevention	9.7% (7)
Health literacy	5.6% (4)
Smoking cessation	5.6% (4)
Alcohol/substance use	4.2% (3)
Parenting education	4.2% (3)
Breastfeeding	1.4% (1)
WIC (Women, Infant, Children)	0.0% (0)

Respondents were asked to pick all classes or programs that are of interest, so percentages do not equal 100%.

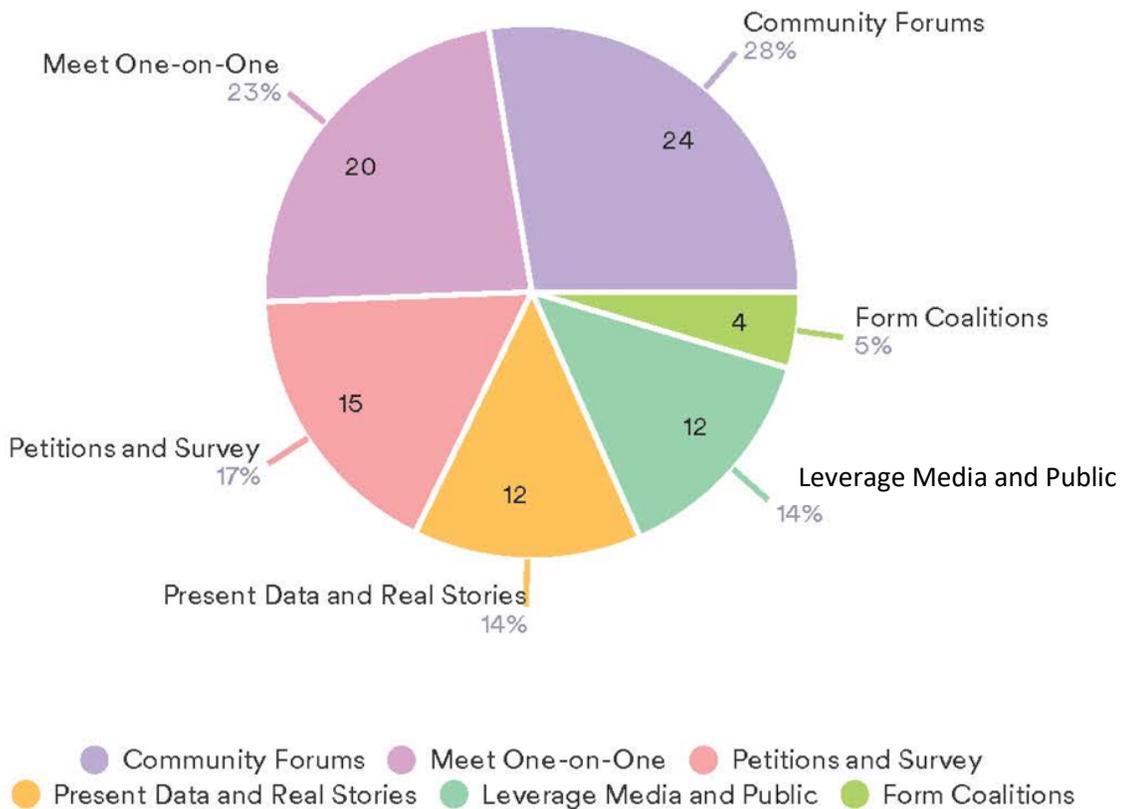


Service Improvement (Question 25)

Respondents were asked what the best way was to engage local leaders to improve county services. Community forums were perceived to be the best way to engage, followed by one-on-one meetings for online respondents and presenting data and real stories for paper survey respondents.

Best Ways to Engage Local Leaders	2025 % (n)
Number of respondents	82
Community forums	43.9% (36)
Present data and real stories	29.3% (24)
Leverage media and public	20.7% (17)
Petitions and survey	19.5% (16)
Meet one-on-one	17.1% (14)
Form coalitions	4.9% (4)

Respondents were asked to choose the best ways to engage local leaders to improve their county's services, so percentages do not equal 100%.

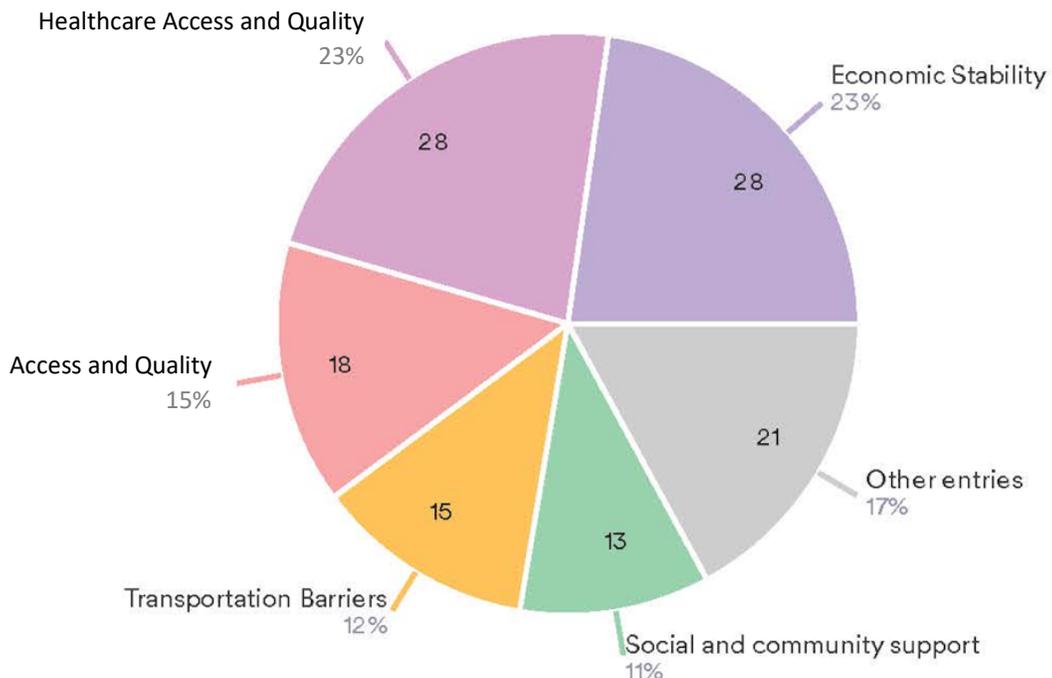


Health Disparities (Question 26)

The survey asked respondents to identify what social factors from a given list contribute to health disparities in the community. Healthcare access and quality and Economic stability were the top two reasons identified by online participants, while Education access and quality and Healthcare access and quality were the top two for paper survey respondents.

What Social Factors Lead to Health Disparities	2025 % (n)
Number of respondents	80
Education access and quality	55.0% (44)
Healthcare access and quality	41.3% (33)
Economic stability	32.5% (26)
Food security	32.5% (26)
Transportation barriers	26.3% (21)
Social and community support	25.0% (20)
Racism and discrimination	11.3% (9)
Neighborhood and built environment	6.3% (5)
Language and cultural barriers	2.5% (2)
Other	10.0% (8)

Respondents were asked choose any social factors they felt contributed to health disparities in their communities, so percentages do not equal 100%.

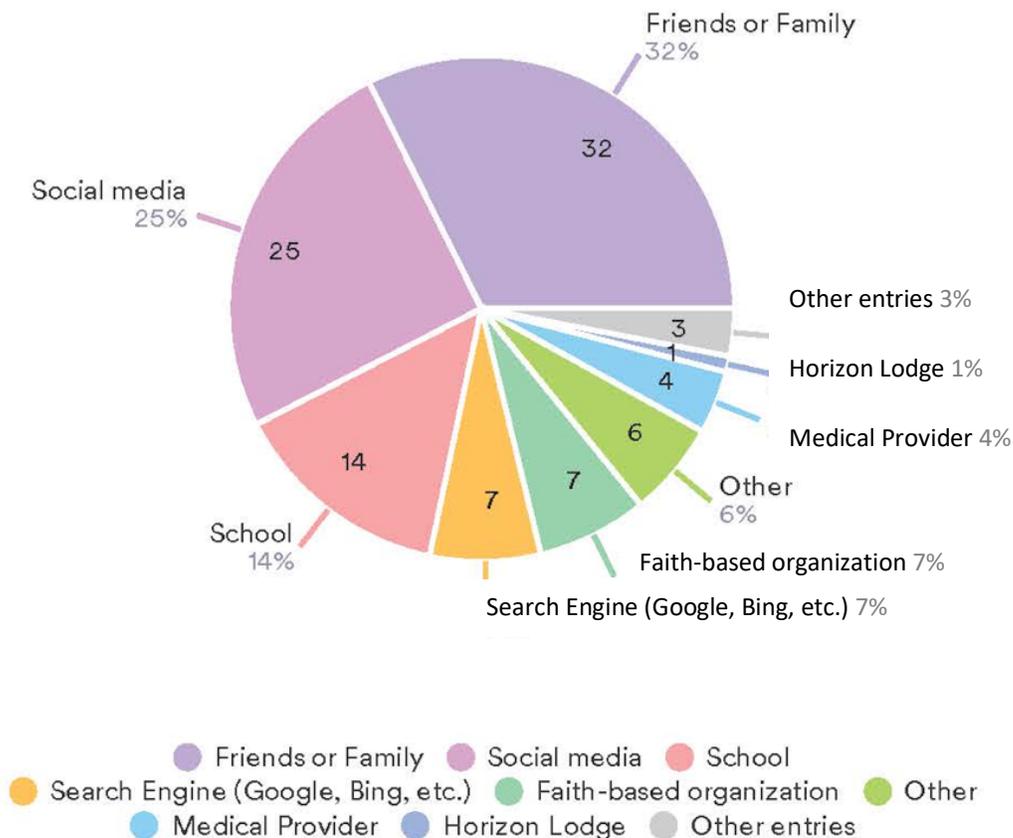


Learn of Resources (Question 27)

When asked where they hear about community programs and/or resources for them and their children to participate in, friends or family was the top identified source, followed by social media and then school. These were the top three for both online and paper survey respondents.

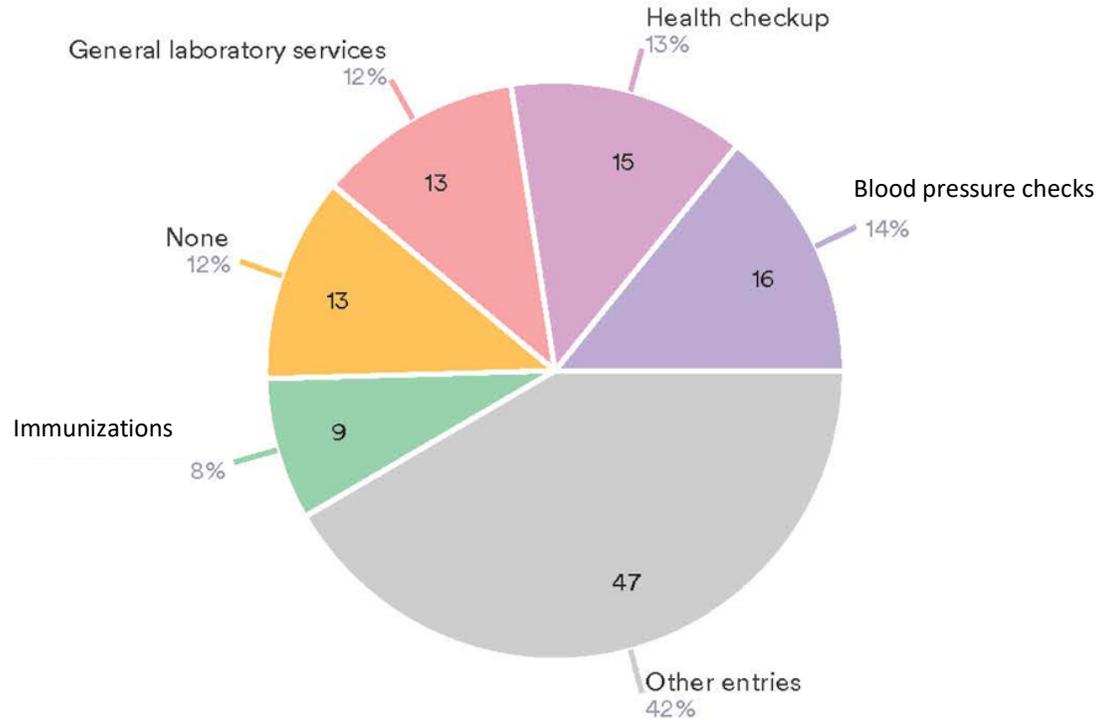
How Respondents Learn about Community Health Services	2025 % (n)
Number of respondents	91
Friends or family	54.9% (50)
Social Media	40.7% (37)
School	16.5% (15)
Faith-based organization	12.1% (11)
Medical provider	12.1% (11)
Search engine (Google, Bing, etc.)	12.1% (11)
Other	14.3% (13)

Respondents were asked to indicate all methods of receiving information, so percentages do not equal 100%.



