

Community Health Needs Assessment & Implementation Plan



2022-2025

ASPIRUS MEDFORD HOSPITAL & CLINICS

135 South Gibson Street

Medford, WI 54451

Acknowledgements

Aspirus Medford Hospital & Clinics is grateful for the collaborative efforts of the Taylor and Price County Health Departments in the collection and analysis of data, as well as the facilitation of community meetings. By collaborating on our community efforts, we strengthen our opportunities to improve health across the entire community. Thank you to numerous community leaders who shared their perspectives on the most important health issues facing our community and to the hundreds of community members who responded to a community survey and participated in community sessions throughout Spring 2022. It is our great fortune to have committed partners and civic members who demonstrate such a great interest in improving the communities we serve.

Although this document represents a point in time for Taylor and Price Counties, the next step is to implement the enclosed plan to address these issues. It is our intention and hope that the 2022 – 2025 plan will gather momentum toward a safer and healthier community and will improve the health of our citizens. We look forward to working in collaboration with our community partners and residents toward the common goal of healthier, happier lives!

Respectfully,

Dale Hustedt
President
Aspirus Medford Hospital & Clinics

Published in Collaboration with:
Michelle Cahoon, Health Officer, Taylor County Health Department

Table of Contents

Acknowledgements.....	1
Executive Summary.....	3
Aspirus Health and Aspirus Medford Hospital & Clinics Profile	4
Aspirus Health.....	4
Aspirus Medford Hospital & Clinics	5
About the Community Health Needs Assessment.....	6
Definition / Purpose of a CHNA and Implementation Strategy	6
Compliance	6
Evaluation of Impact from the Previous CHNA Implementation Strategy	7
Community Served and Demographics	12
Our Community.....	12
Demographics	12
Process and Methods Used.....	13
Collaborators and / or Consultants.....	14
Community Input.....	14
Health Status Data / Outside Data.....	17
Community Needs and Prioritization Process	17
Criteria	19
Final Prioritized Needs.....	20
Needs Not Selected.....	20
Approval by the Hospital Board	29
Conclusion.....	29
Appendices.....	30
Appendix A: Community Input – Key Informant Sessions	30
Appendix B: Community Input – Community Survey	32
Appendix C: Healthcare Facilities and Community Resources	35

Executive Summary

Aspirus Medford Hospital & Clinics conducted a community health needs assessment from Fall 2021 through Spring 2022. The assessment included:

- Collaborative relationships with the Taylor and Price County Health Departments;
- The compilation of two kinds of data:
 - Community input gathered through key informant interviews, a community survey and key stakeholder meetings;
 - Health status data, obtained primarily from the County Health Rankings and Roadmaps and the Wisconsin Department of Health Services.
- The review of data through the lens of criteria, including disparities, community momentum and more;
- A prioritization process that considered data, criteria and an appreciation for / acknowledgement of the COVID-19 circumstances;
- The selection of a set of priorities the hospital is committed to formally pursuing over the next three years;
- An implementation plan to adopt strategies in an effort to achieve a healthier, happier community.

Aspirus Medford will focus community initiatives to address:

- **Mental Health**
- **Substance Misuse (including Alcohol, Tobacco & Vaping)**
- **Healthcare Quality & Access**
- **Community Engagement**

Strategies will include opportunities to address social and economic factors as well as direct care and community-level prevention efforts.

Aspirus Health and Aspirus Medford Hospital & Clinics Profile

Aspirus Health

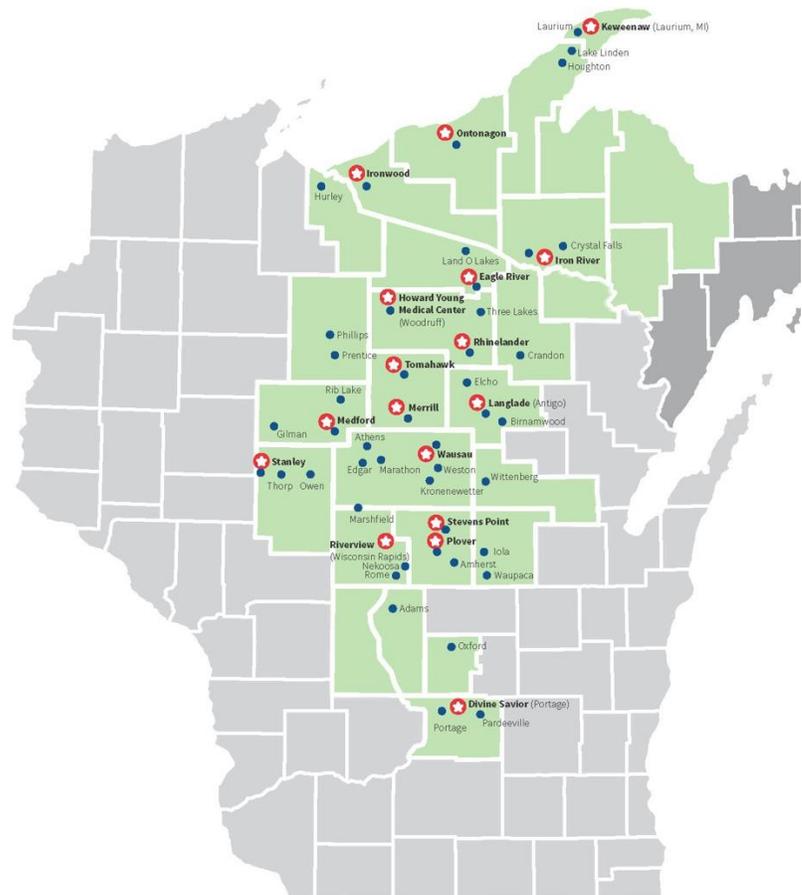
Aspirus is a non-profit, community-directed health system based in Wausau, Wisconsin. Its 11,000 employees are focused on improving the health and well-being of people throughout Wisconsin and Upper Michigan.

Aspirus serves communities through four hospitals in Upper Michigan and 17 hospitals in Wisconsin, 75 clinics, home health and hospice care, pharmacies, critical care and air-medical transport, medical goods, nursing homes and a broad network of physicians.

Aspirus has been recognized by IBM Watson Health as a Top 15 Health System for four consecutive years in its annual studies identifying the top-performing health systems in the country.



Service Area Hospitals & Clinics



Aspirus Medford Hospital & Clinics

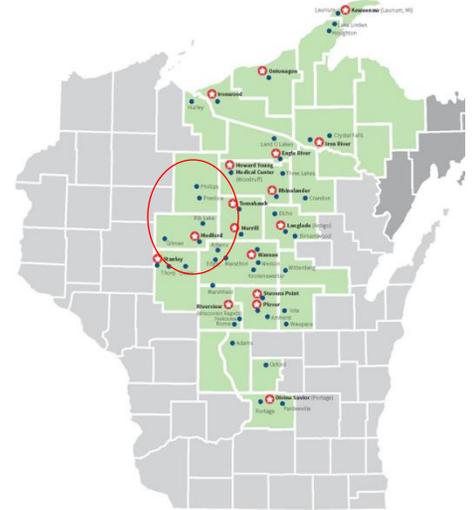
Aspirus Medford Hospital & Clinics is part of the Aspirus health system. Aspirus Medford’s service area is primarily Taylor, Price and parts of Clark and Marathon Counties. Aspirus Medford employs over 660 employees, ranks among the top 100 critical access hospitals in the nation and is accredited by the Joint Commission.

