



*Your life is our life's work.*

# Community Health Needs Assessment

Mercy Hospital Paris  
Fiscal Year 2019



## Our Mission:

As the Sisters of Mercy before us, we bring to life the healing ministry of Jesus through our compassionate care and exceptional service.

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## I. Executive Summary

Mercy Hospital Paris is a full-service hospital with 16 licensed beds, more than 42 employees and 1 primary clinic locations (Paris). Mercy Clinic is a physician-governed group practice comprised of 3 board-certified and board-eligible primary caregivers serving the Paris area. This provider partnership gives patient access to the best quality care in the country with access to an entire health care team and advances services. Mercy Clinic physicians have access to an electronic health record that is shared at Mercy facilities in four states, and patients may connect to their own health record and health teams anywhere they connect to the internet through MyMercy. The population in Paris is: 3,352.

# II. Community Served by the Hospital

## Description of Community Served

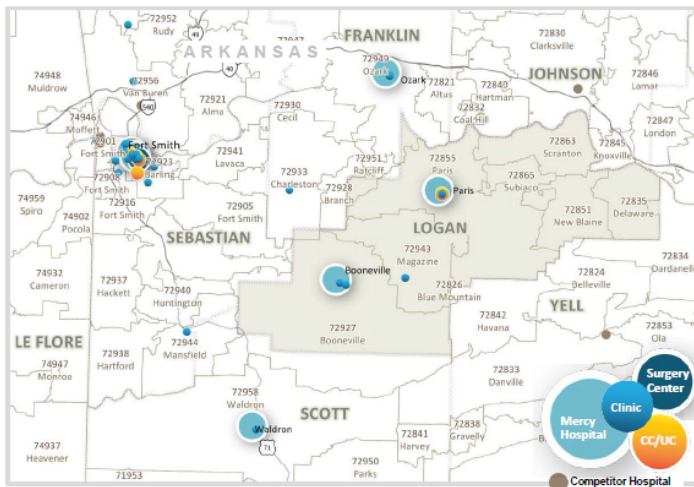
Mercy Hospital Paris' extended service area consists of nine zip codes and includes both rural and suburban settings; however, this stands as the main acute care facility within the region drawing from each of the counties served. The CHNA report will focus on Logan County, where the acute care facility sits.

Logan County is made up of rolling farmland, forested ridges, isolated mountains, and lakes. The county holds a plentiful amount of natural and scenic beauty, including the highest point in Arkansas, Mt. Magazine, which is 2,753 feet high. Mt. Magazine rises from the Ozark National Forest where, on a clear day, you can see up to 40 miles in the distance. The mountain is also within the boundaries of the Mt. Magazine Wildlife Management Area and a part of the Ouachita National Forest, making it one of only two counties in the state to include two national forests. Paris is the second county seat in Logan County. The railroad system from nearby Fort Smith to Paris had a tremendous effect on the town's economy and demographics in early 1897 along with coal mining efforts in later years. Having heard reports from the Midwest of farming success of German Catholic immigrants, railroad officials, with the cooperation of the Catholic Church, embarked on a successful campaign to encourage German Catholics to settle along the railroad. Today, Paris supports commercial activity, retail stores, small industries and a community hospital.

### Community Snapshot: Paris, AR

#### Primary Service Area Map & Locations

The majority (86%) of Mercy Hospital Paris' acute care patients reside in Logan County, Arkansas.



#### Inpatient Volumes

**1,180** total Medicare inpatient discharges from the Paris PSA

% Market Share	2016 Discharges
35%	Mercy Hospital Fort Smith 409
16%	Sparks Regional Medical Center 189
6%	Mercy Hospital Booneville 69
5%	Johnson Regional Medical Center 63
4%	Mercy Hospital Paris 49
3%	HealthSouth Rehab. Hosp. of Fayetteville 32
31%	Other hospitals (including Mercy) 369

#### Outpatient Volumes (Hospital-based)

**14,552** total Medicare outpatient volumes from the Paris PSA

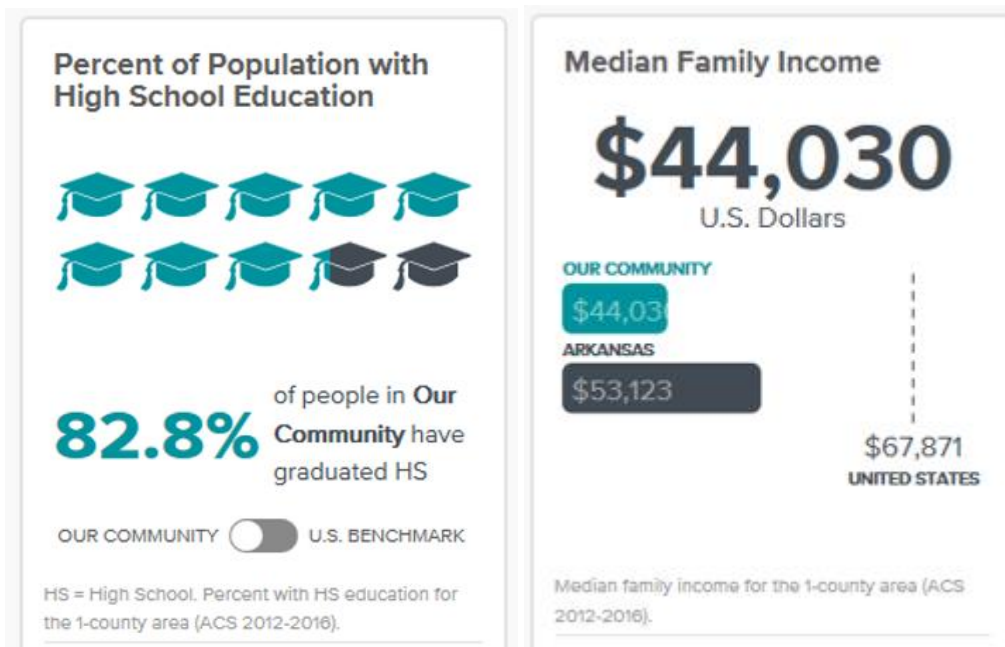
% Market Share	2016 Volume
25%	Mercy Hospital Booneville 3,642
21%	Mercy Hospital Fort Smith 3,014
20%	Mercy Hospital Paris 2,883
11%	Sparks Regional Medical Center 1,606
4%	Johnson Regional Medical Center 653
19%	Other hospitals (including Mercy) 2,754

#### Population Demographics

	Primary Service Area		5-Year	Fort Smith PSA
	2017	2022	Growth	2017
<b>Total Population</b>	22,201	21,876	-1%	444,744
<b>Age Groups</b>	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
0-17	4,747	21%	4,490	21%
18-44	6,817	31%	6,749	31%
45-64	6,136	28%	5,701	26%
65+	4,501	20%	4,936	23%
<b>Race &amp; Ethnicity</b>				
Asian & Pacific Is.	439	2%	487	2%
Black	316	1%	350	1%
Hispanic	667	3%	769	4%
White	20,164	91%	19,643	90%
All Others	615	3%	627	3%

	Primary Service Area		Fort Smith PSA
	2017	2022	2017
<b>Language*</b>	<i>Percent</i>	<i>Percent</i>	<i>Percent</i>
Only English at Home	97%	97%	91%
Spanish at Home	1%	1%	6%
All Others	2%	2%	3%
<b>Workforce**</b>			
Armed Forces	<1%	<1%	<1%
Civilian, Employed	50%	49%	51%
Civilian, Unemployed	4%	4%	4%
Not in Labor Force	47%	47%	45%
<b>Household Income</b>			
<\$15K	17%	15%	17%
\$15-25K	16%	15%	15%
\$25-50K	31%	30%	29%
\$50-75K	16%	17%	18%
\$75-100K	9%	9%	9%
\$100K-200K	9%	11%	10%
>\$200K	2%	3%	2%
Families below poverty level	13%	13%	17%
<b>Education Level***</b>			
Less than High School	5%	5%	7%
Some High School	12%	12%	12%
High School Degree	43%	43%	38%
Some College/Assoc. Degree	28%	28%	29%
Bachelor's Degree or Greater	12%	12%	14%

\*Excludes population age <5 \*\*Excludes population age <16 \*\*\*Excludes population age <25 and based on highest level achieved  
 Sources: Map - Mercy Locations Directory, Dec. 2017; patient origin - Epic, FY2017; inpatient and hospital-based outpatient volumes & market share - CMS Medicare data, Truven, CY2016; demographics - Sg2, Nielsen zip code data, 2017



## Description of Services Available to Community Served

### Fort Smith Community Provider Stats

System Affiliation	ID	Hospital	City, State	Type	Total Staffed Beds	Total Inpatient Discharges	Total Births	Total Assets (millions)	Net Patient Revenue (millions)	Operating Profit Margin
Mercy	1	Mercy Hospital Fort Smith	Fort Smith, AR	Acute	238	15,797	2,334	\$200	\$276	10.2%
	2	Mercy Hospital Booneville	Booneville, AR	Critical Access	11	324	0	\$2	\$12	11.2%
	3	Mercy Hospital Ozark	Ozark, AR	Critical Access	9	240	0	\$3	\$9	15.0%
	4	Mercy Hospital Paris	Paris, AR	Critical Access	8	189	0	\$2	\$7	6.0%
	5	Mercy Hospital Waldron	Waldron, AR	Critical Access	7	199	0	\$2	\$8	1.6%
	6	Mercy Orthopedic Hospital Fort Smith	Fort Smith, AR	Orthopedic	24	Included with Mercy Hospital Fort Smith				
CHS	7	Sparks Regional Medical Center	Fort Smith, AR	Acute	272	16,463	1,315	\$197	\$264	9.9%
	8	Sparks Medical Center – Van Buren	Van Buren, AR	Acute	103	720	0	\$10	\$18	-5.4%
HealthSouth	9	HealthSouth Rehabilitation Hospital of Fort Smith	Fort Smith, AR	Rehabilitation	60	1,392	0	\$20	\$22	6.4%
HMC/CAH	10	Haskell County Community Hospital	Stigler, OK	Critical Access	25	326	0	\$2	\$6	-19.6%
Other System or Independent	11	Memorial Hospital	Stilwell, OK	Acute	40	1,825	45	\$13	\$21	0.9%
	12	Chambers Memorial Hospital	Danville, AR	Acute	40	1,908	0	\$29	\$18	-8.1%
	13	Eastern Oklahoma Medical Center	Poteau, OK	Acute	59	1,034	246	\$14	\$3	-50.2%
	14	Johnson Regional Medical Center	Clarksville, AR	Acute	89	2,579	334	\$48	\$38	-12.6%
	15	Latimer County General Hospital	Wilburton, OK	Acute	33	103	0	\$7	\$3	-92.8%
	16	Mena Regional Health System	Mena, AR	Acute	65	1,502	306	\$22	\$26	-6.1%
	17	Sequoyah Memorial Hospital	Sallisaw, OK	Acute	41	550	0	\$7	\$19	19.0%

Sources: Mercy data - Mercy Finance, FY2017; Sparks-Van Buren inpatient discharges and births - AHD; Oklahoma inpatient discharges and births - Oklahoma Dept. of Health, CY2016; all other inpatient discharges and births - AHA Guide, 2017 (2015 data); beds (all bed types/total complex) and financials (hospital financials only) - AHD (reporting year may vary by provider)

### III. Community Health Needs Assessment Process

The Community Health & Access Department co-workers underwent the Community Health Needs Assessment (CHNA) process formulated by Mercy standards with adhering to IRS guidelines. This process included additional community partners to improve the health of Logan County's residents.

Co-workers in Mercy's Community Health & Access Department were the primary leads for the 2019 CHNA. These co-workers collected and reviewed data from a variety of sources, including: surveys, focus groups, published data, and hospital specific data. Surveys (online and printed) were sent to community partners and critical access hospitals for dissemination. The focus groups were conducted to hear the voice of marginalized community members as well as local leadership.

The Community Health & Access Department evaluated this data alongside input gained from community members via coalitions and stakeholder meetings to:

- Prioritize the community's identified health needs
- Assess the community resources available to address those needs
- Create a collaborative health improvement plan in partnership with community resources possessing the potential to alleviate the prioritized needs.

Examples of external resources for published data are:

- Community Commons Institute for People, Place and Possibility; the Center for Applied Research and Environmental Systems; and Community Initiatives. [www.communitycommons.org](http://www.communitycommons.org)
- County Health Rankings 2016 The University of Wisconsin-Population Health Institute and the Robert Wood Johnson Foundation. [www.countyhealthrankings.org](http://www.countyhealthrankings.org)
- Health Professional Shortage Area Find Health Resources & Services Administration. <https://data.hrsa.gov/tools/shortage-area/hpsa-find>

## IV. Community Input

The voices of the people of Paris were central to the health needs assessment process. Mercy Hospital Paris gathered community input through: surveys (online and printed), stakeholder focus groups, and community coalitions and stakeholder meetings.

### Surveys

A survey, available in both hard copy and on-line formats, was designed by Qualtrics (data collection software application) to capture the perceptions and thoughts of community members regarding their community's health needs. To include the voices of those who may have had limited computer access, a concentrated effort was made to distribute printed surveys to the Rural Health Council partner organizations and Mercy coworkers. Over a 6-month time frame (July 2018 through December 2018), Mercy received 135 completed surveys from Logan County residents. A summary of health needs indicated by the survey responses follows, and a full report is included in Appendix A.

Top 5 most common health issues in your community (from most to least prevalent)

1. Alcohol/Substance Abuse
2. Prescription Drug Misuse
3. Smoking/Vaping
4. Obesity
5. Diabetes

Top 5 social issues that have the greatest effect on quality of life in your city.

1. Low income/poverty
2. Lack of job opportunities
3. Availability of childcare
4. Unemployment
5. Lack of health care providers

Top 5 risk behaviors that impact health in your city.

1. Alcohol/drug abuse
2. Smoking/Vaping
3. Untreated mental health issues
4. Lack of exercise
5. Poor eating habits

What services are needed in your community that are not currently available or accessible?

1. Substance Abuse Treatment
2. Mental Health Services
3. Healthy Cooking Classes
4. Physical Activity Classes
5. Aging Resources

Have you ever been told by a doctor, nurse, or other health professional that you have any of the following conditions?

1. High blood pressure
2. Overweight/obese
3. Depression or anxiety disorder
4. High cholesterol
5. Diabetes (not during pregnancy)

If you have children under the age of 21, have your children ever been diagnosed with any of the following?

1. Asthma/COPD
2. Depression or anxiety disorder
3. Overweight/obese
4. Other
5. Mental Health issues

## Stakeholder Focus Groups

Mercy Paris collaborated with different community-based organizations to listen to capture the voice of the various groups that were not represented within the survey results. The participants were selected by church leaders that were deemed to be civically engaged members of the community. The Community Health & Access co-workers utilized the Jefferson County Community Health Needs Assessment 2019 Facilitators Guide. The stakeholder focus group session was facilitated in First National Bank Community Room on October 16, 2018. This included 6 community members representing broad interests of the local population. The discussion session lasted 90 minutes and was recorded.

Community members representing Logan County demographics described different health issues and factors contributing to them. The facilitators posed various discussion questions to the focus groups, which you can find in Appendix A. The following questions are reflective of the communities:

What is the biggest health issue that affects you, your family, and neighbors in Logan County?

- a. No cardiac rehab available
- b. Mental Illness
- c. Legal/Illegal drugs – opioids
- d. Diabetes, especially elderly
- e. Transportation
- f. Workforce Culture

What stops you or people you know from receiving healthcare in Logan County?

- a. Access to clinic – transportation or appointment
- b. Additional providers in area
- c. No local home health

In the last 12 months, have you or anyone you now ever experienced difficulties in the following areas: Transportation, worried about losing stable housing, having your utilities turned off, obtaining and keeping employment, obtaining child care?

- a. Travel for dialysis patients
- b. Utilities
- c. Food options for elderly
- d. No day care options
- e. Boys and Girls club capacity

## **Stakeholder Meetings**

The Mercy Hospital Fort Smith has created the Rural Health Council made up of leaders from the different Mercy critical access hospitals – Booneville, Ozark, Paris, and Waldron – and Community Health and Access staff serving the entire region. This group collaborated and discussed the most impactful needs of the region that were within scope of change. The Rural Health Council pinpointed three main needs: access to care, behavioral health and nutrition.

## V. Conducting the Needs Assessment

### Primary Data

- Surveys – summarized in Section IV, full report in Appendix A
- Stakeholder Focus Groups – summarized in Section IV, full reports in Appendices B
- Stakeholder Meetings - summarized in Section IV
- Internal Mercy Hospital Paris data

### Secondary Data

- Published data (examples of sources are included in Section III)

### Primary Data

#### Internal Mercy Hospital Paris Data

To determine the degree to which Mercy Hospital Paris’ core competencies, or strengths, aligned with the community’s health needs, data specific to the Hospital was considered in the CHNA process. The ten most common Mercy Hospital Paris inpatient discharge diagnoses during FY2018 are detailed on the chart below.