LHC Services (Question 28)

Respondents were asked which of the following services at Logan Health – Conrad they have used in the last year. Health checkup and Blood pressure check were the top services utilized at LHC.



Use of LHC Services

Number of respondents

Health checkup	
Blood pressure check	29.3% (29)
None	29.3% (29)
Flu shot/ immunizations	20.2% (20)
Cholesterol check	17.2% (17)
Mammography	14.1% (14)
Health fair	9.1% (9)
Colonoscopy	7.1% (7)
Prostate (PSA)	7.1% (7)
Children's checkup/Well baby	3.0% (3)
Dental check	3.0% (3)
Pap test	3.0% (3)
Vision check	3.0% (3)
Nutrition support	1.0% (1)
Hearing check	0.0% (0)
Other	16.2% (16)

LHC Service Rating (Question 29)

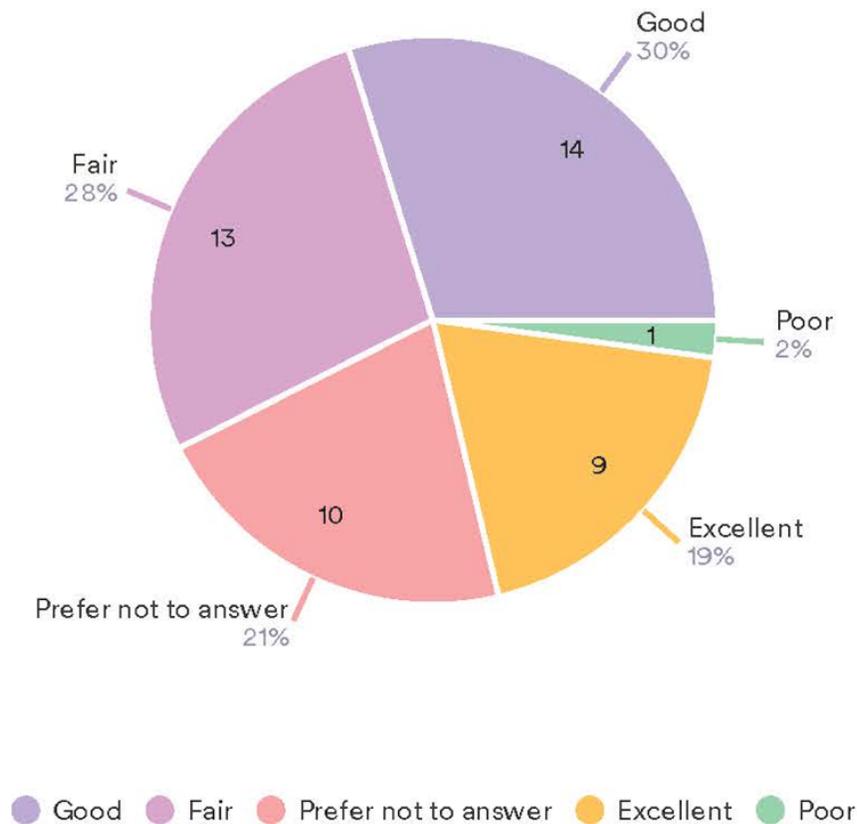
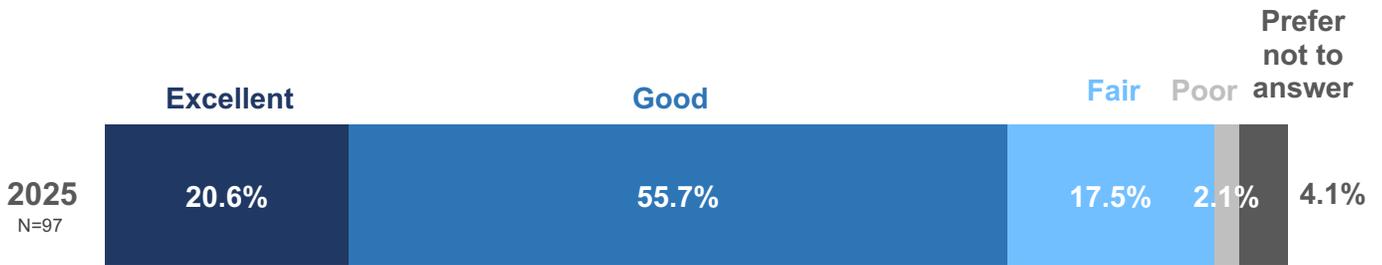
Respondents were asked to rate the overall quality of the following services available through Logan Health – Conrad using the scale of 4 = Excellent, 3 = Good, 2 = Fair, 1 = Poor, Haven’t Used, and Don’t Know. The top rated service at LHC was Radiology; the lowest was Oncology.

Quality of Care Rating at Logan Health - Conrad	2019 Average (n)	2022 Average (n)	2025 Average (n)
Total number of respondents	165	146	85
Radiology	3.4 (98)	3.5 (80)	3.6 (52)
Colonoscopy procedures			3.5 (25)
Infusion services			3.5 (11)
Ambulance services	3.6 (75)	3.3 (54)	3.4 (37)
Inpatient services	3.2 (70)	3.3 (46)	3.4 (34)
Laboratory	3.3 (132)	3.2 (117)	3.4 (64)
Rehabilitation services (PT, OT, and cardiac rehab)	3.3 (58)	3.3 (45)	3.4 (38)
Rural Health Clinic services	3.3 (89)	3.3 (86)	3.4 (30)
School-based clinic			3.4 (10)
Emergency room	3.3 (117)	3.1 (93)	3.3 (56)
Swing bed services			3.3 (11)
Durable medical equipment (DME)	3.1 (64)	3.0 (34)	3.2 (24)
Home health	3.4 (27)	3.3 (21)	3.1 (9)
Nursing home/extended care	3.1 (37)	3.2 (31)	3.1 (15)
Orthopedics	3.0 (11)	2.6 (11)	3.1 (14)
Respiratory services (ex. Sleep studies)	3.1 (23)	3.0 (19)	3.1 (12)
Telemedicine	2.8 (9)	3.0 (8)	3.1 (7)
Oncology	3.2 (12)	3.1 (8)	3.0 (5)
Overall average	3.3 (165)	3.2 (146)	3.4 (85)

Logan Health – Conrad Quality of Care	Poor	Fair	Good	Excellent	Don't know	Haven't used	Total (n)
Ambulance services	8.3% (4)	6.3% (3)	22.9% (11)	18.8% (9)	14.6% (7)	29.2% (14)	48
Colonoscopy procedures	-	-	27.3% (12)	13.6% (6)	25.0% (11)	34.1% (15)	44
Durable medical equipment (DME)	2.2% (1)	4.4% (2)	15.6% (7)	8.9% (4)	31.1% (14)	37.8% (17)	45
Emergency room	8.9% (4)	11.1% (5)	31.1% (14)	22.2% (10)	13.3% (6)	13.3% (6)	45
Home health	4.7% (2)	2.3% (1)	14.0% (6)	4.7% (2)	32.6% (14)	41.9% (18)	43
Infusion services	2.3% (1)	-	9.3% (4)	7.0% (3)	34.9% (15)	46.5% (20)	43
Inpatient services	-	9.3% (4)	16.3% (7)	11.6% (5)	20.9% (9)	41.9% (18)	43
Laboratory	2.2% (1)	11.1% (5)	46.7% (21)	20.0% (9)	13.3% (6)	6.7% (3)	45
Nursing home/ extended care	6.8% (3)	4.5% (2)	4.5% (2)	11.4% (5)	29.5% (13)	43.2% (19)	44
Oncology	-	2.3% (1)	-	4.7% (2)	37.2% (16)	55.8% (24)	43
Orthopedics	-	9.3% (4)	9.3% (4)	4.7% (2)	34.9% (15)	41.9% (18)	43
Radiology	-	2.3% (1)	32.6% (14)	27.9% (12)	18.6% (8)	18.6% (8)	43
Rehabilitation services (PT, OT, and cardiac rehab)	7.0% (3)	4.7% (2)	27.9% (12)	18.6% (8)	16.3% (7)	25.6% (11)	43
Respiratory services (ex. Sleep studies)	2.3% (1)	2.3% (1)	11.6% (5)	2.3% (1)	30.2% (13)	51.2% (22)	43
Rural Health Clinic services	2.4% (1)	11.9% (5)	28.6% (12)	14.3% (6)	21.4% (9)	21.4% (9)	42
School-based clinic	-	2.3% (1)	9.3% (4)	7.0% (3)	34.9% (15)	46.5% (20)	43
Swing bed services	2.3% (1)	2.3% (1)	4.5% (2)	9.1% (4)	25.0% (11)	56.8% (25)	44
Telemedicine	-	2.3% (1)	9.3% (4)	2.3% (1)	27.9% (12)	58.1% (25)	43

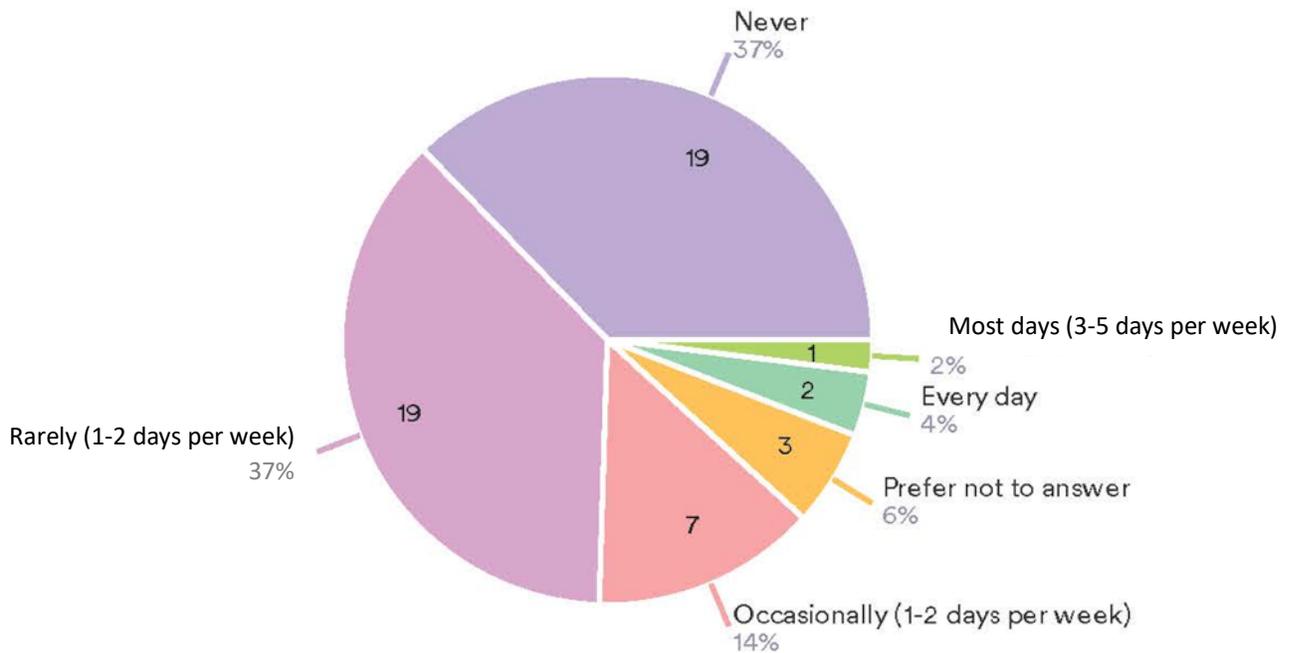
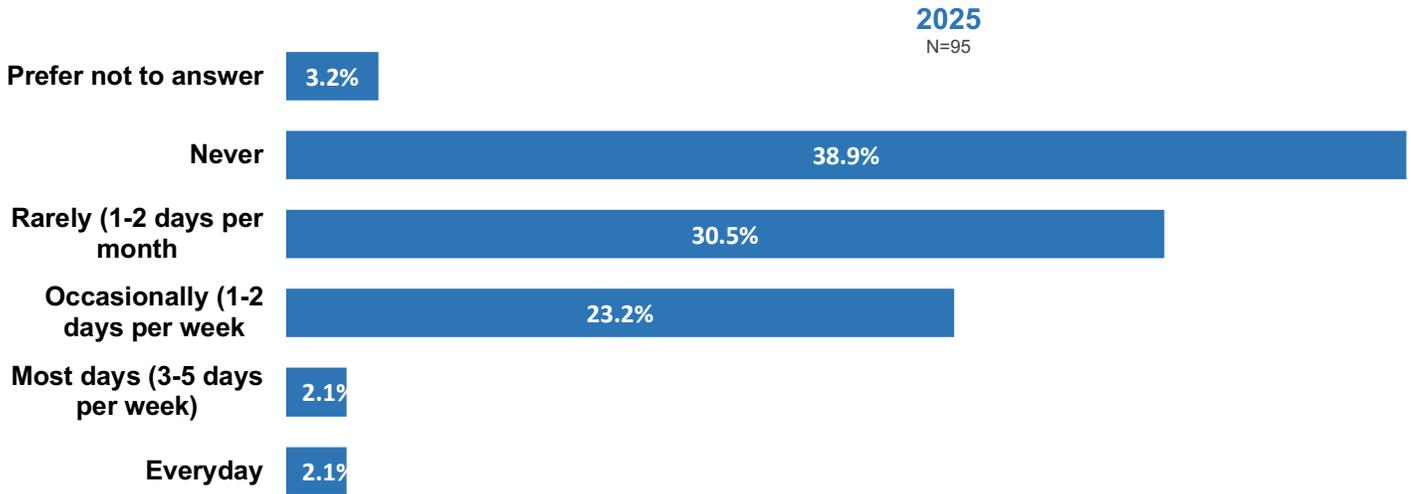
Mental Health (Question 30)

Respondents were asked to describe their mental health in general when considering stress, anxiety, and depression. About one-third of online survey respondents said their mental health was good, and around one-fourth said fair. For paper survey respondents, about half said they had good mental health and one-fifth said excellent.