In addition to the 25-bed hospital, Aspirus Medford Hospital & Clinics includes:

- A Specialist Clinic in Medford for:
 - Cardiologists (Heart)
 - Oncologists (Cancer)
 - Ophthalmologists (Eyes)
 - Otolaryngologists (Ears, Nose & Throat)
 - Nephrologists (Kidney)
 - Urologists (Bladder & Prostate)
 - And many others
- Aspirus Heart & Vascular - Medford Campus
- Kidney Care (Dialysis Center)
- Five Primary Care/Family Medicine Clinics (Athens, Gilman, Medford, Phillips, Prentice)
- Birthing Center
- OB-GYN (a Woman’s Specialist)
- Aspirus MedEvac Paramedics
- Aspirus Pharmacy - Medford
- Therapy & Fitness Centers (Medford & Prentice) with experts in:
 - Physical, Occupational, Speech and Nutrition Therapy
 - Athletic Training
 - Cardiopulmonary Rehabilitation
- Public Fitness Center & Gym
- A Continuum of Senior Care Services from assisted living to short- and long-term skilled nursing care to restorative nursing services



MAPS-074C_ASPIRUS HOSPITALS & CLINICS_10/2021



We are passionate about our role as a trusted health care provider by promoting and giving back to the communities we serve. We are proud of our organization and our employees who volunteer their time, resources and energy to serve on numerous civic and social organizations; support youth sports, chamber and academic events; participate in county services; and support other community initiatives.

In collaboration with the Taylor County Health Department, Aspirus Medford is pleased to submit this Community Health Improvement Plan. We do so both as a matter of compliance with Section 501(r)(3) of the Internal Revenue Code as mandated in the Patient Protection and Affordable Care Act, and as an obligation to those we serve. As an organization, we have embraced this opportunity to improve our community service and continuously focus on meeting the changing health care needs of our community.

About the Community Health Needs Assessment

For Aspirus, the Community Health Needs Assessment (CHNA) is one way to live our mission – to heal people, promote health and strengthen communities – and reach our vision – being a catalyst for creating healthy, thriving communities. Conducting a CHNA is an opportunity to understand what health issues are important to community members. Community resources, partnerships and opportunities for improvement can also be recognized, forming a foundation from which strategies can be identified and implemented.

Definition / Purpose of a CHNA and Implementation Strategy

A CHNA is “a systematic process involving the community to identify and analyze community health needs and assets in order to prioritize, plan and act upon unmet community needs.”¹ The value of the CHNA lies not only in the findings but also in the process itself, which is a powerful avenue for collaboration and potential impact. The momentum from the assessment can support cross-sector collaboration that: 1) leverages existing assets in the community creating the opportunity for broader impact, 2) avoids unnecessary duplication of programs or services thereby maximizing the uses of resources, and 3) increases the capacity of community members to engage in civil dialogue and collaborative problem solving to position the community to build on and sustain health improvement activities.

Compliance

The completion of a needs assessment is a requirement for both hospitals and health departments. For non-profit hospitals, the requirement originated with the Affordable Care Act (ACA). The IRS Code, Section 501(r)(3), outlines the specific requirements, including having the final, approved report posted on a public website. Additionally, CHNA and Implementation Strategy activities are reported out annually through each hospital’s taxes.

In Wisconsin, local health departments are required by Wisconsin State Statute 251.05 to complete a community health assessment and create a plan every five years. The statute indicates specific criteria must be met as part of the process.

¹ Catholic Health Association of the United States, <https://www.chausa.org>

Evaluation of Impact from the Previous CHNA Implementation Strategy

The 2019 CHNA for Aspirus Medford and the Taylor County Health Department focused on the following areas:

- Alcohol & Other Drug Use
- Mental Health
- Access to Healthcare

Throughout the implantation of strategies identified in the previous plan for these health focus areas, ongoing evaluations were completed to help measure the effectiveness of the previous initiatives. The following is a review of achievements for these initiatives.

Alcohol & Other Drug Use Achievements

Goal: Prevent harmful opioid use and reduce opioid – related consequences.

- **Medication Drop Box:** In March 2021, Aspirus Medford Retail Pharmacy installed a medication disposal box that is open to the public. This tool promotes the safe disposal of unused or expired medications benefitting the community and our environment. At the end of 2021, approximately 240 pounds of expired and unused medications have been disposed of.
- **Diagnosis Required for Opioids:** Beginning September 2019, opiate prescriptions at Aspirus began requiring an associated diagnosis. This change provides retail pharmacies more detail about opiate prescriptions in an effort to fight the opiate crisis.
- **Guest Speaker:** Public speaker Terrence Talley presented at the Medford School District for teachers, parents and agency officials. Topics included mental health and developmental effects on children dealing with trauma, alcohol and drug use, and interventions to help affected youth. The Aspirus Community Benefit program provided the funding to bring Terrence Talley to the Medford community.
- **Education & Awareness:** In collaboration, the Taylor County Health Department, Taylor County Drug Opposition Partners, Aspirus Medford and the Taylor County Mental Health Awareness Council have initiated and sustained several opportunities for continued education in our community. These have included opportunities for families to connect, such as the Free Family Movie Days at the Broadway Theater. These events are held with financial support from Aspirus Medford. Approximately 100+ participants attend monthly.
- **Measuring Effectiveness:** All school districts in Taylor County continue to participate in the Youth Risk Behavior Survey. Results from this survey are used to measure program and intervention effectiveness as well as identify new priorities.



Mental Health Achievements

Goal: Increase access to mental health resources and improve the mental health of our community.

- Medford School District CARES Model:** In October 2017, the Medford Area Public School District began offering its new CARES (Counseling for All to Reach Emotional Success) Model of school-based mental health counseling. A collaborative effort between the Medford Area Public School District, Aspirus Medford Hospital & Clinics and Counseling Connection, the CARES Model has dramatically increased availability of mental health counseling for students on location at their schools. Since its inception, the CARES Model has expanded from a direct service to a comprehensive initiative that includes individual counseling, mental health literacy, school and family engagement, school and community mental health provider collaboration, social-emotional lessons, evidence-based trainings (Mental Health First Aid and Love and Logic), Department of Public Instruction (DPI) Mental Health Grant, CARES Weeks for Educators and Students, educator and student wellness, parent education and compassion resiliency, and more. Since it began in 2017, over 100 students have received counseling at school via the CARES Model. The Phillips and Rib Lake School Districts have also joined the CARES Model with sustained funding from Aspirus Medford.



- Community Engagement Award:** Aspirus Medford Hospital & Clinics was awarded the Quarles & Brady and Rural Wisconsin Health Cooperative (RWHC) Community Engagement award. The intent of the award is to recognize a RWHC Member Hospital demonstrating exemplary leadership and service to strengthen community partnerships. AMHC was recognized for the CARES Model for its collaboration on mental health counseling with the Medford Area Public School District, Aspirus Medford Hospital & Clinics and Counseling Connection LLC. The CARES Model acknowledges the social, emotional, behavioral, and mental health needs of students through preventive and intervention methods to allow for better success in school, at home, and in life. All proceeds from the award were reinvested into the CARES Model.



- **Access to Behavioral Health Services:** In July 2020, Rick Satterthwaite joined Aspirus Medford Behavioral Health. Rick began seeing Behavioral Health patients in July 2020, specializing in trauma, child-directed play, and family counseling. Rick also provides onsite care via the CARES Model within the Medford Public School District.
- **Education & Awareness:** The Taylor County Mental Health Awareness Council and community partners continue to host the annual Suicide Prevention and Awareness Walk in Taylor County. This walk provides education, community resources and a speaker who is a family member of a victim of suicide and/or someone who has survived a suicide attempt. Over 200 participants attend this event annually.
- **Behavioral Health Curbside Consults:** Aspirus Health is providing computer-based behavioral health consults with a program called Curbside Consults. The Curbside Consult is available to any provider in the Aspirus system to ask questions to a behavioral health provider through Epic without having to refer to the behavioral health practice. Specifically, providers can request a medication management question through an Epic. In return, one of several clinicians will respond within one working day, Monday through Friday. This service provides rapid access to behavioral health experts within the Aspirus team and utilizes technology in our rural environments.
- **Education & Awareness:** Aspirus has offered numerous virtual support sessions throughout the COVID-19 pandemic to address loss, grief, loneliness, and mental health. The purpose of these sessions is to provide practical guidance as it relates to mental health.
- **Mental Health Resource Magnet:** Aspirus Medford created and distributed a Mental Health Resource magnet with key information on counseling and psychiatric resources as well as crisis line information. Resource magnets were distributed throughout the service area at events, appointments and through partner organizations.