#### MERCY HOSPITAL PARIS

#### Inpatient Discharges – Top 11 Causes

#### Top Inpatient Discharges July 1, 2017 – June 30, 2018

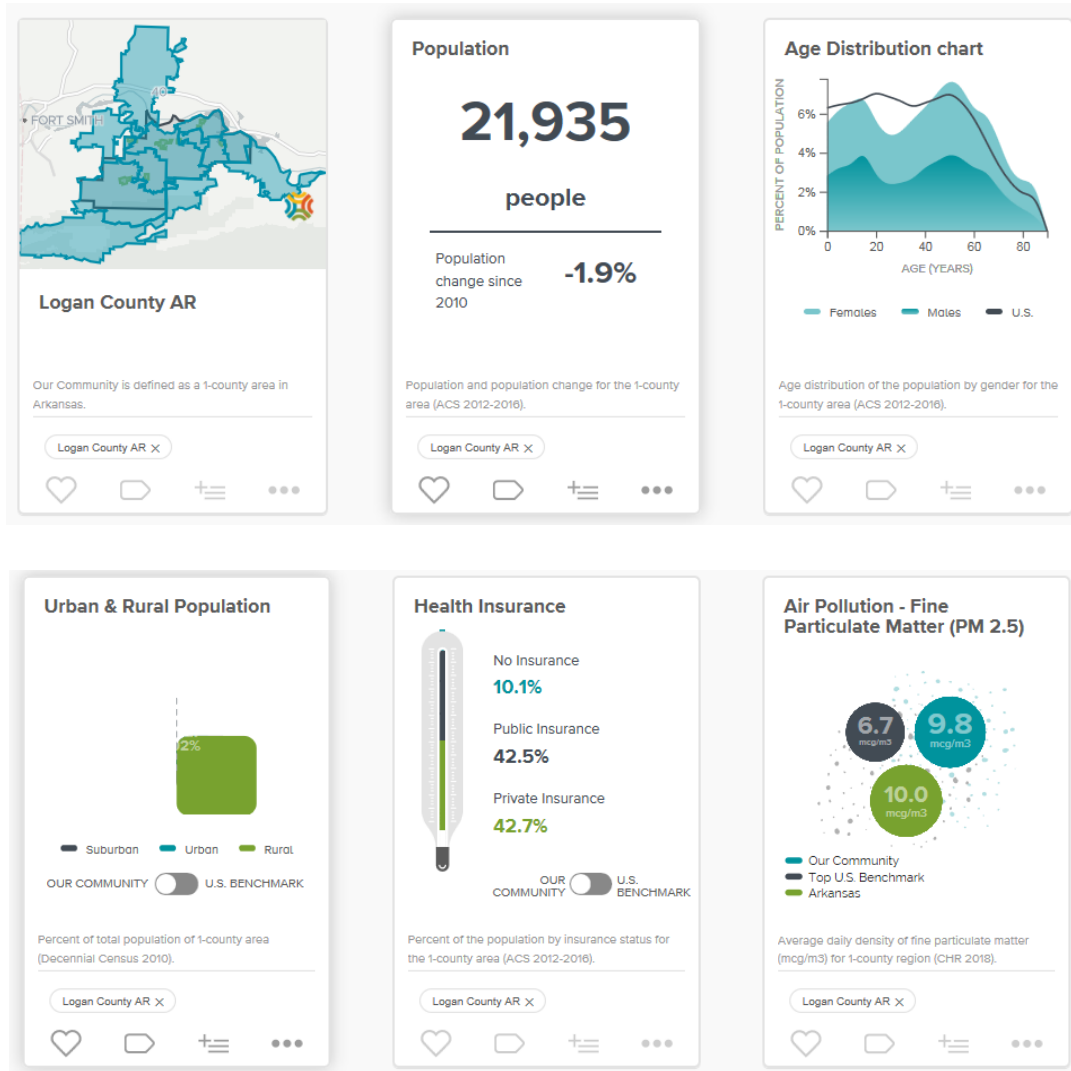
Note: Accounts for 52% of Mercy Hospital Paris’s 255 Total Inpatient Discharges

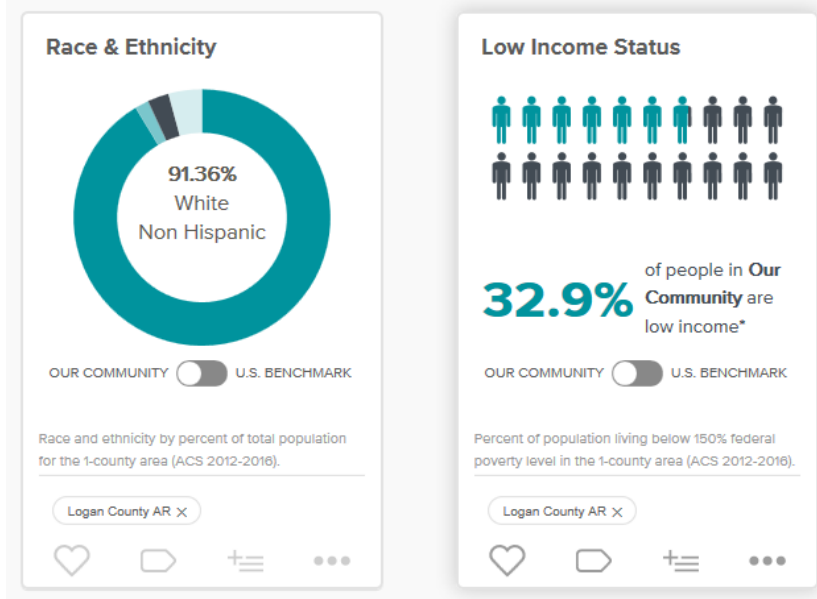
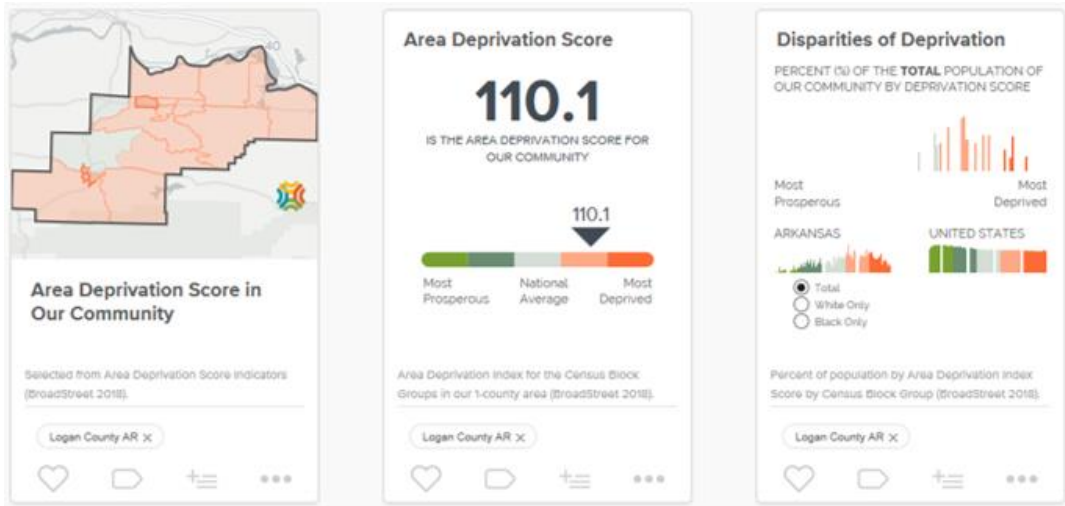
MSDRG Code	FY18 Inpatient Discharges	FY18 Total Discharges	% of Total Discharges	Age Breakouts				
				0-17	18-44	45-64	65-74	75+
690	KIDNEY & URINARY TRACT INFECTIONS W/O MCC	24	9%	0%	13%	21%	17%	50%
189	PULMONARY EDEMA & RESPIRATORY FAILURE	24	9%	0%	0%	42%	13%	46%
190	CHRONIC OBSTRUCTIVE PULMONARY DISEASE W MCC	14	5%	0%	0%	21%	14%	64%
195	SIMPLE PNEUMONIA & PLEURISY W/O CC/MCC	12	5%	0%	0%	17%	8%	75%
392	ESOPHAGITIS, GASTROENT & MISC DIGEST DISORDERS W/O MCC	12	5%	0%	42%	17%	17%	25%
194	SIMPLE PNEUMONIA & PLEURISY W CC	10	4%	0%	0%	40%	40%	20%
689	KIDNEY & URINARY TRACT INFECTIONS W MCC	9	4%	0%	11%	0%	22%	67%
192	CHRONIC OBSTRUCTIVE PULMONARY DISEASE W/O CC/MCC	7	3%	0%	0%	71%	14%	14%
603	CELLULITIS W/O MCC	7	3%	0%	29%	43%	0%	29%
193	SIMPLE PNEUMONIA & PLEURISY W MCC	7	3%	0%	0%	29%	14%	57%
71	NONSPECIFIC CEREBROVASCULAR DISORDERS W CC	7	3%	0%	0%	0%	14%	86%

Source: Epic Hospital Billing Report

## Secondary Data

### Community Commons





## County Health Rankings

### Logan County AR County Health Rankings

CATEGORY (RANK)	LOGAN COUNTY	ERROR MARGIN	TOP U.S. PERFORMERS	ARKANSAS
<b>HEALTH BEHAVIORS (53)</b>				
Adult Smoking	20%	19-21%	14%	24%
Adult Obesity	30%	33-46%	26%	35%
Food Environment Index	7.3		8.6	5.2
Physical Inactivity	34%	27-42%	20%	32%
Access to Exercise Opportunities	70%		91%	66%
Excessive Drinking	15%	14-16%	13%	16%
Alcohol-Impaired Driving Deaths	41%	28-53%	13%	27%
Sexually Transmitted Infections	332.5		145.1	545
Teen Births	57	51-64	15	44

<b>CLINICAL CARE (33)</b>				
Uninsured	11%	10-13%	6%	11%
Primary Care Physicians	4,340:1		1,030:1	1,520:1
Dentists	2,720:1		1,280:1	2,220:1
Mental Health Providers	4,360:1		330:1	490:1
Preventable Hospital Stays	62	51-72	35	62
Diabetic Screening	87%	77-97%	91%	84%
Mammography Screening	59%	49-68%	71%	58%
<b>SOCIAL &amp; ECONOMIC FACTORS (25)</b>				
High School Graduation	94%		95%	85%
Some College	44%	37-50%	72%	57%
Unemployment	4.6%		3.2%	4%
Children in Poverty	28%	20-36%	12%	24%
Income Inequality	4.1	3.5-4.8	3.7	4.8
Children in Single-Parent Households	30%	22-38%	20%	36%
Social Associations	12.4		22.1	12
Violent Crime Rate	242		62	470
Injury Deaths	89	73-109	55	79
<b>PHYSICAL ENVIRONMENT (34)</b>				
Air-Pollution Particulate Matter	9.8		6.7	10.1
Drinking Water Violations	Yes			
Severe Housing Problems	10%	8-12%	9%	15%
Driving Alone to Work	82%	80-85%	72%	83%
Long Commute - Driving Alone	37%	32-42%	15%	26%

## Health Professional Shortage Area

Discipline	HPSA ID	HPSA Name	Designation Type	Primary State Name	HPSA FTE	HPSA Score	Status	Rural Status	Designation Date	Update Date
Primary Care	1057675398	Low Income - Logan County	Low Income Population HPSA	Arkansas	2.74	9	Designated	Rural	05/16/2012	10/28/2017
	<b>Component State Name</b>	<b>Component County Name</b>	<b>Component Name</b>	<b>Component Type</b>		<b>Component GEOID</b>		<b>Component Rural Status</b>		
	Arkansas	Logan County	Logan	Single County		05083		Rural		
Primary Care	105999050A	River Valley Primary Care Services	Federally Qualified Health Center	Arkansas	0	15	Designated	Rural	10/26/2002	01/31/2013
Primary Care	10599905A4	Booneville Community and Family Medical Clinic	Rural Health Clinic	Arkansas	0	11	Designated	Rural	12/07/2007	05/13/2014
Dental Health	6059990520	River Valley Primary Care Services	Federally Qualified Health Center	Arkansas	0	17	Designated	Rural	10/26/2002	01/31/2013
Dental Health	6059990522	Booneville Community and Family Medical Clinic	Rural Health Clinic	Arkansas	0	18	Designated	Rural	12/07/2007	05/13/2014
Mental Health	7059494347	Mental Health Catchment Area-Fort Smith	Low Income Population HPSA	Arkansas	1.56	18	Designated	Partially Rural	04/13/2017	04/13/2017
	<b>Component State Name</b>	<b>Component County Name</b>	<b>Component Name</b>	<b>Component Type</b>		<b>Component GEOID</b>		<b>Component Rural Status</b>		
	Arkansas	Logan County	Logan	Single County		05083		Rural		
Mental Health	7059990526	River Valley Primary Care Services	Federally Qualified Health Center	Arkansas	0	22	Designated	Rural	10/26/2002	01/31/2013
Mental Health	7059990541	Booneville Community and Family Medical Clinic	Rural Health Clinic	Arkansas	0	22	Designated	Rural	12/07/2007	05/13/2014



## VI. Prioritizing Significant Community Health Needs

Analysis of data from state and national sources was utilized in conjunction with local surveys, focus groups and stakeholder meetings. Prioritization of needs was determined by the Mercy Fort Smith Community Health & Access coworkers. The top health needs to the Paris community are: access to care, behavioral health and nutrition.

### Access to Care

While facilitating local community focus groups with our marginalized population we discovered that much of the community lacked the resources for obtaining health care services. This remains an issue due to the underinsured or completely uninsured status along with other obstacles to care like transportation. The Logan County Primary Care Physician/Citizen ratio of 4,340:1 far exceeds that of the Arkansas ratio 1,520:1. Accompanying the healthcare coverage issues are the socioeconomic barriers. The \$44,030 median family income of the Logan County community stands about ten thousand dollars less than the state income.

### Behavioral Health

Local focus groups, meetings and surveys along with national and state data highlight the need for behavioral health. There is an increasing number of youth and adults in the community that are experiencing anxiety problems, suicidal thoughts, and substance abuse. The stakeholder focus group discussion highlighted access Mental Health services was lacking, which is supported by the designation of a Mental Health Provider Shortage area by the Health Resources & Services Administration. These community members also talked about how substance use remains the top social behavior impacting the Paris region. The substance abuse health crisis is magnified by the prevalence of foster care and high recidivism within the community.

### Nutrition

The community voice raised various times that nutrition remains extremely impactful. Both local surveys and focus groups put that poor eating habits was the top risk behavior seen in their community and healthy cooking classes being unavailable to help find solutions to these habits. The obesity and diabetes epidemic hitting the region has various causes, one of which is healthy eating and nutrition. The access to fast food and high-caloric/nutrient-poor options also contributes to the weight and chronic health condition prevalence in Paris.

## VII. Significant Community Health Needs Not Being Addressed

Three assessed health issues identified in the 2019 CHNA process—COPD, housing, unemployment—were not chosen as priority focus areas for development of implementation strategies due to Mercy’s current lack of resources available to address these needs. These issues will be addressed indirectly in implementation strategies developed to meet the prioritized needs in areas that may overlap. For example, efforts to reduce the incidence of obesity in the community may also reduce the incidence of cancer. Additionally, related community partnerships, evidence-based programming, and sources of financial and other resources will be explored during the next three-year CHIP cycle. Mercy Paris will consider focusing on these issues should resources become available. Until then, Mercy Paris will support, as able, the efforts of partner agencies and organizations currently working to address these needs within the community.

## VIII. Potentially Available Resources

Mercy Paris collaborates with many local community agencies and organizations that have similar missions and personnel dedicated to improving the health and quality of life for individuals within Logan County. Certain partners prioritize similar health needs as addressed in this Community Health Needs Assessment. Some of these partners include:

### Access to Care

- United Way of Fort Smith Area
- Area Agency Home Health
- River Valley Primary Care

### Behavioral Health

- Western Arkansas Guidance Center
- Short Mountain Lodge – Assisted Living

### Nutrition

- Arkansas Hunger Relief Alliance
- Boys and Girls Club
- Arkansas Coalition for Obesity Prevention (ARCOP)
- Paris Methodist Church
- Master Gardeners
- Mercy Dietetics
- Mercy Farmers Markets

## IX. Evaluation of Impact

The 2016 community health needs assessment identified three priority health areas: Lung Disease, Cardiovascular Disease, and Mental Health. A community health improvement plan was developed and implemented to address these significant needs. Mercy Paris developed and implemented a variety of programs and initiatives to address the needs identified in the 2016 CHNA.

### Lung Disease

The Logan County community lacks access to various health services, including those that deal with lung disease. Mercy Hospital Paris provides respiratory therapy services to the local community. Also, tobacco cessation information is given to community members utilizing Mercy Paris primary care.

### Cardiovascular Disease

Mercy Paris has been plagued with desperate cardiovascular health outcomes. In order to address this need, Mercy Paris Hospital started an Elderly Exercise program. This targets the older members of the community to reduce and prevent cardiovascular health issues.

### Mental Health

Mercy Paris has seen the need for behavioral health in its community. The partnership with Western Arkansas Guidance Center allows patients to receive certain behavioral health services.

## X. References

Logan County Community Indicators. Community Commons Institute for People, Place and Possibility, 2019. Center for Applied Research and Environmental Systems; and Community Initiatives.

[www.communitycommons.org](http://www.communitycommons.org)

Logan County Health Rankings. County Health Rankings 2019. The University of Wisconsin-Population Health Institute and the Robert Wood Johnson Foundation. [www.countyhealthrankings.org](http://www.countyhealthrankings.org)

Logan County Health Professional Shortage Area Find, 2019. Health Resources & Services Administration. <https://data.hrsa.gov/tools/shortage-area/hpsa-find>

ED and Inpatient Reports, 2017. Mercy Paris Hospital.

Mercy Paris Health Survey, 2018.

