Memo

To: Board of Directors

From: Bobbie Bateman, Chairperson Ad hoc Health Services
       Linda Mayhood, Assistant General Manager

Date: August 19, 2015

Re: Ad Hoc Health Services Committee Final Report

The Ad Hoc Health Services Committee and charter was approved at the September 18, 2013 Board meeting. Committee members were appointed on November 20, 2013 and included W.M. Botkin, MD., Mary Ellen Farney, Edith Fraley, MD., Missy Masterson, RN, Chad O’Kane, Don Stevens, Linda Mayhood, Staff Liaison and Bobbie Bateman, Chairman.

Per the committee charter, the purpose of the Health Services Committee was to identify and make recommendations to optimize Hot Springs Village (HSV) health services, development of resources and health services improvement strategies for Hot Springs Village members.

During its initial meetings, the committee identified the specific information that was wanted and decided to create a member survey to collect the data. Consultant, Earl Babbie was asked to develop the 2014 Medical Services Survey, which was designed to identify the medical needs of HSV members.

The committee gave an interim report at the January 7, 2015 work session. There were 1,147 responses to the 2014 Hot Springs Village Medical Survey.

Subsequent to a review of survey responses, letters were sent to health care providers in HSV, Hot Springs and Benton to learn what medical services were available in the surrounding areas. The committee originally planned to create an online medical services directory of services available in and near HSV. However, of the 227 letters sent to medical providers, only 48 responded and the majority of the responses came from eye-care providers, dentists, hearing-aid providers and other services; very few responses were submitted by primary care physicians and specialists.

In addition to the survey, the committee, with support of Tom Arwood, Jim Zahnd, David Twiggs and Linda Mayhood, initiated a conversation with CHI-St. Vincent regarding health care services in HSV. As a result, CHI-St. Vincent created a Joint Advisory Council for ongoing monthly discussions of health care services in HSV and surrounding communities.

A final meeting of the Ad hoc Health Services Committee was held on July 31, 2015 to discuss the direction in which the committee should proceed. The committee decided that there were too few providers interested in having their information published to justify the development and maintenance of an online medical services directory. They respectfully ask the committee be disbanded as their tasks have been completed.