Healthcare Access Achievements

Goal: Increase access to healthcare services.

- Access to Specialty Health Services:** In February 2021, the newly expanded and relocated Specialty Clinic at Aspirus Medford opened its doors. The contemporary space provides an additional 10 exam rooms and an enhanced patient experience, including: new check – in, waiting and exam room areas; more space for Allergy, Audiology, ENT, Nephrology, Endocrinology, Cardiology, Pulmonary, Urology and Surgical Associates; and increased imaging services. Plastic Surgery services is also offered in this space.



- General Surgeon Access:** Beginning in July 2019, Phillips area residents gained access to clinic appointments with two Aspirus general surgeons, removing distance and transportation barriers for many patients.
- Video Visit Access:** Aspirus continually seeks opportunities to enhance our virtual care options. This was a necessity that grew tremendously during the COVID-19 pandemic. In May 2021, Aspirus improved the patient virtual visit experience by investing in a new application, which was then expanded to include on-demand visits later that year.
- Taylor County Health & Safety Fair:** Multiple Aspirus departments were represented at the first the annual Taylor County Health & Safety Fair held in conjunction with the annual Medford Home & Business Expo. Staff distributed healthy snack options, shared fitness and wellness information, and offered guided tours of Aspirus ambulances and rescue helicopter. Aspirus continues to be the largest supporter and participant in this annual event.



- **Community Education:** Aspirus Medford continues to educate the community through the following:
 - Development of educational handouts that are free for the taking at health fairs, expos and county fairs,
 - Public service announcements (PSAs) via the radio, news articles and paid advertisements,
 - Social media campaigns,
 - Free public health forums and seminars,
 - Educational events and courses have included the Taylor County Health & Safety Fair, Taylor County Senior Health Fair, career fairs, high school class educational presentations, and job shadows.

What Did We Learn?

While there was much accomplished in each of these priority areas, there's more work to be done. We need to continue to better understand how these issues are interconnected, and what can be done to prevent or delay them from happening in the first place. We know that a high quality medical/clinical system is essential to treat people who are sick, but it is also critical to help restore people back to optimal health. Prevention is key because we know that health is not created by health care. Health and our healthy habits are created in our homes, our workplaces, our neighborhoods, and in our communities. It is the social determinants of health framework that defines our choices – socially, financially, emotionally, and environmentally. During the 0222 assessment conversations, we took an upstream approach shining a light on prevention efforts and how investments in addressing the social determinants of health can help the community downstream – where we live, work play and learn.

Community Served and Demographics

Our Community

The hospital’s service area includes all of Taylor County, southern Price County, and portions of surrounding counties including Marathon and Clark. For the purposes of our Community Health Needs Assessment we have defined our “community” as Taylor County because (a) most population-level data are available at the county level and (b) most / many community partners focus on the residents of Taylor County.

Demographics

The table below describes some of the basic demographics of Taylor and Price County’s population compared to Wisconsin. Notably, compared to Wisconsin, Taylor County:

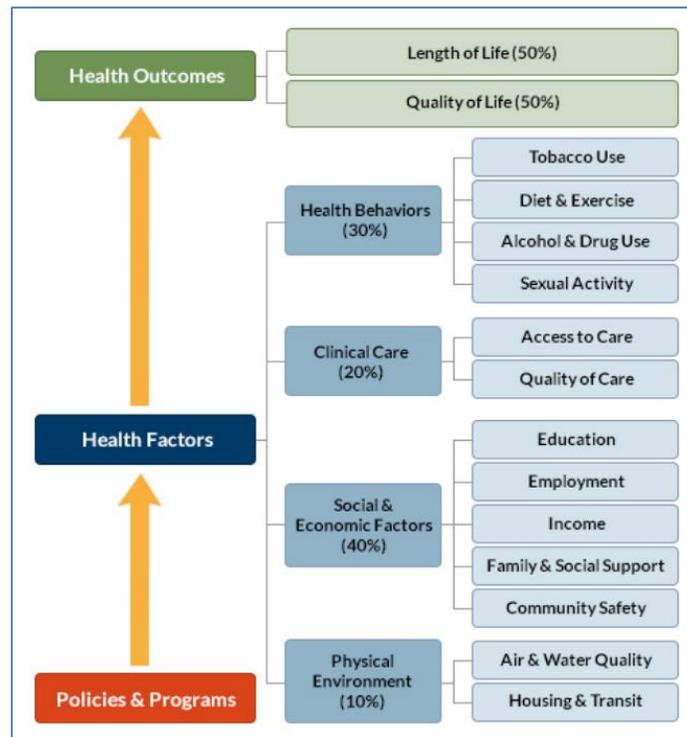
- Has a higher proportion of individuals under the age of 18 and over age 65.
- Has a higher percentage of Caucasian individuals and a lower percentage of individuals who are African American, American Indian and Asian.
- Has a lower percentage of individuals who are Hispanic.
- Has a lower median household income.
- Has a slightly lower percentage of individuals in poverty.
- Has a lower rate of percent of the population that is a high school graduate.
- Has a lower percentage of individuals with a Bachelor’s degree or higher.
- Has a lower percentage of households where a language other than English is the primary language.

	Price County	Taylor County	Wisconsin
Population	14,050	19,923	5,835,721
Age <18	17.9%	23.3%	18%
Age 18-64	55.6%	57.1%	64.6%
Age 65+	26.5%	19.6%	17.4%
Caucasian	95.2%	97.3%	87.8%
African American	0.7%	0.5%	7.5%
American Indian	0.8%	0.5%	1.4%
Asian	0.7%	0.6%	3.4%
Hispanic	1.9%	2.4%	7.3%
Median Household Income (2019)	\$49,749	\$52,860	\$61,747
Persons in Poverty	11.2%	9.6%	10%
High School Graduate or Higher	92.0%	88.2%	92.2%
Bachelor’s Degree or Higher	16.9%	16.2%	30.1%
Language Other than English Spoken at Home	3.0%	4.4%	8.7%

U.S. Department of Commerce, Bureau of the Census, <https://www.census.gov/quickfacts/fact/table/pricecountywisconsin,taylorcountywisconsin,WI,US/AGE135220#AGE135220>, accessed January 3, 2022.

Process and Methods Used

Aspirus' community health improvement approach is based in research conducted by the University of Wisconsin Population Health Institute (UWPHI) and shared through the County Health Rankings and Roadmaps (CHRR) program. UWPHI's Determinants of Health model (below) has three components – health outcomes, health factors and policies and programs. The community-facing work of hospitals frequently focuses on addressing health factors in order to improve health outcomes. For Aspirus Medford, the health status data and much of the community input is organized in this framework.



Source: University of Wisconsin Population Health Institute

Aspirus Medford also uses the County Health Rankings and Roadmaps guidance in its overall community health assessment and improvement process:

- Assess needs and resources
- Focus on what's important
- Choose effective policies and programs
- Act on what's important
- Evaluate actions

The success of these steps is linked to effective communication and collaboration.

Collaborators and / or Consultants

Aspirus Medford collaborated with Taylor County Health Department to complete this work. No consultants or vendors were utilized.

Community Input

More than 400 Taylor County residents shared their thoughts on the top community health needs by participating in an anonymous survey, with even more participating in the seven in-person conversations. An intentional effort was made to ensure that the individuals and organizations represented the diverse needs and perspectives of the community, as well as those that are served by Aspirus – including using effective public health practices while addressing the needs of individuals who are medically underserved, are low income, and/or are minority populations.

