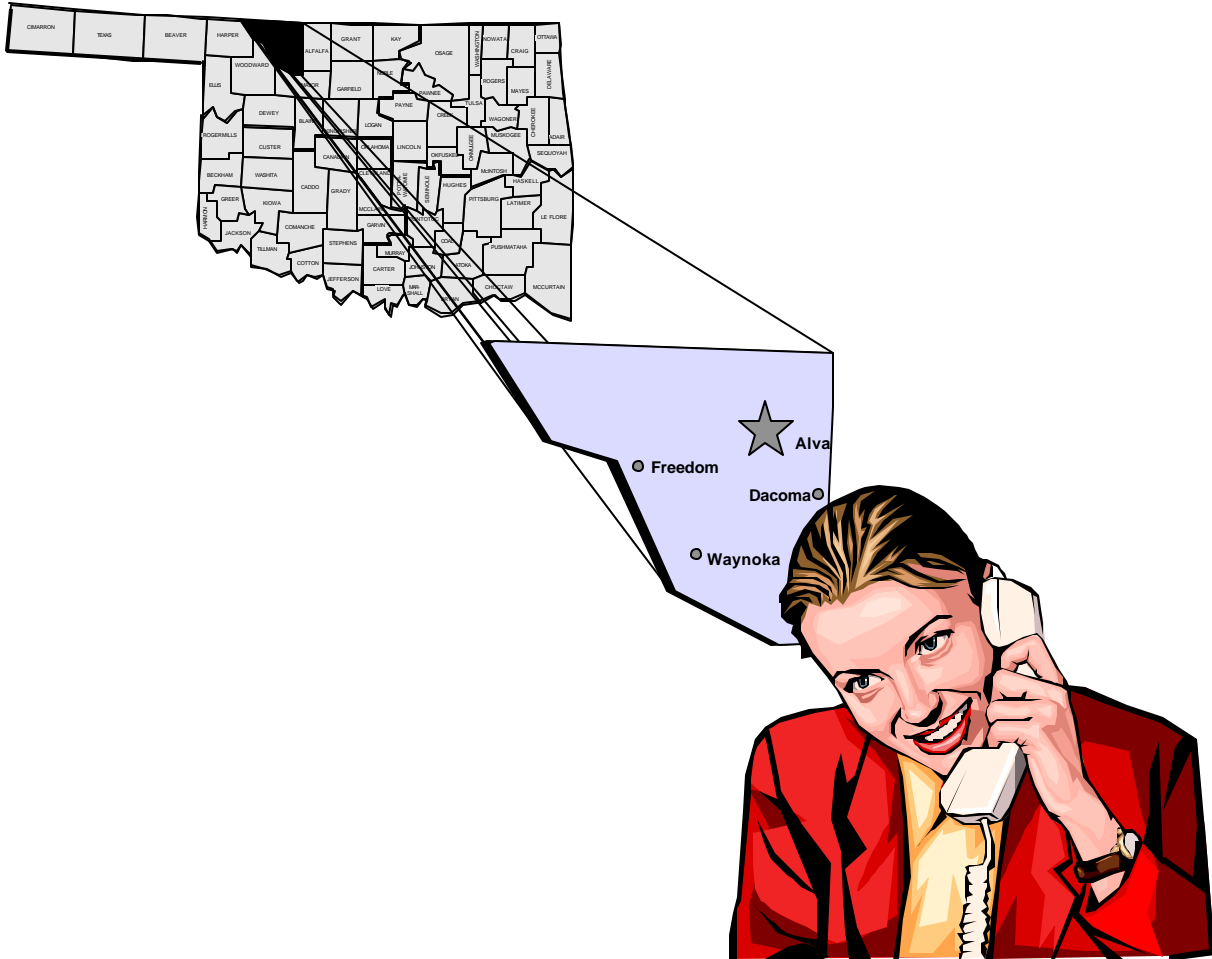


Share Memorial Hospital Medical Service Area Phone Survey Form and Results



Your Opinion Counts

Oklahoma State Department of Health,
Office of Rural Health

Oklahoma Cooperative Extension Service,
Oklahoma State University

October 2000

Share Memorial Hospital Medical Service Area
Phone Survey Form and Results

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RURAL DEVELOPMENT
OKLAHOMA COOPERATIVE EXTENSION SERVICE
OKLAHOMA STATE UNIVERSITY

October 2000

Share Memorial Hospital Medical
Service Area
Phone Survey Form

Screener**What is your zip code?**

- 73717 (Alva/Capron)
- 73731 (Dacoma)
- 73842 (Freedom)
- 73860 (Waynoka)

1. Do you use a family doctor or primary care provider for most of your routine health care?

- Yes
- No

2. Who do you go to for routine care?**3. About how long has it been since your last routine check-up?**

- Within The Past 12 Months
- More Than 1 Year, Less Than 2 Years
- More Than 2 Years, Less Than 5 Years
- More Than 5 Years
- Never

4A. Where do you go THE MOST for your family's primary health care needs? Do you go to...

- | | | |
|-----------------------------------|--|---|
| <input type="checkbox"/> Alva | <input type="checkbox"/> Woodward | <input type="checkbox"/> Indian Health Services |
| <input type="checkbox"/> Enid | <input type="checkbox"/> Oklahoma City | |
| <input type="checkbox"/> Buffalo | <input type="checkbox"/> Tulsa | |
| <input type="checkbox"/> Waynoka | <input type="checkbox"/> Kiowa, Kansas | |
| <input type="checkbox"/> Cherokee | <input type="checkbox"/> Wichita, Kansas | |

4B. What city or town do you go to for most of your family's primary health care needs?**5A. Do you use a family doctor or primary care provider outside of Woods County?**

- Yes
- No

5B. Why do you use a doctor outside of Woods County?**6. Are you able to get an appointment with your family doctor or primary care provider when you need one?**

- Yes
- No

7. How long do you normally wait in the waiting room to see your family doctor or primary care provider?

- 15 Minutes Or Less
- Less Than 1 Hour
- More Than 1 Hour

8. Does your family doctor or primary care provider give you enough time in his/her office to discuss your health needs?

- Yes
- No

9A. How would you describe the quality of care provided by your family doctor or primary care provider? Are you satisfied or dissatisfied?

- Satisfied Dissatisfied

9B. Why are you satisfied with the quality of care?

9C. Why are you dissatisfied with the quality of care?

10. Do you think there are enough family doctors or primary care providers in Woods County?

- Yes No Don't Know

11. Do you think that additional specialty doctors are needed in Woods County?

- Yes No Don't Know

12. Which specialties are needed?

Now I'm interested in what type of health insurance covers YOU. Do you have...

13A. What health insurance covers you?

- | | You |
|--|--------------------------|
| Insurance through Employer/
Previous Employer | <input type="checkbox"/> |
| Medicare | <input type="checkbox"/> |
| Medicare Supplement | <input type="checkbox"/> |
| Medicaid or Sooner Care | <input type="checkbox"/> |
| Champus | <input type="checkbox"/> |
| Self-Paid Plan | <input type="checkbox"/> |
| Native American Benefits | <input type="checkbox"/> |
| Do Not Have Health Insurance | <input type="checkbox"/> |
| _____ | <input type="checkbox"/> |

13B. What health insurance covers your family?

- | | Family |
|--|--------------------------|
| Insurance through Employer/
Previous Employer | <input type="checkbox"/> |
| Medicare | <input type="checkbox"/> |
| Medicare Supplement | <input type="checkbox"/> |
| Medicaid or Sooner Care | <input type="checkbox"/> |
| Champus | <input type="checkbox"/> |
| Self-Paid Plan | <input type="checkbox"/> |
| Native American Benefits | <input type="checkbox"/> |
| Do Not Have Health Insurance | <input type="checkbox"/> |
| No One Else in Family | <input type="checkbox"/> |
| _____ | <input type="checkbox"/> |

14A. Which best describes why you do NOT have health insurance coverage? Is it because you...

- Cannot Afford Coverage
- Pre-Existing Medical Condition
- Personal Preference
- Other

14B. Why do you not have health insurance coverage?

15. Have you ever been prescribed a medication and NOT had it filled because you did not have the money?

- Yes
- No

Now I need to know how far you travel one way for medical services.

16. How many miles do you travel one way for the following medical services?

		0-10	11-20	21-50	51-100	101+	Don't Use
16A.	Primary Care Doctor/Provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16B.	Specialty Doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16C.	Hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16D.	Dentist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16E.	Pharmacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16F.	Durable Medical Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Has any member of your household used the services of a hospital in the past 12 months?

- Yes
- No

18A. At which hospital were services received? Was it...(most recent visit)

- Alva-Share Memorial Hospital
- Fairview-Fairview Hospital
- Enid Hospitals
- Woodward-Woodward Hospital
- Wichita, Ks Hospitals
- Kiowa, Ks Hospitals
- Indian Health Service Hospital
- Oklahoma City Hospitals
- Tulsa Hospitals
- Other

18B. Which hospital did you use during your most recent visit?

19. Why did you choose this hospital? (most recent visit) Was it because...

- Insurance Coverage
- Doctor Referral
- Specialty Services
- Recommended by Friend
- Quality of Care
- Distance from Home
- Emergency Medical Services
- _____

20. If your last visit to a hospital was to Share Memorial Hospital, what hospital services did you use?

- | | |
|---|--|
| <input type="checkbox"/> Specialty Doctor | <input type="checkbox"/> Emergency Room |
| <input type="checkbox"/> Outpatient Surgery | <input type="checkbox"/> Inpatient Surgery |
| <input type="checkbox"/> Laboratory (blood) Tests | <input type="checkbox"/> Inpatient Stay |
| <input type="checkbox"/> Radiology (x-ray, CT, mammogram) | <input type="checkbox"/> Birthing Services |
| <input type="checkbox"/> Respiratory Therapy | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Physical Therapy | <input type="checkbox"/> _____ |

21A. How would you describe your last hospital experience at Share Memorial Hospital? Were you satisfied or dissatisfied?

- Satisfied Dissatisfied

21B. Why were you satisfied?

21C. Why were you dissatisfied?

22. Do you think Share Memorial Hospital is meeting the health needs of Woods County residents?

- Yes No Don't Know

23. How could Share Memorial Hospital improve?

24A. Have you used the Emergency Room services at the Share Memorial Hospital in the past 12 months?

- Yes No

24B. What Emergency Room services were used? (most recent visit) Did you use...

- | | |
|--|---|
| <input type="checkbox"/> X-Ray (Radiology) | <input type="checkbox"/> Laboratory |
| <input type="checkbox"/> Respiratory Therapy | <input type="checkbox"/> Cardiac Evaluation |
| <input type="checkbox"/> Obstetrics (OB) | <input type="checkbox"/> Trauma Care |
| <input type="checkbox"/> Routine Illness | <input type="checkbox"/> Other _____ |

25. Is the ambulance (EMS service) in the Woods County area adequate?

- Yes No Don't Know

26. Has any member of your household used the services of the Woods County Health Department in the past 12 months?

- Yes No

27A. Were you satisfied or dissatisfied with the services of the Health Department?

- Satisfied Dissatisfied

27B. Why were you satisfied?

27C. Why were you dissatisfied?

28. Are you aware of the services provided by the Woods County Health Department?

- Yes No

29. Would you recommend a nursing home in Woods County to someone in need of long term care?

- Yes No Don't Know

Now I'm going to ask you if you feel there are adequate services in Woods County for various needs.

30. Do you feel Woods County provides adequate services for...

	Yes	No	Don't Know
30A. Adult Day Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30B. Obstetrics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30C. Pharmacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30D. Dental Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30E. Home Health Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30F. Assisted Living Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30G. Speech Therapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30H. Physical Therapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30I. Occupational Therapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30J. Surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30K. Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30L. Hospice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

31. Do you feel your community needs ADDITIONAL education or resources about the following topics?

Additional Resources/Education

	Yes	No
31A. Teenage Pregnancy	<input type="checkbox"/>	<input type="checkbox"/>
31B. Mental Health	<input type="checkbox"/>	<input type="checkbox"/>
31C. Substance Abuse	<input type="checkbox"/>	<input type="checkbox"/>
31D. Child Abuse	<input type="checkbox"/>	<input type="checkbox"/>
31E. Spouse Abuse	<input type="checkbox"/>	<input type="checkbox"/>
31F. Elderly Abuse	<input type="checkbox"/>	<input type="checkbox"/>
31G. HIV Education	<input type="checkbox"/>	<input type="checkbox"/>
31H. Diabetes	<input type="checkbox"/>	<input type="checkbox"/>

Now I'm going to ask about the three most important health concerns in your community.

32A. What do you believe is the number one most important health concern in your community?

32B. What is the second most important health concern in your community?

32C. What is the third most important health concern in your community?

33. What is your age?

- 18-20 21-30 31-40 41-50
- 51-60 61-70 71-80 81 OR OVER
- Refused

34. What is your race?

- White Asian Hispanic
- Black Native American Other
- Refused

34OTH. What is your race?

35. What is your yearly household income?

- Less Than \$10,000
- \$10,000 But Less Than \$15,000
- \$15,000 But Less Than \$20,000
- \$20,000 But Less Than \$25,000
- \$25,000 But Less Than \$35,000
- \$35,000 To \$50,000
- Over \$50,000
- Don't Know/Not Sure
- Refused

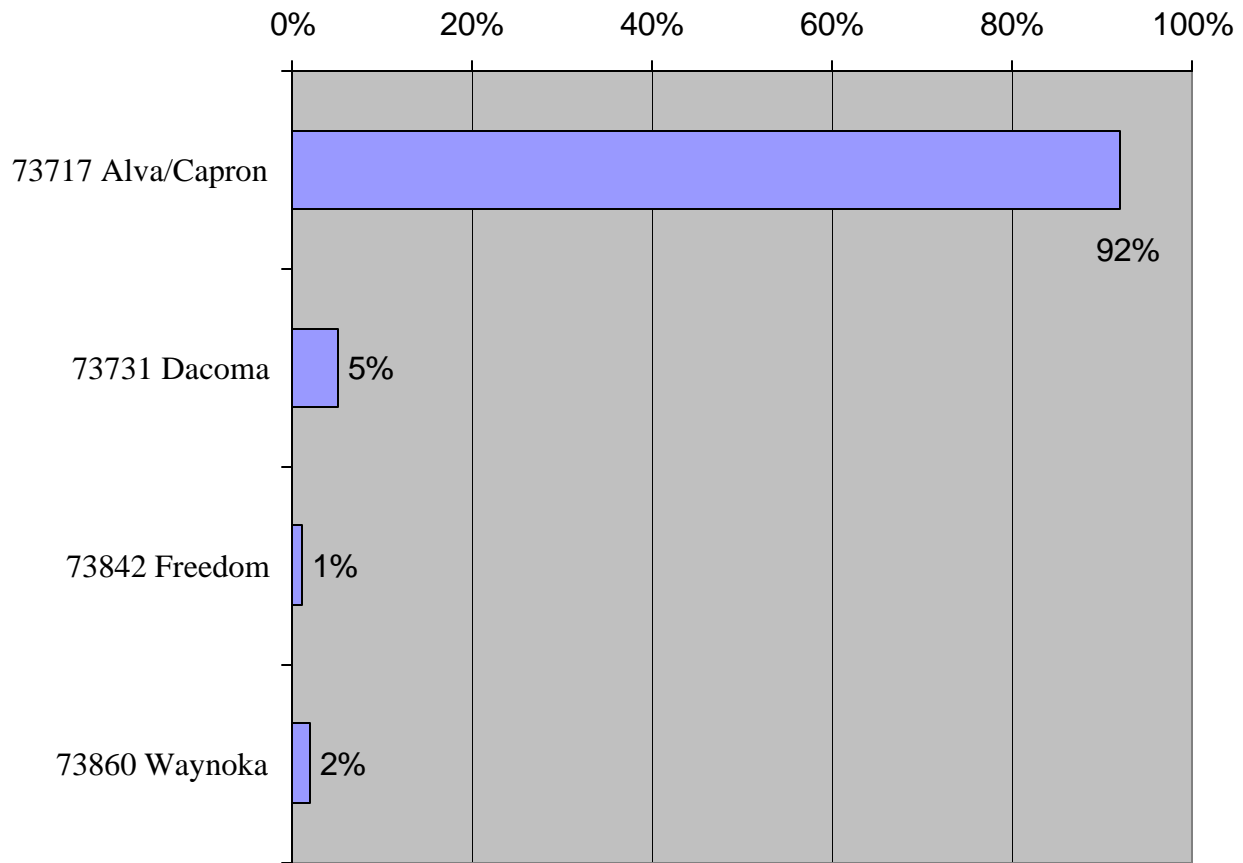
35. INTERVIEWER: Don't ask...CODE GENDER OF RESPONDENT