Loneliness/Isolation (Question 31)

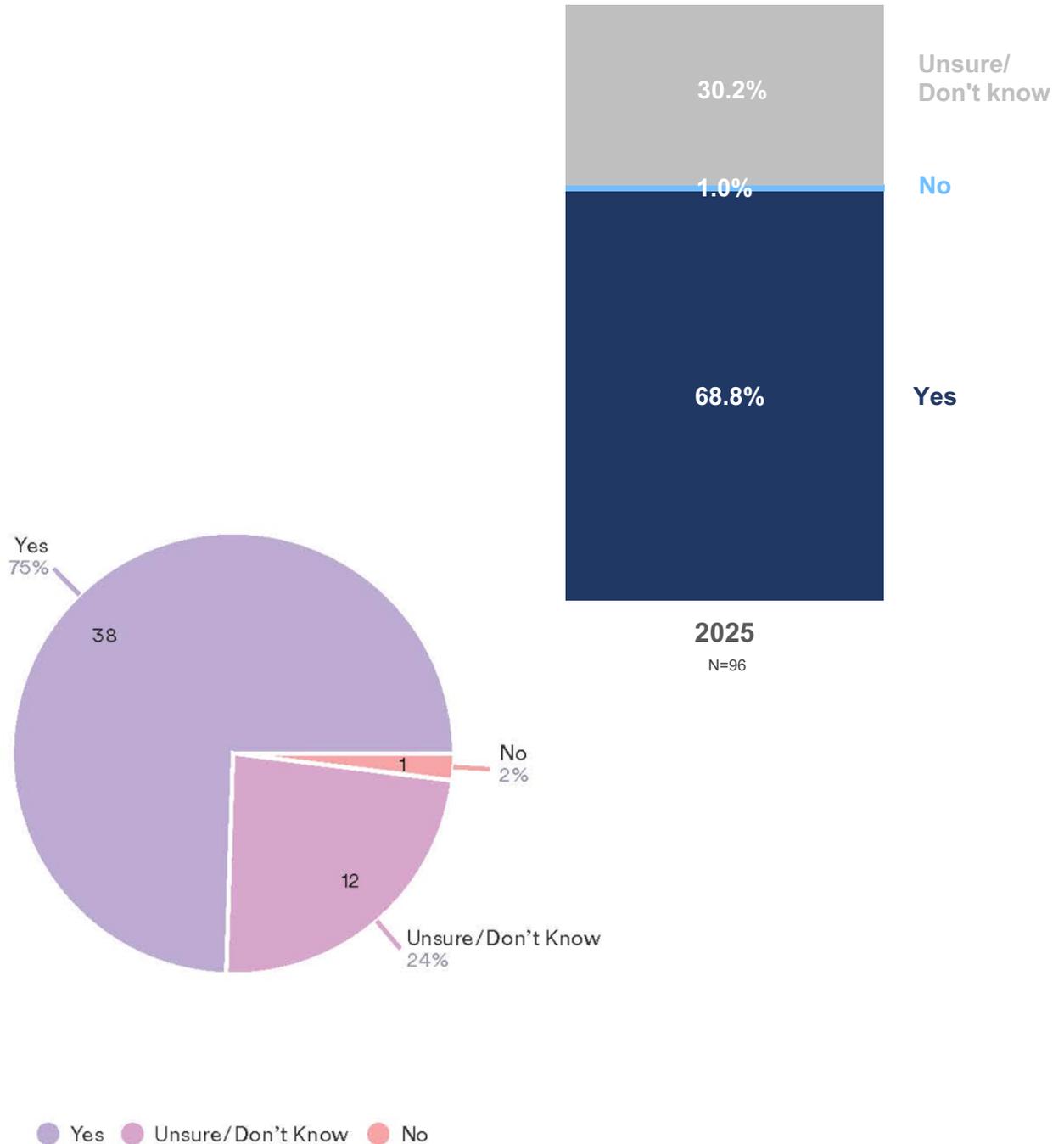
Respondents were asked how often they have felt lonely or isolated within the past 12 months. 27.4% of paper survey participants and 20% of online survey participants feel lonely or isolated 1-2 days per week or more.



● Never
 ● Rarely (1-2 days per month)
 ● Occasionally (1-2 days per week)
 ● Prefer not to answer
 ● Every day
 ● Most days (3-5 days per week)

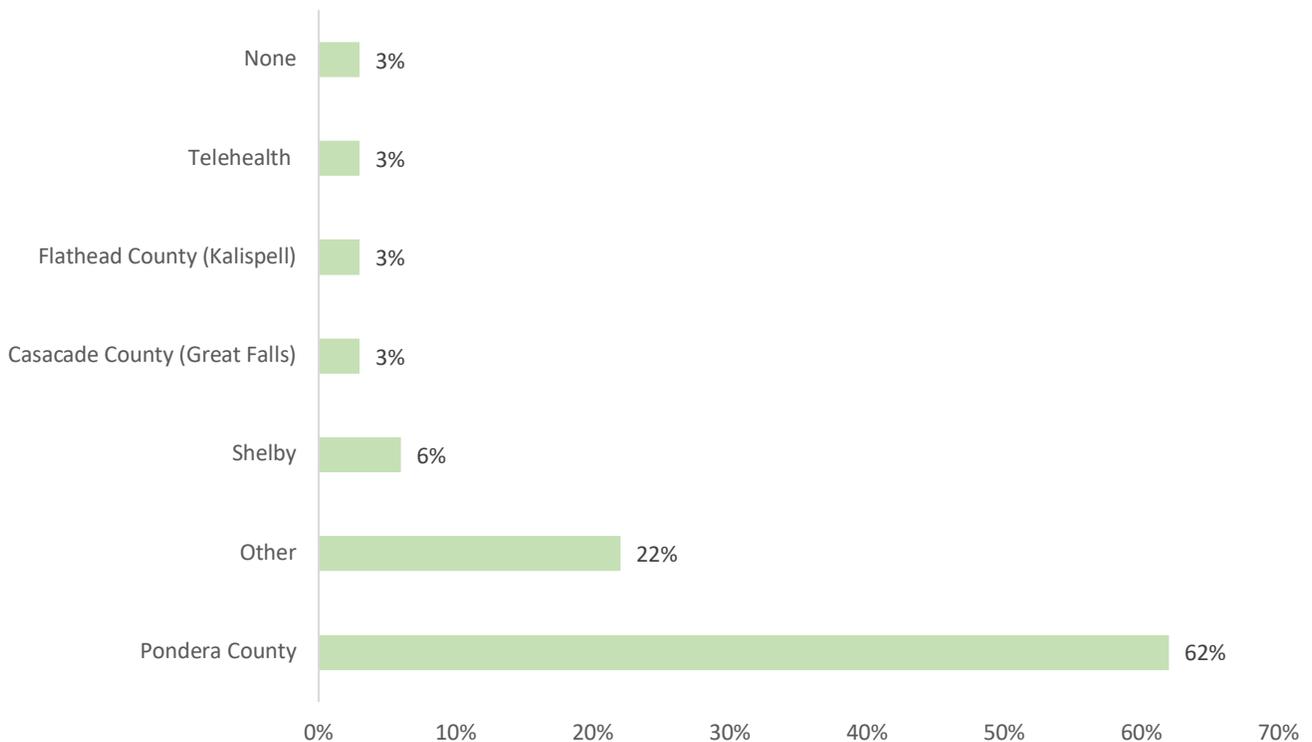
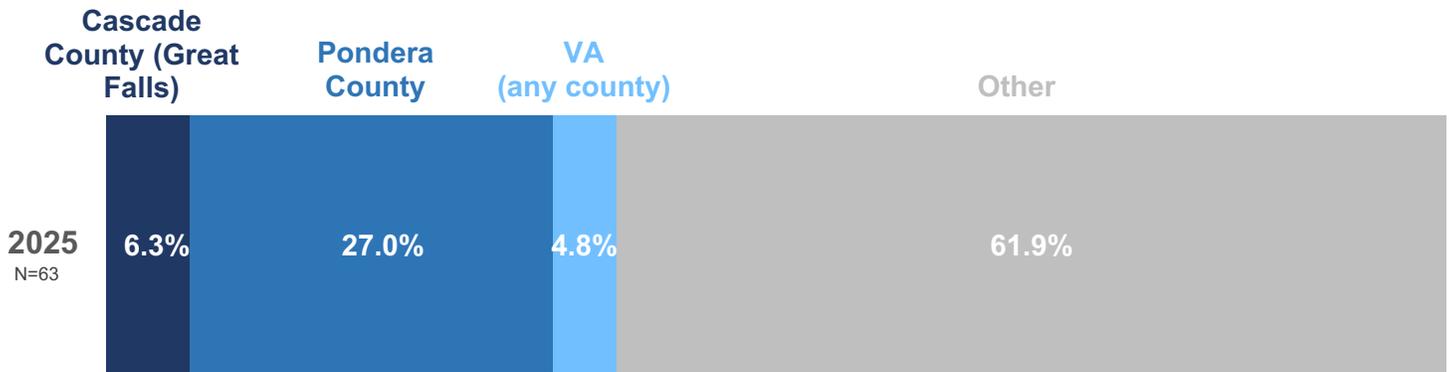
Substance Use (Question 32)

The survey asked if respondents think there is a substance use problem (i.e. drugs and alcohol) in Pondera County. 75% of online respondents and 68.8% of paper respondents said yes, 1-2% said no, and between 24-30% of respondents said they were unsure if there is a substance use problem in Pondera County.



Mental Health Care (Question 33)

Respondents were asked where they or their family received mental health care, if they needed it. This could include therapy, counseling, psychiatry, medication management, etc. 62% of online respondents said they received mental health care in Pondera County, while only 27% of paper respondents said the same. Most paper survey respondents indicated that they received mental health care somewhere other than the options listed.