Assessing the Health of the Community

Over a couple of months, a diverse collection of community leaders representing government, health care, schools, law enforcement, human services, policy makers, and other community stakeholders gathered to understand how the health of residents can impact the community. Experts from Aspirus and the Taylor County Health Department facilitated information sharing sessions that included analyzing what data and resources were currently available, and then led a prioritization process to identify top concerns in Taylor County. To assist in prioritizing the identified community health needs, a list of possible criteria for prioritization was developed. Stakeholders, community leaders and community members conducted a nominal group exercise, in which each participant of the group was asked to identify their top three priorities.

Below is a summary of the four overarching themes which emerged from this process.

Connection to the community. Volunteerism and positive role modeling is suffering in our communities. It was expressed that opportunities for people to feel ownership and connection in their communities are a must to maintain a thriving, small community. Work needs to be done to make our community more welcoming, inclusive, and connected.

Connection to resources. While there are many resources available, there are concerns that not only are people not aware of them, but they are not being utilized. To be better stewards of our limited resources, there is a need to break down barriers between organizations and the communities that we serve.

Connection to services. Mental health and substance misuse continue to be identified amongst the community's top priorities. Awareness, prevention, treatment, and recovery activities are all necessary to help reduce the stigma and connect residents to the help they need to live their best life.

Connection to health care. The ratio between providers and residents can inhibit convenient, quality, and affordable health care. Provider retention and recruitment also plays a role in providing convenient care for residents.

The results of these outreach efforts are laid out in more detail in [Appendix A](#).

Community Survey

The community survey, developed and distributed primarily by the Taylor County Health Department and Aspirus Medford Hospital & Clinics was conducted in Fall 2021. The survey was distributed electronically and on paper. Numerous organizations – including the Chamber of Commerce, Taylor County Health Department, Aging and Disability Resource Center, school districts, coalitions and more – distributed the survey.

Approximately 400 people responded to the survey. Top-identified issues included: mental health; substance use; vaping / tobacco use and exposure; alcohol misuse; and access to opportunities for physical activity.

In addition to seeking input on health issues, the survey also included a section on factors that contribute to poor health. Those top-identified social and economic contributors to poor health included: living in poverty and the stressful conditions that accompany it; access to health care services; social support; availability of resources to meet daily needs (e.g., transportation and affordable housing); opportunities for recreation and leisure.

A summary of the results from the community survey can be found in [Appendix B](#).

Health Status Data / Outside Data

In addition to gathering input directly from community members, Aspirus Medford also compiled outside data reflective of the overall population's health status. These 'health status data' are gathered by credible local, state and national governmental and non-governmental entities and published/shared.

Reflective of the UWPHI model, the data were grouped in the following categories:

- Health Outcomes -- mortality and morbidity
- Social and Economic Factors
- Health Behaviors
- Clinical Care
- Physical Environment

For a detailed secondary data and sources packet, please contact: Amanda Lange, Director – Community Health and Foundation at Aspirus Medford Hospital & Clinics via 715-748-7507 or by email at: Amanda.lange@aspirus.org.

Community Needs and Prioritization Process

Data Compilation. The prioritization of the community needs began with the compilation of data. Community survey results, key informant session results and health status data were summarized into a data presentation so all information about a particular topic was together. For instance, community survey results and key informant interview results related to mental health was combined with mental health status data. The presentation was organized by health issues and by criteria.

Prioritization. Numerous community stakeholder (leaders from various sectors in the community) prioritization sessions were held. At those virtual and in person sessions, the attendees reviewed data and rationale on the issues. At the conclusion of the meeting, stakeholders participated the nominal group exercise, identifying their top three issues.

The following prioritization is the result of the community’s deliberation and discussion regarding the health concerns of Taylor County and center around the CDC’s Social Determinants of Health:

TOP HEALTH PRIORITIES



EDUCATION ACCESS & QUALITY

Childcare: Access, Quality & Affordability



HEALTH CARE & QUALITY

Healthcare Provider & Screening Access: Primary Care, Mental Health and Alcohol & Other Drug Use (AODA)



NEIGHBORHOOD & BUILT ENVIRONMENT

Physical Activity, Recreation Activities, Internet Access & Infrastructure and Transportation



SOCIAL & COMMUNITY CONTEXT

Volunteerism and Positive Role Modeling, Awareness of Resources, Mental Health Stigma



ECONOMIC STABILITY

Workforce Development



BEHAVIORS IMPACTING HEALTH*

Mental Health Prevention and Early Intervention in Youth, Alcohol & Other Drug Use (AODA)

**Behaviors Impacting Health is not a category of the Social Determinants of health, but was established as a priority area for the community.*

Image Source: <https://www.cdc.gov/publichealthgateway/sdoh/index.html>

Prioritization – Part III. After the community stakeholder sessions, a small group of Aspirus Medford and Aspirus Health leaders met. They reviewed the community feedback and selected four health priorities – mental health, Substance Misuse (including Alcohol, Tobacco & Vaping), healthcare access and quality, and community engagement – as the top priorities. It was determined that all strategies to address these priorities should include attention to the social determinants of health.

Criteria

The criteria used to describe and then prioritize health issues included:

- **Scope** – How many people are affected? How severe is the issue? Please note that the sources / citations for the data provided in this section can be found in a separate document (Health Status Data).
- **Disparity and Equity (general)** – What populations are disproportionately affected by the health issue?
- **Community Momentum (survey and key informant interviews)** – In the community survey, for all respondents, what were the top health issues? What were the top issues identified by key informants?
- **Community Momentum (general)** – What health issues are community members energized by, ready to address or have high enthusiasm for?
- **Alignment with Others** – What other organizations are working on the issue? Are there current programs or projects centered on the issue?
- **Feasibility of Interventions** – Are there community-facing, evidence-based interventions that are sustainable, cost-effective and practical for the hospital and health department to implement?

Final Prioritized Needs

Over the next three years, Aspirus Medford will formally address the following issues through its community health needs assessment and corresponding implementation strategy:

- Mental health
- Substance misuse (including alcohol, vaping and tobacco)
- Healthcare quality and access
- Community engagement

Needs Not Selected

Additional issues were brought to community stakeholders for review and input. These will not be formally addressed through the implementation strategy; however, Aspirus is committed to contribute to opportunities to address these priorities as they present through community investment.

These issues include:

- Education access & quality – specifically, childcare access, quality, and affordability
- Neighborhood & built environment – including opportunities for physical activity and recreation, internet access and infrastructure and transportation
- Social & community context - awareness of community resources

Hospital leaders, in reviewing the top noted that social & community context – awareness of community resources will be addressed as a part of the strategy to improve community engagement.

In addition, after the Spring 2022 community stakeholder input sessions, the need for greater access to quality education – specifically childcare access became a substantial issue. However, hospital capacity was limited, and hospital leaders suggested that it will support community efforts to improve childcare access, however, it will not be addressed as a part of the implementation strategy.

A brief overview of mental health, substance use, alcohol misuse, and vaping / tobacco use, healthcare quality and access and community engagement are on the next pages.

A brief index of health care and other organizations available to address community needs is in Appendix C.

Mental Health

Why is it Important?