- Male Female Unknown

Share Memorial Hospital Medical
Service Area
Survey Results

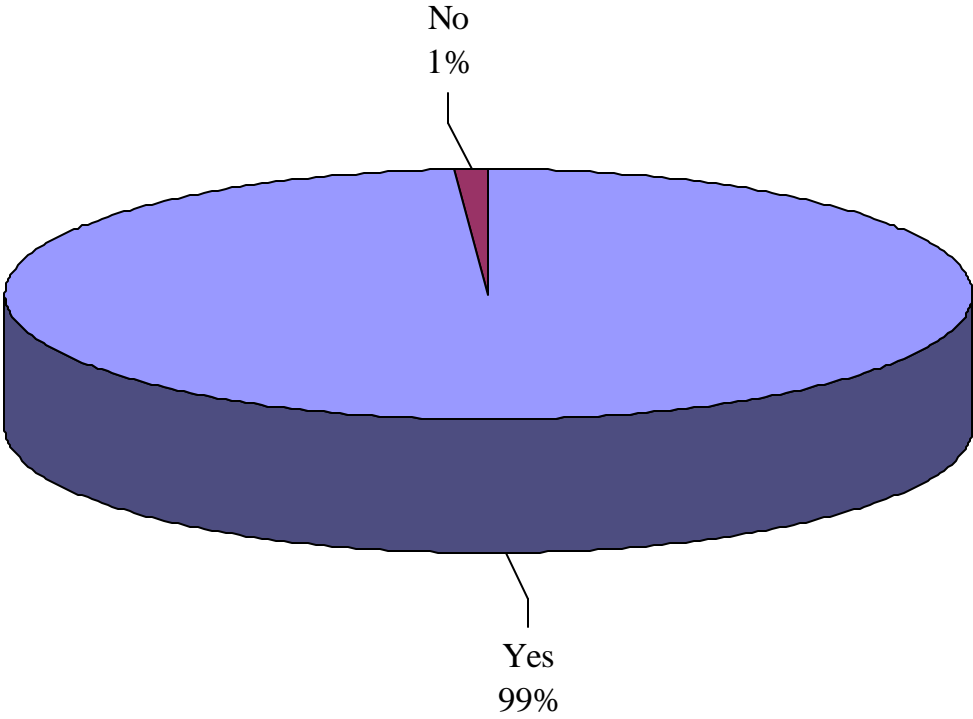
QScreen. What is your zip code?

	Frequency	Percent
73717 Alva/Capron	186	92%
73731 Dacoma	9	5%
73842 Freedom	1	1%
73860 Waynoka	4	2%
Total	200	100%



Q1. Do you use a family doctor for most of your routine health care?

	Frequency	Percent
Yes	198	99%
No	<u>2</u>	<u>1%</u>
Total	200	100%

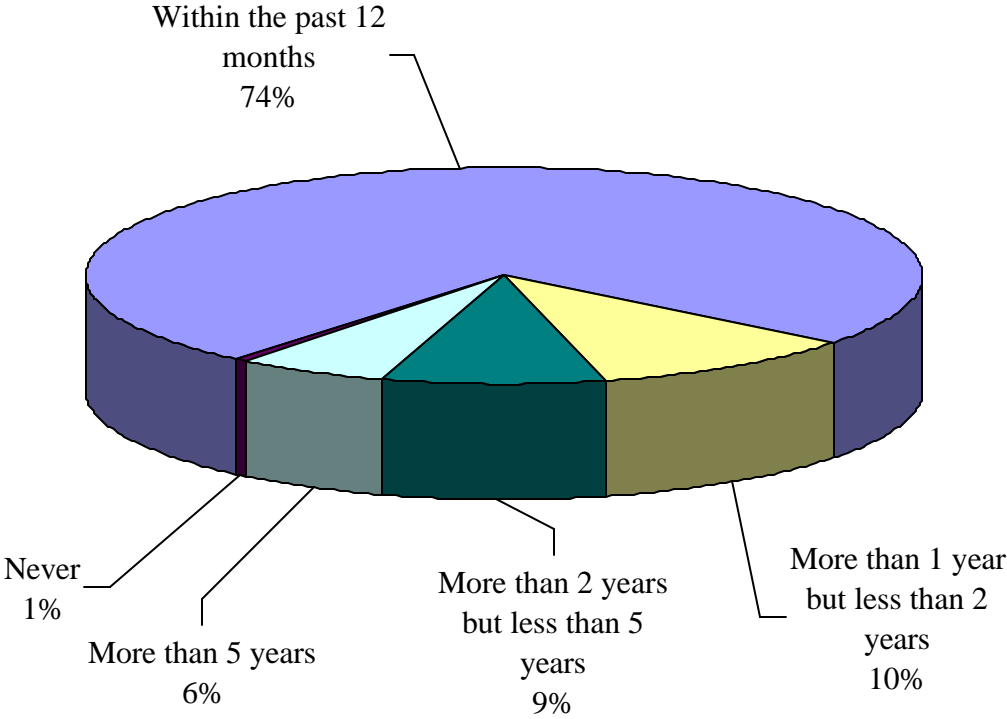


Q2. If you don't use a family doctor, who do you go to for routine care?

Response	Frequency	Percent
Share Memorial Hospital emergency room	1	50%
physician's assistant	1	<u>50%</u>
Total Responses	2	100%

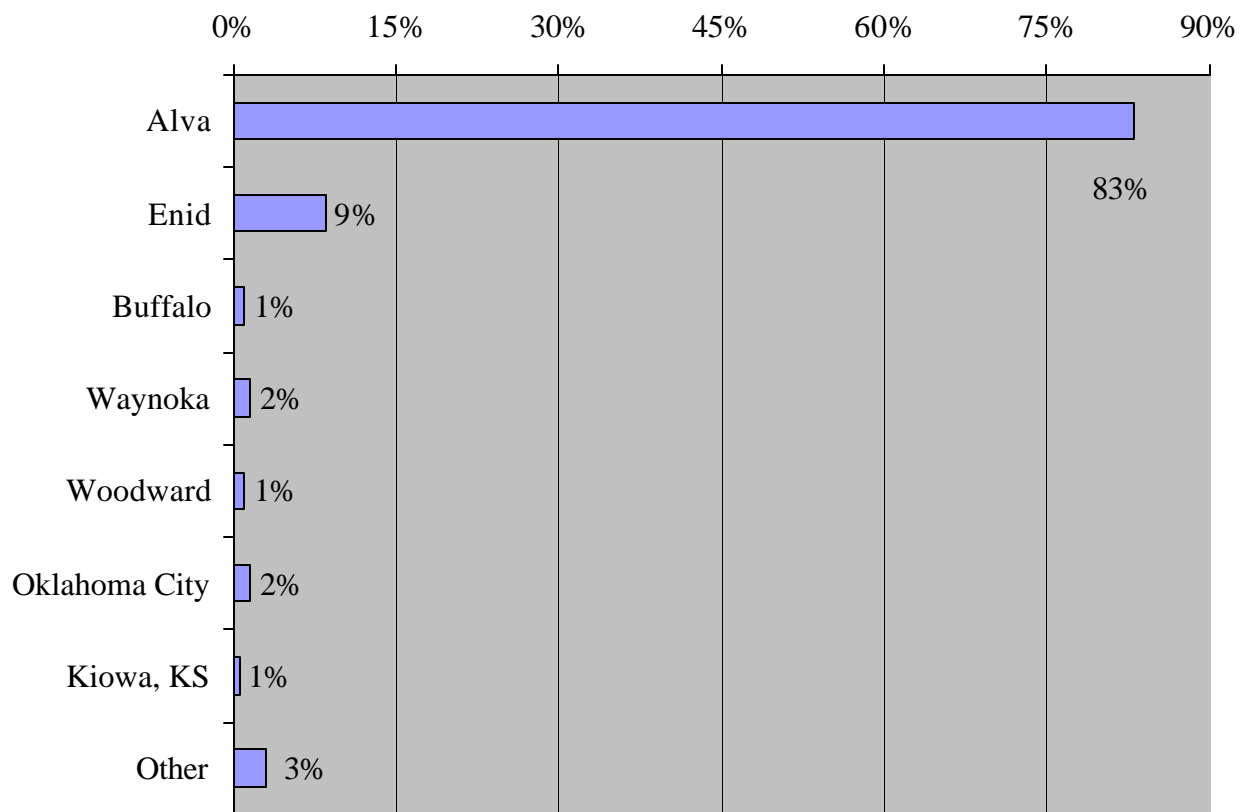
Q3. About how long has it been since your last routine check-up?

	Frequency	Percent
Within the past 12 months	149	74%
More than 1 year but less than 2 years	21	10%
More than 2 years but less than 5 years	17	9%
More than 5 years	12	6%
Never	<u>1</u>	<u>1%</u>
Total	200	100%



Q4. Where do you go the most for your family's primary health care needs?

	Frequency	Percent
Alva	166	83%
Enid	17	9%
Buffalo	2	1%
Waynoka	3	2%
Woodward	2	1%
Oklahoma City	3	2%
Kiowa, KS	1	1%
Other	6	3%
Total	200	100%

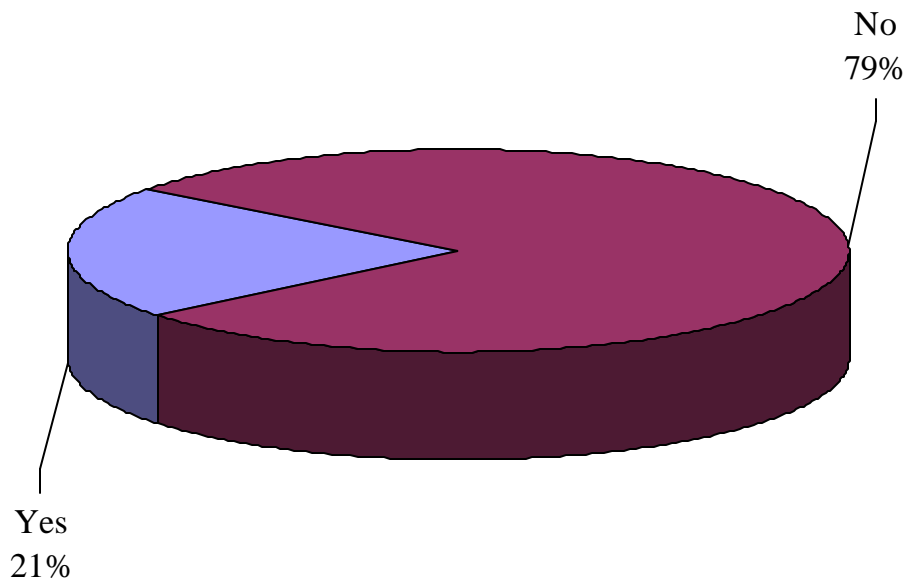


Q4A. What city or town do you go to for most of your family's health care needs?

Response	Frequency	Percent
Shattuck, OK	2	33%
Medicine Lodge, KS	1	17%
Pryor, OK	1	17%
Houston, TX	1	17%
Edmond, OK	<u>1</u>	<u>17%</u>
Total Responses	6	100%

Q5A. Do you use a family doctor/provider outside of Woods County?

	Frequency	Percent
Yes	42	21%
No	<u>155</u>	<u>79%</u>
Total	197	100%

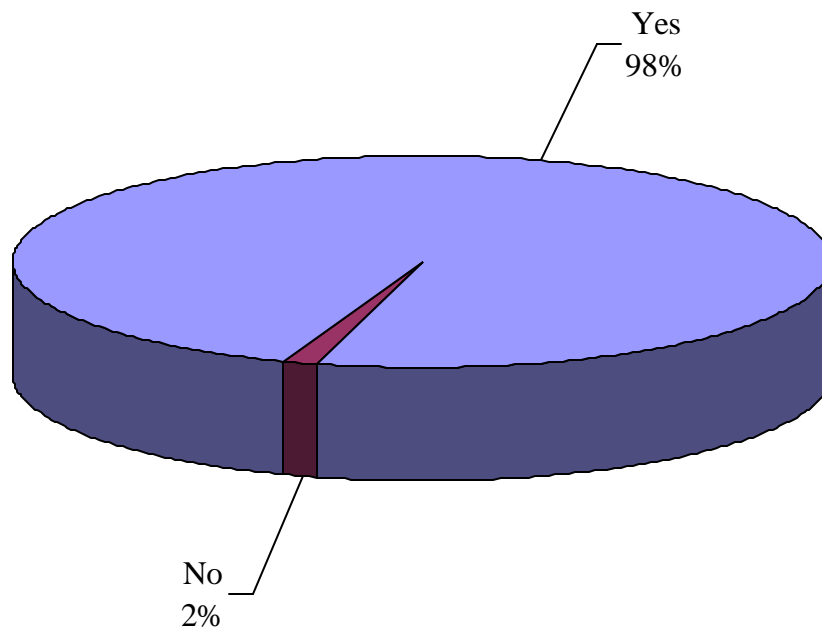


Q5B. Why do you use a doctor outside of Woods County?

Response	Frequency	Percent
specialists	14	33%
established patient	10	24%
confidence/quality of care	7	17%
closer to home/convenience	5	12%
cost/affordability/insurance reasons	4	10%
veteran's benefits	<u>2</u>	<u>5%</u>
Total Responses	42	100%

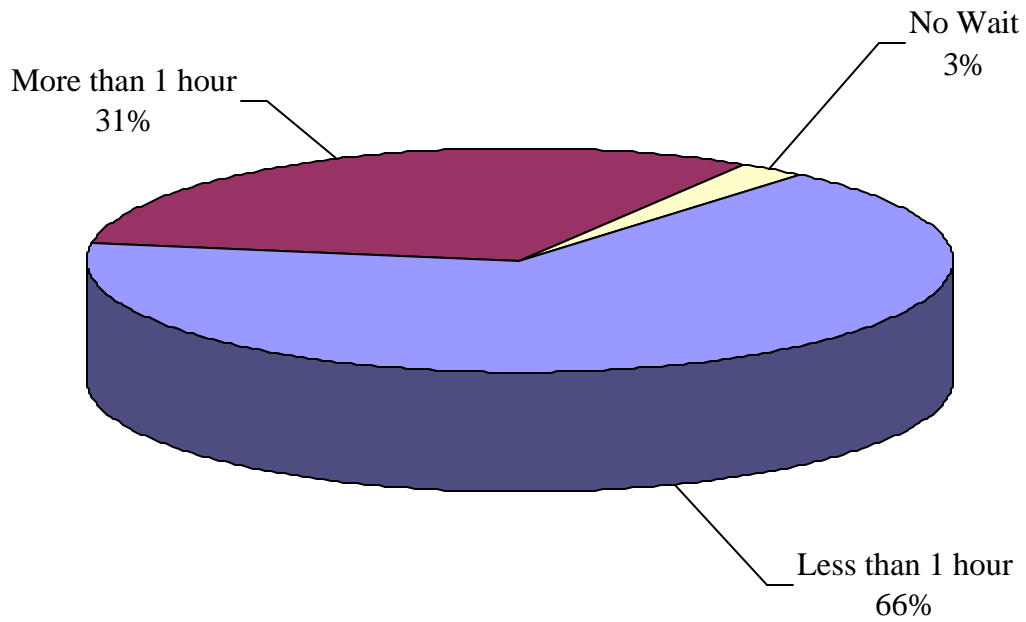
Q6. Are you able to get an appointment with your family doctor/provider when you need one?

	Frequency	Percent
Yes	194	98%
No	<u>3</u>	<u>2%</u>
Total	197	100%



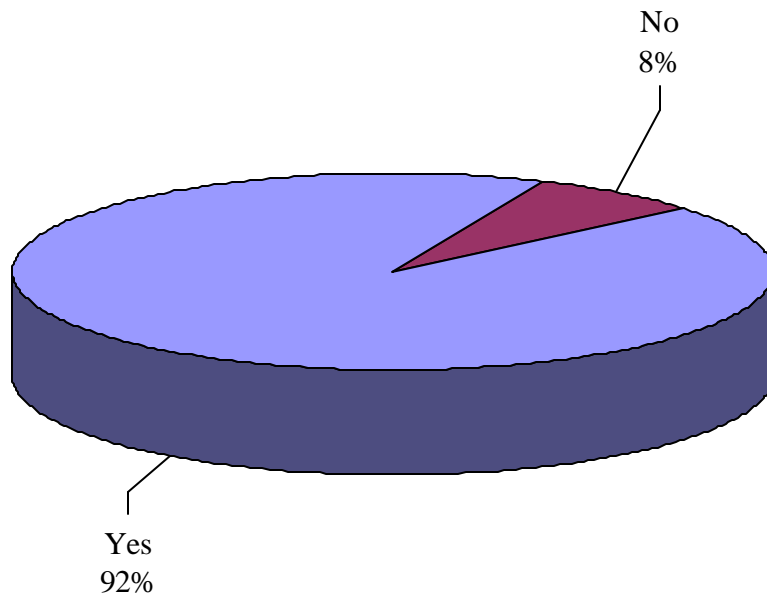
Q7. How long do you normally wait in the waiting room to see your family doctor/provider?