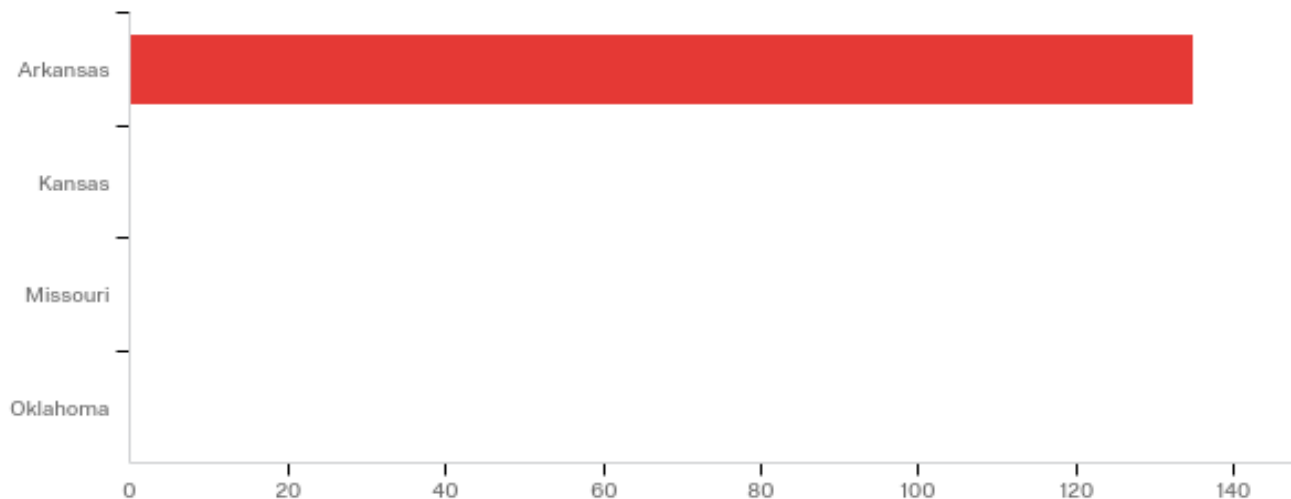
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# Paris 2019

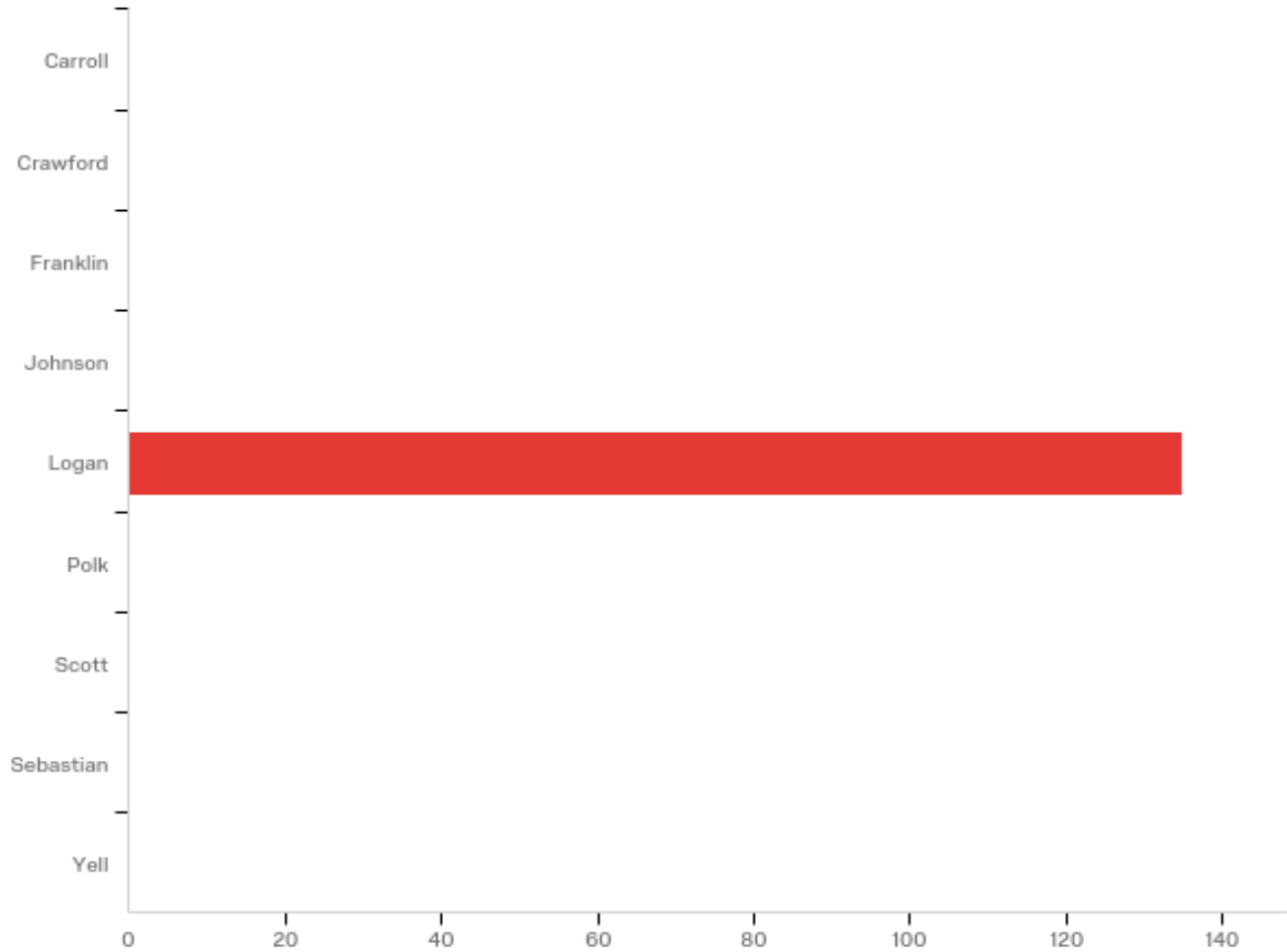
2018-CHNA Ministry-wide  
 May 10th 2019, 10:00 am CDT

**Q1 - Mercy would like your feedback on the health issues that impact the quality of life where you live. The results will guide our efforts to design programs and services that best meet the needs of the communities we serve. Your answers are completely anonymous. We look forward to your feedback. First, we'd like to know a bit about you. Please select your preferred language from the drop down box in the upper right corner. Please select the state where you receive most of your health care:**



#	Answer	%	Count
1	Arkansas	100.00%	135
2	Kansas	0.00%	0
4	Missouri	0.00%	0
6	Oklahoma	0.00%	0
	Total	100%	135

**Q2 - Please select the ARKANSAS COUNTY where you receive most of your health care.**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please select the ARKANSAS COUNTY where you receive most of your health care.	24.00	24.00	24.00	0.00	0.00	135

#	Answer	%	Count
1	Carroll	0.00%	0
23	Crawford	0.00%	0
26	Franklin	0.00%	0
28	Johnson	0.00%	0
24	Logan	100.00%	135
27	Polk	0.00%	0

25	Scott	0.00%	0
22	Sebastian	0.00%	0
29	Yell	0.00%	0
	Total	100%	135

**Q6 - Please enter your zip code in the space provided:**

Please enter your zip code in the space provided:

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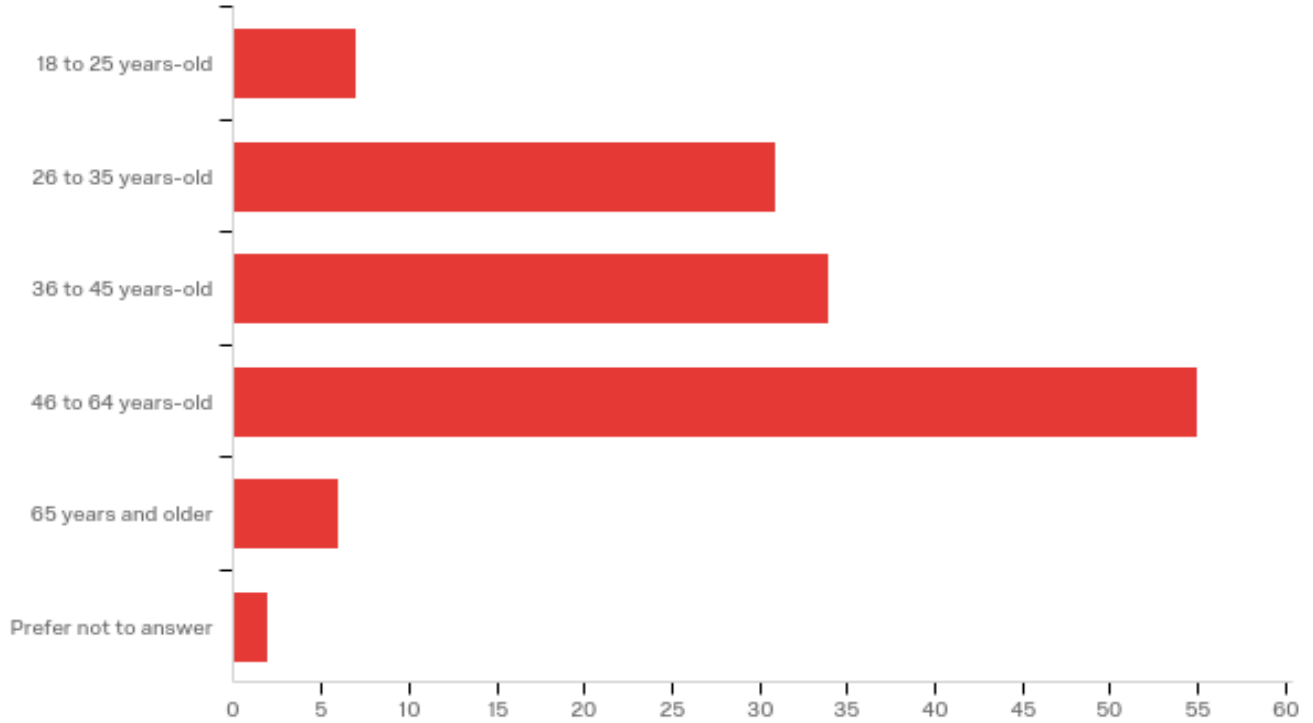
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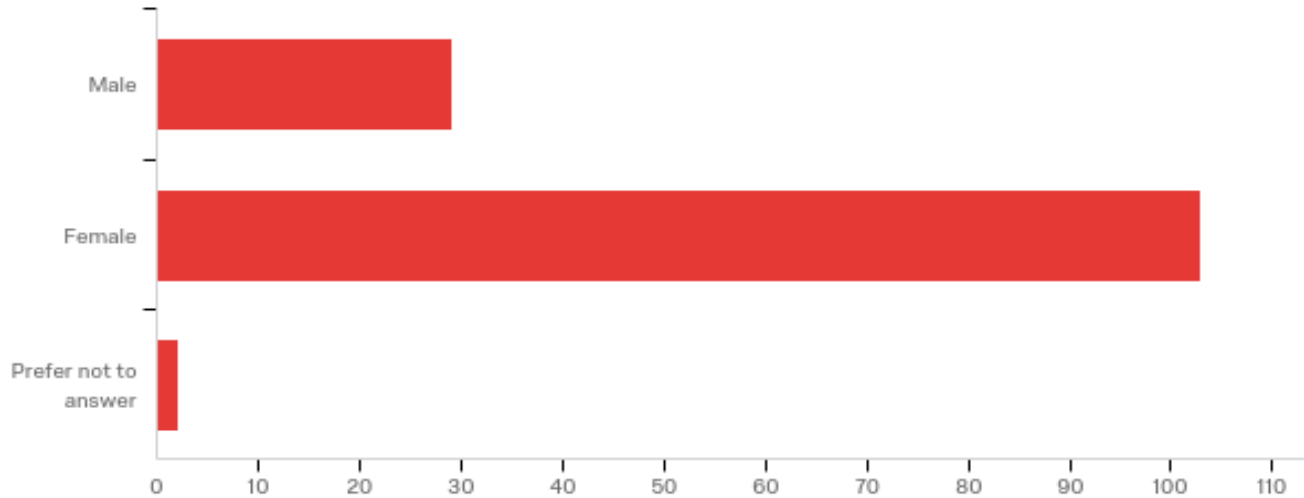
**Q7 - Please select the age range that best fits you.**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please select the age range that best fits you.	1.00	6.00	3.21	1.05	1.11	135

#	Answer	%	Count
1	18 to 25 years-old	5.19%	7
2	26 to 35 years-old	22.96%	31
3	36 to 45 years-old	25.19%	34
4	46 to 64 years-old	40.74%	55
5	65 years and older	4.44%	6
6	Prefer not to answer	1.48%	2
	Total	100%	135

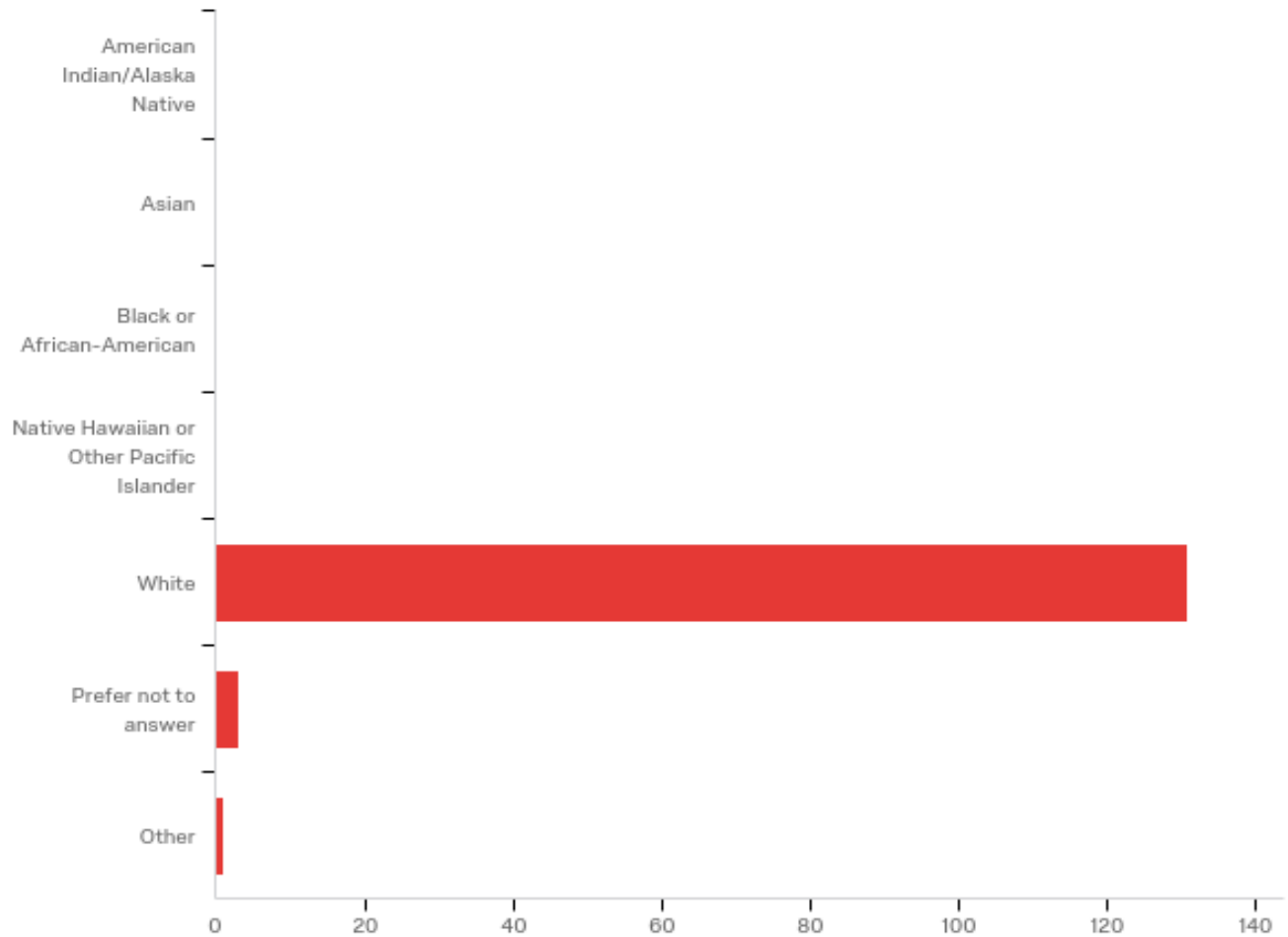
### Q8 - What is your gender identity?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your gender identity?	1.00	6.00	1.84	0.66	0.43	134

#	Answer	%	Count
1	Male	21.64%	29
2	Female	76.87%	103
6	Prefer not to answer	1.49%	2
	Total	100%	134

**Q9 - Please choose the race/ethnicity that best fits you. Select all that apply or you can simply choose "prefer not to answer."**



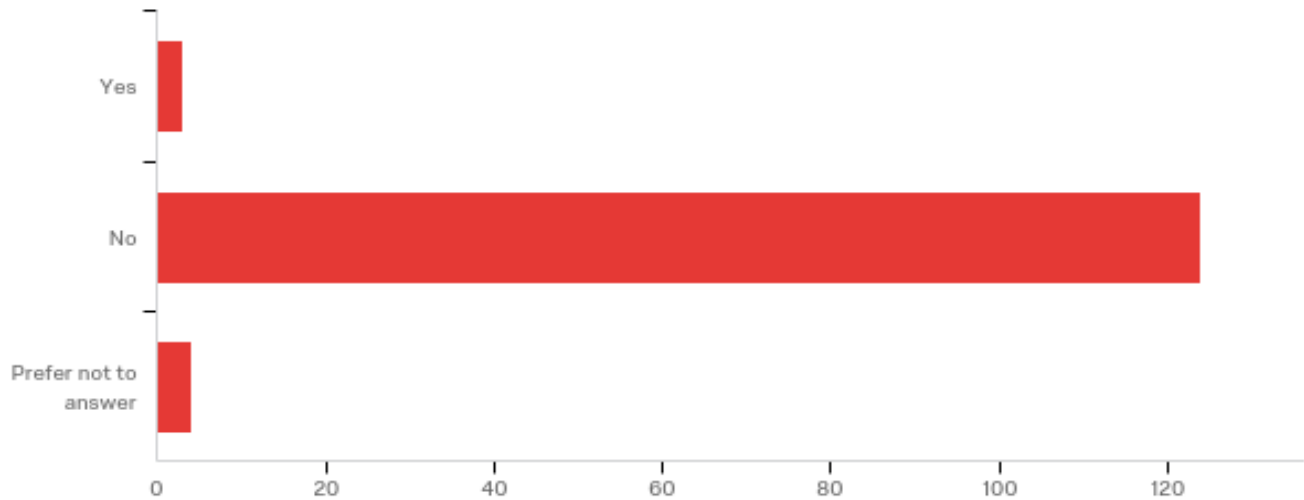
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please choose the race/ethnicity that best fits you. Select all that apply or you can simply choose "prefer not to answer." - Selected Choice	4.00	8.00	4.07	0.45	0.20	135

#	Answer	%	Count
5	American Indian/Alaska Native	0.00%	0
2	Asian	0.00%	0
1	Black or African-American	0.00%	0
7	Native Hawaiian or Other Pacific Islander	0.00%	0