Approximately 20 percent of the population experiences a mental health problem during any given year.¹ Mental health issues are associated with increased rates of risk factors such as smoking, physical inactivity, obesity and substance abuse. As a result, these physical health problems can lead to chronic disease, injury and disability.² Economic challenges (e.g., unemployment, poverty) are associated with poor mental health.³ During the COVID pandemic, depression, anxiety and suicidal ideation have increased and access to mental health providers and treatment has been limited.⁴

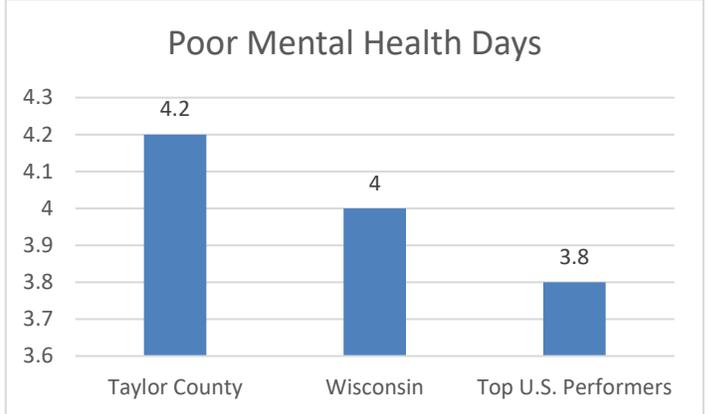
Sources: (1) National Institute for Mental Health; (2) Healthiest Wisconsin 2020; Healthy People 2020; (3) Macintyre, A., Ferris, D., Gonçalves, B. et al. What has economics got to do with it? The impact of socioeconomic factors on mental health and the case for collective action. *Palgrave Commun* 4, 10(2018). <https://doi.org/10.1057/s41599-018-0063-2> (4) Czeisler MÉ, Lane RI, Petrosky E, et al. Mental Health, Substance Use, and Suicidal Ideation During the COVID-19 Pandemic – United States, June 24–30, 2020. *MMWR Morb Mortal Wkly Rep* 2020;69:1049–1057. DOI:<http://dx.doi.org/10.15585/mmwr.mm6932a1>

Disparities and Equity

- Individuals with less than a high school education are more than twice as likely to have frequent mental distress compared to individuals with a college degree.⁵
- Women have a 70% higher rate of depression compared to men.⁵
- Individuals who are multiracial or American Indian / Alaskan Native are three times as likely, and White individuals were 2.5 times as likely, to experience depression compared to individuals who are Asian/Pacific Islander. However, the rate of depression in individuals who are Asian/Pacific Islanders is increasing at a faster rate than other groups.⁵
- Poor family relationships can increase the likelihood of depression. Some individuals are at higher risk of poor family relationships – individuals who identify as LGBTQ, persons with disabilities and their caretakers, and individuals who suffered from child abuse and neglect.⁶

Sources: (5) 2021 America’s Health Rankings, Executive Summary. https://assets.americashealthrankings.org/app/uploads/2021_ahr_health-disparities-report_executive_brief_final.pdf (6) Shim, Ruth S; Ye, Jiali; Baltrus, Peter; Fry-Johnson, Yvonne; Daniels, Elvan; Rust, George. Racial/Ethnic Disparities, Social Support, and Depression: Examining a Social Determinant of Mental Health. *Ethn Dis.* 2012 Winter; 22(1): 15-20. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4039297/>

Data Highlights



According to the 2019 Youth Risk Behavior Survey:

- 37% of teens reported anxiety
- 21% of teens reported depression
- 14% of teens reported self-harm
- 11% of teens considered suicide in the past year
 - 19% of these teens reported having a plan

Sources: 2021 County Health Rankings. 2019 Youth Risk Behavior Survey

Community Perceptions & Challenges

- Mental health was the top issue for key informants & community stakeholders (and second in the community survey)
- COVID-19 has exacerbated existing mental health issues
- Coordination of existing mental health efforts and access to care continues to be a challenge
- Stigma surrounding mental health continues to be a barrier for those seeking help

GOAL: Increase access to mental health resources and improve the mental health of our community.

Objective 1

Increase access to mental health resources.

- Increase the number of patients served by Aspirus Medford Behavioral Health
- Increase the number of students served by CARES (Counseling for All to Reach Emotional Success) Model

Strategies

Strategy 1: Aspirus Medford will continue to work to expand availability of behavioral health services at all Aspirus Medford clinic locations. Active recruitment for a psychiatrist is underway.

Strategy 2: Continue expansion efforts of the CARES Model to all districts in the Aspirus Medford service area as provider access allows.

Strategy 3: In collaboration with local coalitions and agencies, Aspirus Medford will provide mental health and community engagement opportunities to reduce the stigma surrounding mental health and provide access to mental health resources.

Strategy 4: Aspirus Medford will support the development of mental health resources to be made available throughout the community.

Strategy 5: Continue Community Health Needs Committee work regarding agency collaboration among Aspirus Medford, behavioral health providers, local school districts and health department.

Strategy 6: Aspirus Medford will continue to develop telemedicine psychiatric services, allowing individuals to consult with a professional psychiatrist over the Internet.

Objective 2

Reduce suicide attempts.

Strategies

Strategy 1: Continue collaboration with the Taylor County Mental Health Awareness Council and Price County Mental Health Coalition to address suicide prevention and related issues.

Strategy 2: In collaboration with local coalitions and agencies, Aspirus Medford will provide mental health and community engagement opportunities to reduce the stigma surrounding mental health and provide access to mental health resources.

Strategy 3: Increase awareness of existing mental health resources through the development and distribution of a mental health resource guide.

In addition to these efforts, our organization continues to collaborate with the Taylor County Mental Health Awareness Council. The Taylor County Mental Health Awareness Council is a collaboration of county behavioral health service providers comprised of representation from local school districts, health care providers, parents, mental health specialists, government agencies and others. This group will specifically work to create awareness and address mental health issues in our community.

Substance Misuse (Including Alcohol, Tobacco and Vaping)

Why is it Important?

An estimated 22 million people per year in the U.S. have drug and alcohol problems. Ninety-five percent of them are unaware of their problem.¹ Approximately 88,000 deaths annually in the U.S. are attributed to excessive drinking (2006-2010).² Drug and alcohol use can also lead to costly physical, mental and public health problems such as teen pregnancy, HIV/AIDS and other STDs.¹ Interactions between prescription medications and alcohol can contribute to falls, which can result in injuries and death.³ COVID-19 has increased substance use in the US related to social isolation, loss of routines and norms, income related stress, anxiety and fear of the virus and loss of loved ones.⁴

Sources: (1) Healthy People 2020; (2) Center of Disease Control and Prevention; (3) Wisconsin Alcohol Policy Project; (4) Czeisler ME, Lane RI, Petrosky E, et al. Mental Health, Substance Use, and Suicidal Ideation During the COVID-19 Pandemic — United States, June 24–30, 2020. *MMWR Morb Mortal Wkly Rep* 2020;69:1049–1057. DOI: <http://dx.doi.org/10.15585/mmwr.mm6932a1>

Disparities and Equity

Alcohol and other drug issues disproportionately impact some groups of people:

- Binge drinking is more common among individuals who are (any of the following): male, age 18-34, white or have an annual household income of more than \$50K.⁵

Sources: (5) Fact Sheet: Health Disparities in Binge Drinking (Findings from the *CDC Health Disparities and Inequalities Report -- United States, 2011*)

Community Perceptions & Challenges

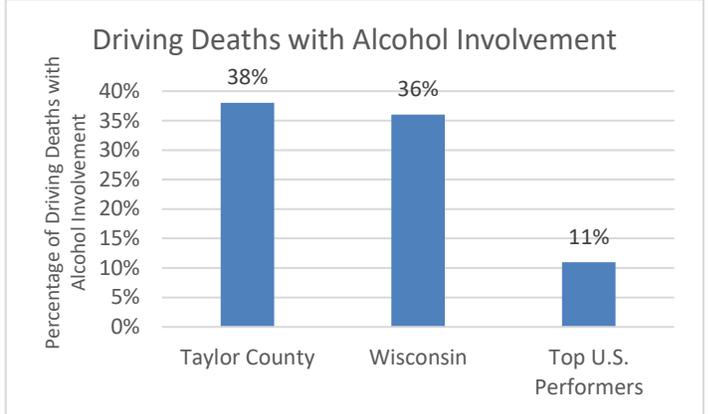
Community survey results:

- 57% indicated Alcohol, tobacco & other drug use as the top ranked issue
- the majority of respondents indicated Alcohol Misuse is a “major issue”

Key informant interview feedback:

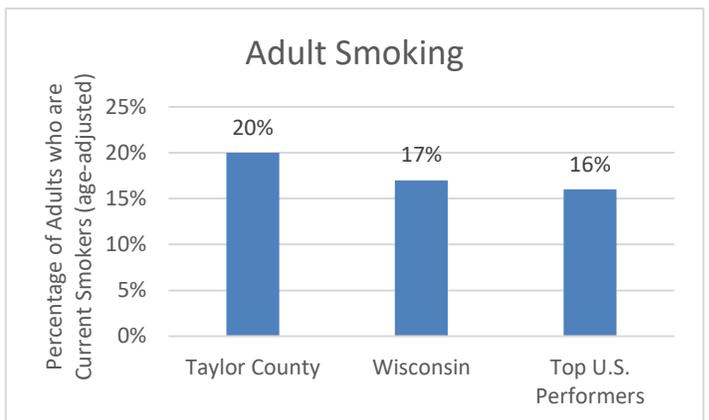
- The majority of key informants identified some combination of drugs and alcohol as top community issues.
- Tobacco and/or vaping were identified by key informants as important community issues.