	Frequency	Percent
Less than 1 hour	131	66%
More than 1 hour	61	31%
No Wait	5	3%
Total	197	100%



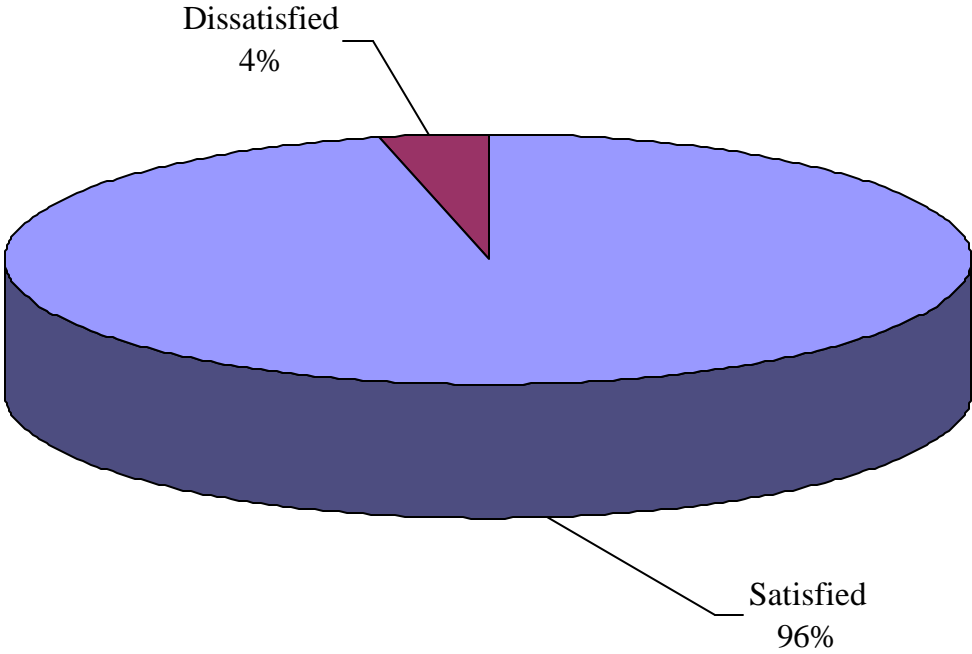
Q8. Does your family doctor give you enough time in his/her office to discuss your health needs?

	Frequency	Percent
Yes	182	92%
No	<u>15</u>	<u>8%</u>
Total	197	100%



Q9A. How would you describe the quality of care provided by your family doctor/provider?

	Frequency	Percent
Satisfied	190	96%
Dissatisfied	<u>7</u>	<u>4%</u>
Total	197	100%



Q9B. Why are you "satisfied" with the quality of care provided
by your family doctor/provider?

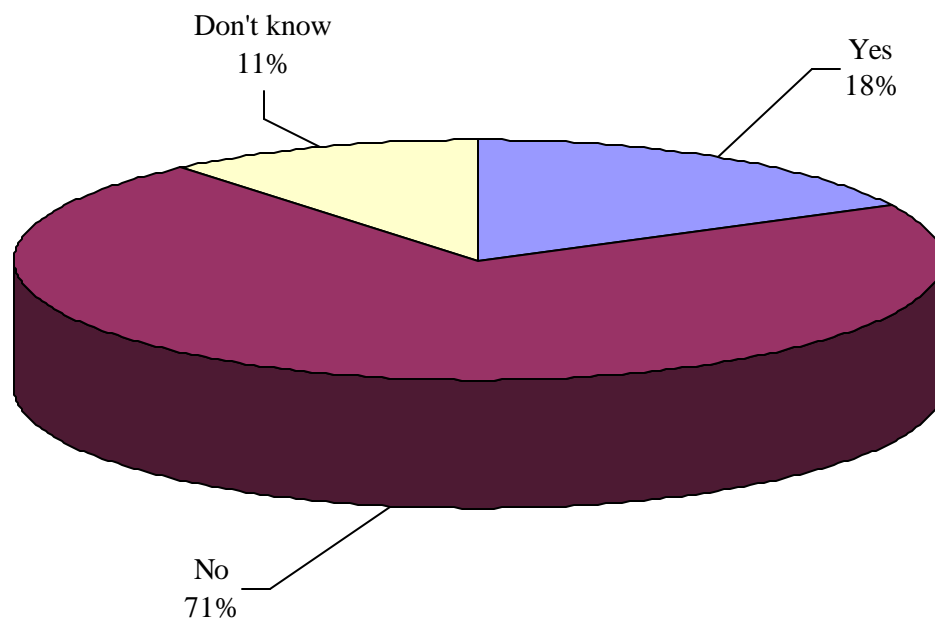
Response	Frequency	Percent
confidence/quality of care	124	65%
communication	37	19%
compassionate/caring	23	12%
closer to home/convenience	5	3%
established patient	<u>1</u>	<u>1%</u>
Total Responses	190	100%

Q9C. Why are you "dissatisfied" with the quality of care provided
by your family doctor/provider?

Response	Frequency	Percent
confidence/quality of care	5	71%
lack of equipment	1	14%
wait was too long	<u>1</u>	<u>14%</u>
Total Responses	7	100%

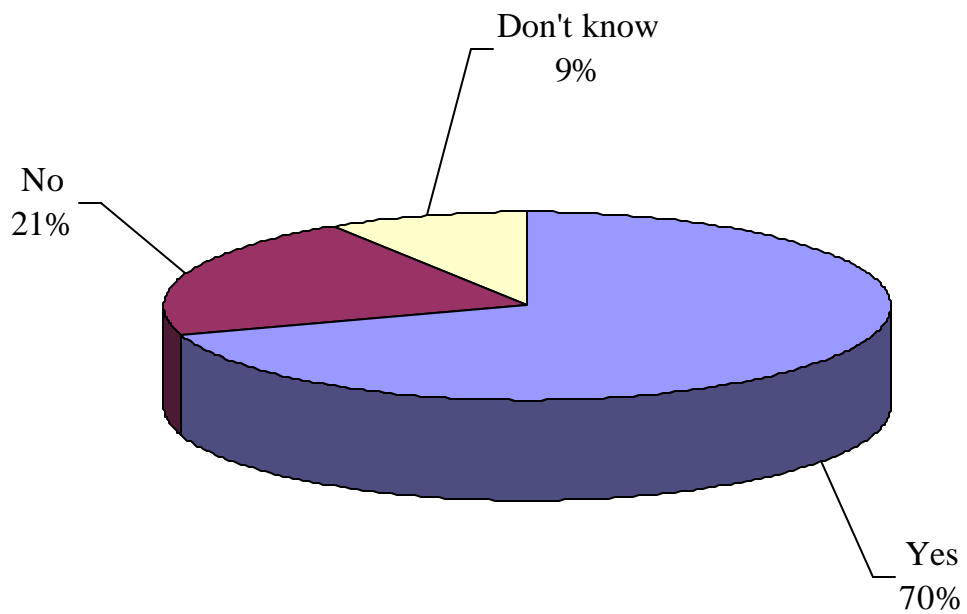
Q10. Do you think there are enough family doctors/providers in
in Woods County?

	Frequency	Percent
Yes	35	18%
No	144	71%
Don't know	21	11%
Total	200	100%



Q11. Do you think additional specialty doctors are needed in
in Woods County?

	Frequency	Percent
Yes	141	70%
No	41	21%
Don't know	<u>18</u>	<u>9%</u>
Total	200	100%



Q12. If yes, which specialties are needed?

Response	Frequency	Percent
ob/gyn	64	27%
cardiologist	29	12%
pediatrician	24	10%
oncologist	17	7%
surgeon	15	6%
orthopedic specialist/orthopedic surgeon	13	5%
geriatrics	12	5%
don't know	8	3%
all specialists	7	3%
medical doctor	6	3%
internal medicine specialist	5	2%
ear, nose, throat specialist	4	2%
optometrist/ophthalmologist	4	2%
cardiovascular surgeon	3	1%
urologist	3	1%
diabetic specialist	2	1%
lung specialist	2	1%
physical therapists	2	1%
rheumatologist	2	1%
stomach and intestine specialist	2	1%
allergy specialist	1	0%
chiropractor	1	0%
dentists	1	0%
dermatologist	1	0%
endocrinologist	1	0%
full-time internist	1	0%
natural doctor	1	0%
neonatologist	1	0%

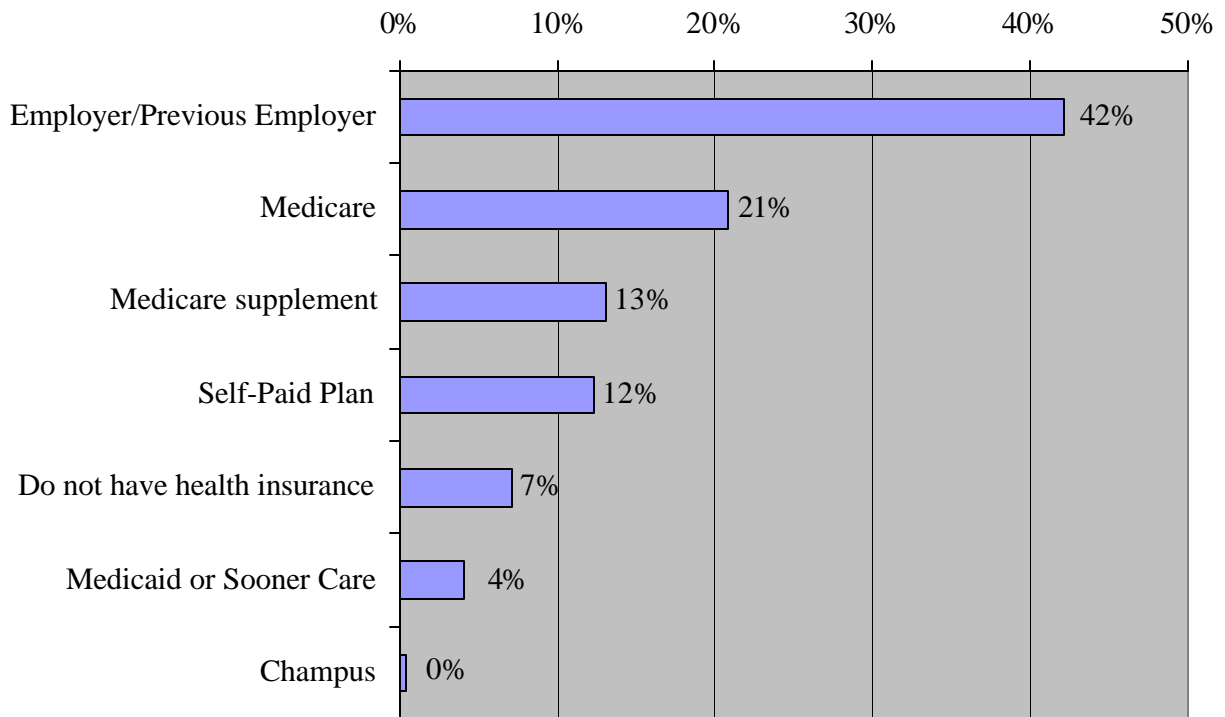
Q12. If yes, which specialties are needed? (continued)

Response	Frequency	Percent
neurologist	1	0%
pathologists	1	0%
podiatrist	1	0%
pulmonary specialist	1	0%
radiologists	1	0%
sports medicine	1	0%
women's clinic	<u>1</u>	<u>0%</u>
Total Responses	239	94%

Total percent does not equal 100 due to rounding.

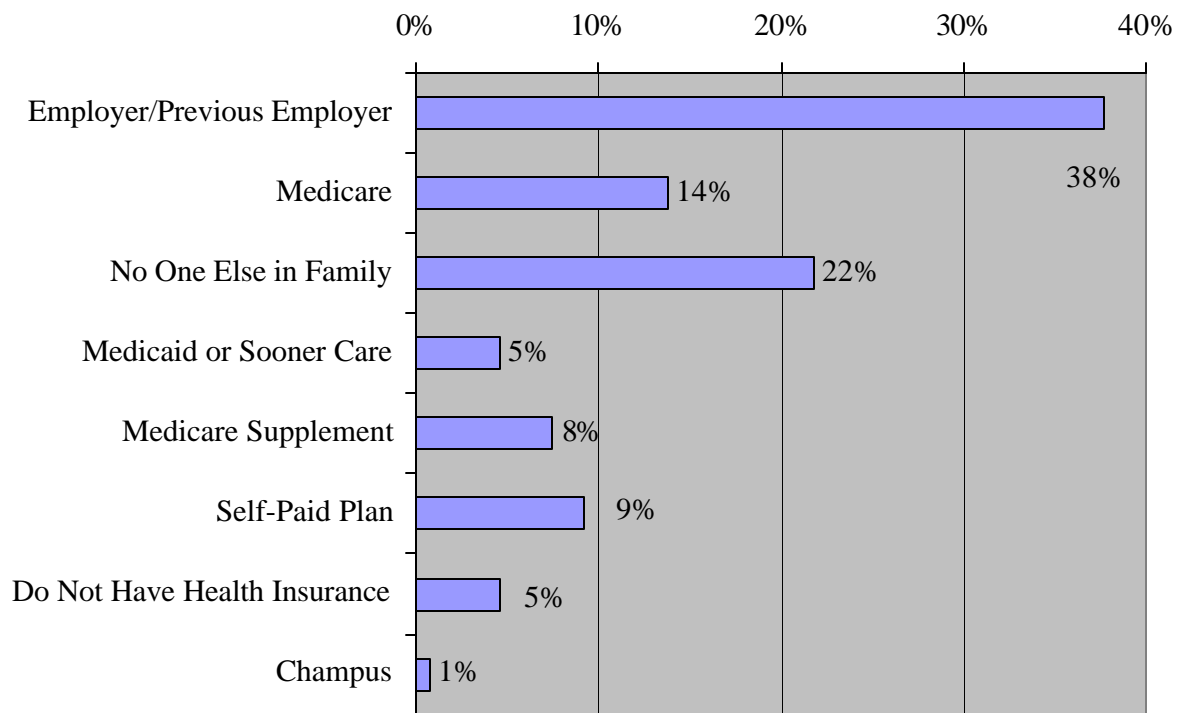
Q13A. What health insurance covers you?

	Frequency	Percent
Insurance through Employer/Previous Employer	113	42%
Medicare	56	21%
Medicare supplement	35	13%
Self-Paid Plan	33	12%
Do not have health insurance	19	7%
Medicaid or Sooner Care	11	4%
Champus	<u>1</u>	<u>0%</u>
Total	268	100%



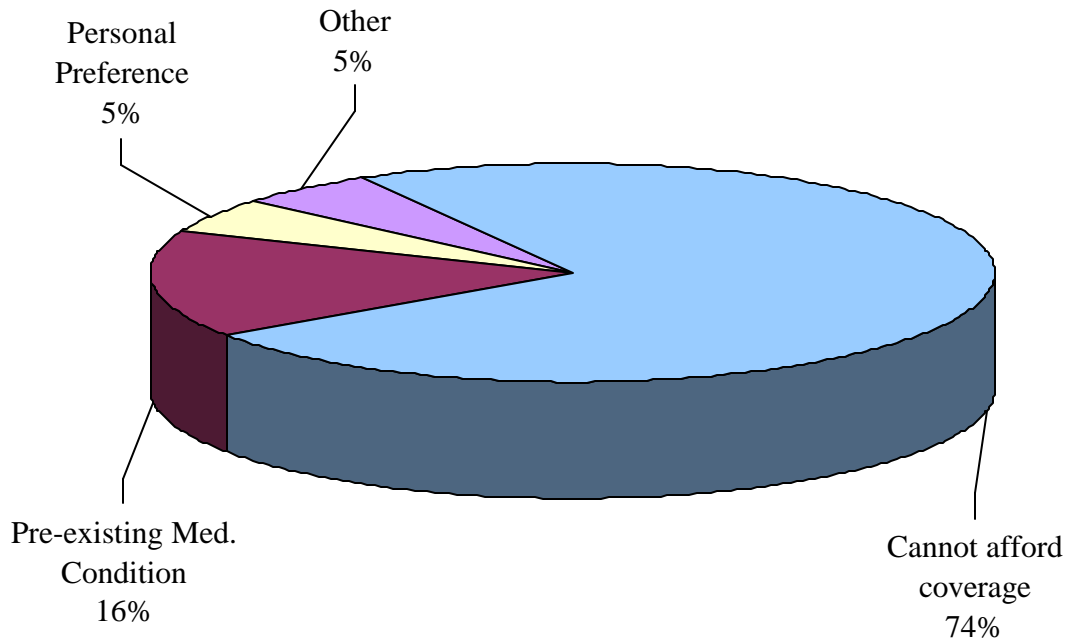
Q13B. What health insurance covers your family?