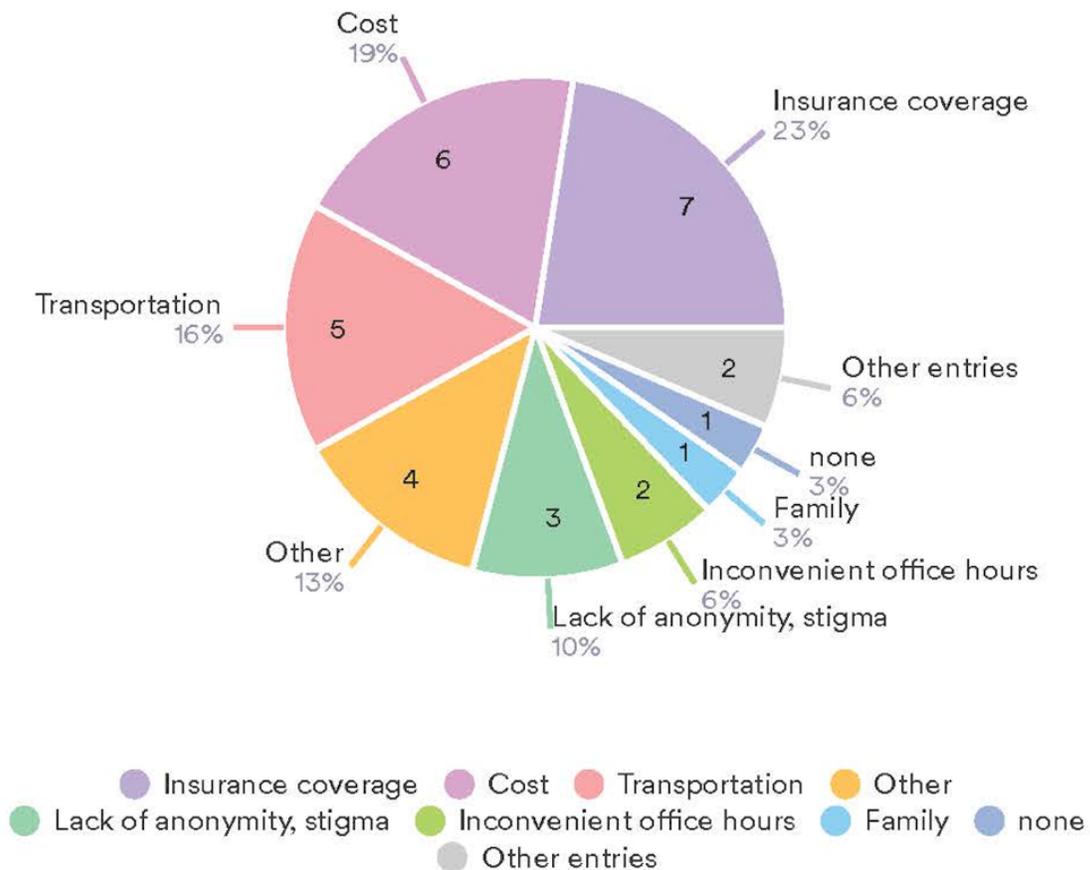


Barriers to Mental Health Care (Question 34)

Respondents were asked what barriers existed to receiving mental health care. Cost and insurance coverage were the top two barriers for paper and online survey respondents.

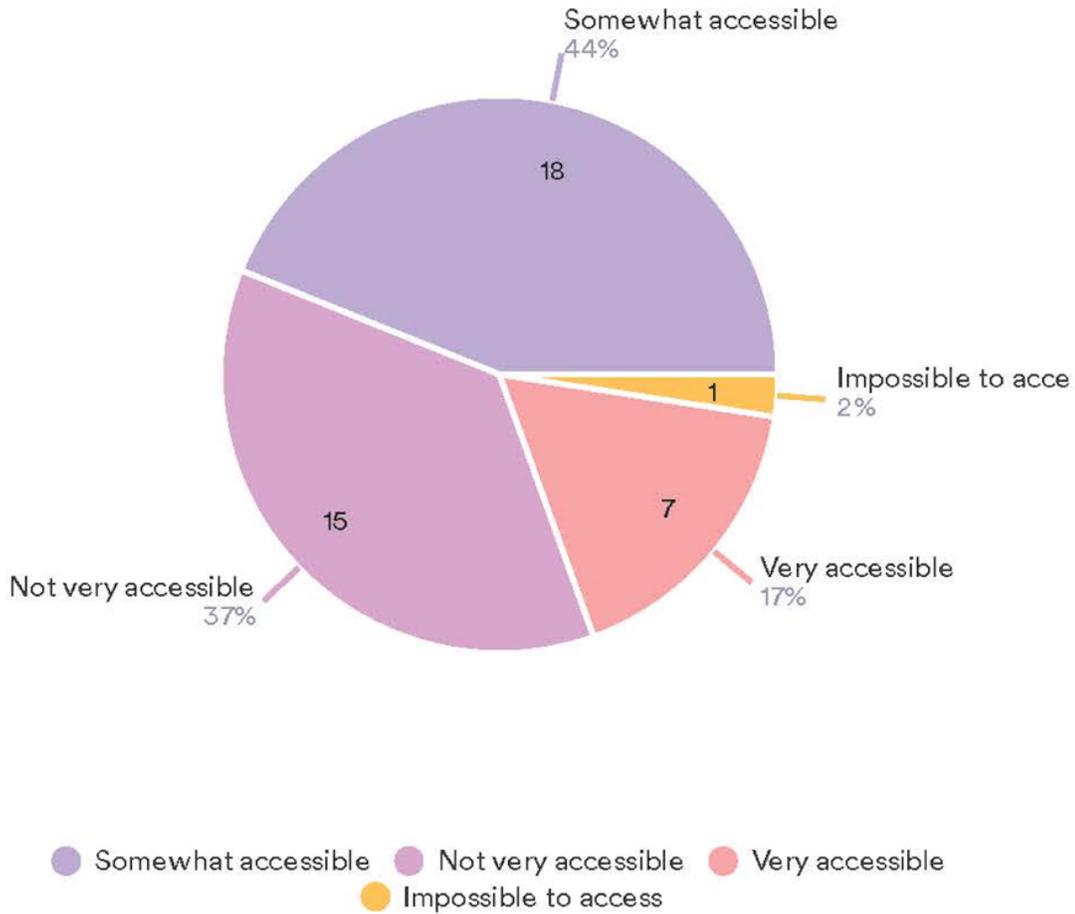
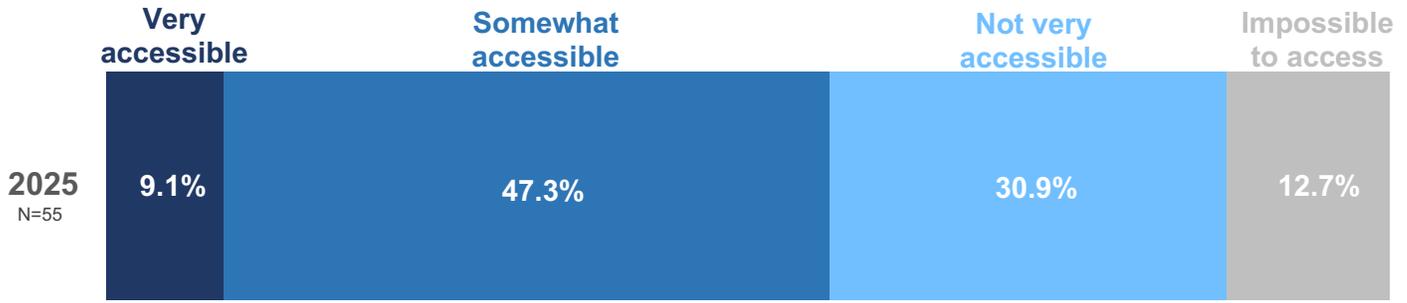
Why Did You Not Receive Mental Health Care	2025 % (n)
Number of respondents	
	47
Cost	19.1% (9)
Insurance coverage	14.9% (7)
Lack of anonymity; stigma	10.6% (5)
Inconvenient office hours	8.5% (4)
Transportation	4.3% (2)
Other	57.4% (27)

Respondents were asked choose reasons why they were delayed in receiving mental health care, so percentages do not equal 100%.



Mental Health Care Accessibility (Question 35)

The survey asked if mental health care services are accessible for residents of Pondera County. Most respondents (44-47%) said mental health care services were Somewhat accessible, while between 30-37% said they were Not very accessible.

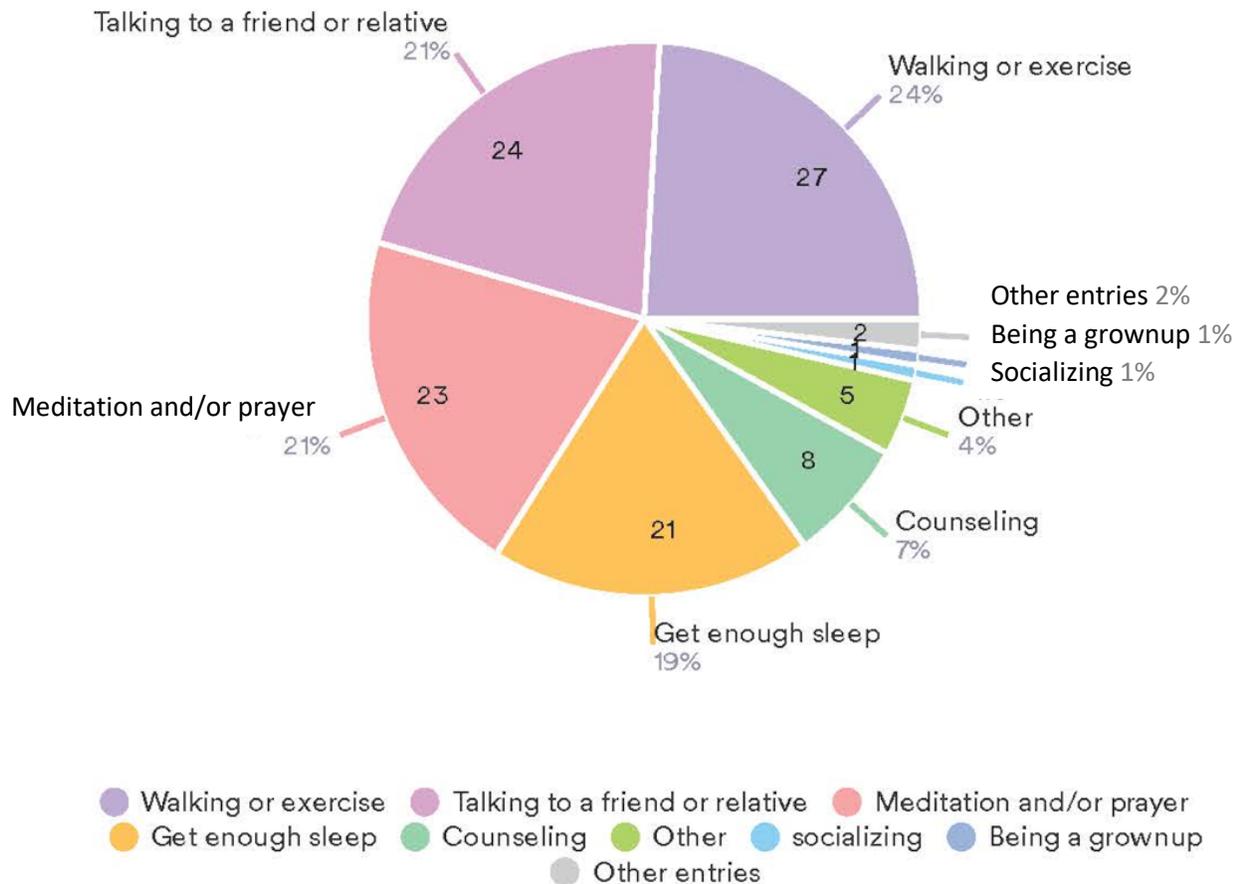


Stress Management (Question 36)

Respondents were asked how they manage stress in their lives. The top methods for both online and paper survey participants were Walking or exercise and Talking to a friend or relative.

How Do You Manage Stress	2025 % (n)
Number of respondents	94
Walking or exercise	51.1% (48)
Talking to a friend or relative	47.9% (45)
Get enough sleep	40.4% (38)
Meditation and/or prayer	35.1% (33)
Counseling	5.3% (5)
Other	8.5% (8)

Respondents were asked to choose options for managing stress in their lives, so percentages do not equal 100%.

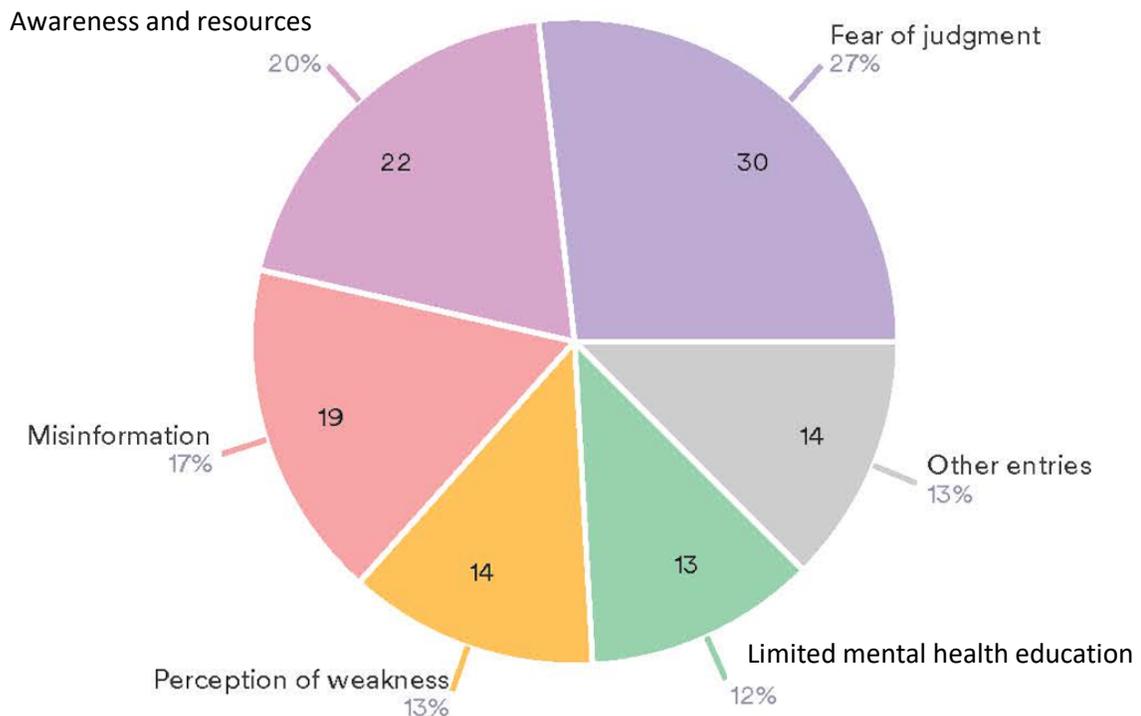


Mental Health Stigma (Question 37)

Respondents were asked what stigmas exist around mental health in Pondera County. The fear of judgement was the top identified stigma (51% for paper survey takers and 27% for online), followed by Lack of awareness and resources (47% paper and 20% online).