4	White	97.04%	131
6	Prefer not to answer	2.22%	3
8	Other	0.74%	1
	Total	100%	135

Q9\_8\_TEXT - Other  
Other - Text

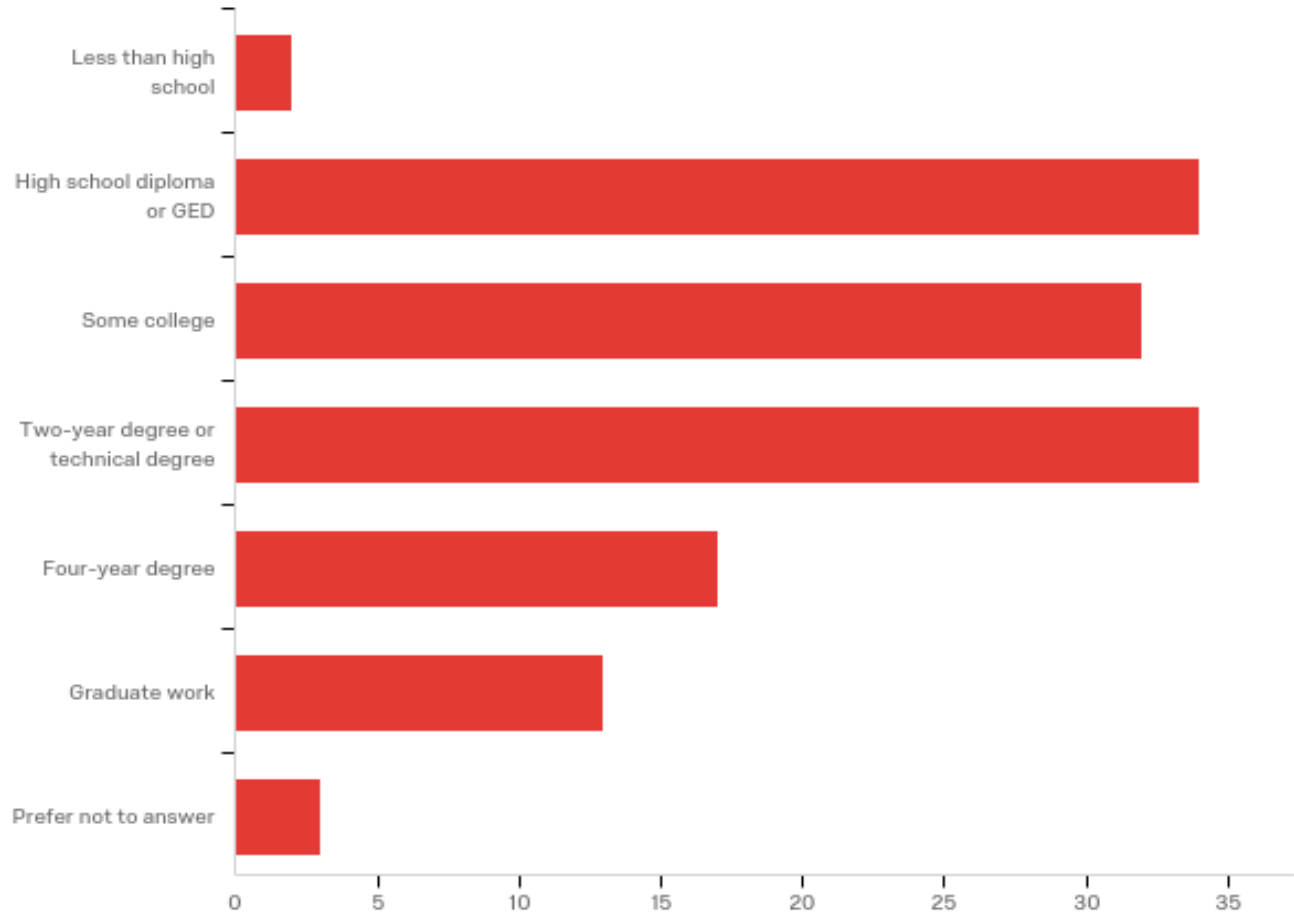
### Q10 - Do you identify yourself as Hispanic or Latino?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you identify yourself as Hispanic or Latino?	1.00	3.00	2.01	0.23	0.05	131

#	Answer	%	Count
1	Yes	2.29%	3
2	No	94.66%	124
3	Prefer not to answer	3.05%	4
	Total	100%	131

**Q11 - Please select the education level that best describes you.**



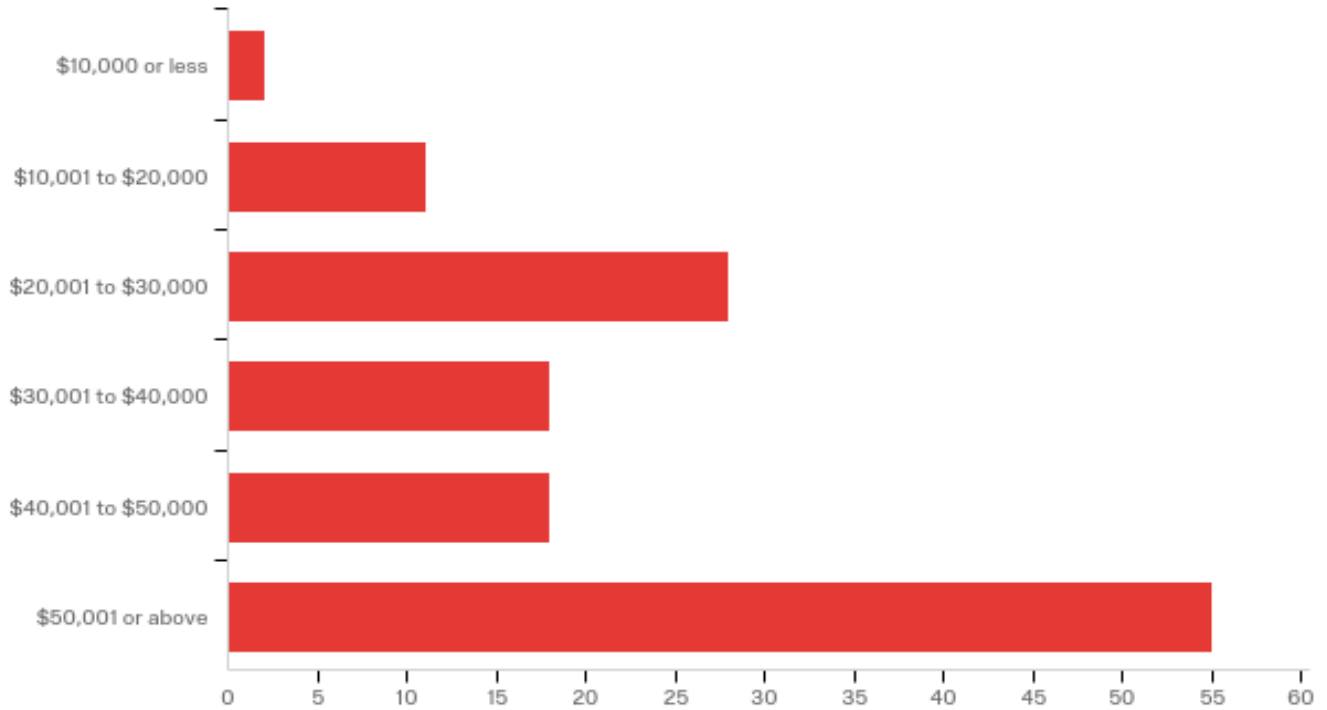
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please select the education level that best describes you.	2.00	15.00	5.25	3.56	12.65	135

#	Answer	%	Count
7	Less than high school	1.48%	2
2	High school diploma or GED	25.19%	34
4	Some college	23.70%	32
5	Two-year degree or technical degree	25.19%	34
6	Four-year degree	12.59%	17
14	Graduate work	9.63%	13
15	Prefer not to answer	2.22%	3

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	Total	100%	135
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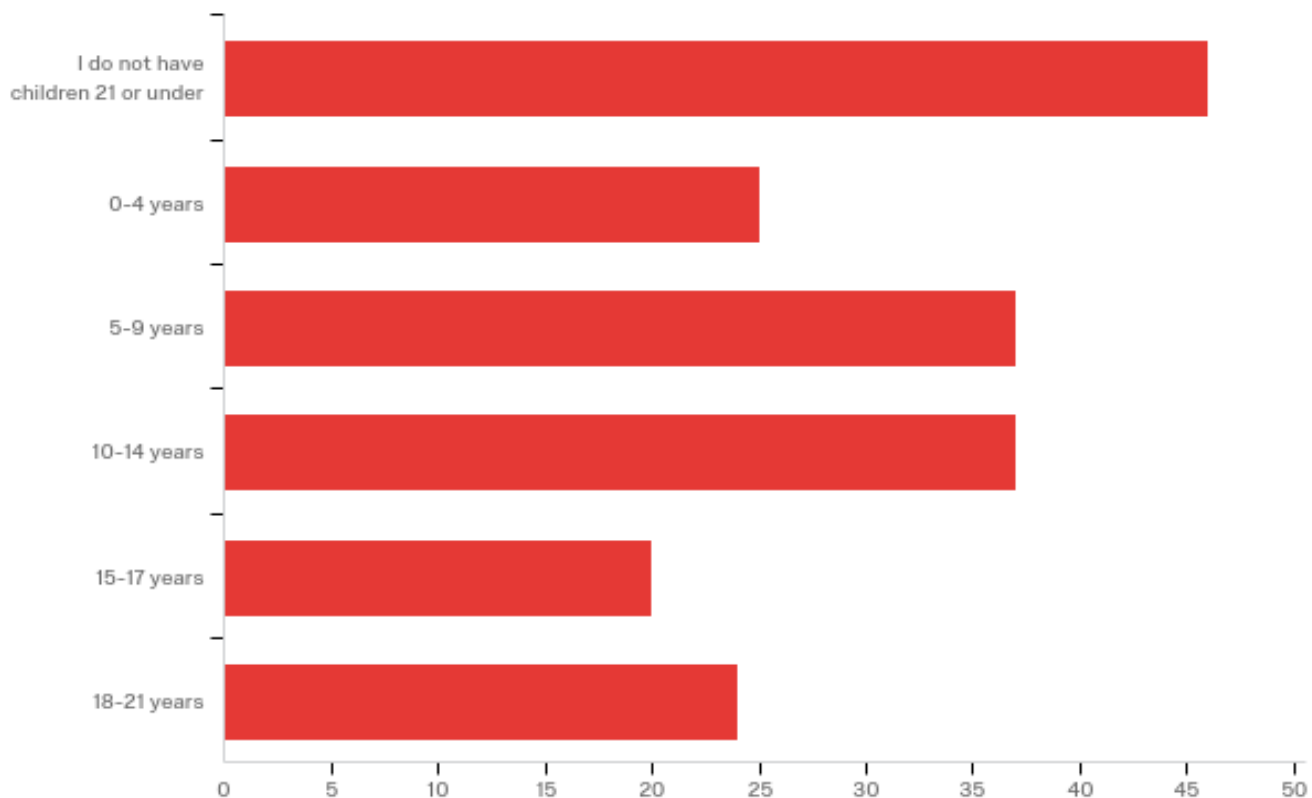
**Q12 - Last year, what was your total household income from all sources, before taxes?**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Last year, what was your total household income from all sources, before taxes?	1.00	6.00	4.55	1.48	2.19	132

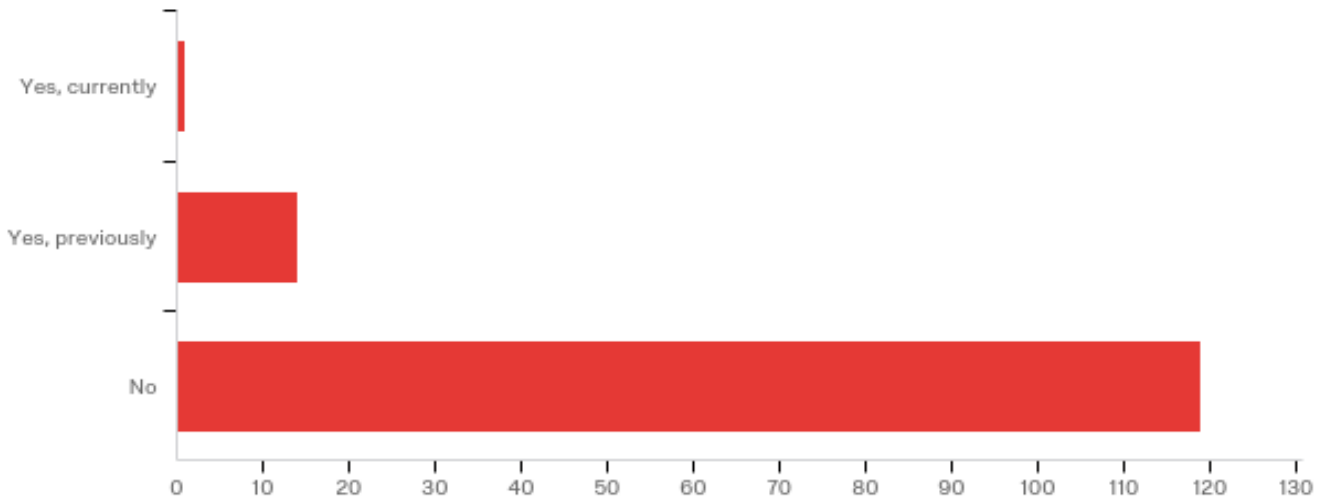
#	Answer	%	Count
1	\$10,000 or less	1.52%	2
2	\$10,001 to \$20,000	8.33%	11
3	\$20,001 to \$30,000	21.21%	28
4	\$30,001 to \$40,000	13.64%	18
5	\$40,001 to \$50,000	13.64%	18
6	\$50,001 or above	41.67%	55
	Total	100%	132

**Q13 - If you have children 21 years of age or younger, how old are they? (Check all that apply)**



#	Answer	%	Count
1	I do not have children 21 or under	24.34%	46
2	0-4 years	13.23%	25
3	5-9 years	19.58%	37
4	10-14 years	19.58%	37
5	15-17 years	10.58%	20
6	18-21 years	12.70%	24
	Total	100%	189

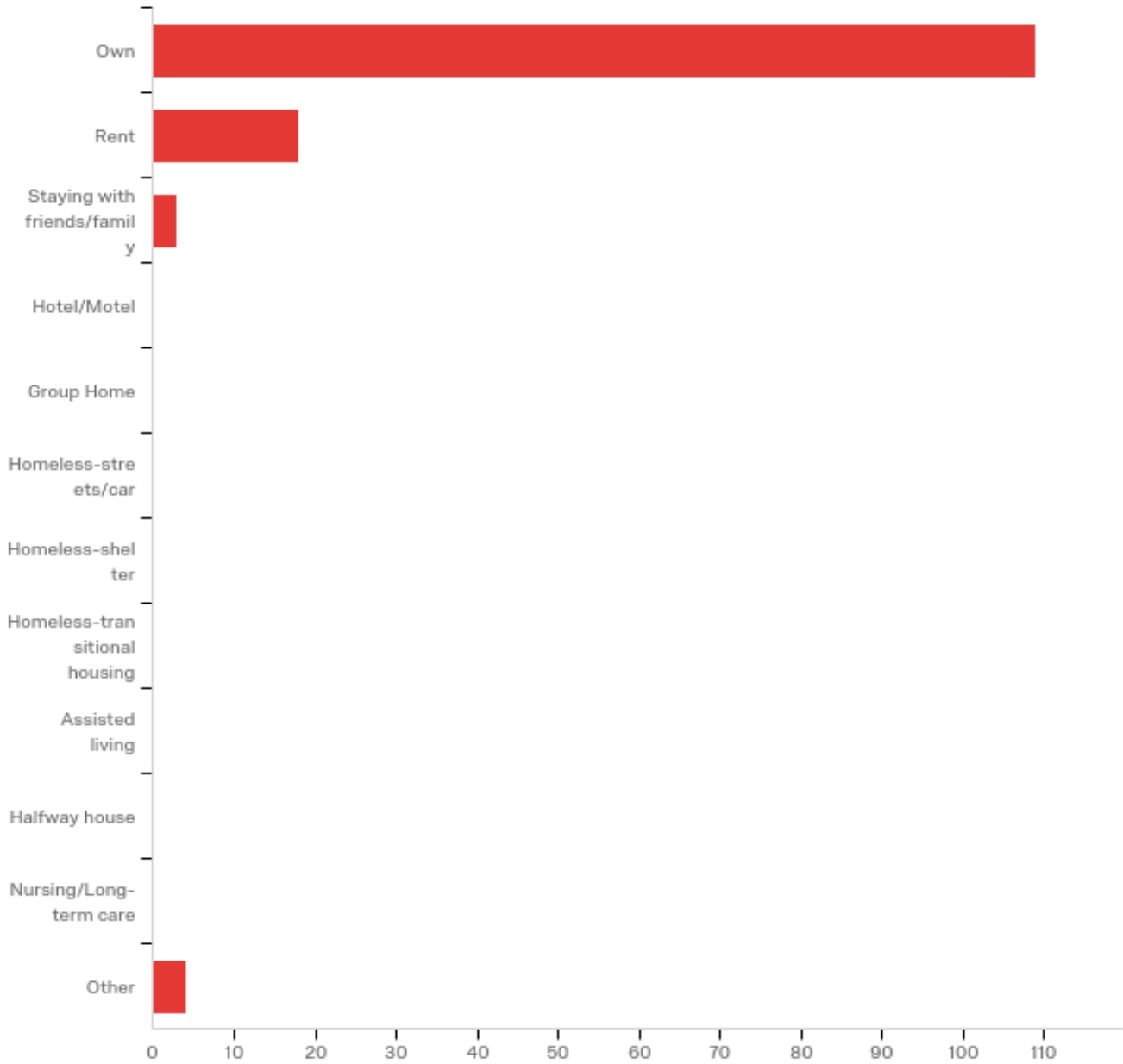
**Q14 - Are you currently, or have you ever been, without stable housing? This includes sleeping in a tent, car, camper, make-shift shelter, couch surfing, etc.**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you currently, or have you ever been, without stable housing? This includes sleeping in a tent, car, camper, make-shift shelter, couch surfing, etc.	1.00	10.00	9.83	0.82	0.68	134

#	Answer	%	Count
1	Yes, currently	0.75%	1
9	Yes, previously	10.45%	14
10	No	88.81%	119
	Total	100%	134

### Q15 - What is your housing status?



#	Answer	%	Count
1	Own	81.34%	109
2	Rent	13.43%	18
3	Staying with friends/family	2.24%	3
4	Hotel/Motel	0.00%	0
5	Group Home	0.00%	0
6	Homeless-streets/car	0.00%	0
9	Homeless-shelter	0.00%	0

7	Homeless-transitional housing	0.00%	0
8	Assisted living	0.00%	0
10	Halfway house	0.00%	0
11	Nursing/Long-term care	0.00%	0
12	Other	2.99%	4
	Total	100%	134

Q15\_12\_TEXT - Other

Other - Text

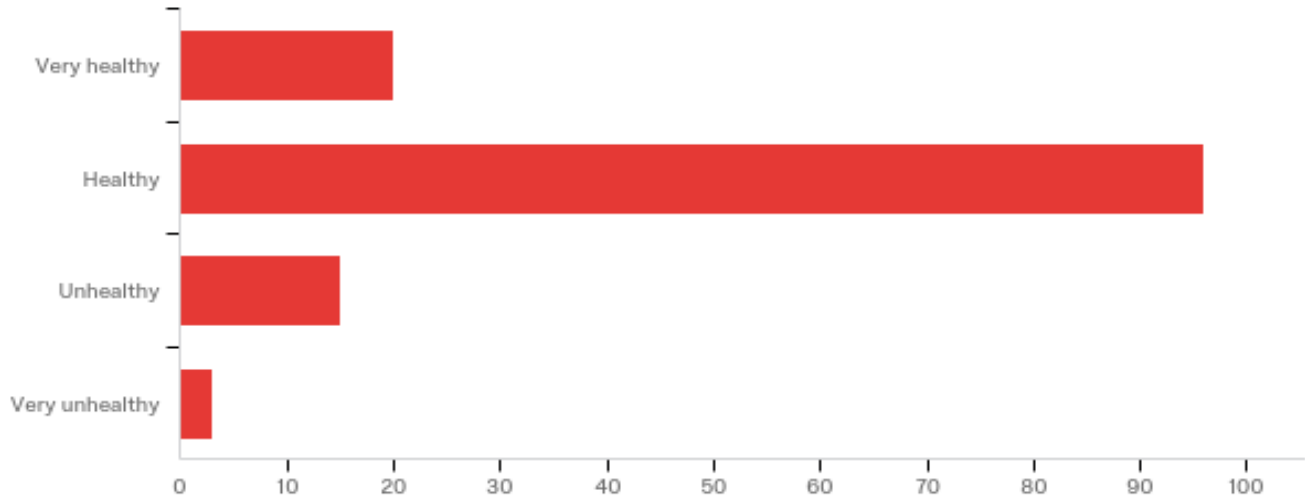
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Income Based