	Frequency	Percent
Insurance through Employer/Previous Employer	90	38%
Medicare	33	14%
No One Else in Family	52	22%
Medicaid or Sooner Care	11	5%
Medicare Supplement	18	8%
Self-Paid Plan	22	9%
Do Not Have Health Insurance	11	5%
Champus	2	1%
Total	239	100%



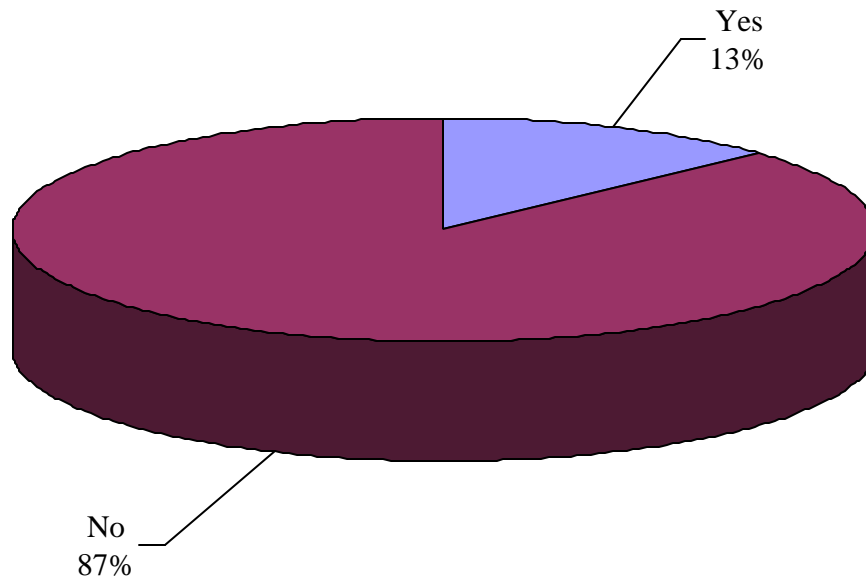
Q14A. If you do not have health insurance coverage,
which best describes why?

	Frequency	Percent
Cannot afford coverage	14	74%
Pre-existing Med. Condition	3	16%
Personal Preference	1	5%
Other	<u>1</u>	<u>5%</u>
Total	19	100%



Q15. Have you ever been prescribed a medication and not had it filled because you did not have the money to have it filled?

	Frequency	Percent
Yes	26	13%
No	<u>174</u>	<u>87%</u>
Total	200	100%

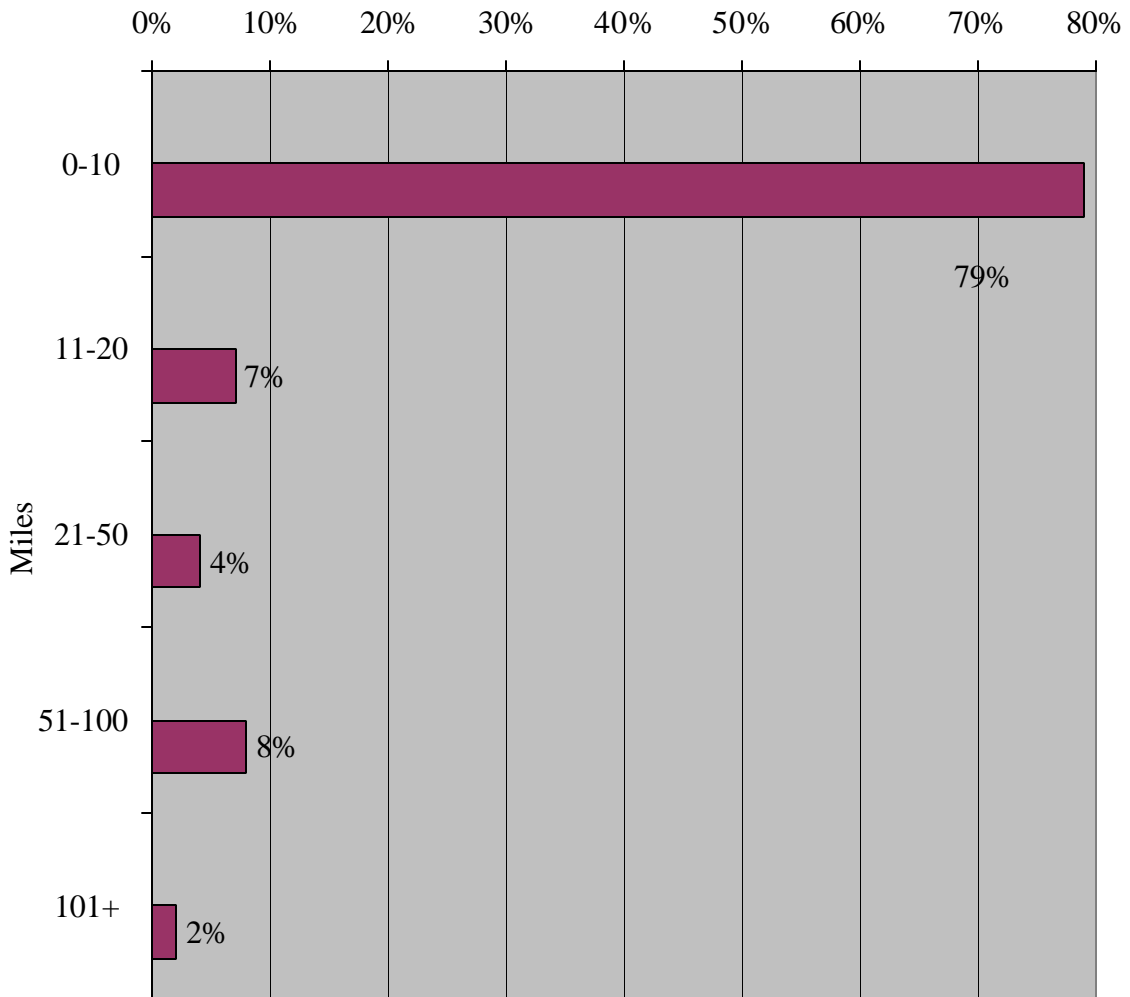


Q16. How many miles do you travel one way for the following services?

	0-10	11-20	21-50	51-100	101+	Don't Use	Total
Primary Care Doctor/Provider Percent	159 79%	13 7%	8 4%	16 8%	4 2%	0 0%	200 100%
Hospital Percent	145 71%	11 6%	6 3%	27 14%	5 3%	6 3%	200 100%
Dentist Percent	127 62%	18 9%	10 5%	19 10%	7 4%	19 10%	200 100%
Pharmacy Percent	177 88%	16 8%	4 2%	1 1%	2 1%	0 0%	200 100%
Specialty Services Percent	9 5%	1 1%	3 2%	129 64%	40 19%	18 9%	200 100%
Durable Medical Equipment Percent	88 43%	5 3%	2 1%	23 12%	4 2%	78 39%	200 100%

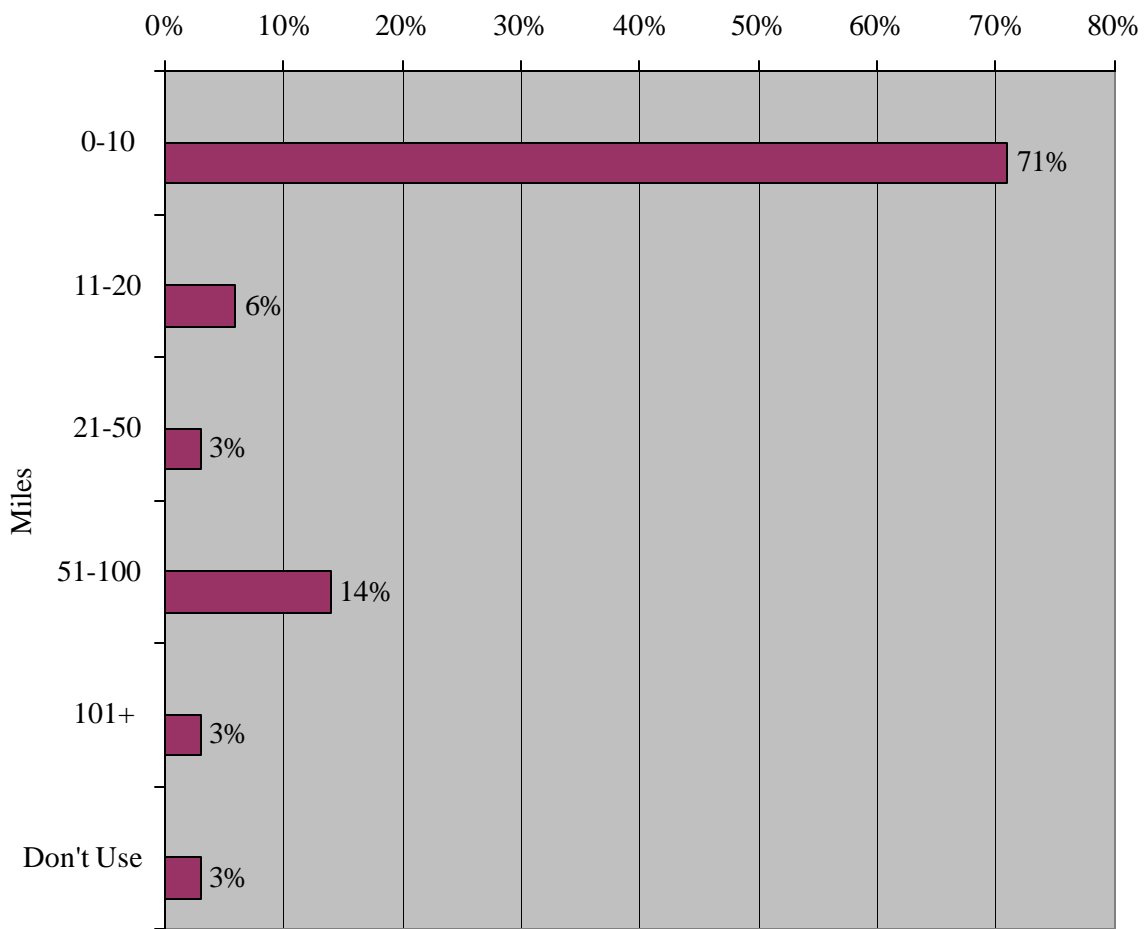
Q16A. How many miles do you travel one way for a primary care doctor/provider?

	0-10	11-20	21-50	51-100	101+	Total
Primary Care Doctor/Provider	159	13	8	16	4	200
Percent	79%	7%	4%	8%	2%	100%



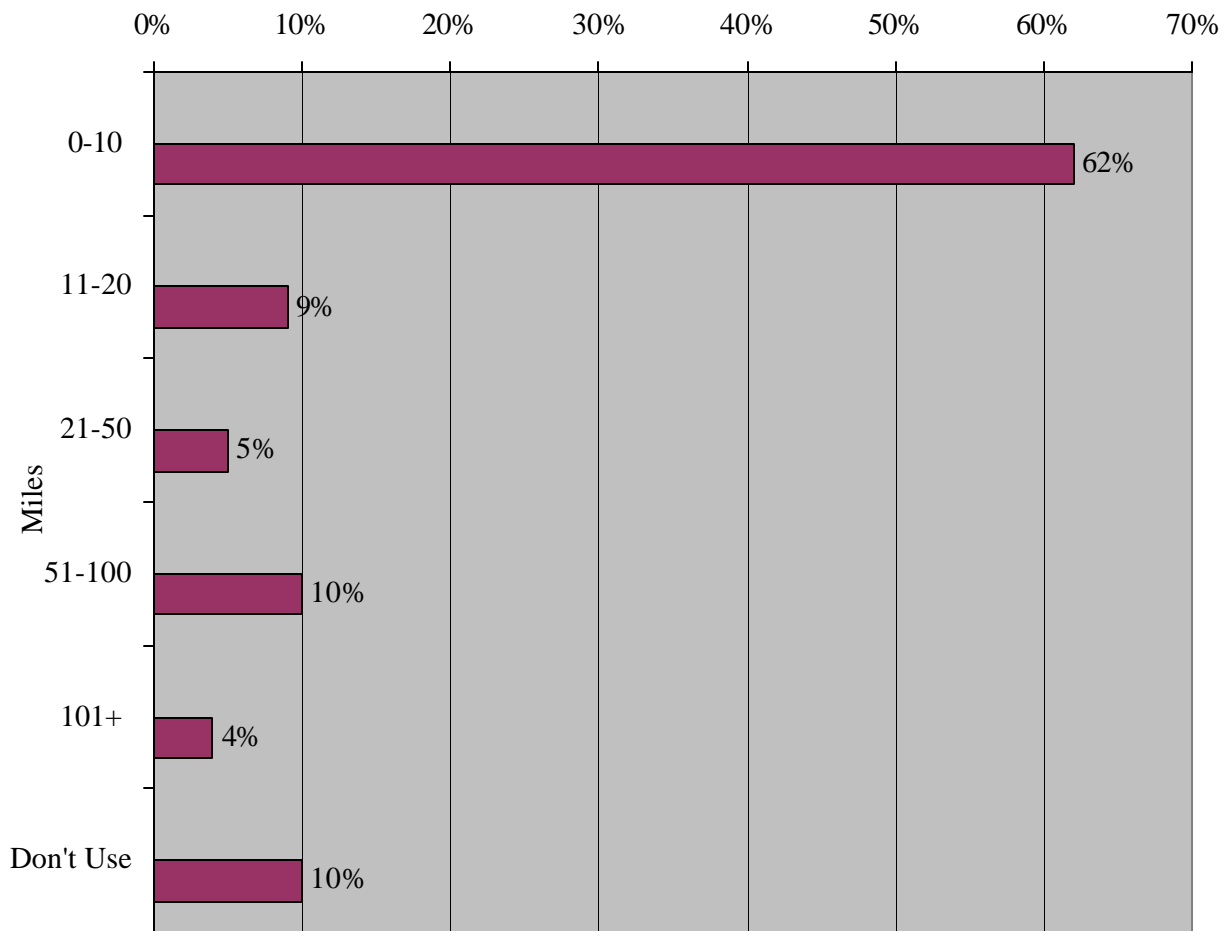
Q16B. How many miles do you travel one way for a hospital?