Data Highlights



According to the 2019 Youth Risk Behavior Survey:

- 29% of teens drank in the last 30 days
- 13% of teens reported binge drinking (compared to 5.5% of Wisconsin teens) in the last 30 days
- Among Taylor County teens that drink 46% reportedly binge drink
- Additionally, among Taylor County residents that drink, 1 in 8 consume more than the recommended daily allowance
- 15% of teens indicated vaping product use
- 10% of teens indicated using cigarettes, chew, cigars or cigarillos



Sources: 2021 County Health Rankings, 2019 Youth Risk Behavior Survey, 2021 Community Survey

GOAL: Prevent harmful substance use, alcohol misuse and tobacco/vaping use.
Objective 1

Reduce alcohol consumption.

- Decrease current use and binge drinking of alcohol.

Strategies

Strategy 1: In collaboration with the Taylor County Drug Opposition Partners, educate community members and parents about the effects that alcohol has on the body, and the dangers of youth alcohol use.

Strategy 2: Continue to support the enhancement of youth skills regarding the avoidance of alcohol through continued programming via student leaders in “Taylor County Pure Performance”.

Strategy 3: Distribute alcohol density map and current alcohol burden data to City Council, County Board members, local businesses and manufacturing officials to increase accountability for providing alcohol to youth.

Objective 2

Decrease youth access to opiates and increase perception of harm related to opiates and other illegal drugs.

Strategies

Strategy 1: Increase the number of prescription drugs disposed of in Taylor County via permanent medication drop sites, take – back days, awareness, and collection efforts.

Strategy 2: Continued utilization of Chronic Opioid Use Monitoring reports by Aspirus Medford providers. These reports display information about patients who use opioids long term to identify patients who need preventive care or follow – up visits related to their diagnosis, condition, or related medication therapy.

Strategy 3: Continue community education and awareness opportunities like the HOPE Walk and opioid forums.

Objective 3

Decrease consumption of tobacco/vaping products among youth.

Strategies

Strategy 1: Collaborate with the Taylor County Drug Opposition Partners coalition to create tobacco/vaping campaigns to educate and create awareness and the effects that tobacco and vaping have on the body.

Strategy 2: In collaboration with the Taylor County Drug Opposition Partners and the Price County AODA Coalition, develop an electronic cigarette awareness campaign in all school districts.

In addition to these efforts, our organization continues to support a grant that was awarded to Taylor County Health Department/Taylor County Drug Opposition Partners coalition in 2015 and again in 2021 to prevent youth substance use. The coalition will continue to partner with Gilman, Rib Lake and Medford area school districts, law enforcement, health care providers, the faith-based community, businesses, parents, youth, service organizations, alcohol and drug abuse specialists, and local media to create a healthy environment for Taylor County youth.

Healthcare Access & Quality

Why is it Important?

Access to affordable, quality health care is important to physical, social and mental health. Health insurance helps individuals and families access needed primary care, specialists, and emergency care, but does not ensure on its own – it is also necessary for providers to offer affordable care, be available to treat patients, and be in relatively close proximity to patients. In 2021 10.10% of Wisconsin adults and 6% of Wisconsin children were uninsured.¹

The uninsured are much less likely to have primary care providers than the insured; they also receive less preventive care, dental care, chronic disease management and behavioral health counseling. Those without insurance are often diagnosed at later, less treatable disease stages than those with insurance and, overall, have worse health outcomes, lower quality of life, and higher mortality rates. Language barriers, distance to care and racial disparities in treatment present further barriers to care.

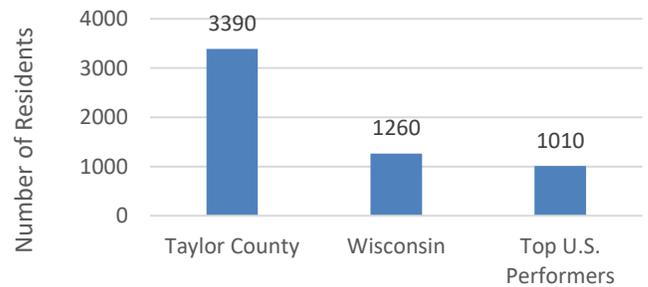
Sources: (1) County Health Rankings.
<https://www.countyhealthrankings.org/app/wisconsin/2022/rankings/taylor/county/outcomes/overall/snapshot/access/on/January/5/2022>

Disparities and Equity

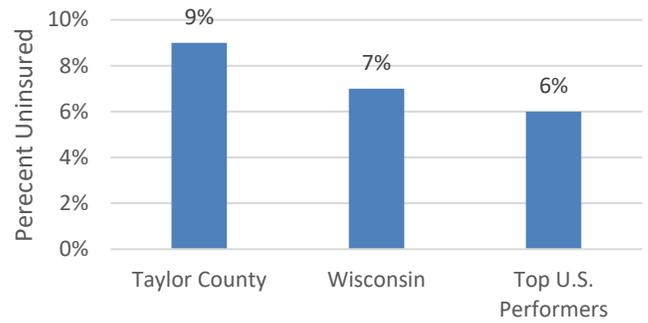
- Taylor County stretches 20 miles to the east, west and south and more than 60 miles to the north. Individuals who live outside of Medford have more difficulty obtaining access to health care.
- Accessibility problems are enhanced by demographic and economic hardship; people have less money available for prescriptions and non-emergency medical treatments. Similarly, individuals have less money available for gas and transportation.
- Due to the rural nature of our community, services that are normally available via the internet may not be due to limited access to high-speed internet.

Data Highlights

Number of Residents per One Primary Care Provider



Percent Uninsured



Sources: 2021 County Health Rankings

Community Perceptions & Challenges

- Community members shared their concern for lack of providers in our community.
- Healthcare provider recruitment and retention continues to be a struggle for our local healthcare providers.
- Timely access to quality, affordable, local healthcare remains a concern for community members.
- Distance and transportation to healthcare services is a challenge for many community members.

GOAL: Increase access to quality and affordable health care services.
Objective 1

Increase access to primary care services.

Strategies

Strategy 1: Aspirus Medford will continue to offer same – day appointment access for primary care visits in its clinics.

Strategy 2: Recruit and retain providers at Aspirus Medford.

Strategy 3: Continue Utilization of MyAspirus for efficient communication with providers.

Strategy 4: Aspirus Medford will continue to identify barriers to access solutions including transportation, cost, and provider availability.

Objective 2

Increase access to same day health care services.

Strategies

Strategy 1: Aspirus Medford will explore the expansion of its Emergency Room offerings to include Urgent Care. The new access point would be more cost effective than an Emergency Room visit for patient’s needing critical, but non-emergent care.

Objective 3

Increase health literacy and access to community health resources.

Strategies

Strategy 1: Aspirus Medford will continue to seek new and innovative ways to educate the community on important health topics including community engagement sessions, health fairs, etc. where programs are presented by content experts.

Strategy 2: Aspirus Health will continue support for the FindHelp platform in which community resources can be searched from the Aspirus website.