What Stigma Exists Around Mental Health in Pondera County	2025 % (n)
Number of respondents	72
Fear of judgement	51.4% (37)
Lack of awareness and resources	47.2% (34)
Misinformation	33.3% (24)
Perception of weakness	33.3% (24)
Limited mental health education	30.6% (22)
Generational barriers	16.7% (12)
Criminalization of mental health	5.6% (4)

Respondents were asked to choose sources of stigma surrounding mental health in their communities, so percentages do not equal 100%.

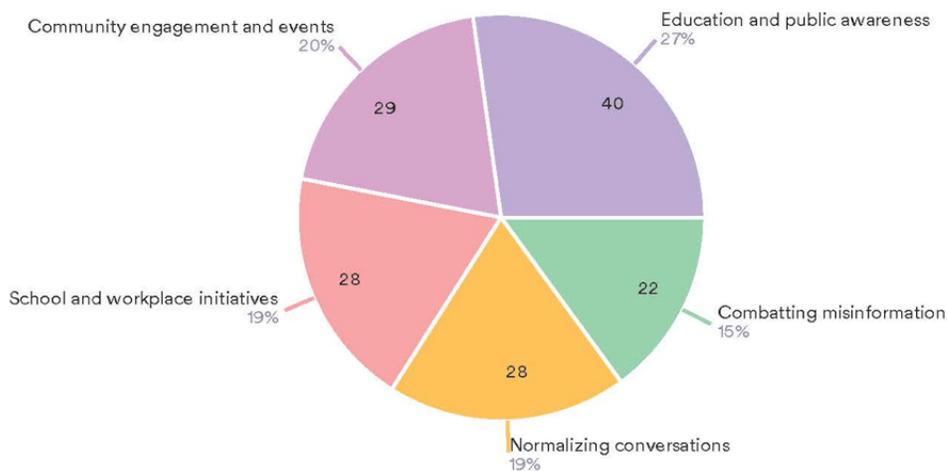


Mental Health Awareness (Question 38)

The survey asked what are the best ways to promote mental health awareness in the county. Top methods were Education and public awareness (64% of paper respondents and 27% of online), followed by Normalizing conversations for paper respondents (38%) and Community engagement and events for online respondents (20%).

Best Ways to Promote Mental Health Awareness in County	2025 % (n)
Number of respondents	81
Education and public awareness	64.2% (52)
Normalizing conversations	38.3% (31)
Combatting misinformation	30.9% (25)
Community engagement and events	30.9% (25)
School and workplace initiatives	29.6% (24)

Respondents were asked to choose the best methods for promoting mental health awareness in their counties, so percentages do not equal 100%.



● Education and public awareness ● Community engagement and events ● School and workplace initiatives ● Normalizing conversations ● Combatting misinformation



EXECUTIVE SUMMARY

Executive Summary

The table below shows a summary of results from Logan Health Conrad and Pondera County Health Department’s Community Health Needs Assessment/Community Health Assessment. Areas of opportunity were determined after consideration of various criteria, including a comparison to data from local, state, and federal sources (Secondary data); survey results; those issues of greatest concern identified by the community stakeholders; and the potential impact of a given issue.

Areas of Opportunity	Secondary Data	Online Survey	Mailed Survey
Access to Healthcare Services			
<i>Cost assistance programs</i>	⊗	✓	☑
<i>More information about available services</i>	⊗	✓	☑
<i>Transportation assistance</i>	⊗		☑
Health Conditions & Behaviors			
<i>Alcohol and substance use</i>	⊗	✓	☑
<i>Alzheimer’s/dementia</i>			☑
<i>Diabetes</i>			☑
<i>Mental health issues</i>	⊗	✓	☑
<i>Weight/nutrition/fitness</i>	⊗	✓	☑
Other			
<i>Senior care/services</i>	⊗	✓	
<i>Youth activities/support</i>		✓	☑
<i>Community involvement and participation</i>		✓	☑
<i>Food security</i>			☑



NEXT STEPS & RESOURCES

Prioritization of Health Needs

The stakeholder group, comprised of community members from Pondera County, staff leaders from Logan Health Conrad (LHC), and staff from Pondera County Public Health (PCPH), convened to begin an implementation planning process to systematically and thoughtfully respond to all issues and opportunities identified through the Community Health Services Development (CHSD) Process.

The stakeholder group determined the most important health needs to be addressed by reviewing the CHA/CHNA, secondary data, community demographics, and input from representatives representing the broad interest of the community, including those with public health expertise (see Appendix B for additional information regarding input received from community representatives). The prioritized health needs as determined through the assessment process and which the collaborators will be addressing over the next three years relates to the following healthcare issues:

- Mental and behavioral health
- Chronic disease management

Logan Health Conrad and Pondera County Public Health will determine which needs or opportunities could be addressed considering LHC and PCPH's parameters of resources and limitations. The organizations will prioritize the needs/opportunities using the additional parameters of the organizational vision, mission, and/or values, as well as existing and potential community partners.

The participants will create goals to achieve through strategies and activities, as well as the general approach to meeting the stated goal (i.e., staff member responsibilities, timeline, potential community partners, anticipated impact(s), and performance/evaluation measures). This plan will be documented and posted along with the CHSD assessment report.

Available Community Resources

In prioritizing the health needs of the community, the following list of potential community partners and resources in which to assist in addressing the needs identified in this report were identified. As the steering committee continues to meet, more resources will continue to be identified, therefore, this list is not exhaustive.

- Conrad Area Chamber of Commerce
- Beehive Homes of Conrad
- Horizon Lodge Housing and Urban Development Division (HUD)
- Counseling Connections
- Options Counseling
- Sunrise Counseling
- Pioneer Counseling
- Center for Mental Health
- Pondera County Health Department
- Easter Seal Home Care Services
- Office of Public Assistance
- Alcoholics Anonymous
- Pondera Community Center
- Valier Senior Center
- Food Pantry
- Head Start
- Senior Surry – Conrad
- Northern Transit System/VA Visits
- Olson Drug
- Village Drug
- Pondera Funeral Home
- Conrad School District
- Benefis Health System
- Logan Health System
- Montana Hospital Association

Evaluation of Previous CHNA & Implementation Plan

Logan Health Conrad provided the Montana Office of Rural Health with an update on their Implementation Plan activities from their previous CHNA process. The LHC Board of Directors approved its previous implementation plan in December 2022. The plan prioritized the following health issues:

- Mental and behavioral health
- Chronic disease management and prevention
- Access to healthcare services

The following tables include completed activities, accomplishments and impacts/outcomes within the facility’s proposed goals. To view LHC’s full Implementation Plan visit: <https://www.logan.org/community/community-health-needs-assessment/>.

Goal 1: Enhance mental and behavioral health services in Pondera County.

	Activities	Accomplishments	Community Impact/Outcomes
Strategy 1.1: Promote and provide mental and behavioral health resources in Pondera County.	Continue to participate in various community programs that address mental health in Pondera County (Pondera County Mental Health Advisory Board, DUI Task Force).	The RHC manager and the School Nurse is participating in the Pondera County Mental Health Advisory Board; ED of nursing meets monthly with DUI taskforce. Participation in SIMMT exercise in November 2024 for mental health crisis.	Planned, implemented a MH awareness community event, "Coming out of the darkness" 10/27/2022 and October 2023 with multiple participants from various MH advocates; Dr. Taylor serves on Board of Health; Raised mental health awareness through use of t-shirts at Whoop Up Fun Run.
	Continue to participate in Integrated Behavioral Health and enhance behavioral health services through Logan Health Conrad.	The RHC manager participates in the Logan Health Integrated Behavioral Health workgroup to enhance MH services throughout the LH system. 3/30/23: 18 patients in IBH program; 5 additional patients that also participate in CCM.	Finalized IBH policy and procedure with standardized interventions. Hired RN Specialty Navigator in October 2022 to pilot IBH program.

	Enhance online access to mental health resources and services.	Implementation of telehealth crisis intervention in ED.	Crisis line assists with placement of BH patients; Let's Talk About It Campaign through Logan Health and Billings Clinic.
	Partner and collaborate with local counselors to build bridges to referral sources.	The RHC Manager participates in the Pondera County Mental Health Advisory Board in order to partner with and collaborate with local counselors. Logan Health Cut Bank has hired a LCPC and has met with the RHC Manager to brainstorm referral processes (ongoing). The Logan Health IBH team is assessing the feasibility of a Logan Health Psychiatry position that could be a referral source via telehealth. LCPC position posted for LHC.	An updated referral/resource list has been generated and distributed. Hired an LCPC for the Conrad RHC.
Strategy 1.2: Explore opportunities to enhance mental and behavioral health access in Pondera County.	Continue to research/seek behavioral health services, resources, grants, staff and community partner skill development opportunities (Aegis, Mental Health First Aid, etc.).	Preliminary meetings held with Neuman center. Identified gap in psych services in ER--working towards new telehealth option for ED patients; Crisis line implemented Q1 2023; All clinical staff completed Aegis training through LH.	Hired LCPC for RHC in May of 2024; Using telehealth for LCPC in Cut Bank.
	Identify communication channels and outreach modalities for distribution of health resources.	Behavioral Health educational materials were disseminated during Health Fair 10/2022 and MH Advisory Board sponsored MH awareness community event 10/2022. MT Suicide hotline # posted at RHC. Billboard erected in Conrad; Post suicide hotline number on website during holidays; bulletin board in Rehab entrance (high traffic area) with education; resources. Continue to use electronic billboard to communicate BH resources. Continue Let's Talk About It Campaign.	Increased awareness of MH resources, depression and suicide prevention resources. Utilizing social media for resources; RN navigator provides suicide hotline number to patients; System partnership with Let's Talk About It Campaign.
	Explore the feasibility of implementing a psychiatrist telehealth option.	In discussion with LH IBH team (planning/feasibility/assessment phase). Discussion continued, but due to challenges with	Consultant available for collaborative care management patients; LCPC/LAC available via

		recruiting and cost little progress has been made to secure a telehealth psychiatrist. Cut Bank has two LCPCs onsite, opportunity to share resources once both back in office?	telehealth through LH-Whitefish.
	Explore the feasibility of offering an on-site behavioral health program.	In discussion with LCPC at LH-Cut Bank and MH Advisory Board for ideas on developing position/resources. Behavioral Health position posted and actively working with recruiting to secure a candidate.	Interested candidate for behavioral health; will reach out to discuss feasibility; LCPC interviewed for LHS, potential to share with Conrad.

Goal 2: Enhance Logan Health Conrad’s chronic care management and prevention efforts to reduce chronic disease burden.

	Activities	Accomplishments	Community Impact/Outcomes
Strategy 2.1: Host or sponsor community events that promote prevention and wellness.	Continue to host the annual health fair (providing reduced rate laboratory screenings, health education, services, and resources).	Start planning health fair in Q2 of 2023; Health Fair completed in October 2023, Health fair completed in Month 2024, October 2025.	Improve access to preventive care, Health education awareness, connection to services, community engagement.
	Host and sponsor community events (Community Fun Run, Golf Tourney, Community Wellness Challenges, National Night Out, etc.).	National Night Out, when to call 911, Stroke Awareness education. New ambulance coming? Community Fun Run. Rock The Block, participated in Marias Fair, Completed Full Scale Exercise (7/22) which included County, City and System Partners; 10/22-Health Fair and "Coming out of the Darkness" MH awareness event. Put together planning committee for 2023 golf tournament (7/14/23); stop the bleed, sports physicals in the schools (spring), sex ed.	Education, services and support given to community members. Opportunities for fun ways to do healthy activities.
	Revisit the exploration of developing a youth and family wellness program (New Year challenge,	Bike rodeo, coats for kids, weekend meals, healthy classroom snacks; provide healthy snacks for summer school,	Encourage healthy eating and exercise habits and provide activities to help promote these practices.