	0-10	11-20	21-50	51-100	101+	Don't Use	Total
Hospital	145	11	6	27	5	6	200
Percent	71%	6%	3%	14%	3%	3%	100%



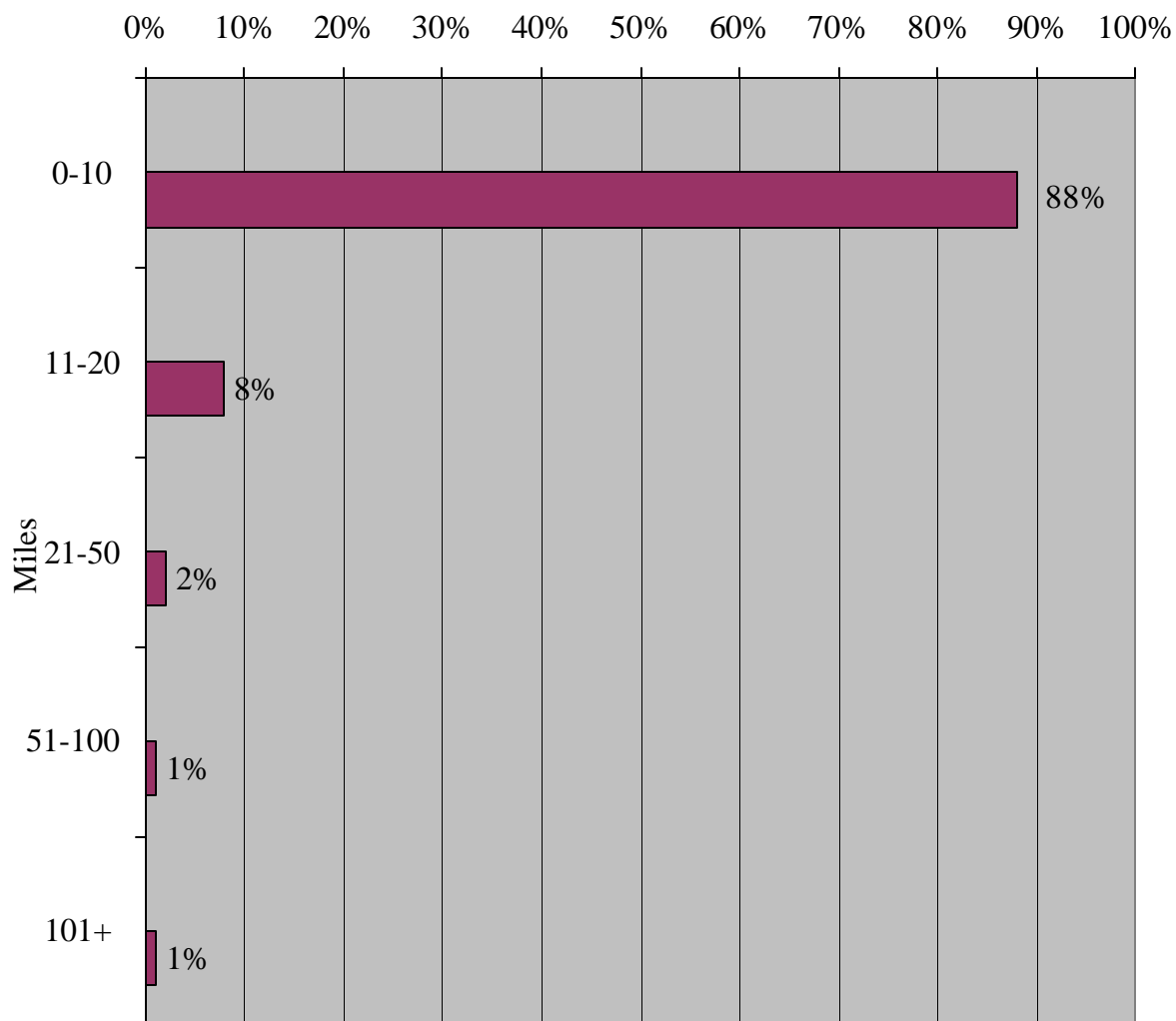
Q16C. How many miles do you travel one way for a dentist?

	0-10	11-20	21-50	51-100	101+	Don't Use	Total
Dentist	127	18	10	19	7	19	200
Percent	62%	9%	5%	10%	4%	10%	100%



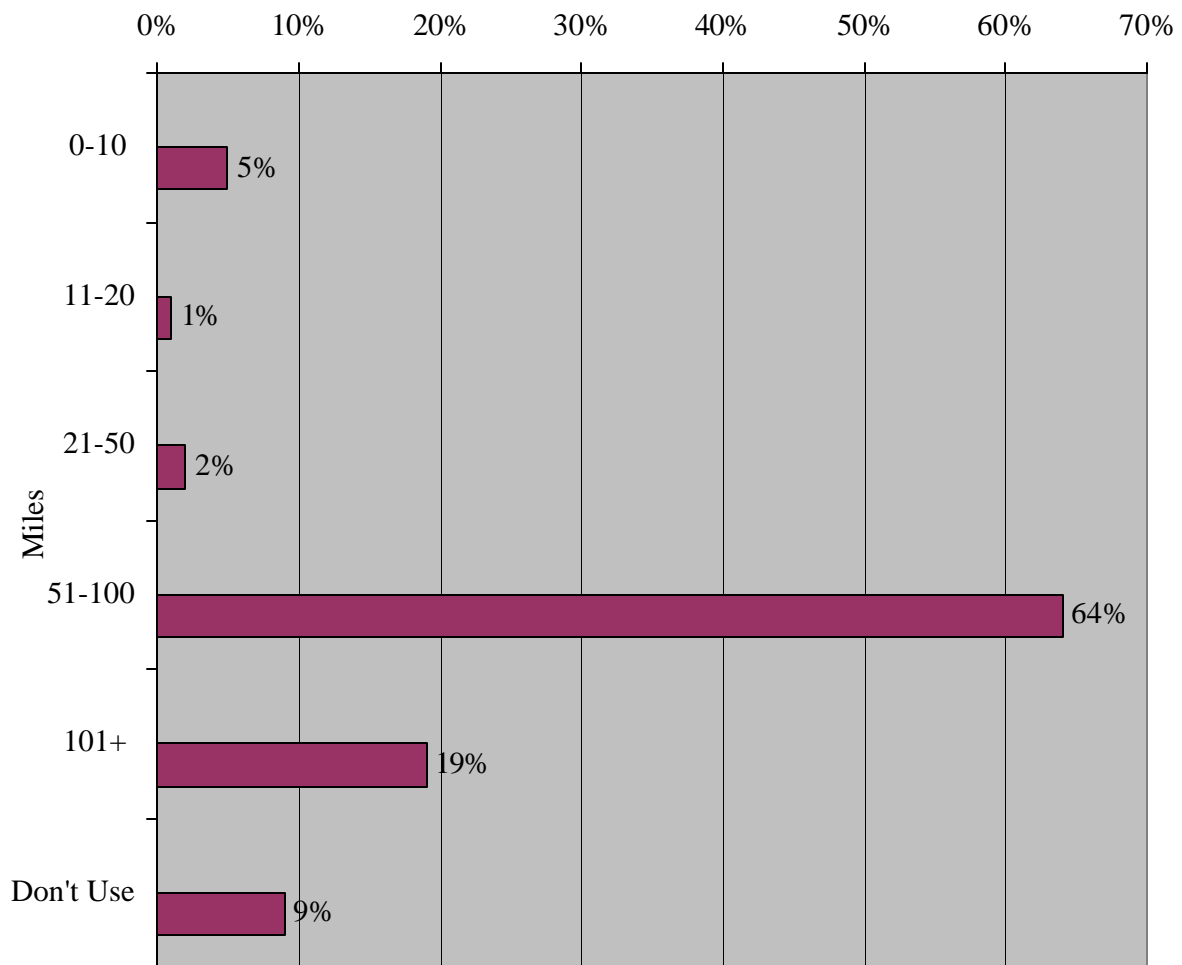
Q16D. How many miles do you travel one way for a pharmacy?

	0-10	11-20	21-50	51-100	101+	Total
Pharmacy	177	16	4	1	2	200
Percent	88%	8%	2%	1%	1%	100%



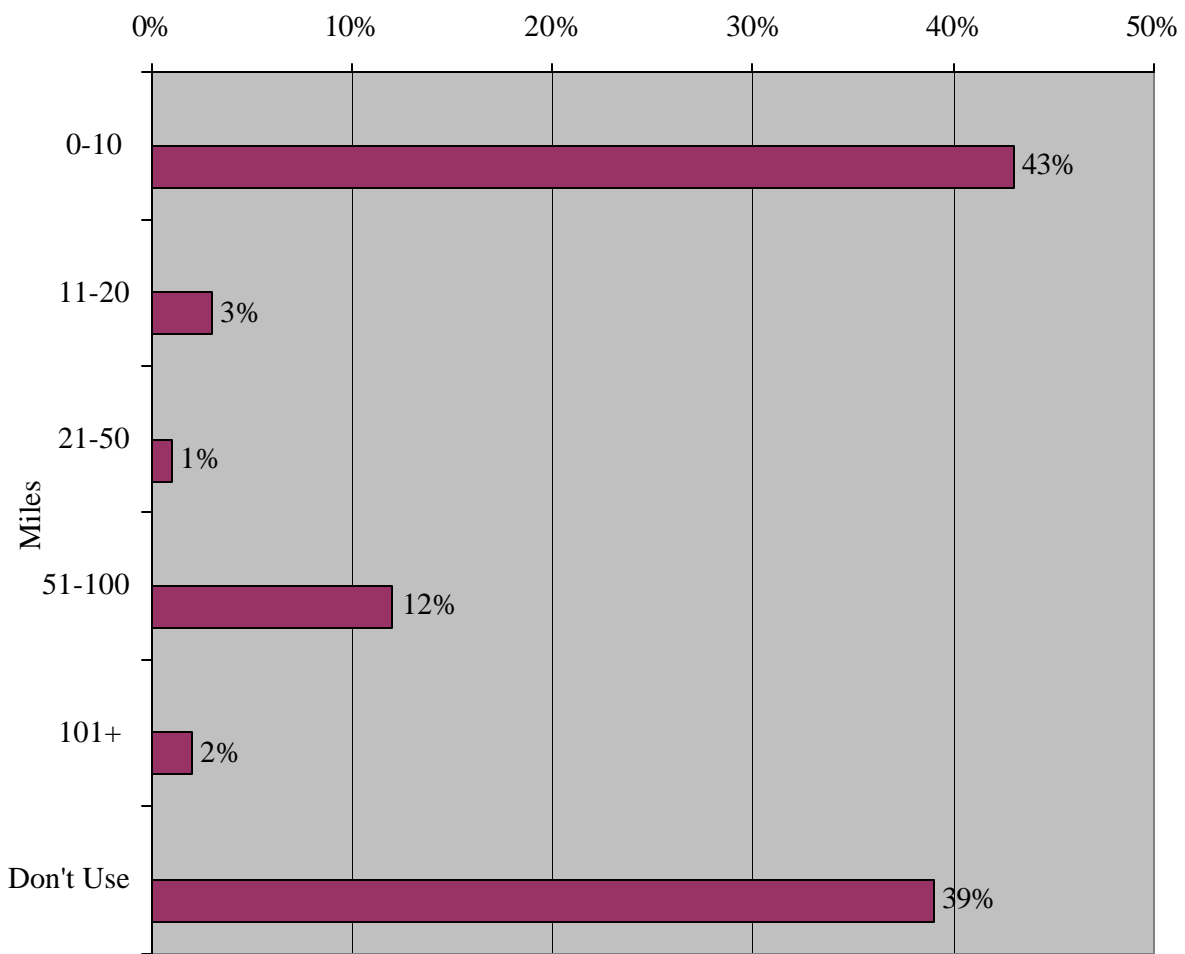
Q16E. How many miles do you travel one way for specialty services?

	0-10	11-20	21-50	51-100	101+	Don't Use	Total
Specialty Services	9	1	3	129	40	18	200
Percent	5%	1%	2%	64%	19%	9%	100%



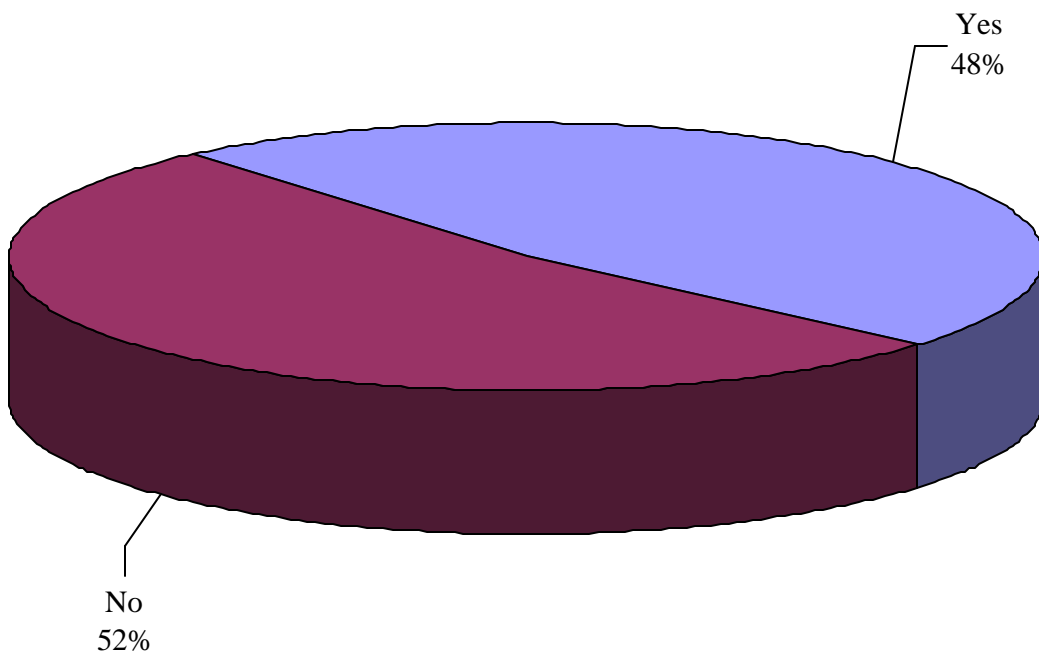
Q16F. How many miles do you travel one way for specialty services?

	0-10	11-20	21-50	51-100	101+	Don't Use	Total
Durable Medical Equipment	88	5	2	23	4	78	200
Percent	43%	3%	1%	12%	2%	39%	100%



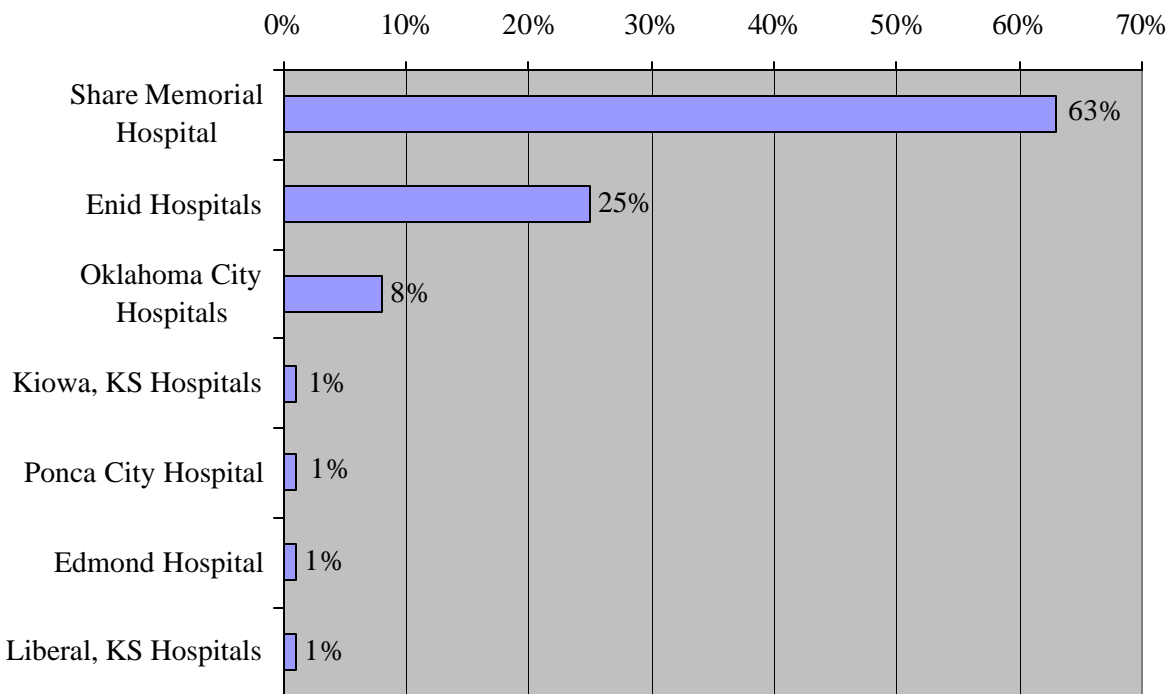
Q17. Has any member of your household used the services of a hospital in the past 12 months?