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significant other owns home

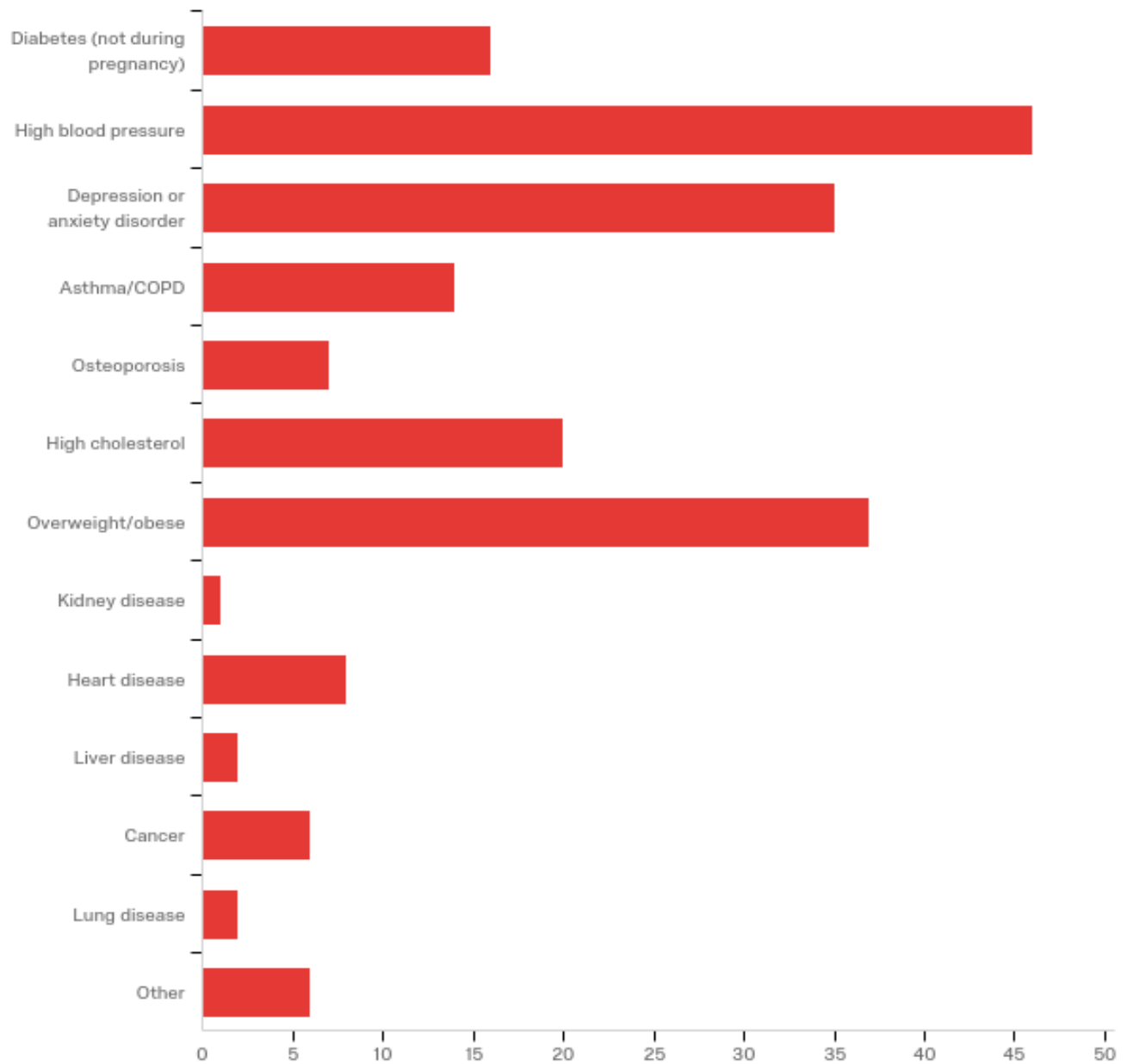
### Q16 - How would you rate your own health?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How would you rate your own health?	1.00	4.00	2.01	0.59	0.35	134

#	Answer	%	Count
1	Very healthy	14.93%	20
2	Healthy	71.64%	96
3	Unhealthy	11.19%	15
4	Very unhealthy	2.24%	3
	Total	100%	134

**Q17 - Have you ever been told by a doctor, nurse, or other health professional that you have any of the following conditions? (Select all that apply)**



#	Answer	%	Count
1	Diabetes (not during pregnancy)	8.00%	16
3	High blood pressure	23.00%	46
13	Depression or anxiety disorder	17.50%	35
2	Asthma/COPD	7.00%	14
4	Osteoporosis	3.50%	7
5	High cholesterol	10.00%	20

6	Overweight/obese	18.50%	37
7	Kidney disease	0.50%	1
8	Heart disease	4.00%	8
9	Liver disease	1.00%	2
10	Cancer	3.00%	6
11	Lung disease	1.00%	2
12	Other	3.00%	6
	Total	100%	200

Q17\_12\_TEXT - Other

Other - Text

Asl (lupus)

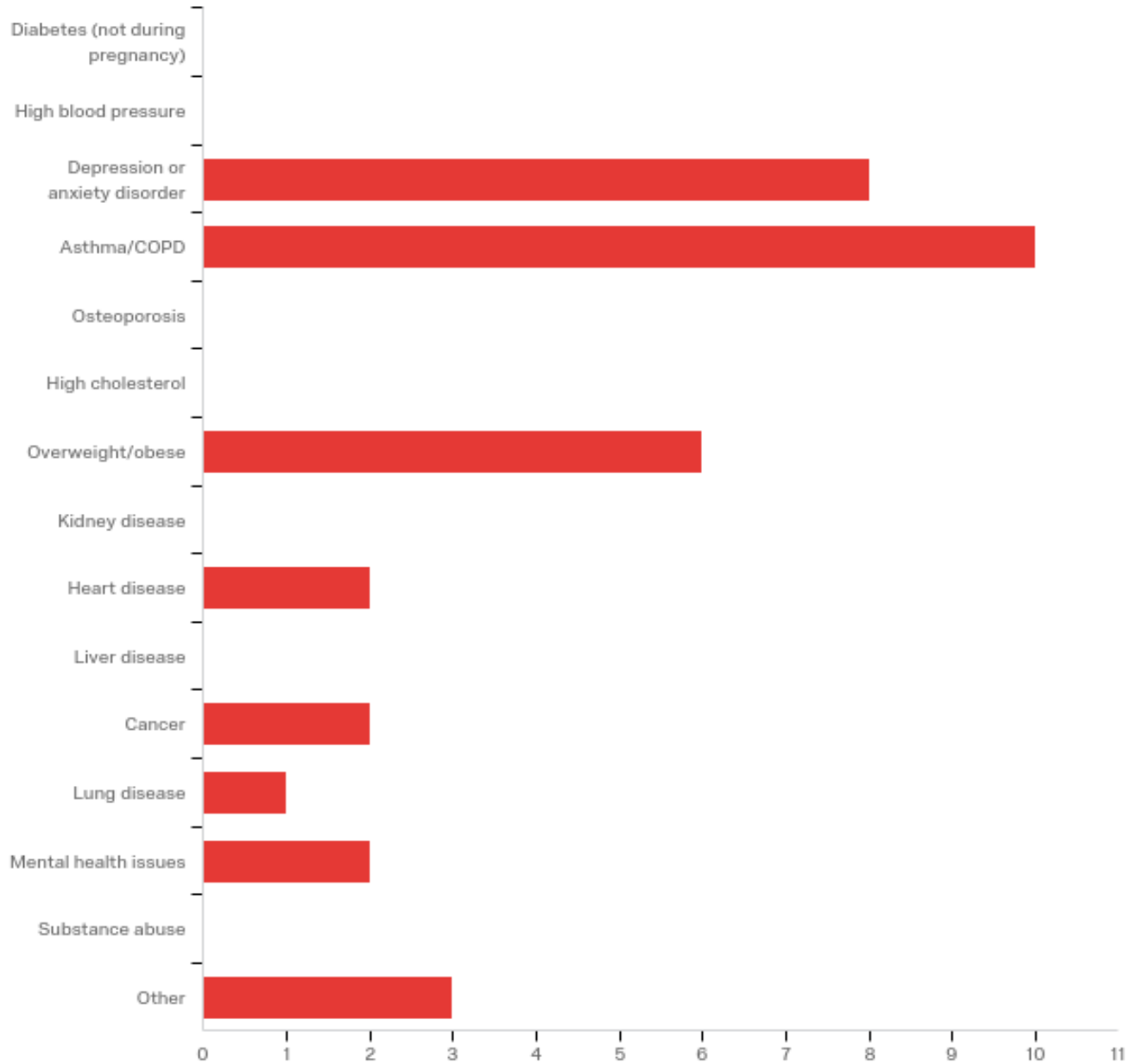
Colitis

RA

chronic migraine

arthritis

**Q18 - If you have children under the age of 21, have your children ever been diagnosed with any of the following ? (Select all that apply)**



#	Answer	%	Count
1	Diabetes (not during pregnancy)	0.00%	0
3	High blood pressure	0.00%	0
13	Depression or anxiety disorder	23.53%	8
2	Asthma/COPD	29.41%	10
4	Osteoporosis	0.00%	0
5	High cholesterol	0.00%	0

6	Overweight/obese	17.65%	6
7	Kidney disease	0.00%	0
8	Heart disease	5.88%	2
9	Liver disease	0.00%	0
10	Cancer	5.88%	2
11	Lung disease	2.94%	1
14	Mental health issues	5.88%	2
15	Substance abuse	0.00%	0
12	Other	8.82%	3
	Total	100%	34

Q18\_12\_TEXT - Other

Other - Text

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Adhd

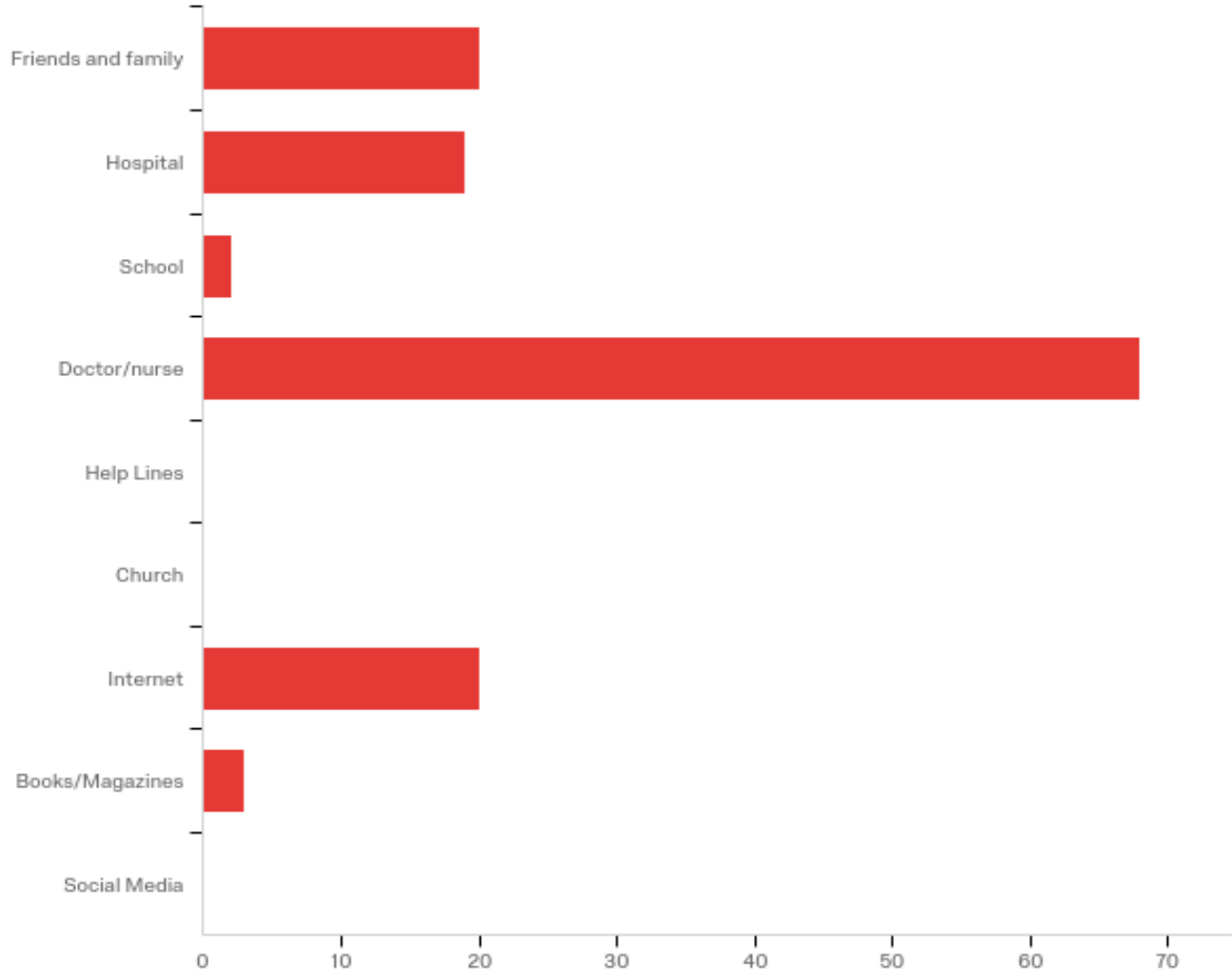
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Cerebral Palsy

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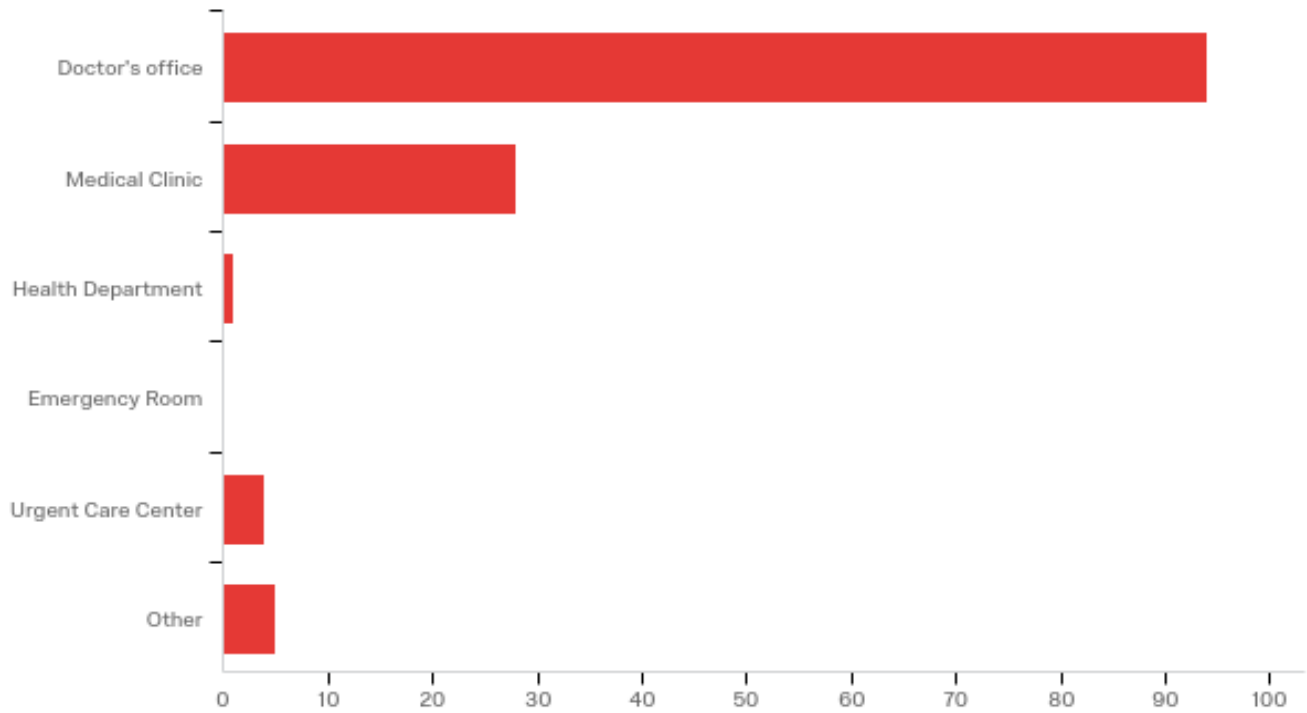
hyperactive

### Q19 - Where do you get most of your health-related information?



#	Answer	%	Count
1	Friends and family	15.15%	20
2	Hospital	14.39%	19
3	School	1.52%	2
4	Doctor/nurse	51.52%	68
5	Help Lines	0.00%	0
6	Church	0.00%	0
7	Internet	15.15%	20
8	Books/Magazines	2.27%	3
9	Social Media	0.00%	0
	Total	100%	132

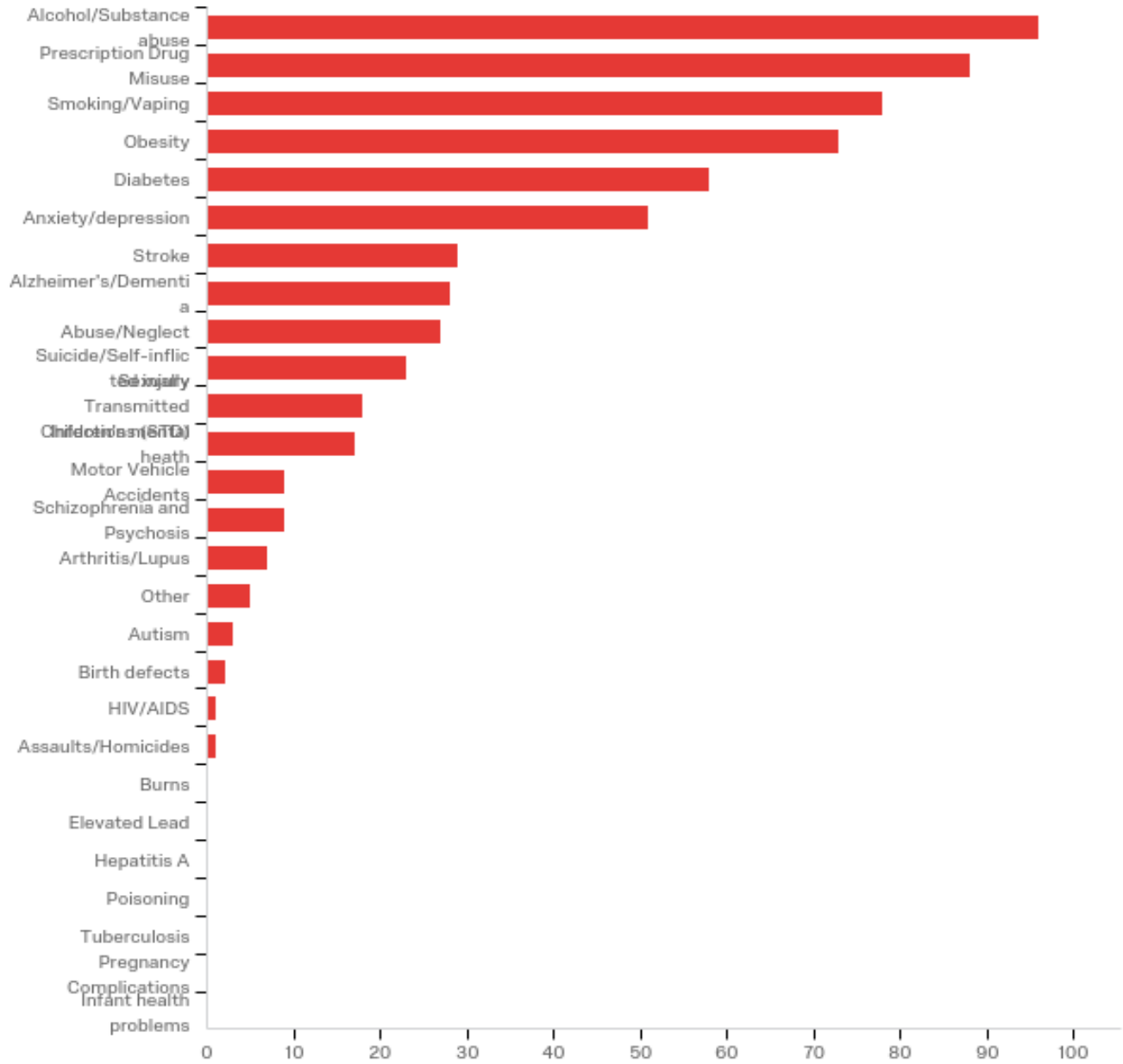
**Q20 - Where do you go most often when you are sick or need advice about your health? (Choose the one you use most often.)**



#	Answer	%	Count
1	Doctor's office	71.21%	94
2	Medical Clinic	21.21%	28
3	Health Department	0.76%	1
4	Emergency Room	0.00%	0
5	Urgent Care Center	3.03%	4
6	Other	3.79%	5
	Total	100%	132

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## Q21 - What are the TOP 5 most common health issues in your city?