Strategy 3: Aspirus Medford will continue to share knowledge with the public through the:

- Development of educational handouts that are free for the taking at health fairs, expos and county fairs.
- Public Service announcements (PSAs) via the radio, news articles and paid advertisements.
- Social media campaigns.
- Free public health forums, community sessions and seminars.

We recognize the need to create access to health care services and provide educational opportunities for our community members. Educational opportunities we currently offer and/or plan to address for our community include:

- All of the community health needs identified in this report.
- Disease prevention education and healthy living tips.
- The level of care mid-level providers can provide at clinics, even when physicians are absent.
- The importance of identifying and seeing on a regular basis a primary care provider.
- Available specialists at Aspirus.
- The patient's ability to change providers at any time at the patient's discretion.

Community Engagement

Why is it Important?

People’s relationships and interactions with family, friends, co-workers and community members can have a major impact on their health and well – being.¹ Building social connectedness, cultivating community power and promoting civic engagement improves community conditions. Positive relationships and feeling connected to one’s community can help reduce the negative impacts of challenges. Social, civic and community engagement can increase the feeling of connectedness and support.

Volunteering can help people make friends, learn new skills, advance their career and even stay happier and healthier. In addition, volunteering can protect one’s mental and physical health. It can reduce stress, combat depression, keep you mentally stimulated and provide a sense of connection and purpose.²

Sources: (1) Healthy People 2030. <https://health.gov/healthypeople/objectives-and-data/browse-objectives/social-and-community-context>. Access on March 1, 2022. (2) Help Guide.org. <https://www.helpguide.org/articles/healthy-living/volunteering-and-its-surprising-benefits.htm> Accessed on May 10, 2022.

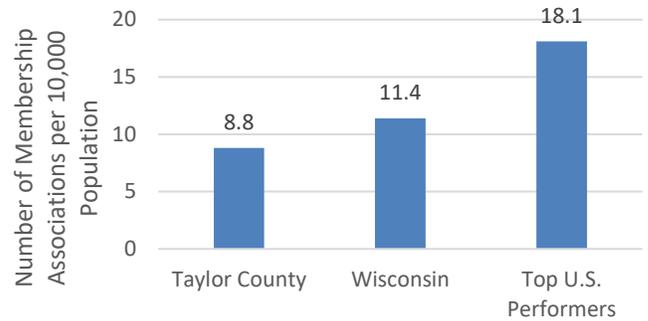
Disparities and Equity

- Poor family relationships can increase the likelihood of depression. Some individuals are at higher risk of poor family relationships – individuals who identify as LGBTQ, persons with disabilities and their caretakers, and individuals who suffered from child abuse and neglect.¹
 - There are only 8.8 membership associations per 10,000 population in Taylor County compared to 11.5 of Wisconsinites.

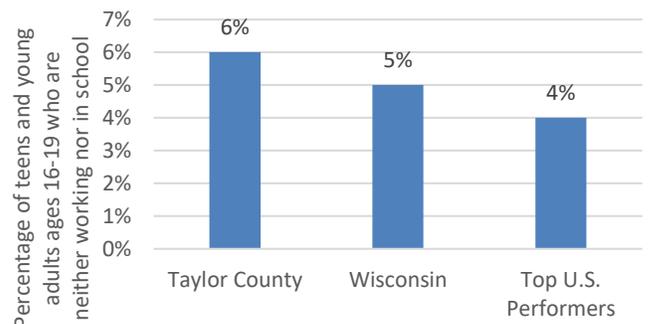
Sources: (1) Shim, Ruth S; Ye, Jiali; Baltrus, Peter; Fry-Johnson, Yvonne; Daniels, Elvan; Rust, George. Racial/Ethnic Disparities, Social Support, and Depression: Examining a Social Determinant of Mental Health. Ethn Dis. 2012 Winter; 22(1): 15-20. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4039297/>. (3) 2020 County Health Rankings.

Data Highlights

Social Associations



Teen Connectedness



According to the 2019 Youth Risk Behavior Survey:

- 80% of teens report having at least one supportive adult, compared to 84% of Wisconsin teens

Sources: 2021 County Health Rankings, 2019 Youth Risk Behavior Survey

Community Perceptions & Challenges

- Community stakeholders voiced concern about a flourishing community as members don’t appear to have a desire to be involved.
- It is the wish of stakeholders to cultivate a community that people want to live in and businesses want to be in.

GOAL: Increase social and community engagement.**Objective 1**

Support opportunities for volunteerism and civic engagement in the community.

Strategies

Strategy 1: Support the involvement of Aspirus Medford employees in civic organizations in the community.

Strategy 2: Provide volunteer opportunities for Aspirus Medford employees and community members via the programs offered by Aspirus Medford in collaboration with community organizations.

Strategy 3: Aspirus Medford will continue to support via in-kind and financial contributions to organizations whose programs support volunteerism, civic and community engagement via its Community Benefit Grant Program.

There are many organizations with great ideas and talents that want to help educate, provide the understanding and motivate the public to make healthy choices, but they lack the financial resources to develop and implement their strategies. To assist these organizations, Aspirus Medford commits to sustaining its Community Benefit program. Community agencies and members can apply for funding to support their programs and initiatives that have a direct impact on the community and an identified health need.

Approval by the Hospital Board

The CHNA (and IS) report was reviewed and approved by the Aspirus Medford Board of Directors on June 22, 2022.

Conclusion

Thank you to all the community members who provided thoughts, input and constructive feedback throughout the process. Aspirus Medford Hospital & Clinics will continue to work with its partners to address the health issues important to the community.

Appendices

Appendix A: Community Input – Key Informant Sessions

Health Behaviors	
Priority	Number of Votes
AODA – Prevention, Treatment, Counseling & Recovery	10
Obesity & General Wellness	2
Teen Health & Prevention (Mental Health, Anxiety & Substance Use)	4
Alcohol	1
Vaping	2
Promotion of Healthy Foods	1
Suicide Rates	

Clinical Care	
Priority	Number of Votes
Mental Health – Access, Treatment & Counseling	10
Health Care Access	7
Virtual Care Access	1
Provider Recruitment & Retention	3
Insurance Coverage	2
CARES Model Sustainability	1
Reduce depression	1
Alzheimer’s / Dementia Resources	1
Dental & Eye Exam Access	1
Medication Affordability	1

Physical Environment	
Priority	Number of Votes
Volunteerism & Community Engagement	1
Areas for Recreation, Exercise & Physical Activity (Indoor & Outdoor)	3
Year – Round Health Promotion Activities	1
Food Insecurity – Access to Healthy Foods	3
Access to AODA Substances	1
Internet Access	1
Senior Housing	1
Access, Quality & Affordability of Childcare	4
Healthy Activities & Socialization for Teens	1

Socio-Economic	
Priority	Number of Votes
Support for Parents	1
Workforce Development	1
Language Barriers	1
Support Groups for those with Mental Illness	1
Community Awareness & Resources Available	3
Social Isolation	2

Key Informant Sessions:

Community Stakeholder Session	January 20, 2022
Aspirus Medford Hospital & Clinics Board of Directors	February 23, 2022
Taylor County Drug Opposition Partners	March 1, 2022
Taylor County Board of Supervisors	March 4, 2022
Medford Chamber of Commerce Economic Development	March 8, 2022
Community Member Session I	March 9, 2022
Community Member Session II	March 16, 2022

Appendix B: Community Input – Community Survey

As part of the Aspirus Medford Hospital & Clinics community health needs assessment process, a community survey was conducted in Fall 2021. The survey was developed and distributed by Aspirus Medford Hospital & Clinics with contributions by the Taylor County Health Department.

Distribution

The survey was distributed electronically and on paper, as well as via publication in *The Shopper*, a free, local publication distributed to all households within Taylor County. Numerous organizations – including the public libraries, Chambers of Commerce, Taylor County Health Department, Aging and Disability Resource Center, school districts, community coalitions and more – distributed the survey.