	Frequency	Percent
Yes	95	48%
No	105	52%
Total	200	100%



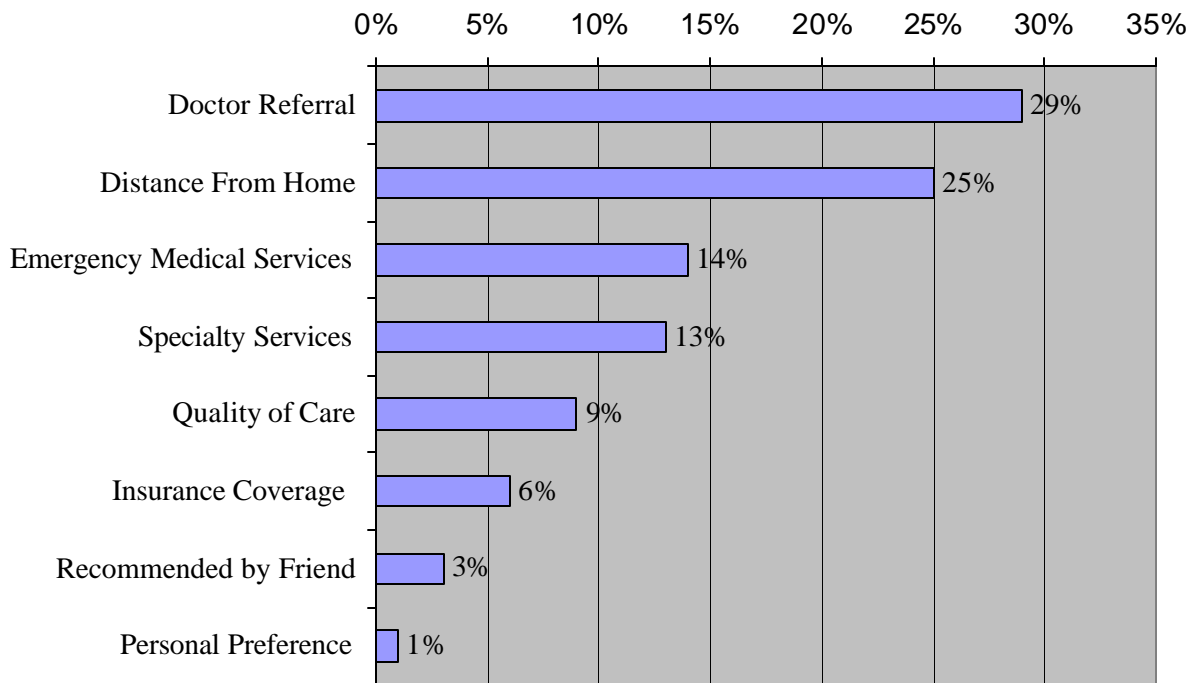
Q18. If yes, at which hospital were services rendered?

	Frequency	Percent
Share Memorial Hospital	60	63%
Enid Hospitals	23	25%
Oklahoma City Hospitals	8	8%
Kiowa, KS Hospitals	1	1%
Ponca City Hospital	1	1%
Edmond Hospital	1	1%
Liberal, KS Hospitals	<u>1</u>	<u>1%</u>
Total	95	100%



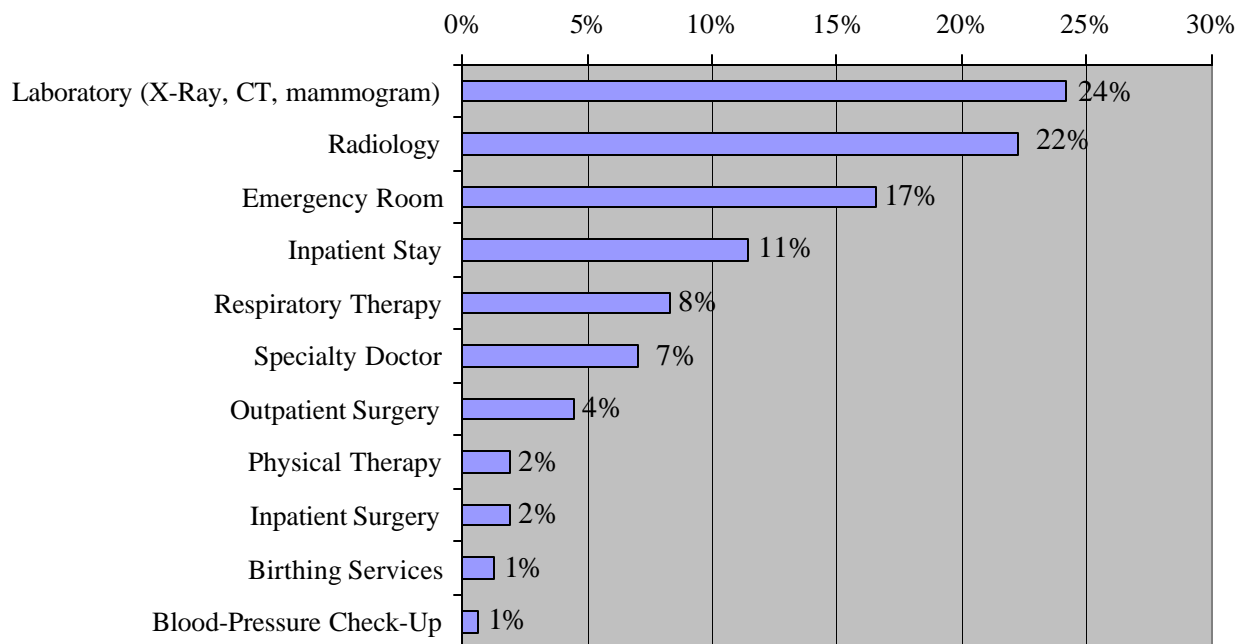
Q19. Why did you choose this hospital?

	Frequency	Percent
Doctor Referral	54	29%
Distance From Home	45	25%
Emergency Medical Services	26	14%
Specialty Services	23	13%
Quality of Care	16	9%
Insurance Coverage	10	6%
Recommended by Friend	6	3%
Personal Preference	1	1%
Total	181	100%



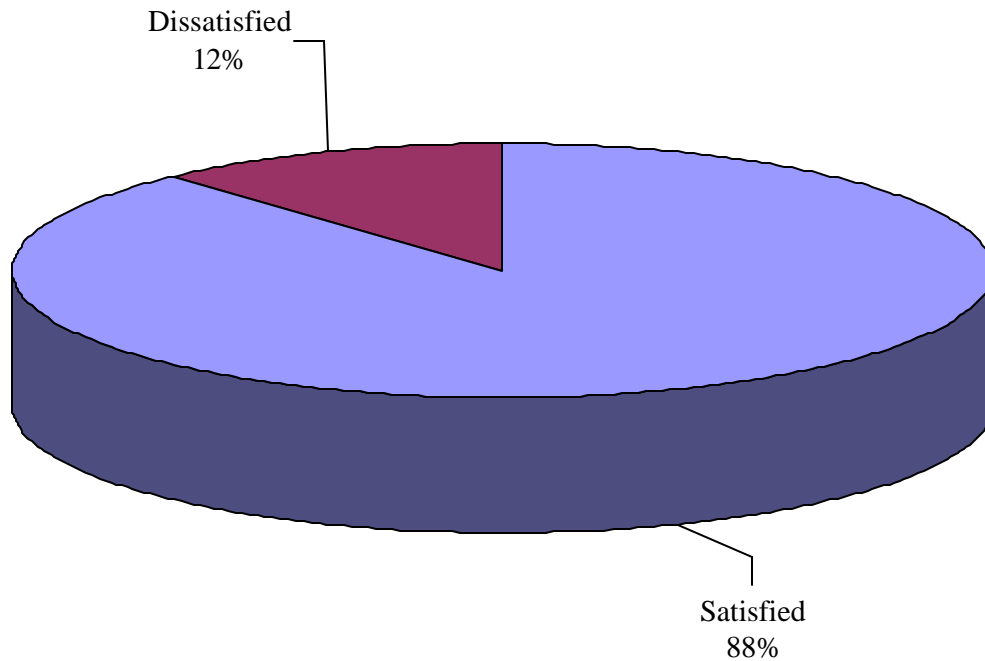
Q20. If your last visit to a hospital was to Share Memorial Hospital, what hospital services did you use?

	Frequency	Percent
Laboratory (X-Ray, CT, mammogram)	38	24%
Radiology	35	22%
Emergency Room	26	17%
Inpatient Stay	18	11%
Respiratory Therapy	13	8%
Specialty Doctor	11	7%
Outpatient Surgery	7	4%
Physical Therapy	3	2%
Inpatient Surgery	3	2%
Birthing Services	2	1%
Blood-Pressure Check-Up	<u>1</u>	<u>1%</u>
Total	157	100%



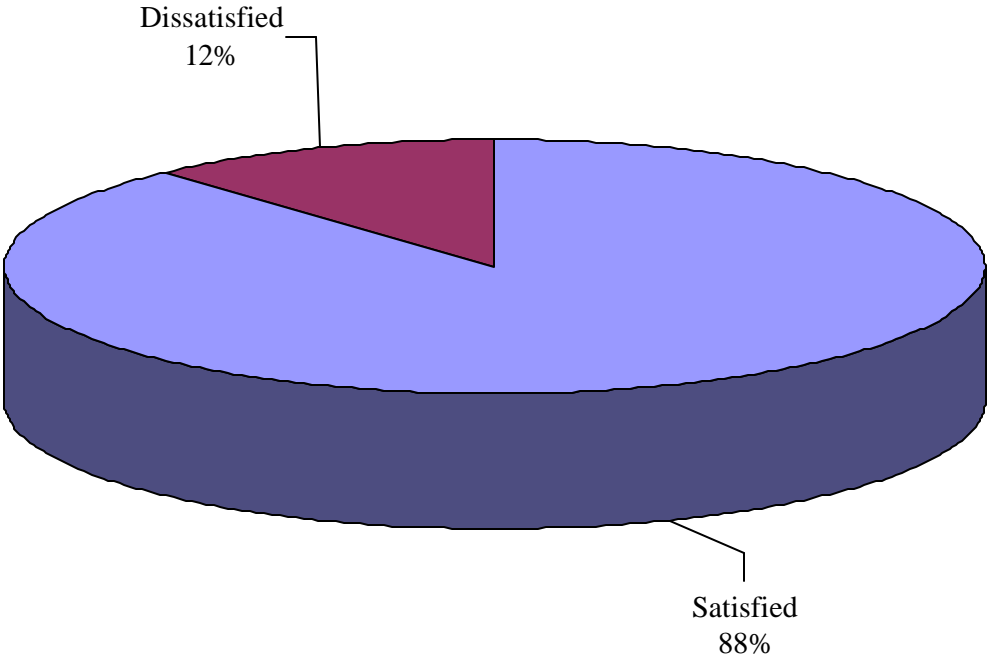
Q21A. How would you describe your experience at Share Memorial Hospital?

	Frequency	Percent
Satisfied	53	88%
Dissatisfied	7	12%
Total	60	100%



Q21A. How would you describe your experience at Share Memorial Hospital?

	Frequency	Percent
Satisfied	53	88%
Dissatisfied	7	12%
Total	60	100%

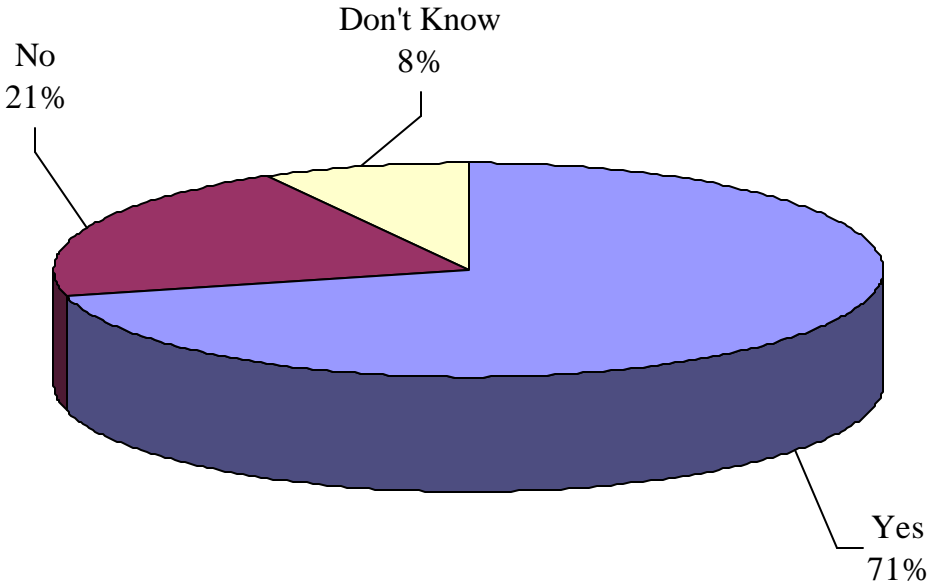


Q21C. Why were you dissatisfied with your last hospital experience?

<u>Response</u>	<u>Frequency</u>	<u>Percent</u>
confidence/quality of care	5	71%
wait was too long	2	<u>29%</u>
<u>Total Responses</u>	<u>7</u>	<u>100%</u>

Q22. Do you think Share Memorial Hospital is meeting the health needs of Woods County residents?

	Frequency	Percent
Yes	142	71%
No	42	21%
Don't Know	<u>16</u>	<u>8%</u>
Total	200	100%



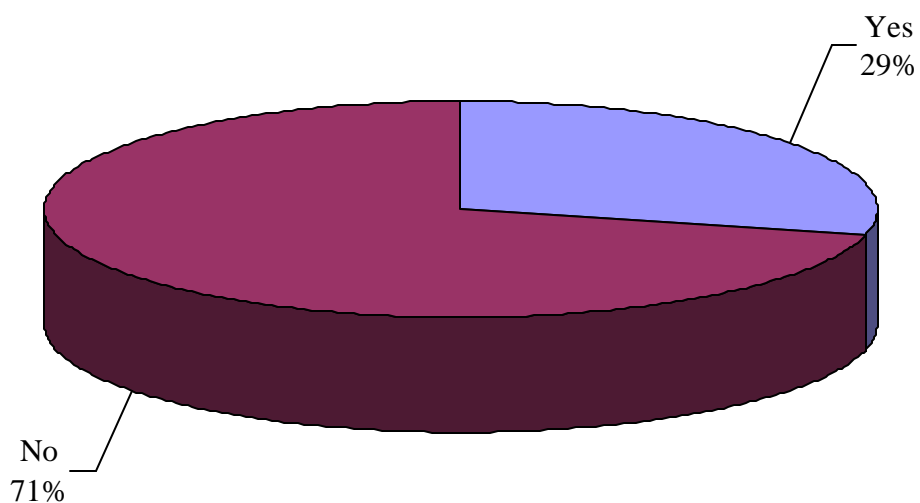
Q23. How could Share Memorial Hospital improve?

Response	Frequency	Percent
more staff, doctors, nurses(36); on-staff dr.(1)	37	21%
specialists(23); pediatrician(1); surgeon(3)	27	16%
more facilities(2); updated facilities(1); up-to-date equipment(14); improve technology(1)	18	10%
ob-gyn(11); maternity ward(5)	16	9%
improve emergency services(8); ER physician on staff (1); faster emergency response time(2)	11	6%
no improvement necessary	10	6%
better trained staff(4); more compassionate/caring staff(4); qualified drs.(2)	10	6%
improve billing services	8	5%
specialty facilities: surgery(3); cancer treatment(2) cardiac rehab(1); dialysis therapy(1)	7	4%
more patients	6	3%
improve quality of care	5	3%
more services(4); more affordable services(1)	5	3%
advertise hosp. svcs.(3); improve hosp. image(1)	4	2%
radiology services(1); sonagram services(1)	2	1%
new hospital administrator	2	1%
improve waiting time	2	1%
improve patient visiting	1	1%
less strict	1	1%
neonatal services	1	1%
new telephone answering service	<u>1</u>	<u>1%</u>
Total Responses	174	100%

NOTE: 59 responses were "don't know."

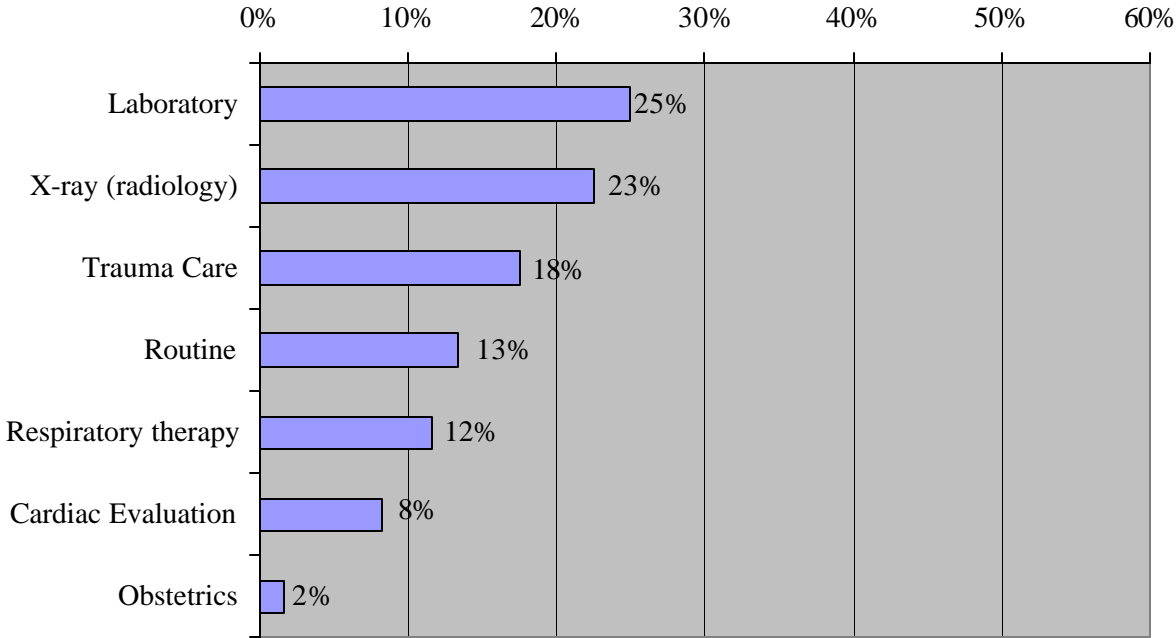
Q24A. Have you used Emergency room services at the Share Memorial Hospital in the past 12 months?