	Steps challenge, Physical Therapy lectures, etc.).	Conrad pool--need to reach out to see if option; provided nutrition education throughout district; partnered with PCHD on walk with ease program for employees and community members; partnered with health department on walk with ease June 2024.	
Strategy 2.2: Enhance chronic care management services and resources through Logan Health Conrad.	Continue to develop and refine internal protocols to determine eligible participants for chronic care management program.	Clinic: Researched the national guidelines for auditing of hypertension. Developing baseline for audits. Outreach and education materials related to patient concerns, Mole education, Illegal Drug use; RN hired to develop chronic care management program at the RHC. Look at feasibility of pulling diagnosis code reports out of Meditech as potential referral sources for CCM. Worked with RHC providers to provide lunch and learn opportunities regarding chronic care management conditions. Utilizing social media platforms to enhance community knowledge of chronic disease prevention and management.	Improved identification of High-risk patients, enhanced quality of care, increase access to support services, reduce healthcare costs, strengthen provider-patient relationships.
	Create outreach and education materials to invite potential participants.	Per PHQ 9s 25% are triggering Mental Health Follow-up Packets at the print shop regarding Suicide prevention and crisis hotlines.	Increased knowledge of service and program participation, develop community relationships, improve health outcomes.
Strategy 2.3: Enhance health education offerings through Logan Health Conrad.	Continue to convene a team at Logan Health Conrad that develops and champions health and wellness	Partnered with Pondera County Health Department and local schools to co-host	Increase health education and outreach, strengthen partnerships, encourage preventive care and

	resources/opportunities/partnerships.	wellness events and education programs.	healthy behaviors, build sustainability.
	Revisit the development of a health education series (ex. women’s health, fitness and nutrition, prevention and screenings).	Lunch and learn for staff, community members; community calendar/education flyers in kiddos Friday folders; how to fill out a POLST, advance directives, sun safety, how to avoid falls, decreasing mental health stigma. SBHC: Oral hygiene education, nutrition in the classroom, diabetic education, basic first aid, seizure recognition, hypoglycemia for school faculty.	Increases health and prevention knowledge, strengthens community engagement, reduces health disparities.
	Enhance and develop modalities to increase engagement and dissemination of health education and resource series (video on website, social media, presentations, etc.).	Post provider education series to our social media, social campaigns through Logan System on various health topics.	Create a broader reach, provide convenience and accessibility, increase community engagement.

Goal 3: Enhance access to healthcare services in Pondera County.

	Activities	Accomplishments	Community Impact/Outcomes
Strategy 3.1: Enhance access to and awareness of primary care services available through Logan Health Conrad.	Build upon the outreach materials that were created to educate community on provider scope of practice. Create opportunities to introduce Logan Health Conrad’s provider team to the community (provider’s scope, interests, and patient testimonials).	Work towards personalizing bios for new providers--posting on social media, newspaper; quarterly report to the community for hi-line residents; system annual report to community. Provider spotlights, updated electronic billboard, RAC cards; Introduce Kylee to Valier school district.	Increase community awareness, strengthen relationships, improve health outcomes.
	Refine outreach and messaging to educate community and staff on how to access the most appropriate level of care	Education provided at Health Fair on appropriate level of care; social campaign for education for appropriate level of care.	Reduce inappropriate use of the ED, Cost savings for system and thus patients, improved efficiency of care.

	(ED vs. walk-in vs. clinic appointment).		
	Continue Logan Health Conrad’s presence in the community as a source for health education, outreach, and resources. Explore additional opportunities for outreach and partnerships at community events.	Community sponsor for swim meet event, participate in chamber of commerce, participate in Crazy Days, attend chamber meetings consistently, sponsorship for high school bleachers, Conrad splash park, pole vault pit. Outreach at Hutterite colonies for health education--basic CPR, first aid, when to call 911; January 2025 scheduled to do the same in the school. Sponsor quarterback club.	Improve knowledge of services, improve health outcomes, build community relationships.
	Explore the efficacy of leveraging the new digital billboard to increase the awareness of available services through Logan Health Conrad.	Use to communicate community events, opportunity for marketing different service line each month.	Deliver seasonal information, connect with the community.
	Improve patient access to primary care services through the exploration of platforms that allow for online appointment scheduling. Create a community education campaign to assist in patient navigation and utilization of the new scheduling platform.	Patient portal is suggested to all patients for ease of access to patient information. Platforms for online scheduling were explored but were not financially feasible to implement during this period.	Increased convenience for patients, reduced wait times, better scheduling efficiency and system efficiency.
	Develop an outreach plan to improve awareness of available payment assistance programs and insurance navigation.	LTC team providing education at Horizon Lodge regarding insurance, SWB, LTC.	Reduction of medical dept, increase trust, improve utilization of services.
Strategy 3.2: Improve access to specialty care services through Logan Health Conrad.	Continue to refine outreach materials educating the community on specialty provider services available locally (ex. integrated behavioral health, pulmonology, etc.).	Meet with FQHC providers on available ancillary services; mailers; Hi line guide to services will be available to all facilities; working on discharge packet for SWB; hi line newsletter sent to community members to provide updates quarterly.	increase awareness of care options, improve health outcomes, enhance continuity of care, reduce financial and logistical barriers.

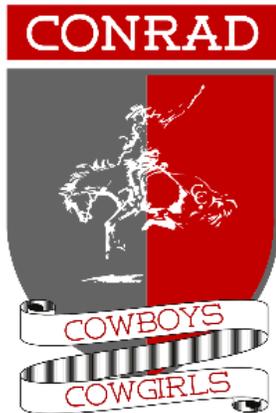
		Continue to push marketing for infusion services available in Conrad, endoscopy.	
	Explore enhancing specialty care services at Logan Health Conrad onsite and/or via telehealth (ex. telepsychiatry in ER, cardiology, urology, dermatology).	Partnered with MT Pediatrics to offer after hours pediatric services; Visiting physicians provide the following: cardiology, pulmonology/sleep medicine, oncology/internal medicine, orthopedic, ophthalmology, general surgery consultation. LH IBH team assessing feasibility of offering telepsychiatry. Have telehealth psychology. In the process of bringing telehealth for speech therapy services to the hi-line.	Expanded services to specialty care, improved health outcomes, increased availability to mobility limited patients, reduced financial and time burden.
Strategy 3.3: Enhance Logan Health Conrad’s coordination and collaboration efforts among area partners to enhance access to healthcare and community resources.	Collaborate with community partners to identify available health resources and opportunities to disseminate timely health education and services.	Health resources materials disseminated at health fair. Displays implemented in exam rooms for rotating health education materials. Radio spots with providers to increase awareness of services; newspaper ads.	Improved access to information, promote preventative care.
	Explore partnering with a community network involving Logan Health system partners and regional community health champions to discuss community health challenges and opportunities	RHC Manager meeting with local RHC clinic managers and has initiated contact with local DOH to set up ongoing meetings.	Collaboration for problem-solving, resource sharing, sustainability.



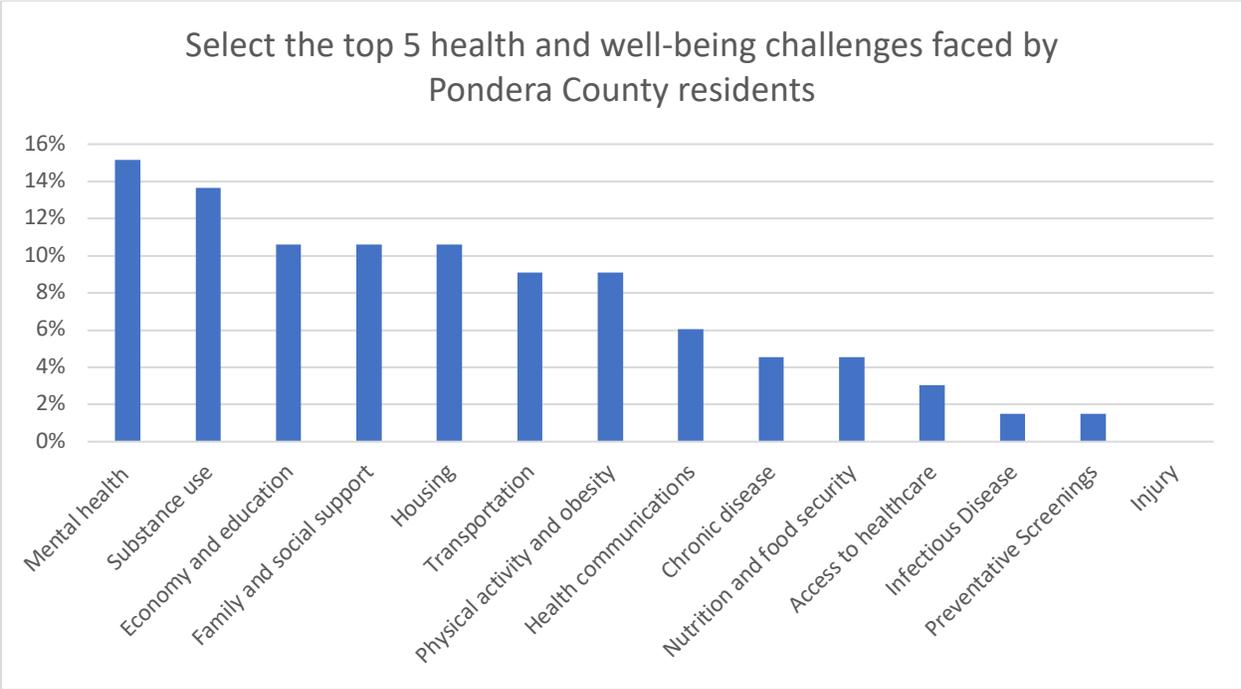
APPENDICES

Appendix A – Community Stakeholders

Stakeholder	Organizational Affiliation
<i>Vicki Newmiller</i>	President – Logan Health Conrad (LHC)
<i>Kelsey Miller</i>	Marketing Director – LHC
<i>Nicki Sullivan</i>	School Nurse – Conrad School District
<i>Shannon Elings</i>	Pondera County Health Department
<i>Sydney Norby</i>	Logan Health Conrad – Rural Health Clinic Manager
<i>Amy Shaw</i>	Pondera County Health Department



Appendix B – Public Health & Populations Consultation



Information was collected from various stakeholders throughout the community using a survey distributed both online and by mail for those who preferred a paper version. The survey was conducted in December 2024 and aimed to gather insights on the county's health and wellness strengths and areas needing improvement.

The county has several notable strengths in healthcare and community support. It offers a range of facilities, including nursing homes, assisted living, and independent living options. Residents benefit from access to multiple doctor's offices, a school-based health clinic, and a behavioral health specialist. Immunizations are readily available, and there is strong support from dedicated healthcare workers and local community members. Additionally, the county's access to nature and outdoor spaces contributes positively to physical and mental well-being.

Despite these strengths, several areas require attention and development. Mental health services are limited, and there is a pressing need to expand support and reduce stigma—particularly among teens and adults. Many healthcare providers are overburdened or not trained to address the full range of family and mental health needs. Increased access to trained

professionals, more addiction counseling, and a broader range of mental and physical health providers would significantly benefit the community.

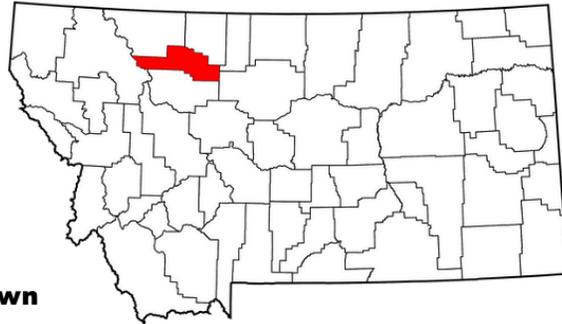
Other challenges include limited access to affordable, nutritious food and the high cost of healthcare. Residents often need to travel out of town for certain services, adding stress and financial burden. Local ambulance services could be more effectively used for in-town transfers, and increased staffing is needed for both ambulance crews and general healthcare providers.

There is also a lack of opportunities for structured wellness activities, such as indoor exercise spaces, fitness classes, and support groups. Additionally, the community has seen a noticeable decline in participation in health-related events and initiatives over the past few years. More housing options for low- to middle-income families, improved health education, and increased community engagement are all important for building a healthier and more resilient county.

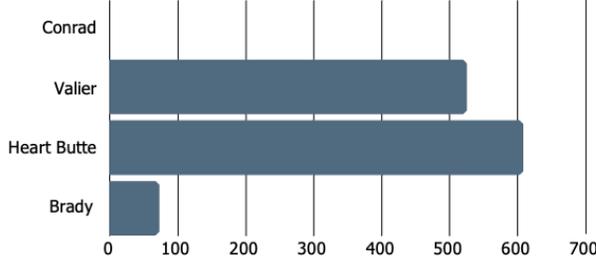
Appendix C – Pondera County Secondary Data

The following secondary data was presented to the stakeholder committee.