Who Responded

Approximately 400 individuals completed the survey. The table below describes the demographics and other characteristics of the individuals who responded to the survey compared to the overall demographics and other characteristics of individuals in Taylor County. Compared to the overall population of Taylor County, survey respondents were more likely to: be female; be not Hispanic or Latino; have education beyond high school; be a homeowner.

When reviewing the survey results, the fact that the respondents are not reflective of the general population should be kept in mind.

Demographic Measure	Taylor County	Survey Respondents
Sex*	Male: 50.9% Female: 49.1%	Male: 14.73% Female: 85.27%
Age Distribution*	Under age 18: 29.0% 18-64: 51.4% 65+: 19.6%	Under age 18: 0% 18-64: 82.02% 65+: 17.97%
Ethnicity/Race*	Hispanic or Latino: 2.4% Not Hispanic or Latino: 97.6%	Hispanic or Latino: 0.22% White/Caucasian: 99.56% Black/African American 0.22% Asian : 0.44% Pacific Islander: 0.22% Native American/American Indian/Alaska Native: 0.66% Other Group: 0.44%

Highest Level of Education**	High School Graduate or Higher: 88.2% Bachelor's Degree or Higher: 16.2%	Less than High School: 0.22% Some High School: 0.22% High School/GED: 16.04% Some College: 9.89% Associate's Degree: 19.34% Bachelor's Degree: 28.79% Graduate/Professional Degree: 24.18% Other: 1.32%
Household Income**	Median household income (2019 dollars): \$52,860 Persons in Poverty: 9.6%	\$20,000: 8.7% \$20,001 to \$40,000: 17.39% \$40,001 to \$60,000: 30.43% \$60,001 to \$80,000: 10.76% \$80,001 to 100,000: 10.76% Over \$100,000: 11.90%
Household Situation***	Homeownership (percentage of occupied housing units that are owned by the occupier): 77.2%	Renter: 7.25% Owner with a mortgage: 54.29% Owner without a mortgage: 34.07% Living with others and not paying rent or mortgage: 34.07% Living with others and helping to pay rent/mortgage: 1.32% Homeless or in a shelter: 0% Staying at a friend's/family member's: 0.22%

Citations below are for the "Taylor County" column data.

* Wisconsin Department of Health Services, Division of Public Health, Office of Health Informatics. Wisconsin Interactive Statistics on Health (WISH) data query system, <https://www.dhs.wisconsin.gov/wish/index.htm>. Population Module, accessed March 16, 2022.

** U.S. Department of Commerce, Bureau of the Census. Quick Facts.

<https://www.census.gov/quickfacts/fact/table/taylorcountywisconsin,WI,US/PST045221> Accessed March 16, 2022.

*** 2021 County Health Rankings and Roadmaps website.

Top Health Issues

Survey respondents were asked to rate a set of health issues by category: Health Behaviors, Clinical Care, Physical Environment, and Social Economic Factors.

The results were as follows:

Health Behaviors	
Alcohol, tobacco & other drug use	57%
Mental Health	56%
Obesity, Nutrition & Physical Activity	34%
Chronic Diseases	28%
Clinical Care	
Availability & affordability of health insurance	66%
Lack of providers	58%
Availability and affordability of dental providers	27%
Low rates of routine vaccinations	17%
Physical Environment	
Access to reliable internet coverage	56%
Safe and affordable housing options	54%
Access to healthy foods	33%
Access to public transportation	33%
Social & Economic Factors	
Process of aging	35%
Family dynamics	29%
Childcare cost & access	26%
Stigma of mental health & addiction	26%

Appendix C: Healthcare Facilities and Community Resources

A subset of the healthcare and other resources in the community that can help address community health needs are listed below. A more comprehensive set of resources can be found via the Aspirus FindHelp platform: <https://aspiruscommunity-resources.auntbertha.com/>, and then searching by zip code and program need/area.

Education & Libraries

- Gilman Public Schools
- Medford Public Schools
- Rib Lake Public Schools
- Holy Rosary Catholic Schools
- Immanuel Lutheran Christian Day School
- Rural Virtual Academy (RVA)
- SOAR (Medford Schools)
- Northcentral Technical College – Medford Campus
- Extension Taylor County
- Taylor County Literacy Council
- Jean M. Thomsen Memorial Library
- Rib Lake Public Library
- Westboro Public Library
- Gilman Public Library

Childcare

- Kiddie Cove Daycare
- SandBox Child Care & Preschool
- Little Lamb Academy
- Head Start (Medford)
- Head Start (Dorchester)

Employment & Transportation

- Job Center of Wisconsin
- Wisconsin Works (W2)
- Workforce Resource
- Medford Taxi/Brown Cab Service
- Comfort Carriers
- Commission on Aging Transportation Services
- PDQ Medical Transit
- Taylor County Veteran’s Service
- Black River Industries, Inc.
- Division of Workforce Development/Division of Vocational Rehabilitation

Health & Wellness

- Aspirus Medford Hospital & Clinics
- Healthfirst
- Abiding Care
- Taylored Family Care Clinic
- Bone & Joint Clinic
- Aspirus Therapy & Fitness
- Sport & Spine Physical Therapy
- Hope Hospice & Palliative Care, Inc.
- Healthview Eye Center
- Eye Clinic of Wisconsin
- Medford Dental Clinic
- Gowey Cosmetic & Implant Dentistry
- Marshfield Clinic Dental Center
- Gelhaus Dental Clinic
- First Impressions Pediatrics Dentistry & Orthodontics
- Northwoods Dentistry
- Dean R. Hussong, DDS
- Taylor County Human Services
- Taylor County Veterans Services
- Taylor County Treatment Court
- Taylor County Health Department Taylor County Commission on Aging
- Taylor County Victim Witness
- Children & Youth with Special Health Care Needs (CYSHCN) – Northern Region

Mental Health

- Aspirus Medford Hospital & Clinics
- Counseling Connections
- Courage to Change Recovery
- New Vision Wilderness Therapy

Food & Nutrition

- Taylor County WIC Program
- Medford Farmers' Market
- Ruby's Food Pantry
- St. Paul's Lutheran Church
- Second Chance Gift Pantry
- United Church of Christ
- United Methodist Church
- Christ Community Church
- Senior Dining Sites

Clothing, Housing & Disasters

- Stepping Stones
- Beds for Christ
- Sleep in Heavenly Peace
- Cribs for Kids
- Diapers for Angels
- Goodwill Industries
- St. Vincent De Paul
- Taylor County Housing Authority
- WI Housing & Economic Authority
- Taylor County Energy Assistance
- Taylor County Supportive Housing
- Second Chance Thrift
- Circle of Faith Thrift Store
- Taylor County Emergency Management
- Salvation Army
- American Red Cross

Volunteering

- Taylor County Historical Society
- Taylor County Humane Society
- Taylor County Drug Opposition Partners
- United Way of Taylor County
- Taylor County Restorative Justice

Things to Do

- Timm's Hill Trail
- Ice Age Trail
- Taylor County Forests & Parks
- City of Medford
- Huey's Hideaway Children's Museum
- Village of Gilman
- Village of Rib Lake
- WI DNR Lakes Map
- Mondeaux Dam Recreational Area
- Chequamegon National Forest
- Forest Springs
- Perkinstown Winter Sports Area
- Whittlesey Lions Park
- Medford Chamber of Commerce
- Taylor County Tourism
- Borders Inn
- Sports Page Bowl & Grill
- Broadway Theater
- Simik Center
- Medford Grey Dog Axe Throwing
- Chequamegon Bird Club
- Tee High Golf Course
- Black River Golf Course
- Medford Curling Club

Legal Services

- Medford Police Department
- Rib Lake Police Department
- Gilman Police Department
- Taylor County Sheriff's Department
- Judicare
- Taylor County Crime Stoppers

Support Groups

- Adoptive Families Group
- Alcoholics Anonymous
- Alzheimer's Support Group
- Resolve through Sharing
- Autism Support Group