	Frequency	Percent
Yes	58	29%
No	<u>142</u>	<u>71%</u>
Total	200	100%



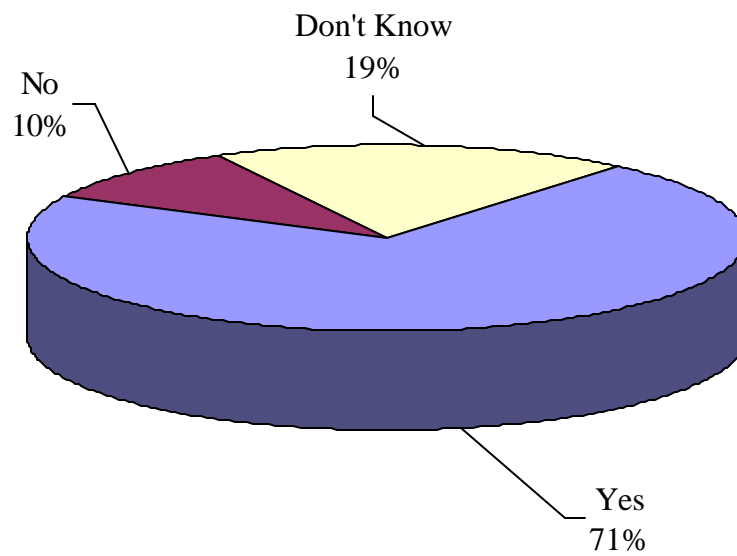
Q24B. If you have you used Emergency room services at the Share Memorial Hospital in the past 12 months, what services did you use?

	Frequency	Percent
Laboratory	30	25%
X-ray (radiology)	27	23%
Trauma Care	21	18%
Routine	16	13%
Respiratory therapy	14	12%
Cardiac Evaluation	10	8%
Obstetrics	<u>2</u>	<u>2%</u>
Total	120	100%



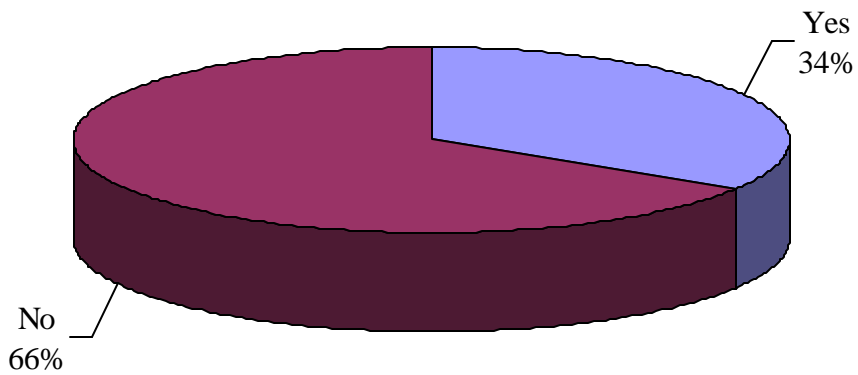
Q25. Is the EMS (ambulance) service in the Woods County area adequate?

	Frequency	Percent
Yes	142	71%
No	20	10%
Don't Know	<u>38</u>	<u>19%</u>
Total	200	100%



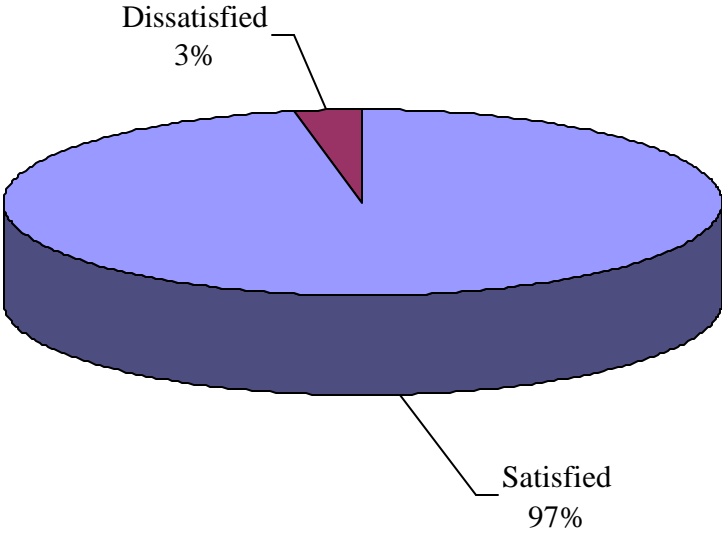
Q26. Has any member of your household used the services the Woods County Health Department in the past 12 months?

	Frequency	Percent
Yes	68	34%
No	<u>132</u>	<u>66%</u>
Total	200	100%



Q27A. If you or any member of your household used the services of the Woods County Health Department in the past 12 months, were you:

	Frequency	Percent
Satisfied	66	97%
Dissatisfied	<u>2</u>	<u>3%</u>
Total	68	100%



Q27B. Why were you "satisfied" with the services the Woods County Health Department?

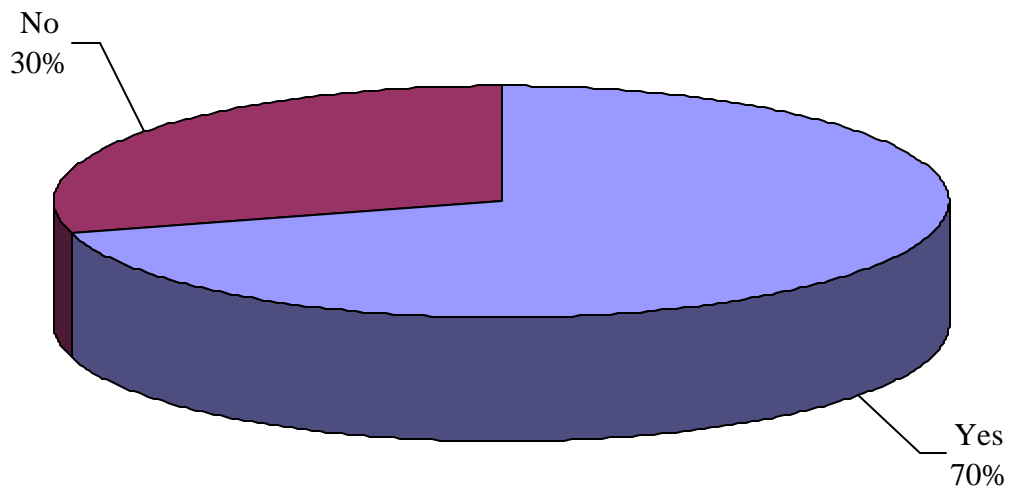
Response	Frequency	Percent
confidence/quality of care	24	37%
efficiency	23	35%
compassionate/caring	11	17%
insurance reasons/cost/affordability	5	8%
communication	2	3%
closer to home/convenience	1	2%
well organized	<u>1</u>	<u>2%</u>
Total Responses	65	100%

Q27C. Why were you "dissatisfied" with the services of the Woods
County Health Department?

Response	Frequency
confidence/quality of care	2

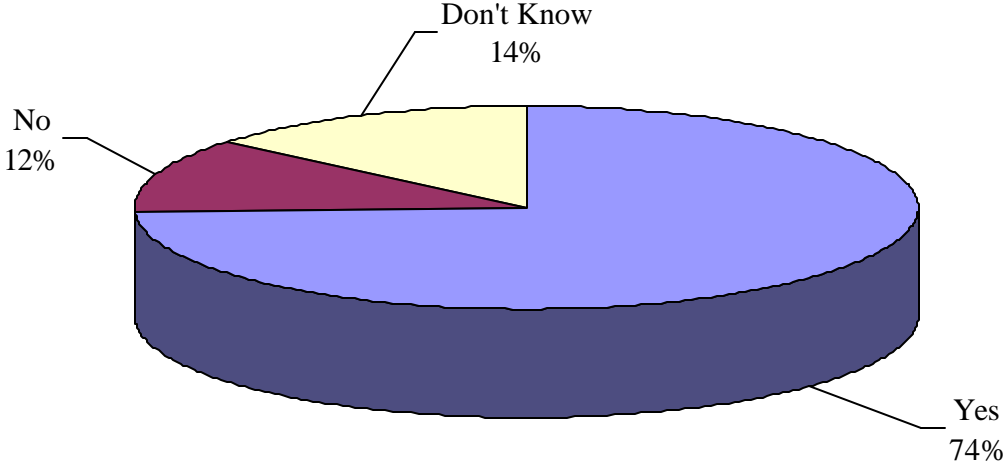
Q28. Are you aware of the services provided by the Woods County Health Department?

	Frequency	Percent
Yes	141	70%
No	<u>59</u>	<u>30%</u>
Total	200	100%



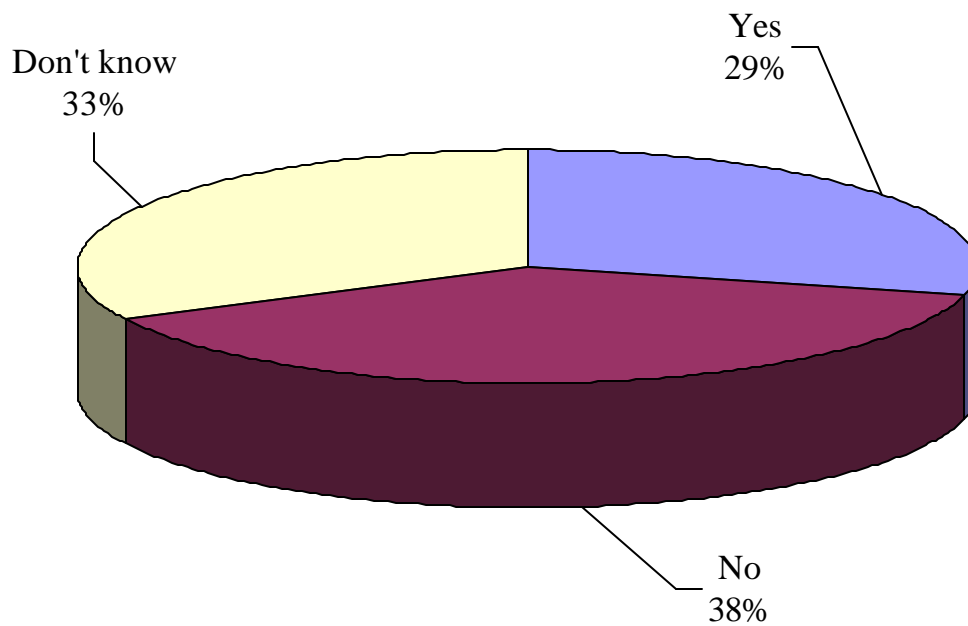
Q29. Would you recommend a nursing home in Woods County to someone in need of long term care?

	Frequency	Percent
Yes	149	74%
No	23	12%
Don't Know	<u>28</u>	<u>14%</u>
Total	200	100%



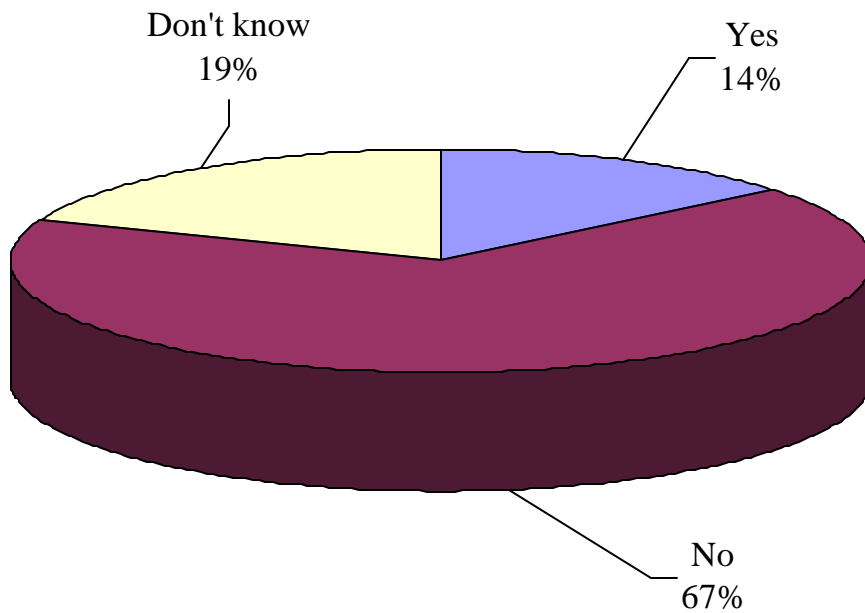
Q30A. Do you feel that Woods County provides adequate services for adult day care?

	Frequency	Percent
Yes	58	29%
No	77	38%
Don't know	<u>65</u>	<u>33%</u>
Total	200	100%



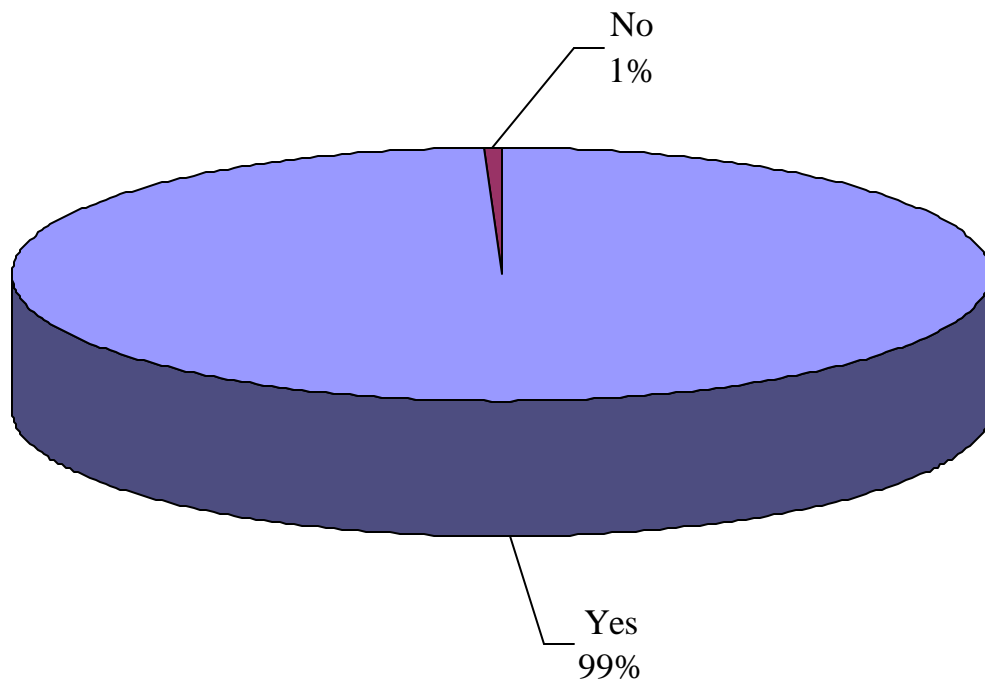
Q30B. Do you feel that Woods County provides adequate services for obstetrics?