DEMOGRAPHIC PROFILE



Population Count by Town Estimates, 2020



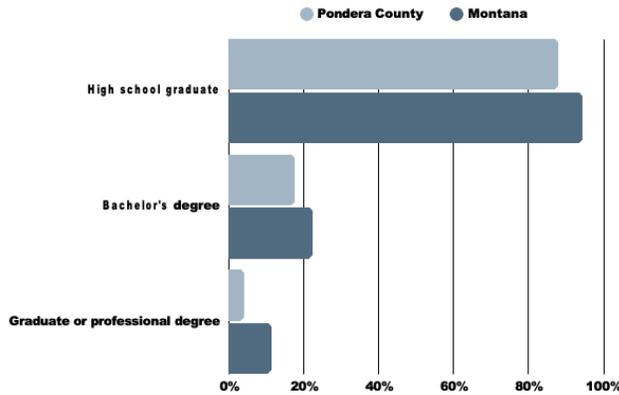
(AMERICAN COMMUNITY SURVEY, 2018-2022)

6,078

2022 TOTAL POPULATION

Montana's total population is 1,122,867

Educational Attainment, 2022



(AMERICAN COMMUNITY SURVEY, 2018-2022)

41.6

2022 MEDIAN AGE (YEARS)

Montana's median age is 40.1 years old.

50.3%

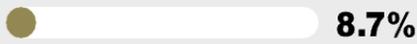
MALES IN PONDERA COUNTY

Montana is 50.7% male.

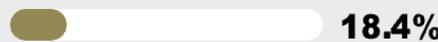
47.7%

FEMALES IN PONDERA COUNTY

Montana is 49.3% female.
(AMERICAN COMMUNITY SURVEY, 2018-2022)



Veteran Status in Pondera County.
Montana = 9.6%. U.S. = 6.9%

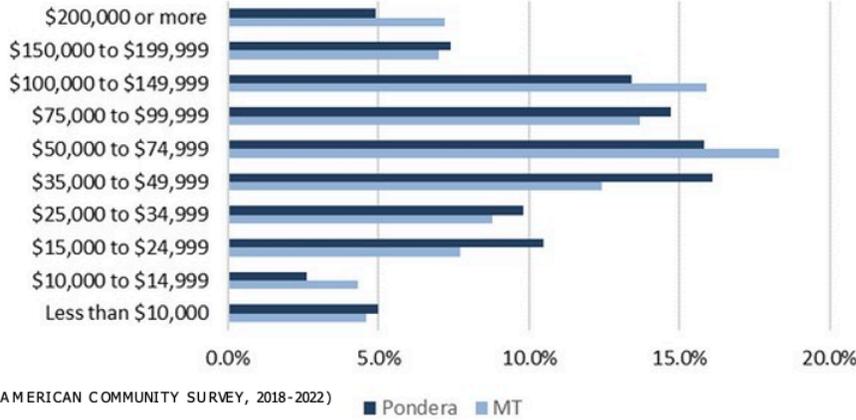


Disability Status in Pondera County.
Montana = 14.1%. U.S. = 12.6%

(AMERICAN COMMUNITY SURVEY, 2018-2022)

PONDERA COUNTY CHA

Income and Benefits Distribution



30.9%

Poverty rate for children in Pondera County.
 Montana = 14.7%
 U.S. = 16.9%

\$59,861

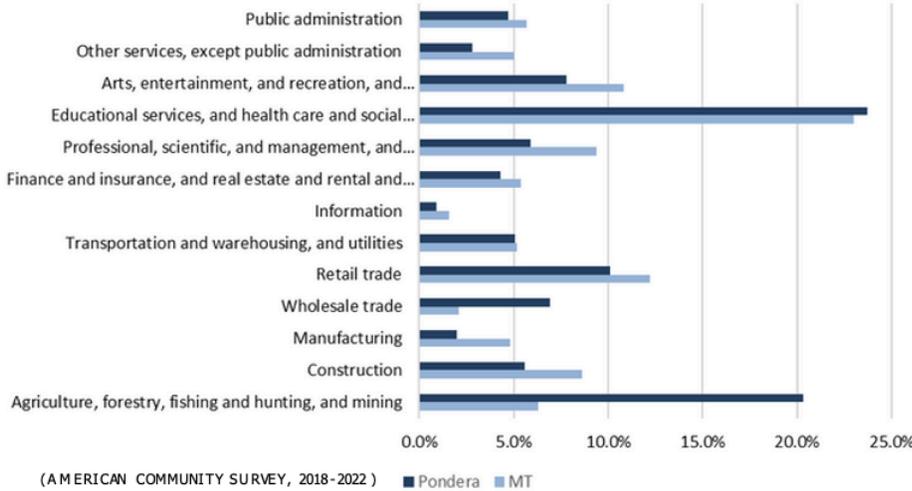
Median household income in Pondera County.
 Montana = \$66,351.
 U.S. = \$85,028

3.6%

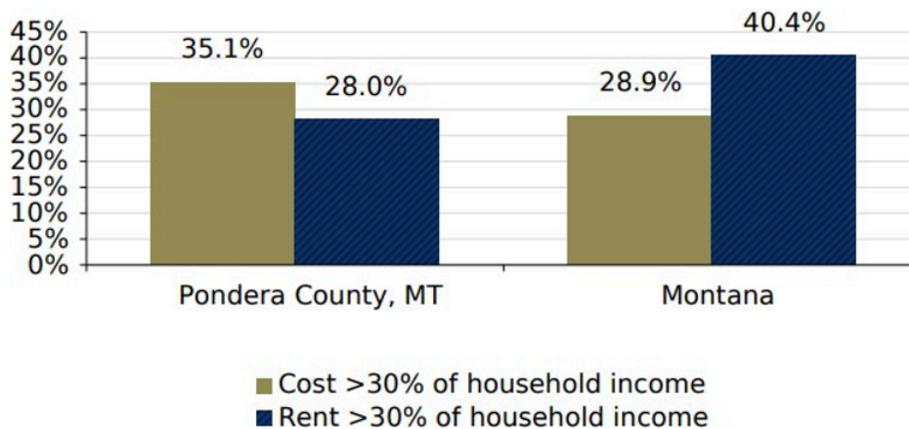
Unemployment rate in Pondera County.
 Montana = 3.9%.
 U.S. = 5.5%

(AMERICAN COMMUNITY SURVEY, 2018-2022)

Industry Distribution

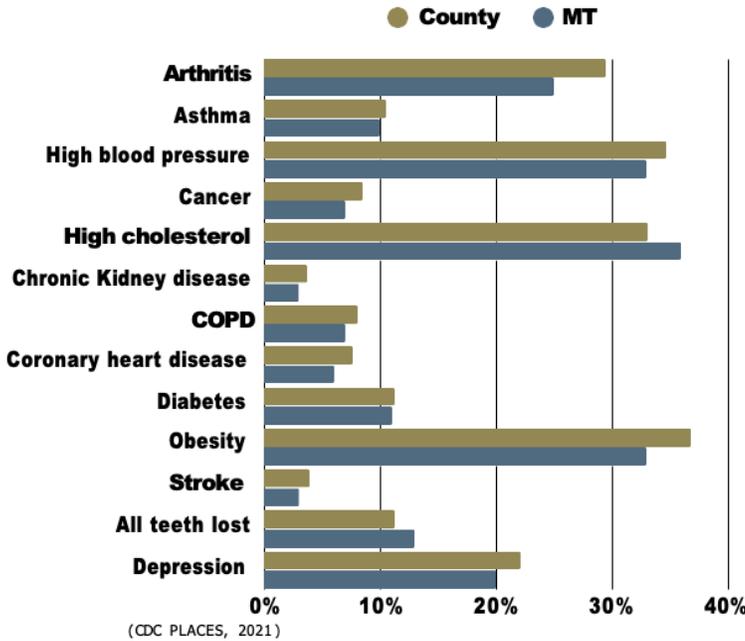


Housing Costs as a Percent of Household Income, 2022*



(HEADWATERS ECONOMICS, 2022)

Chronic Conditions Among Pondera County Adults, 2021



37.9%

OLDER ADULT MEN AGED >=65 YEARS WHO ARE UP TO DATE ON A CORE SET OF CLINICAL PREVENTIVE SERVICES: FLU SHOT PAST YEAR, PPV SHOT EVER, COLORECTAL CANCER SCREENING - 2020

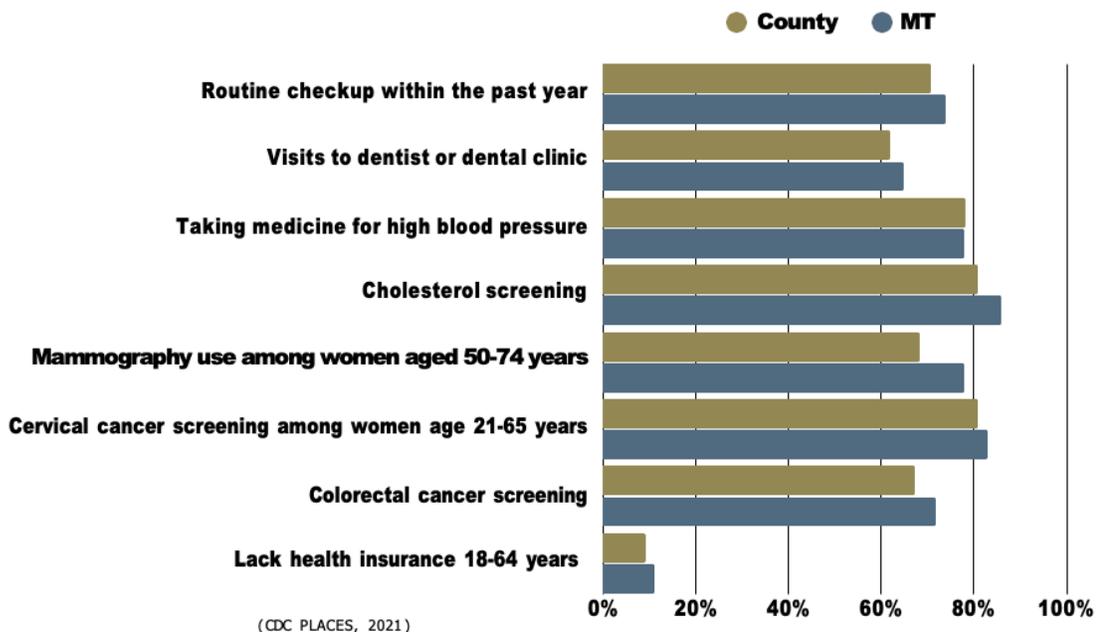
US = 43.7%
(CDC PLACES, 2021)

39.5%

OLDER ADULT WOMEN AGED >=65 YEARS WHO ARE UP TO DATE ON A CORE SET OF CLINICAL PREVENTIVE SERVICES: FLU SHOT PAST YEAR, PPV SHOT EVER, COLORECTAL CANCER SCREENING, AND MAMMOGRAM PAST 2 YEARS - 2020

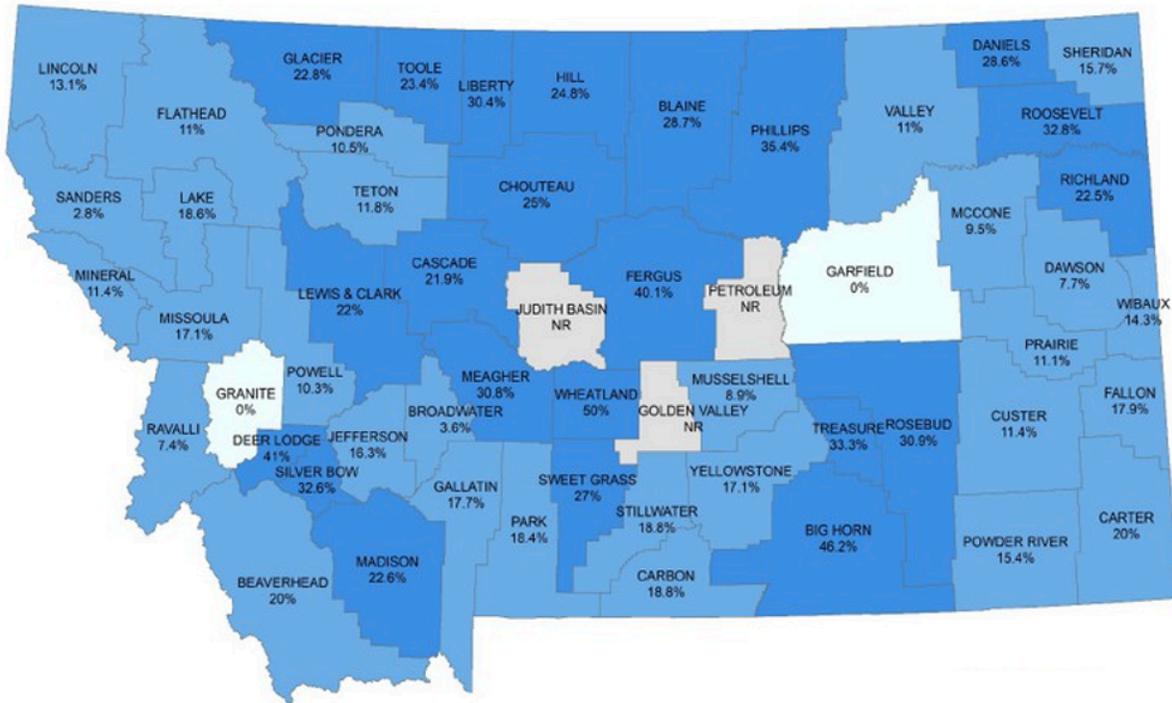
US = 37.9%
(CDC PLACES, 2021)