#	Answer	%	Count
1	Alzheimer's/Dementia	4.49%	28
2	Birth defects	0.32%	2
3	Arthritis/Lupus	1.12%	7
4	Motor Vehicle Accidents	1.44%	9
5	Autism	0.48%	3
6	Sexually Transmitted Infections (STD)	2.89%	18
7	HIV/AIDS	0.16%	1

8	Stroke	4.65%	29
9	Smoking/Vaping	12.52%	78
10	Suicide/Self-inflicted injury	3.69%	23
11	Prescription Drug Misuse	14.13%	88
12	Assaults/Homicides	0.16%	1
13	Diabetes	9.31%	58
14	Anxiety/depression	8.19%	51
15	Schizophrenia and Psychosis	1.44%	9
16	Obesity	11.72%	73
17	Abuse/Neglect	4.33%	27
18	Alcohol/Substance abuse	15.41%	96
19	Burns	0.00%	0
20	Children's mental health	2.73%	17
21	Elevated Lead	0.00%	0
22	Hepatitis A	0.00%	0
23	Poisoning	0.00%	0
24	Tuberculosis	0.00%	0
25	Pregnancy Complications	0.00%	0
26	Infant health problems	0.00%	0
27	Other	0.80%	5
	Total	100%	623

Q21\_27\_TEXT - Other

Other - Text

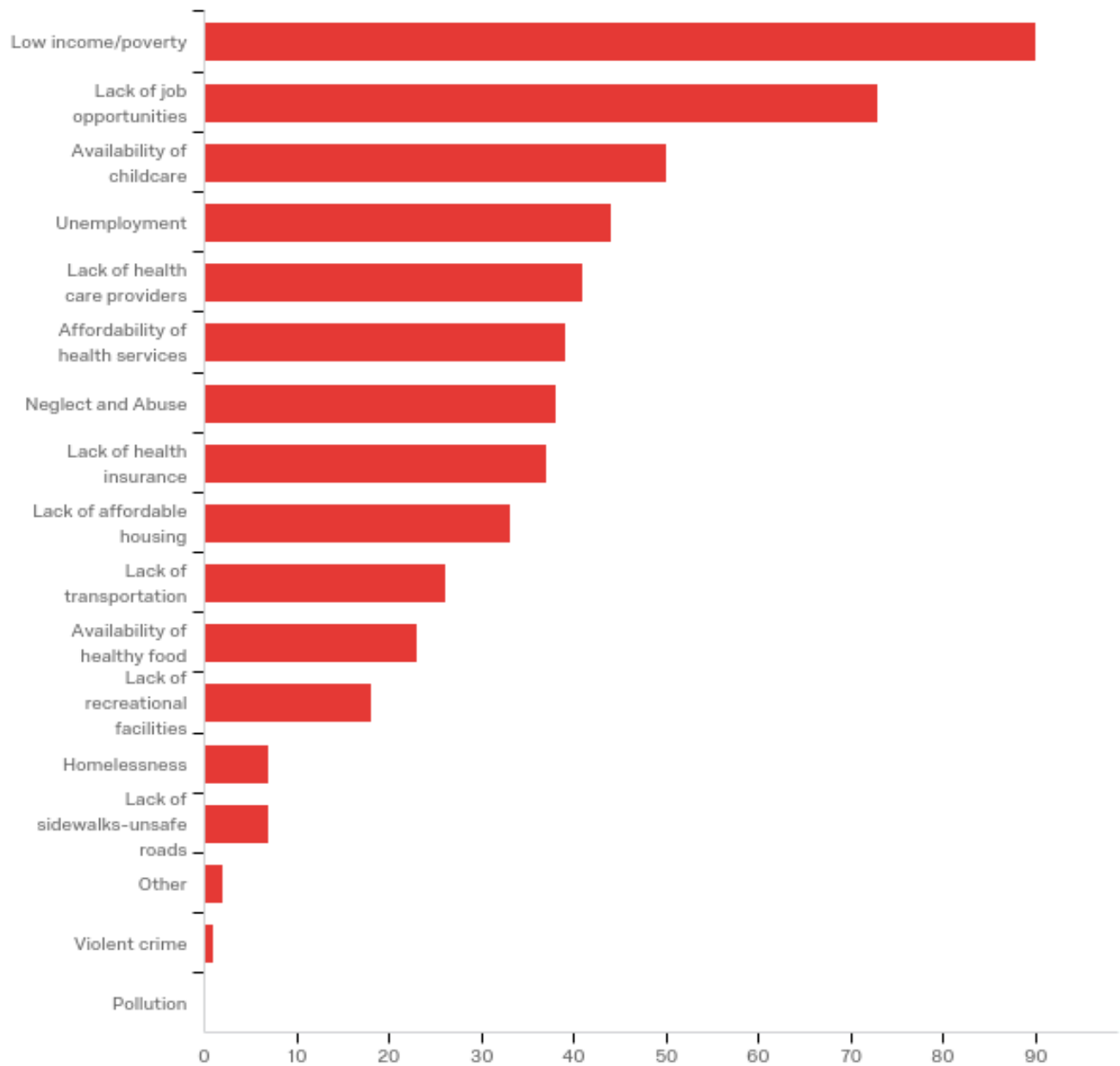
cancer

Do not have that info

COPD

Cancer

## Q22 - What are the TOP 5 social issues that have the greatest effect on quality of life in your city?



#	Answer	%	Count
1	Availability of childcare	9.45%	50
2	Affordability of health services	7.37%	39
3	Availability of healthy food	4.35%	23
4	Homelessness	1.32%	7
5	Lack of affordable housing	6.24%	33
6	Lack of health insurance	6.99%	37

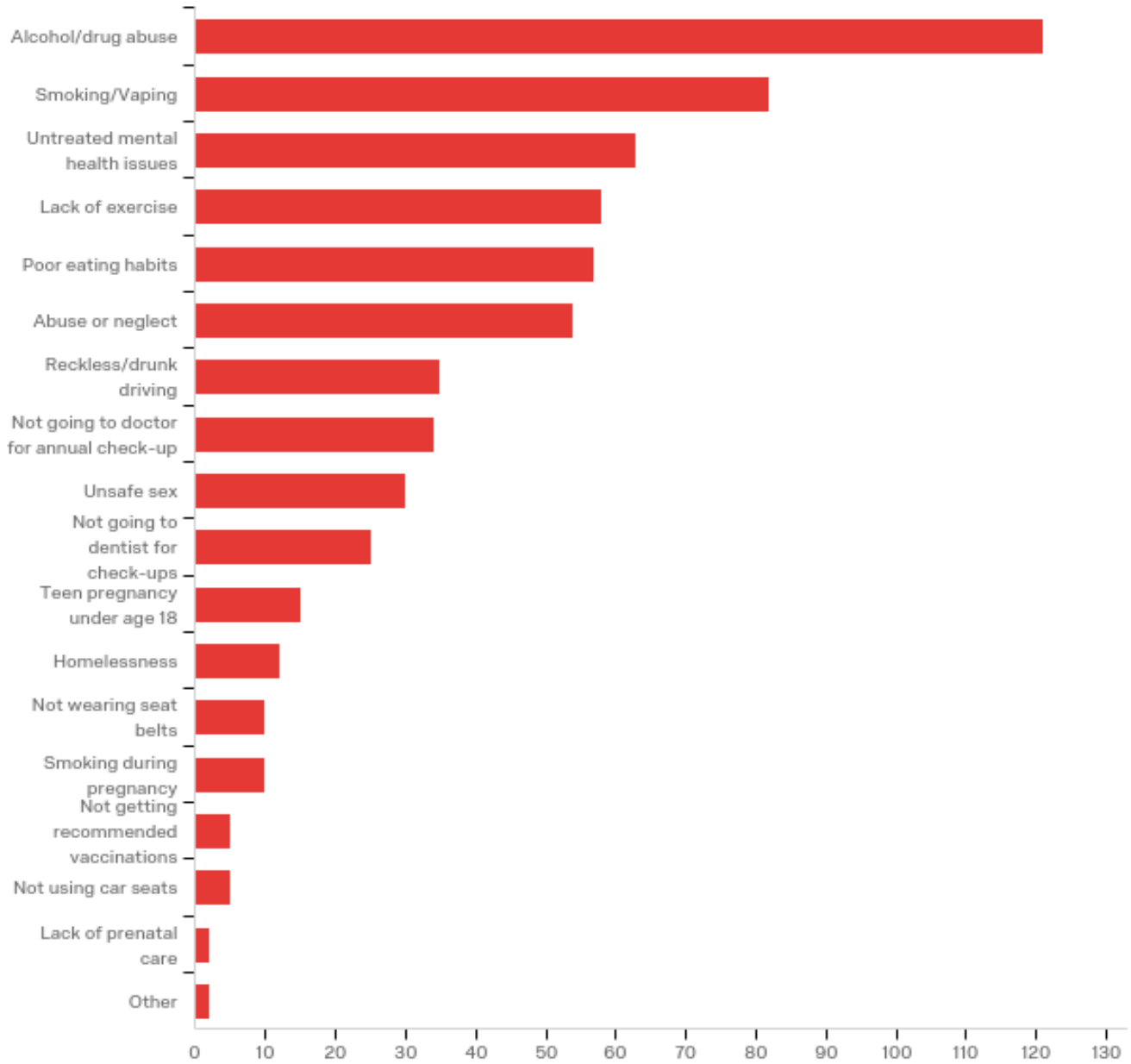
7	Lack of health care providers	7.75%	41
8	Lack of recreational facilities	3.40%	18
9	Neglect and Abuse	7.18%	38
10	Pollution	0.00%	0
11	Low income/poverty	17.01%	90
12	Lack of transportation	4.91%	26
13	Unemployment	8.32%	44
14	Violent crime	0.19%	1
15	Lack of sidewalks-unsafe roads	1.32%	7
16	Lack of job opportunities	13.80%	73
17	Other	0.38%	2
	Total	100%	529

Q22\_17\_TEXT - Other

Other - Text

Do not have that info

### Q23 - What are the TOP 5 risk behaviors that impact health in your city?



#	Answer	%	Count
1	Alcohol/drug abuse	19.52%	121
4	Not going to dentist for check-ups	4.03%	25
5	Lack of exercise	9.35%	58
6	Not getting recommended vaccinations	0.81%	5
7	Not using car seats	0.81%	5
8	Not wearing seat belts	1.61%	10
9	Unsafe sex	4.84%	30

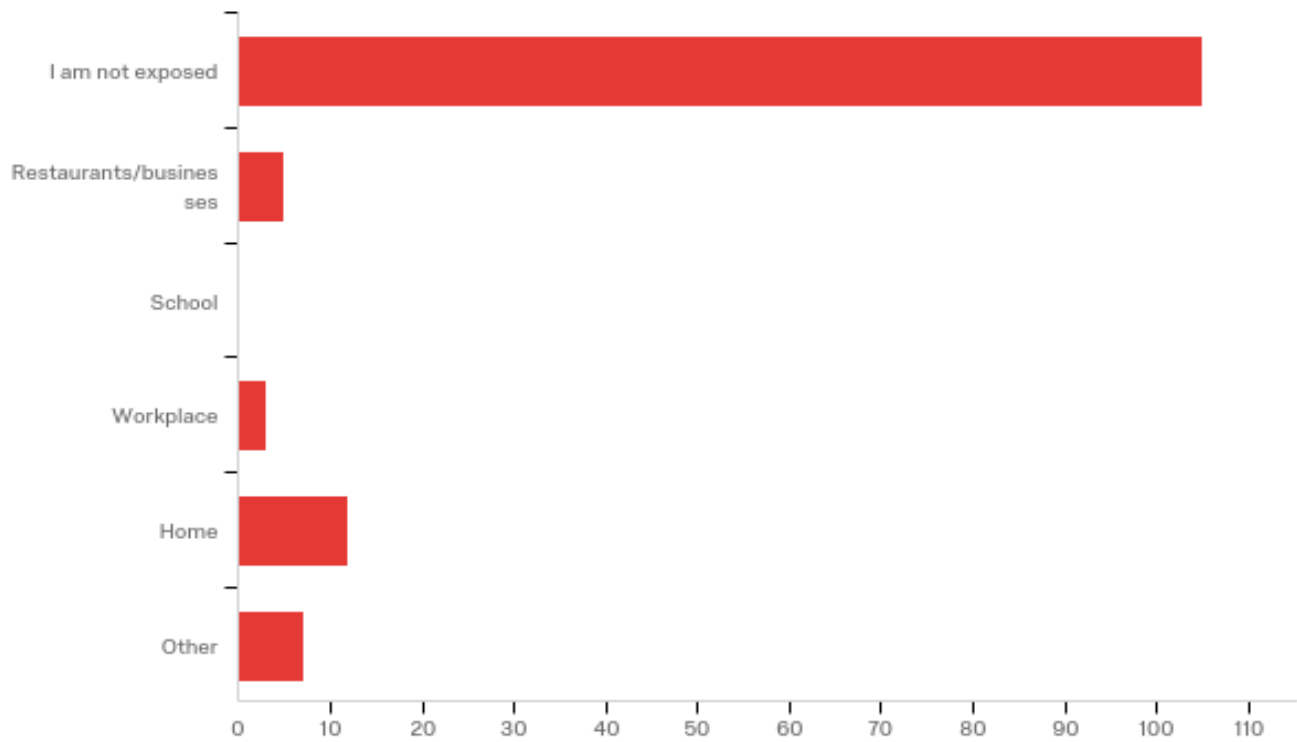
10	Lack of prenatal care	0.32%	2
11	Poor eating habits	9.19%	57
12	Reckless/drunk driving	5.65%	35
13	Not going to doctor for annual check-up	5.48%	34
14	Smoking/Vaping	13.23%	82
15	Abuse or neglect	8.71%	54
16	Homelessness	1.94%	12
17	Untreated mental health issues	10.16%	63
18	Teen pregnancy under age 18	2.42%	15
19	Smoking during pregnancy	1.61%	10
20	Other	0.32%	2
	Total	100%	620

Q23\_20\_TEXT - Other

Other - Text

Do not have that info

**Q24 - Are you exposed to secondhand smoke in any of the following places? (Select all that apply)**



#	Answer	%	Count
5	I am not exposed	79.55%	105
1	Restaurants/businesses	3.79%	5
2	School	0.00%	0
3	Workplace	2.27%	3
4	Home	9.09%	12
6	Other	5.30%	7
	Total	100%	132