Preventative Care Screenings Among Pondera County Adults, 2021



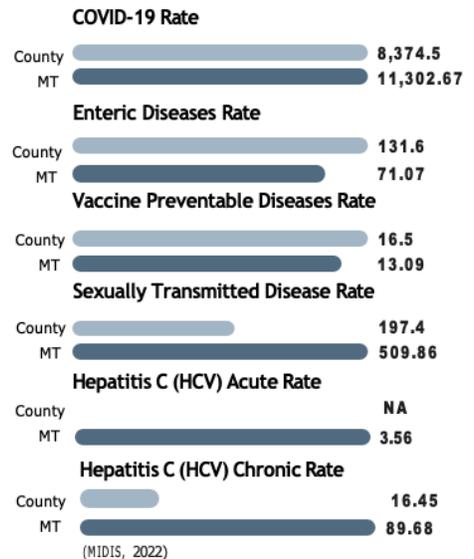
PONDERA COUNTY CHA

Estimated percentage of teens aged 13 years of age who received 1 Tdap: 1 MenACWY: and UTD HPV by their 13th birthday, by clinic, as recorded in immTrax -- Montana, January 2020



(MTFCA, 2022)
(National Immunization Survey-Child, 2022)

Infectious Disease Rates per 100,000 population using 2022 data



<p>19.5%</p> <p>PONDERA COUNTY ADULT RESIDENTS WHO BINGE DRINK US = 15.5%</p>	<p>17.6%</p> <p>PONDERA COUNTY ADULT RESIDENTS WHO CURRENTLY SMOKE US = 13.5%</p>	<p>26.5%</p> <p>PONDERA COUNTY ADULT RESIDENTS WITH NO LEISURE TIME PHYSICAL ACTIVITY US = 23.7%</p>
<p>15.6%</p> <p>PONDERA COUNTY ADULT RESIDENTS WHO REPORT MENTAL HEALTH NOT GOOD FOR >=14 DAYS US = 14.7%</p>		<p>30.8%</p> <p>PONDERA COUNTY ADULT RESIDENTS SLEEPING LESS THAN 7 HOURS US = 32.7%</p>

(CDC PLACES, 2021)

(MIDIS, 2022)

- 9.** Does your household have an emergency plan with the basic emergency kit essentials (such as a flashlight, first aid kit, toiletries, auxiliary power, etc.)?
 Yes No Unsure/Don't know Prefer not to answer
- 10.** Did you know that according to the 2024 Montana Prevention Needs Survey, 32% of high school students (8th, 10th, and 12th grade) in Pondera County have reported feeling sad or hopeless almost every day for two weeks or more in a row they stopped doing their regular activities?
 Yes No
- 11.** In the past few years, has your child struggled with any of the following?
 Acting out/destructive behaviors Inability to complete difficult tasks Spend less time outside
 Bullying Increased irritability/moodiness Spend less time with family members
 Defy authority Lack of motivation Substance use (vaping, alcohol, tobacco, weed)
 Depression Less physically active Don't have children
 Don't want to do anything Low self-esteem Social isolation/anxiety
- 12.** Have any of your children been diagnosed with a disability or special needs?
 No Autism Spectrum Disorder (ASD) Unsure/Don't know
 Anxiety or depression Hearing Prefer not to answer
 Attention Deficit and Hyperactivity Disorder (ADHD) Seeing Don't have children
- 13.** Have you discussed online safety and responsible internet use with your child?
 Yes No Unsure/Don't know Prefer not to answer Don't have children
- 14.** When your child (children) rides in a vehicle, how often do they ride in a size-appropriate child safety seat e.g. infant car seats, toddler seats, booster seats, seat belts?
 Always Never Don't have children
 Very often Unsure/Don't know
 Sometimes Prefer not to answer
- 15.** What support systems would benefit our community's teens?
 Educational and career guidance Mental health and emotional supports
 Family and community involvement
 Health and wellness support Safe and inclusive spaces
- 16.** What are the comfortability levels of families talking about safe sexual health?
 Excellent Good Fair Poor Prefer not to answer
- 17.** Do you feel like your community has social activities or support groups that target your age/demographic?
 Yes No Unsure/Don't know Prefer not to answer

18. In the community, where do you typically find social connections or opportunities to socialize?

- | | | |
|---|--|--------------------------|
| <input type="checkbox"/> Churches | <input type="checkbox"/> Work | <input type="checkbox"/> |
| <input type="checkbox"/> Library | <input type="checkbox"/> I usually leave the | Other: _____ |
| <input type="checkbox"/> Restaurants/bars | county for my social | |
| <input type="checkbox"/> Schools | connections | |
| <input type="checkbox"/> Senior center | <input type="checkbox"/> I prefer not to socialize | |

19. Does your community have adequate healthcare services and programs for aging adults?

- Yes No Unsure/Don't know Prefer not to answer

20. Do you require assistance with daily activities?

- Yes No Unsure/Don't know Prefer not to answer

21. How often have you used the Pondera County Health Department (PCHD) in the past 12 months?

- Multiple times Once Have used, but not in the past 12 months Never

22. Top three places you would find information from PCHD?

- Flyers Newspaper Radio Social media Other: _____

23. How familiar are you with the services PCHD provides?

- Very familiar Have heard about it Have not heard about it

24. If offered by PCHD, which of the following topics/classes would you like to attend?

- | | | |
|--|--|--|
| <input type="checkbox"/> Alcohol/substance use | <input type="checkbox"/> Health and wellness | <input type="checkbox"/> Parenting education |
| <input type="checkbox"/> Alzheimer's/dementia | <input type="checkbox"/> Health literacy | <input type="checkbox"/> Smoking cessation |
| <input type="checkbox"/> Breastfeeding | <input type="checkbox"/> Heart disease | <input type="checkbox"/> Suicide prevention |
| <input type="checkbox"/> Cancer prevention | <input type="checkbox"/> Immunization | <input type="checkbox"/> WIC (Women, Infant, Children) |
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Mental health | |

25. What is the best way to engage local leaders to improve our county's services?

- | | | |
|--|---|--|
| <input type="checkbox"/> Community forums | <input type="checkbox"/> Meet one-on-one | <input type="checkbox"/> Present data and real stories |
| <input type="checkbox"/> Form coalitions | <input type="checkbox"/> Petitions and survey | |
| <input type="checkbox"/> Leverage media and public | | |

26. What social factors contribute to health disparities in our community?

- | | |
|---|--|
| <input type="checkbox"/> Education access and quality | <input type="checkbox"/> Food security |
| <input type="checkbox"/> Economic stability | <input type="checkbox"/> Healthcare access and quality |
| <input type="checkbox"/> Language and cultural barriers | <input type="checkbox"/> Social and community support |
| <input type="checkbox"/> Neighborhood and built environment | <input type="checkbox"/> Transportation barriers |
| <input type="checkbox"/> Racism and discrimination | <input type="checkbox"/> Other: _____ |

27. Where do you hear about community programs and/or resources for you and your children to participate?

- Faith-based organization
- Friends or family
- Medical provider
- School
- Search engine (Google, Bing, etc.)
- Social Media
- Other: _____

28. Which, if any, of these services have you utilized in the past year at Logan Health – Conrad?

- Blood pressure check
- Children’s checkup/well baby
- Cholesterol check
- Colonoscopy
- Dental check
- Flu shot/immunizations
- Health checkup
- Health fair
- Hearing check
- Mammography
- Nutrition support
- Pap test
- Prostate (PSA)
- Vision check
- None
- _____ Other:

29. The following services are available through Logan Health – Conrad. Please rate the overall quality for each service by circling your answer. **(Please circle N/A if you have not used the service)**

	Excellent	Good	Fair	Poor	Haven't used	Don't Know
Ambulance services	4	3	2	1	N/A	DK
Colonoscopy procedures	4	3	2	1	N/A	DK
Durable medical equipment (DME)	4	3	2	1	N/A	DK
Emergency room	4	3	2	1	N/A	DK
Home health	4	3	2	1	N/A	DK
Infusion services	4	3	2	1	N/A	DK
Inpatient services	4	3	2	1	N/A	DK
Laboratory	4	3	2	1	N/A	DK
Nursing home/extended care	4	3	2	1	N/A	DK
Oncology	4	3	2	1	N/A	DK
Orthopedics	4	3	2	1	N/A	DK
Radiology	4	3	2	1	N/A	DK
Rehabilitation services (PT, OT, and cardiac rehab)	4	3	2	1	N/A	DK
Respiratory services (ex. Sleep studies)	4	3	2	1	N/A	DK
Rural Health Clinic services	4	3	2	1	N/A	DK
School-based clinic	4	3	2	1	N/A	DK
Swing bed services	4	3	2	1	N/A	DK
Telemedicine	4	3	2	1	N/A	DK

30. Describe your mental health in general when considering stress, anxiety, and depression:

- Excellent
- Good
- Fair
- Poor
- Prefer not to answer

31. Within the past 12 months, how often did you feel lonely or isolated?

- Every day Occasionally (1-2 days per week) Never
 Most days (3-5 days per week) Rarely (1-2 days per month) Prefer not to answer

32. Do you think there is a substance use problem in Pondera County (drugs and alcohol)?

- Yes No Unsure/Don't know Prefer not to answer

33. In the past 12 months, where did you receive that care if you or a family member needed **mental health** care? This could include therapy, counseling, psychiatry, medication management, etc.

- Cascade County (Great Falls) Lewis and Clark County (Helena) _____
 Flathead County (Kalispell) Pondera County VA (any county) Other: _____

34. In the past 12 months, if you needed **mental health care** but couldn't get that care, what was the reason? This could include therapy, counseling, psychiatry, medication management, etc.

- Cost Insurance coverage Transportation
 Inconvenient office hours Lack of anonymity; stigma Other: _____

35. How accessible are mental health care services for residents in Pondera County (including yourself)?

- Very accessible Not very accessible
 Somewhat accessible Impossible to access

36. How do you manage stress in your life?

- Counseling Talking to a friend or relative _____
 Get enough sleep Walking or exercise Other: _____

Meditation and/or prayer

37. What stigma exists around mental health in Pondera County?

- Criminalization of mental health Generational barriers
 Fear of judgement Lack of awareness and resources
 Limited mental health education Perception of weakness
 Misinformation

38. What are the best ways to promote mental health awareness in our county?

- Combatting misinformation Normalizing conversations
 Community engagement and events School and workplace initiatives
 Education and public awareness

Demographics

All information is kept confidential and your identity is not associated with any answers.

39. Where do you live in Pondera County?

- Brady Dupuyer Valier

- New Miami Colony
- Birch Creek Colony
- Conrad
- Heart Butte
- Pondera Colony
- Midway Colony
- Kingsbury Colony
- Other: _____

40. What is your gender? _____

41. What age range represents you?

- 18-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-75
- 76-85
- 86+

42. How many people live in your household?

- 0-1
- 2-3
- 3-4
- 5+

43. What is your employment status?

- Work full time
- Work part time
- Retired
- Student
- Collect disability
- Unemployed, but looking
- Not currently seeking employment
- Other: _____

44. Do you work in an occupation that is in the agriculture/ranching field?

- Yes
- No
- Unsure/Don't know
- Prefer not to answer

Appendix E – Request for Comments

Written comments on this 2025 Community Health Needs Assessment Report can be submitted to Logan Health Conrad or to Pondera County Health Department:

Marketing
Logan Health Conrad
805 Sunset Blvd.
Conrad, Montana 59425

Pondera County Health Department
311 S Virginia St Suite 1
Conrad MT 59425

Contact Logan Health Conrad’s Marketing Department, Kelsey Miller at kelseymiller@logan.org with questions.