**Q24\_6\_TEXT - Other**

Other - Text

Families houses

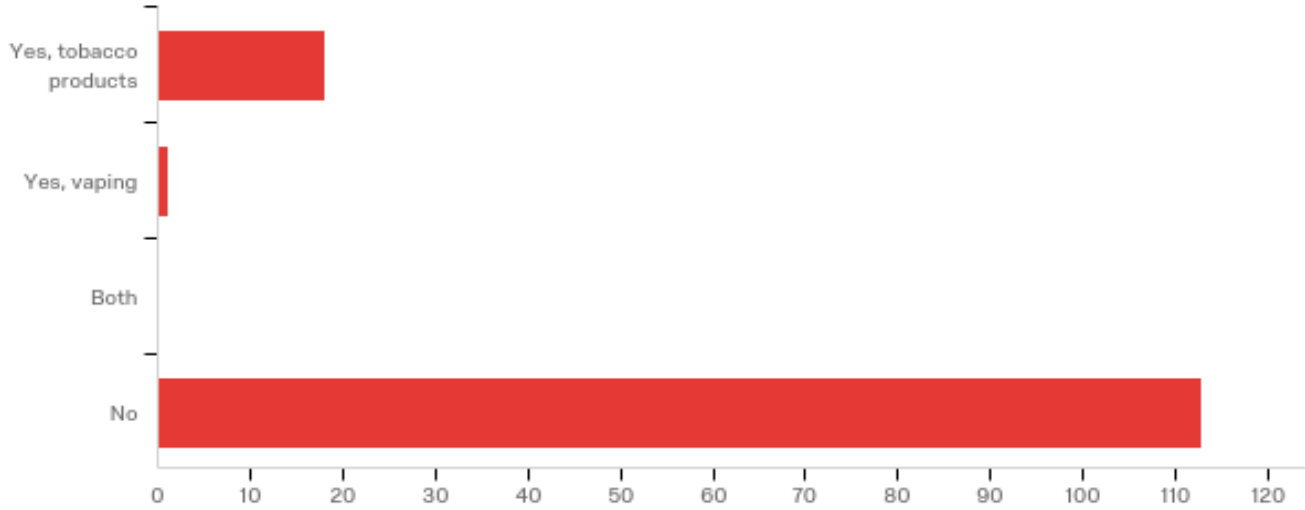
Boyfriends house

MOM'S HOUSE

family



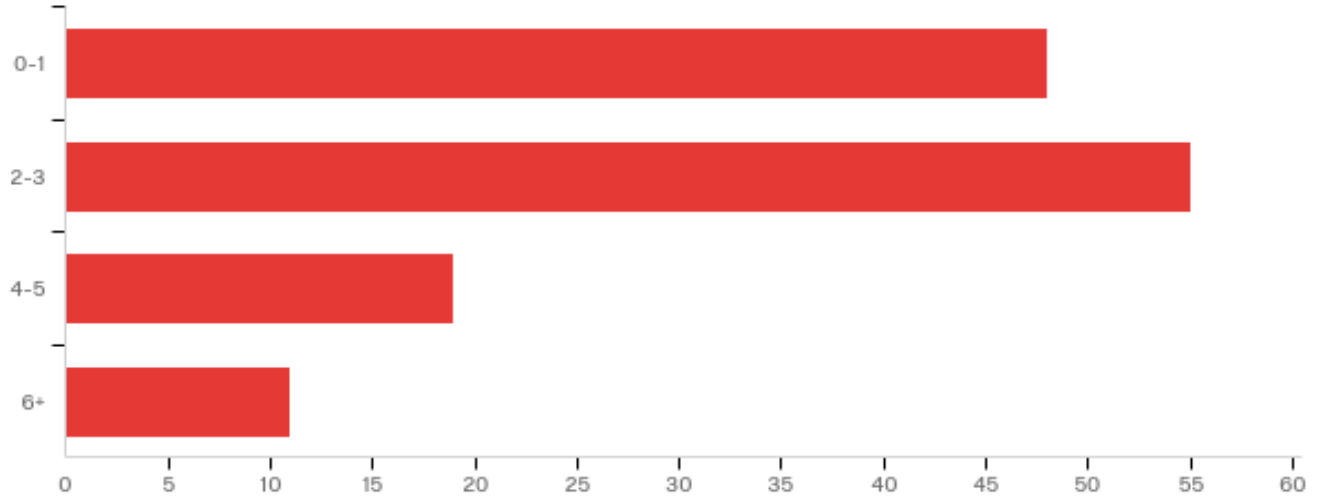
### Q25 - Do you currently smoke or use tobacco products including vaping?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you currently smoke or use tobacco products including vaping?	1.00	4.00	3.58	1.04	1.08	132

#	Answer	%	Count
1	Yes, tobacco products	13.64%	18
2	Yes, vaping	0.76%	1
3	Both	0.00%	0
4	No	85.61%	113
	Total	100%	132

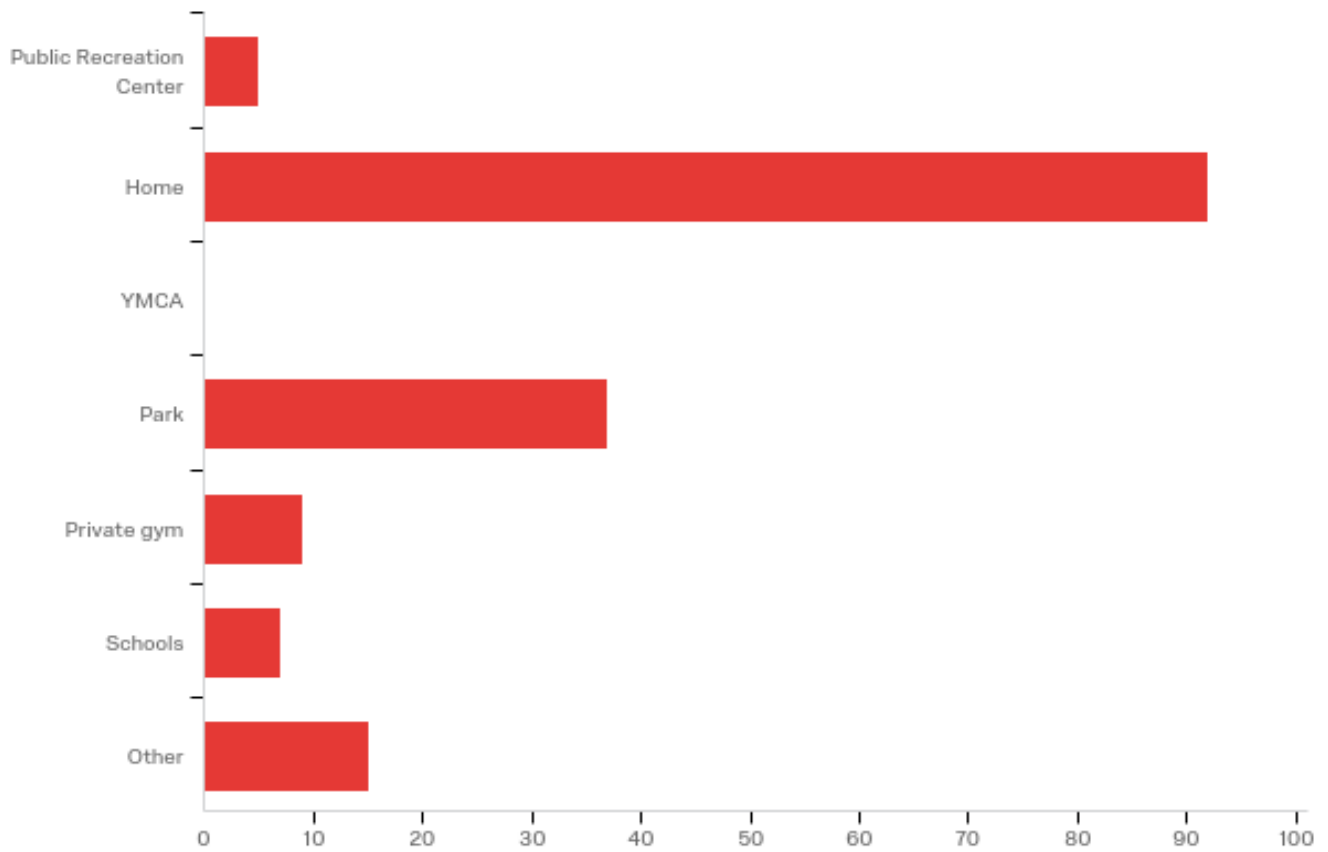
**Q26 - In a normal week, how many times do you exercise at least 30 minutes?**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In a normal week, how many times do you exercise at least 30 minutes?	1.00	4.00	1.95	0.91	0.83	133

#	Answer	%	Count
1	0-1	36.09%	48
2	2-3	41.35%	55
3	4-5	14.29%	19
4	6+	8.27%	11
	Total	100%	133

**Q27 - Where do you go to engage in exercise or physical activity? (Select all that apply)**



#	Answer	%	Count
1	Public Recreation Center	3.03%	5
2	Home	55.76%	92
3	YMCA	0.00%	0
4	Park	22.42%	37
5	Private gym	5.45%	9
6	Schools	4.24%	7
7	Other	9.09%	15
	Total	100%	165

**Q27\_7\_TEXT - Other**

Other - Text

church

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Walk on road

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Work

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Work

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Work

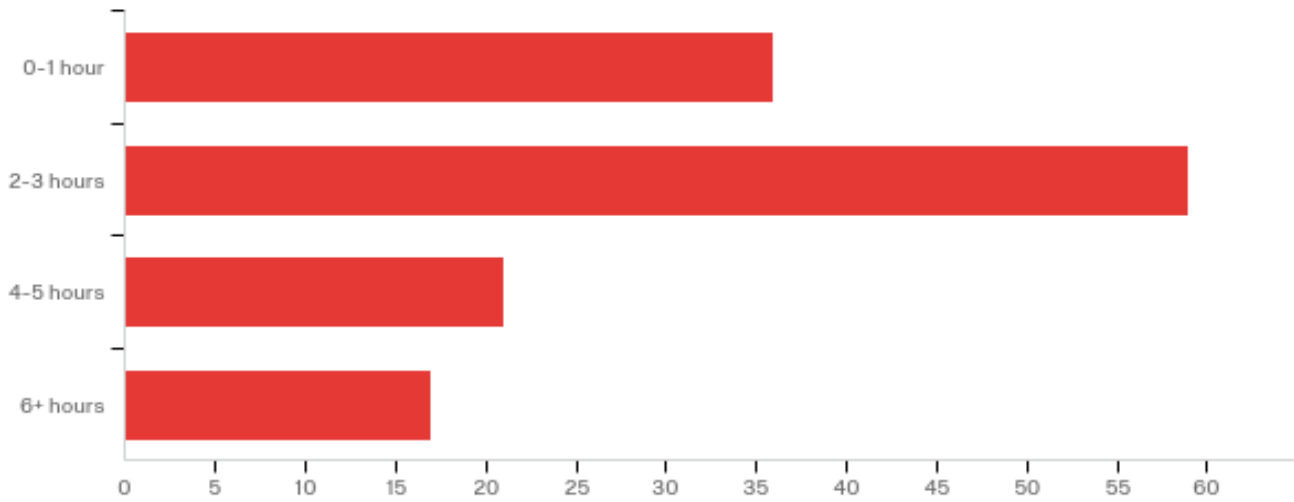
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Roads in town

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work

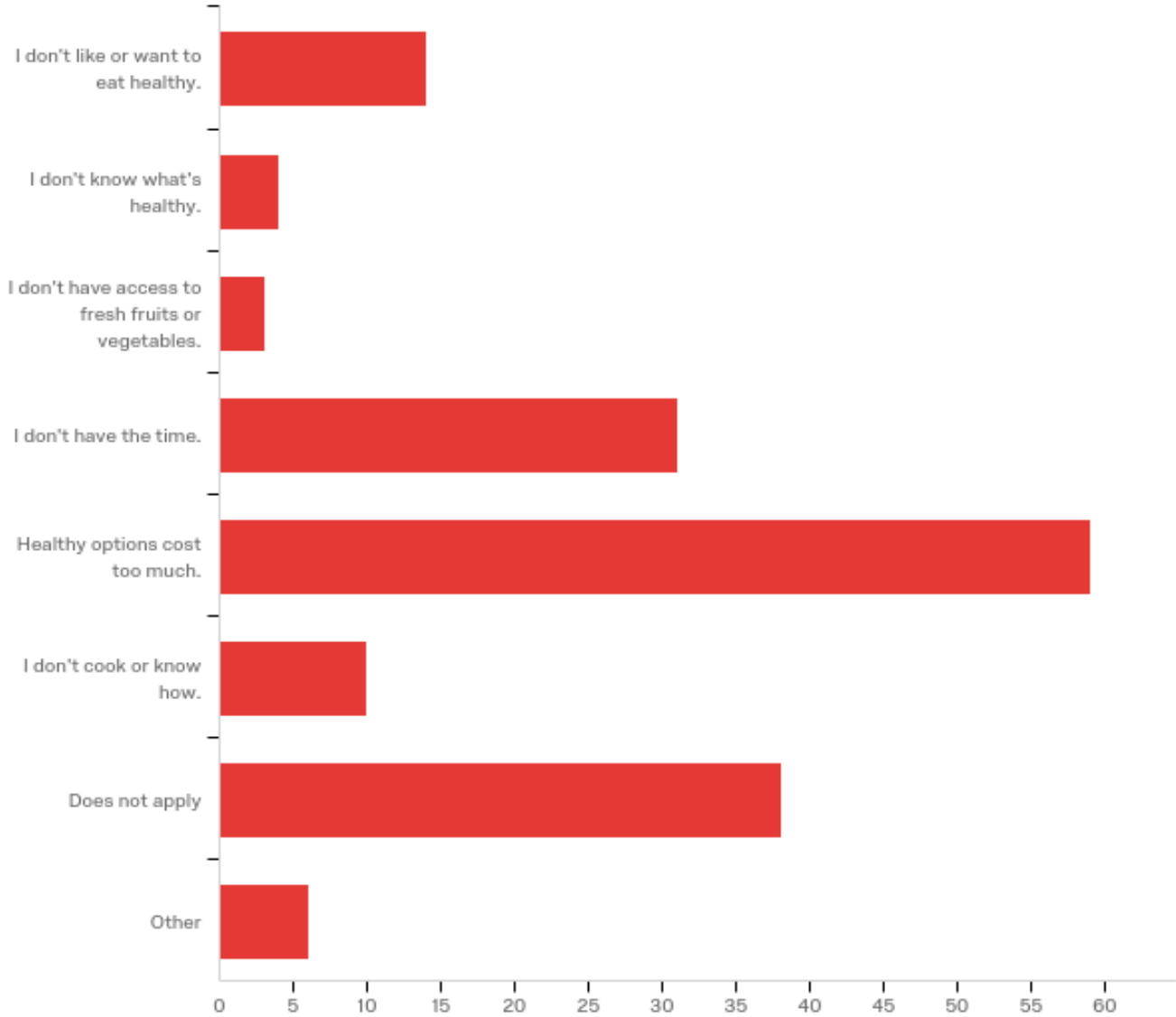
**Q28 - How many hours per day do you watch TV, play video games, or use the computer or a smart device for recreation?**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How many hours per day do you watch TV, play video games, or use the computer or a smart device for recreation?	1.00	4.00	2.14	0.96	0.92	133

#	Answer	%	Count
1	0-1 hour	27.07%	36
2	2-3 hours	44.36%	59
3	4-5 hours	15.79%	21
4	6+ hours	12.78%	17
	Total	100%	133

**Q29 - What barriers prevent you from eating healthy foods? (Select all that apply)**



#	Answer	%	Count
1	I don't like or want to eat healthy.	8.48%	14
2	I don't know what's healthy.	2.42%	4
3	I don't have access to fresh fruits or vegetables.	1.82%	3
4	I don't have the time.	18.79%	31
5	Healthy options cost too much.	35.76%	59
6	I don't cook or know how.	6.06%	10
7	Does not apply	23.03%	38
8	Other	3.64%	6

	Total	100%	165
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Q29\_8\_TEXT - Other

Other - Text

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Can't afford it

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hate vegetables

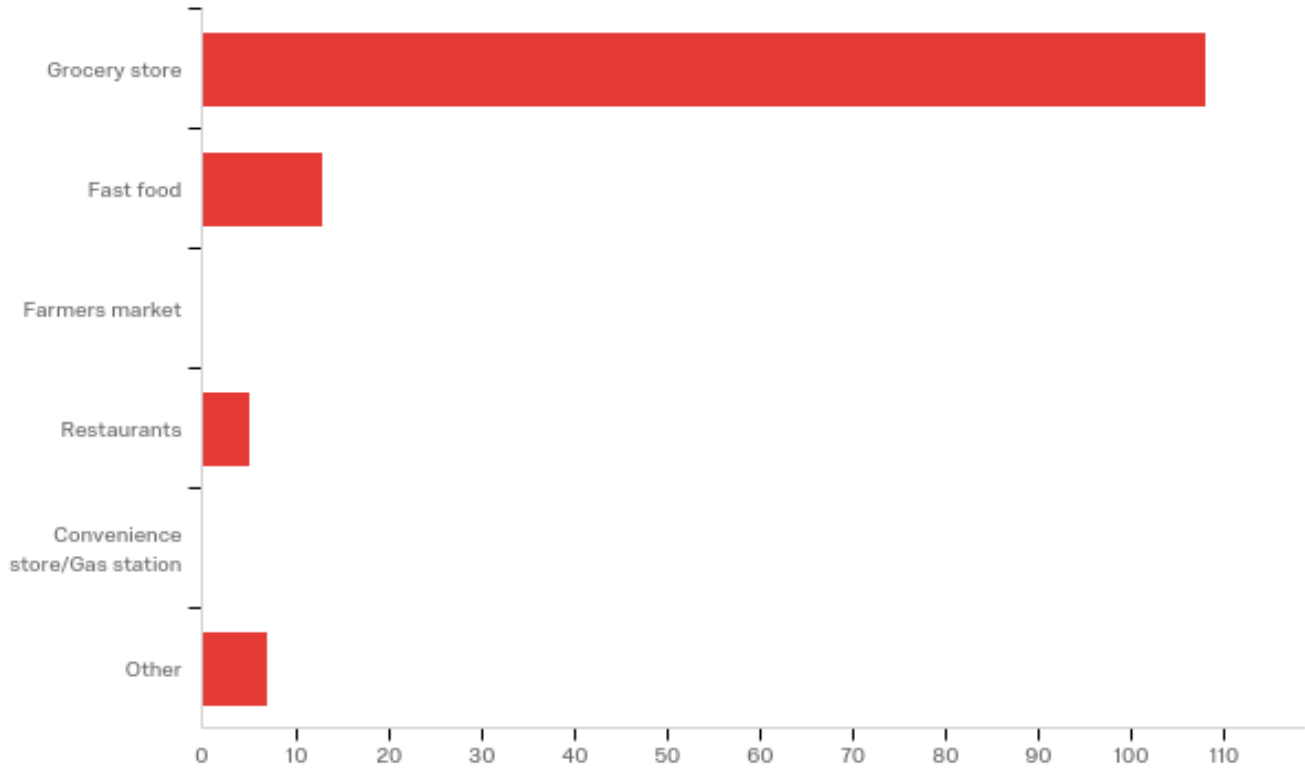
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eat what i wont

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I have been putting it off most of the time.

### Q30 - Where do you obtain most of your meals?



#	Answer	%	Count
1	Grocery store	81.20%	108
2	Fast food	9.77%	13
3	Farmers market	0.00%	0
4	Restaurants	3.76%	5
6	Convenience store/Gas station	0.00%	0
5	Other	5.26%	7
	<b>Total</b>	<b>100%</b>	<b>133</b>

### Q30\_5\_TEXT - Other

Other - Text

home

Garden

I cook it

COOKED

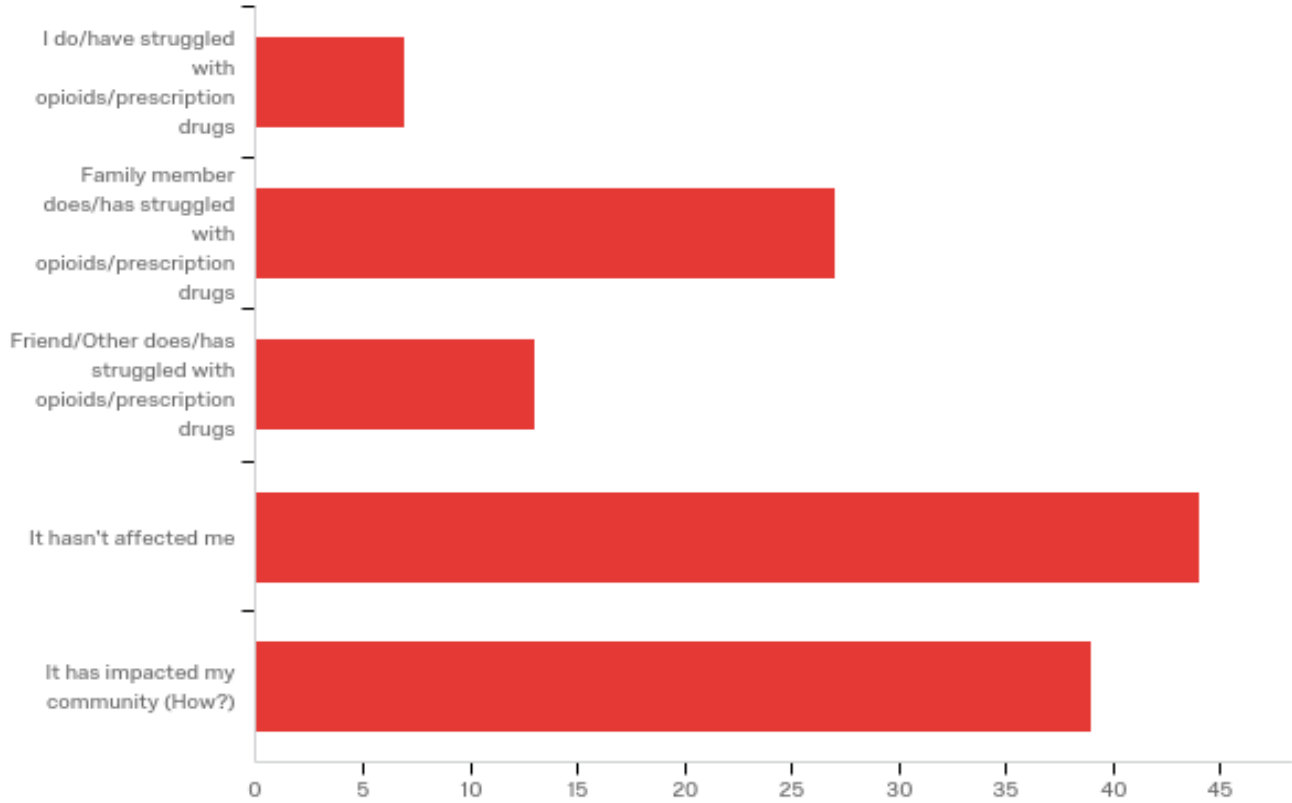
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garden

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Wal-Mart

### Q31 - How has opioid/prescription drug dependence affected you?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How has opioid/prescription drug dependence affected you? - Selected Choice	1.00	5.00	3.62	1.25	1.57	130

#	Answer	%	Count
1	I do/have struggled with opioids/prescription drugs	5.38%	7
2	Family member does/has struggled with opioids/prescription drugs	20.77%	27
3	Friend/Other does/has struggled with opioids/prescription drugs	10.00%	13
4	It hasn't affected me	33.85%	44
5	It has impacted my community (How?)	30.00%	39
	Total	100%	130

### Q31\_5\_TEXT - It has impacted my community (How?)

It has impacted my community (How?) - Text

It's rampant here

You got a "doc" at the local clinic writes it like crazy.

Its everywhere here on the streets

It is running rampant in Booneville, particularly starring with teenagers.

Hear about individuals affected all the time.

Too many drug addicts in the community. It has affected every aspect of life here.

Lack of parenting of school aged children

Many addicted people in community.

Friends and family substance abuse

My kids can't even play outside due to all of the abusers that walk the streets.

You need to get dr Mcdonald back down here. Only one that carred for the community. We are just cattle to the docs here now.

increased use of ER

use of resources at hospital

I see several people w/these problems coming through the ER

Do not have that info

Intact family unit of mom & dad gone! No good role models for youth.

people are crazy

I know many people in my community who have struggled or are currently struggling with opioid addictions.

a lot of drug addication

The drug use here is horrible it's everywhere.

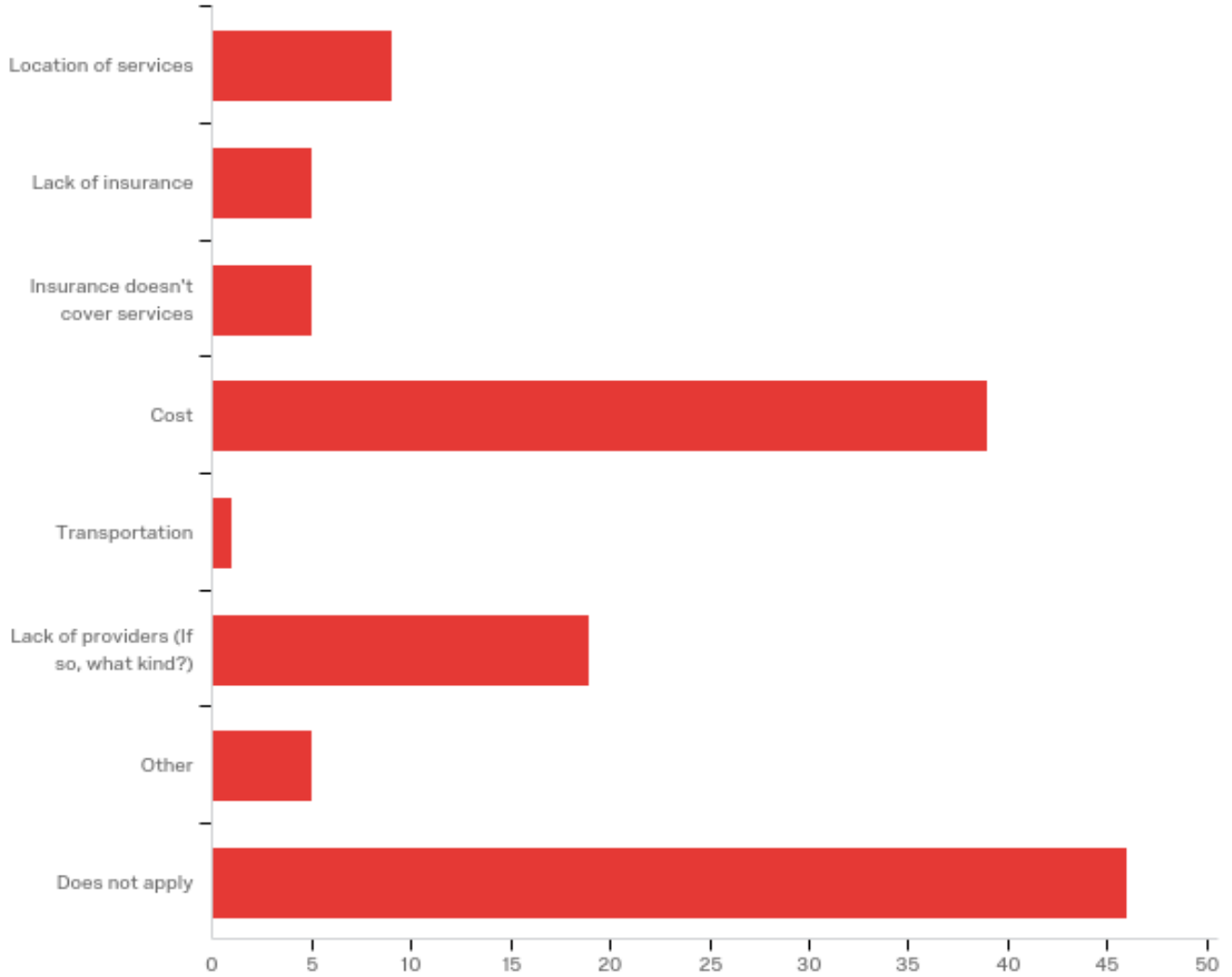
we have a lot of people who are on disability from mental illness/pain management. they get addicted to pain killers and other drugs and then commit crimes, neglect their children, die, hospitalized, constant er visits, bad hygiene practices, no visits to dentist or doctors due to drugs in their system, bad eating habits because they crave sugar from the drugs they have been using, there is a lot of unprotected sex, which increases stds and pregnancies... The affects are felt in all the neighborhoods due to not only the poor have the addiction. Our community is a good community but the mental health issue and drug abuse issue (even prescription drugs) is high. We have no resources in our community that combat the affects on the community from the people who cannot control their impulses for the drugs, pills or whatever they need at that time. The children are left in the care of relatives or DHS due to the parents don't have the ability or sometimes even care to raise their kids and teach them good morals. I love my community and I will continue to pray that change comes to it before too many souls are lost to the addictions.

multiple arrests and disability claims

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my nephew is in prison from use of these I hate drugs of any kind, its like it is everywhere at least one person out of each family has someone in jail or prison from drug use

### Q32 - What barriers prevent you from using health services?



#	Answer	%	Count
1	Location of services	6.98%	9
2	Lack of insurance	3.88%	5
3	Insurance doesn't cover services	3.88%	5
4	Cost	30.23%	39
5	Transportation	0.78%	1
6	Lack of providers (If so, what kind?)	14.73%	19
7	Other	3.88%	5
8	Does not apply	35.66%	46
	Total	100%	129

Q32\_6\_TEXT - Lack of providers (If so, what kind?)

Lack of providers (If so, what kind?) - Text

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specialist

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all

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Best provider you had since doc Daniels was Steve Mcdonald. He took care of our extended family and we trusted him. These people now treat you like cattle. Office manager is so rude when asked what happened to steve

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Hard to get appointment for Dr.

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Providers are in Little Rock 2.5-3 hours away. Tears up whole day several times a month for testing etc

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Primary

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Dr mcdonald

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primary care

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Mercy fitness 40 miles away

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specialty and family medicine

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Lack of openings for tx (appointments when sick)

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there is only a (yes, really just 1 physician, 2 APn's) general practice doctor in my community. For ob/gyn or pediatric services, my family must travel outside of my community.

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we have many good APN's who do a wonderful job but we do not have enough full time physicians to help with our community. We have a lot of services sent to other communities because the cost of the services or lack of availability sends them to someone else. We have a few local low income clinics that help with the surplus. We need more Physicians to help see the surplus we have in our community.

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PCP

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Primary Care

Q32\_7\_TEXT - Other

Other - Text

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Getting off work to go to the doctor.

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I have no confidence in the ER physicians at the local hospital.

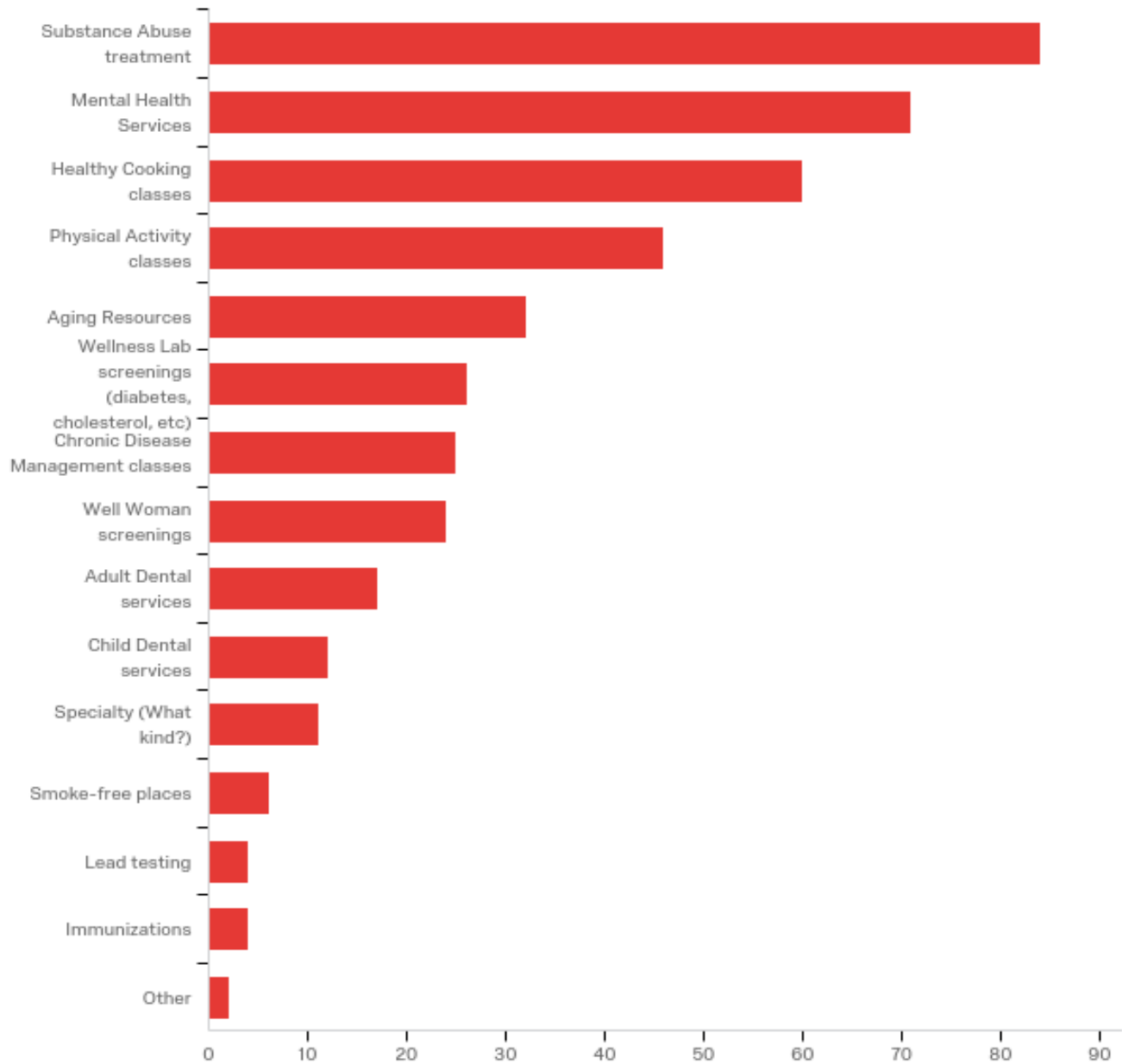
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Lack of doctors that does not act like idiots and won't help people

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I have to take off work & drive to 90% of my health services/Dr appointments

**Q33 - What services are needed in your community that are not currently available or accessible? (Select all that apply)**



#	Answer	%	Count
1	Physical Activity classes	10.85%	46
2	Healthy Cooking classes	14.15%	60
3	Smoke-free places	1.42%	6
4	Well Woman screenings	5.66%	24
5	Wellness Lab screenings (diabetes, cholesterol, etc)	6.13%	26
6	Chronic Disease Management classes	5.90%	25

7	Substance Abuse treatment	19.81%	84
8	Mental Health Services	16.75%	71
9	Lead testing	0.94%	4
10	Adult Dental services	4.01%	17
11	Child Dental services	2.83%	12
12	Immunizations	0.94%	4
13	Aging Resources	7.55%	32
14	Specialty (What kind?)	2.59%	11
15	Other	0.47%	2
	Total	100%	424

### Q33\_14\_TEXT - Specialty (What kind?)

Specialty (What kind?) - Text

New docs or get steve back. He was the best

Physical therapy, occupational therapy (pediatric)

Back and knee specialist

Specialty health providers in reasonable amount of time for appointments

All Specialists. A lot of our town can not afford to drive out of town to receive the care they need for their medical problems. Our hosp has a few that come, but not many that are needed.

Urology, Foot dr, Gynecology,ENT

podiatry

substance abuse and mental health specialties

Podiatry "Podiatrist"

more education to the public concerning what services we do have available in our area.

Physch

### Q33\_15\_TEXT - Other

Other - Text

Walk in clinic

Rheumatologist

**Focus Group Notes**  
**PARIS COMMUNITY**  
**10/16/2019**

**General**

1. What is the biggest health issue that affects you, your family, and neighbors in Sebastian County?
  - a. No cardiac rehab available
  - b. Driving too fast
  - c. Mexican drug cartel – breaking down doors & killing people
  - d. Legal/illegal drug – opioids
  - e. Mental illness
  - f. Diabetes, especially in the elderly
  - g. Transportation
  - h. Satellite facility best in state 2 years ago
    - i. Culture toxic at Hospital
    - ii. Moral low & hostile
    - iii. Staff having to travel to multiple areas throughout the day
2. What are your safety concerns in your neighborhood?
  - a. No children out playing due to drugs/safety
3. What stops you or people you know from receiving healthcare in Sebastian County?
  - a. Access to clinic – call center routed to Fort Smith & won't hear back from them until the end of the day
    - i. Sometimes easier to drive to the clinic
  - b. Additional providers in the clinics
    - i. Spent 2 days to get into clinic for UTI
  - c. Do not have any choices for medical care
  - d. No local home health
4. As a community member, do you feel there are enough resources around mental health?
  - a. All mental health are full
    - i. Takes 3-4 weeks to get an appointment
  - b. Only 1 long term counselor
  - c. No acute services

**Healthy Living**

5. What stops you from exercising?
  - a. No place to exercise
  - b. No gym in the community
    - i. Town voted down indoor facility
  - c. Good trail system
    - i. Well lite & well kept by city
6. Thinking about the food you eat, where do you get most of your food?
  - a. Only 1 grocery store in town – CVs
  - b. Walmart has not fresh produce
  - c. Farmers market available during growing seasons

- d. Only changes if go to a bigger city
- e. Forced to buy local due to lack of transportation

**Social Determinants**

- 7. In the last 12 months, have you or anyone you know ever experienced difficulties in the following areas: Transportation, worried about losing stable housing, having your utilities turned off, obtaining and keeping employment, obtaining child care?
  - a. Dialysis patients having to travel to Fort Smith 3x week for treatment
  - b. Utilities – big problem, number of people getting cut-off notices
  - c. Elderly only eat 5 days week due to Sr Centers closed on weekends
  - d. No day cares in area (one coming)
  - e. No assistance for those that are low-middle class
  - f. Boys & Girls club provides summer & after school care
    - i. No air conditioner
      - 1. Kids get sick & dehydrated during summer months
    - ii. Worry about the supervision
- 8. Are health care materials/information you receive easy for you and your family to understand?
  - a. Facebook
  - b. Pharmacist provides information
  - c. Internet – Web MD, Mayo





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*Your life is our life's work.*