	Frequency	Percent
Yes	28	14%
No	134	67%
Don't know	<u>38</u>	<u>19%</u>
Total	200	100%



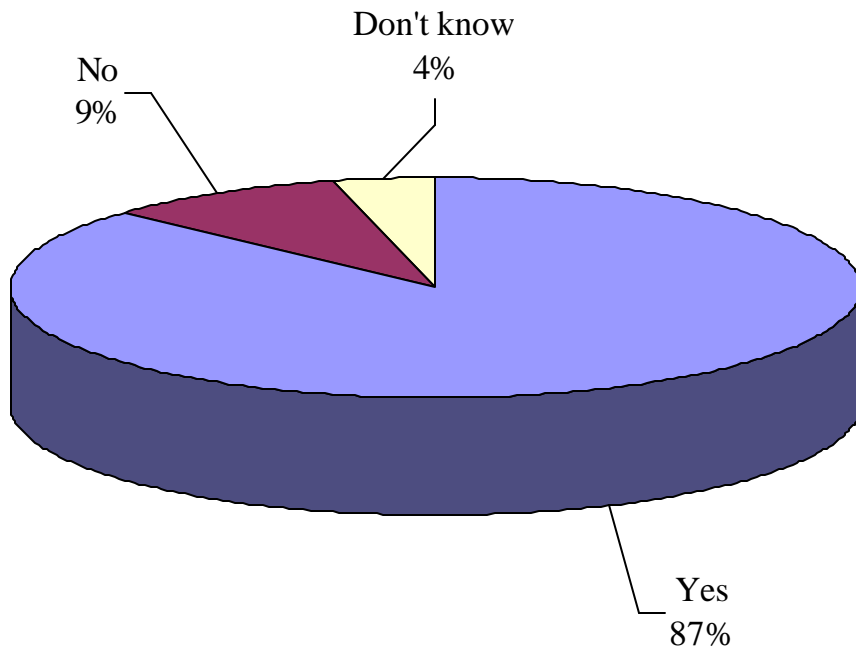
Q30C. Do you feel that Woods County provides adequate services for pharmacy?

	Frequency	Percent
Yes	199	99%
No	<u>1</u>	<u>1%</u>
Total	200	100%



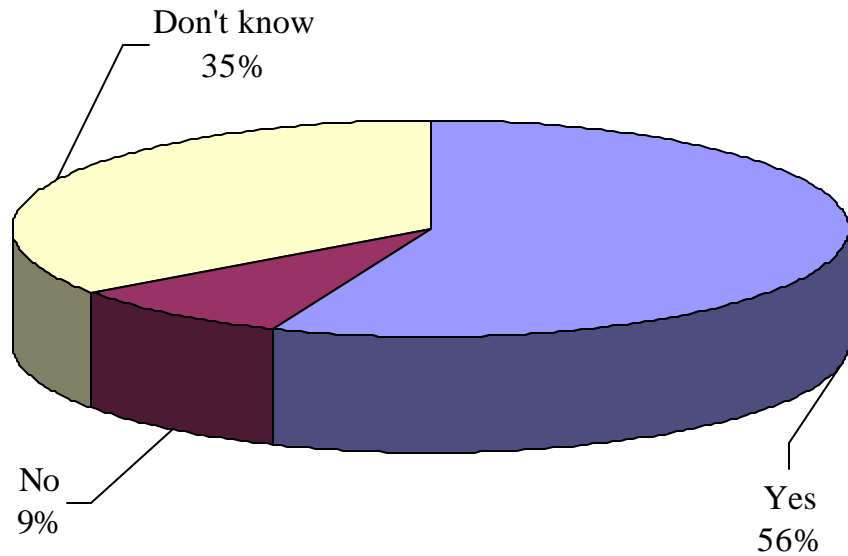
Q30D. Do you feel that Woods County provides adequate services for dental services?

	Frequency	Percent
Yes	174	87%
No	18	9%
Don't know	8	4%
Total	200	100%



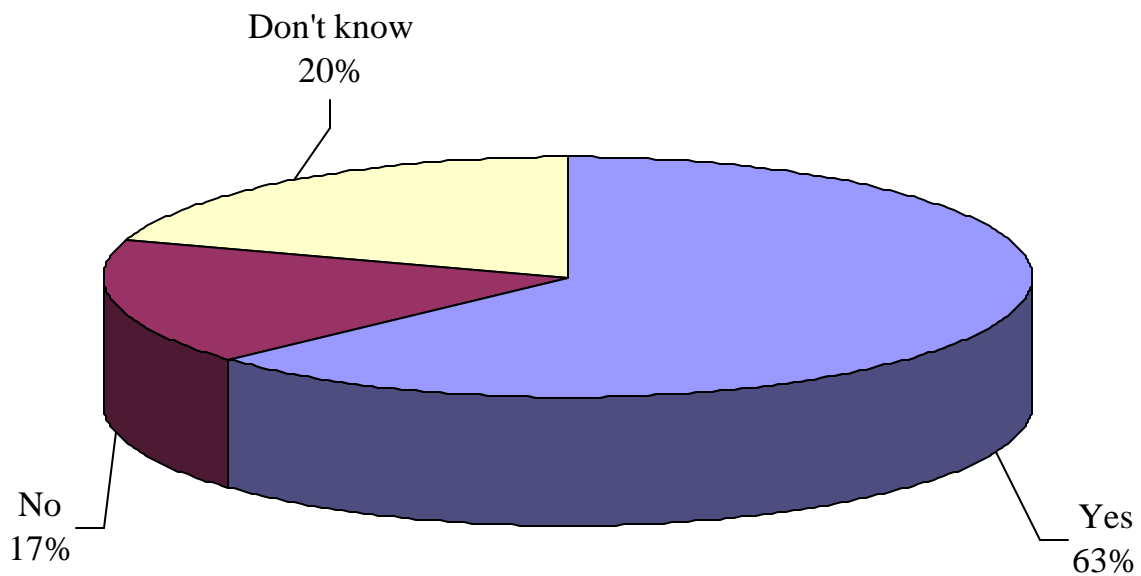
Q30E. Do you feel that Woods County provides adequate services for home health care?

	Frequency	Percent
Yes	112	56%
No	18	9%
Don't know	70	35%
Total	200	100%



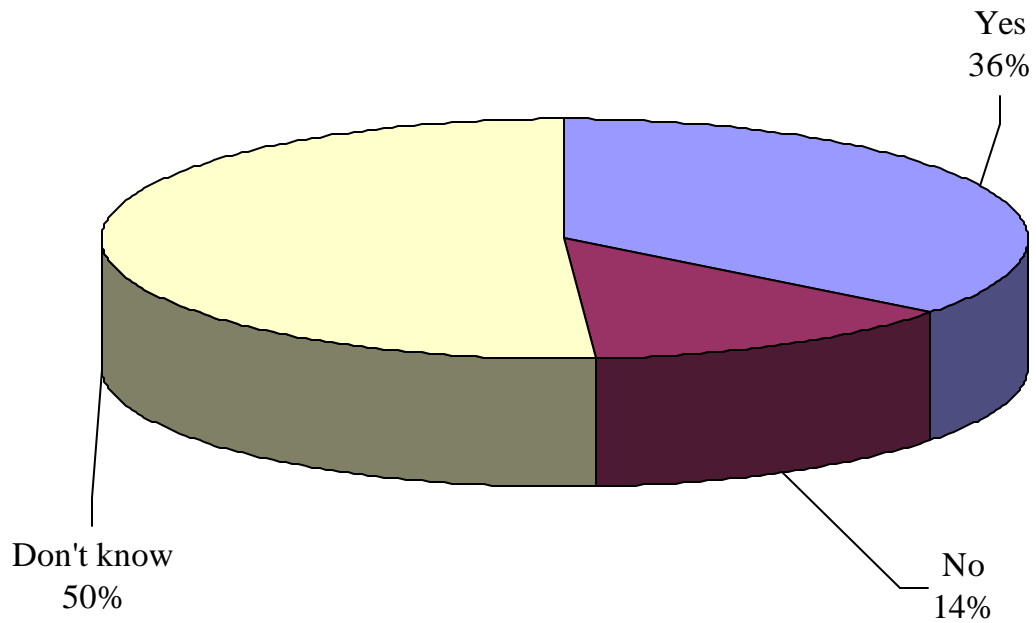
Q30F. Do you feel that Woods County provides adequate services for assisted living facilities?

	Frequency	Percent
Yes	126	63%
No	34	17%
Don't know	<u>40</u>	<u>20%</u>
Total	200	100%



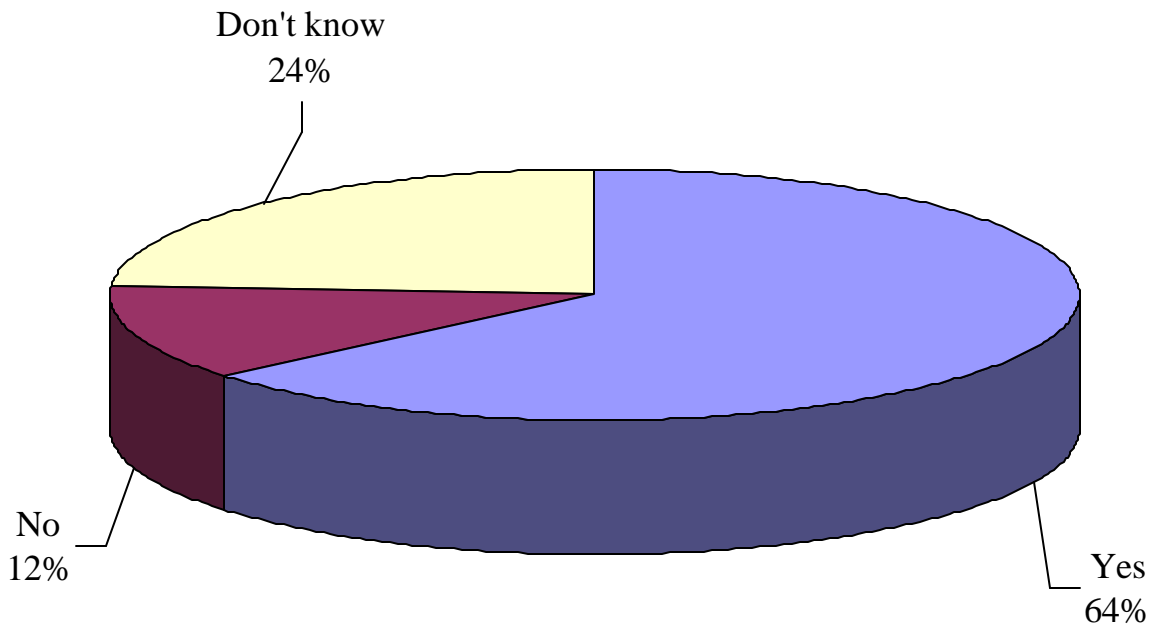
Q30G. Do you feel that Woods County provides adequate services for speech therapy?

	Frequency	Percent
Yes	71	36%
No	27	14%
Don't know	<u>102</u>	<u>50%</u>
Total	200	100%



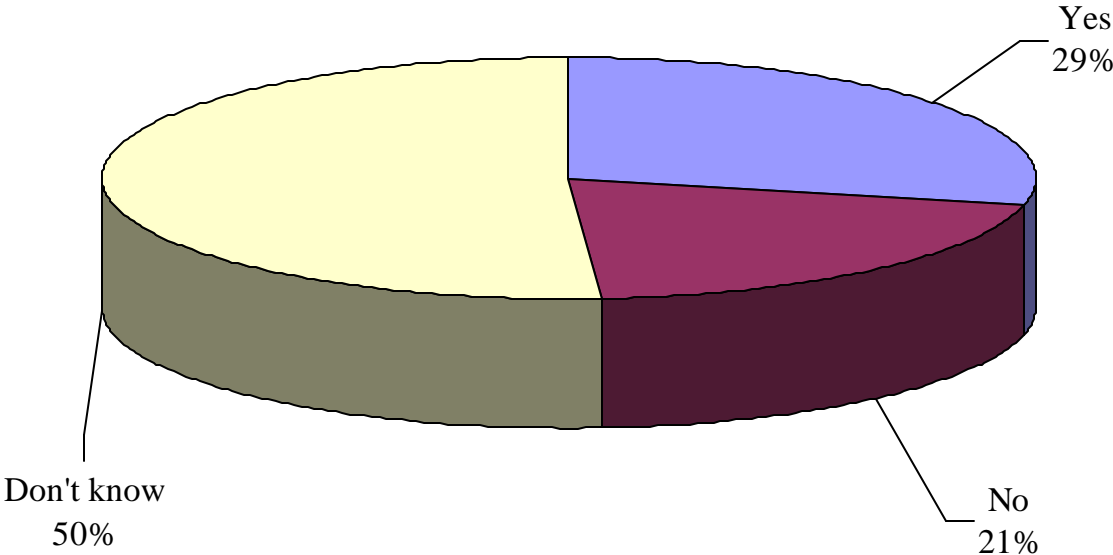
Q30H. Do you feel that Woods County provides adequate services for physical therapy?

	Frequency	Percent
Yes	128	64%
No	24	12%
Don't know	48	24%
Total	200	100%



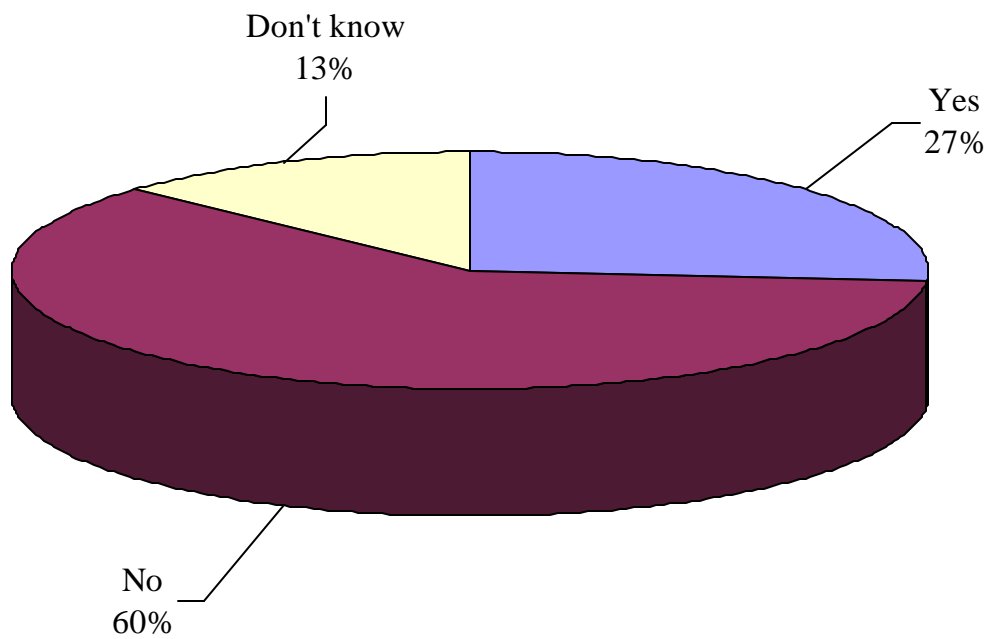
Q30I. Do you feel that Woods County provides adequate services for occupational therapy?

	Frequency	Percent
Yes	57	29%
No	41	21%
Don't know	<u>102</u>	<u>50%</u>
Total	200	100%



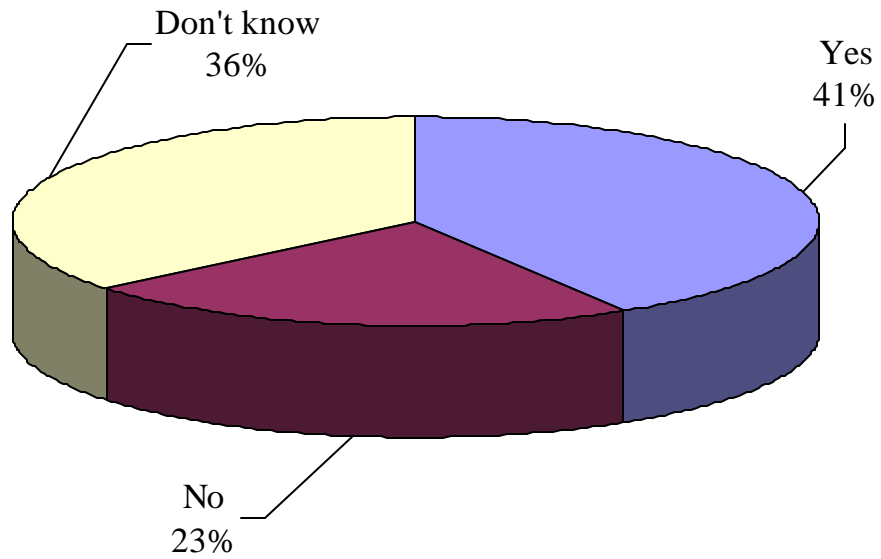
Q30J. Do you feel that Woods County provides adequate services for surgery?

	Frequency	Percent
Yes	53	27%
No	121	60%
Don't know	26	13%
Total	200	100%



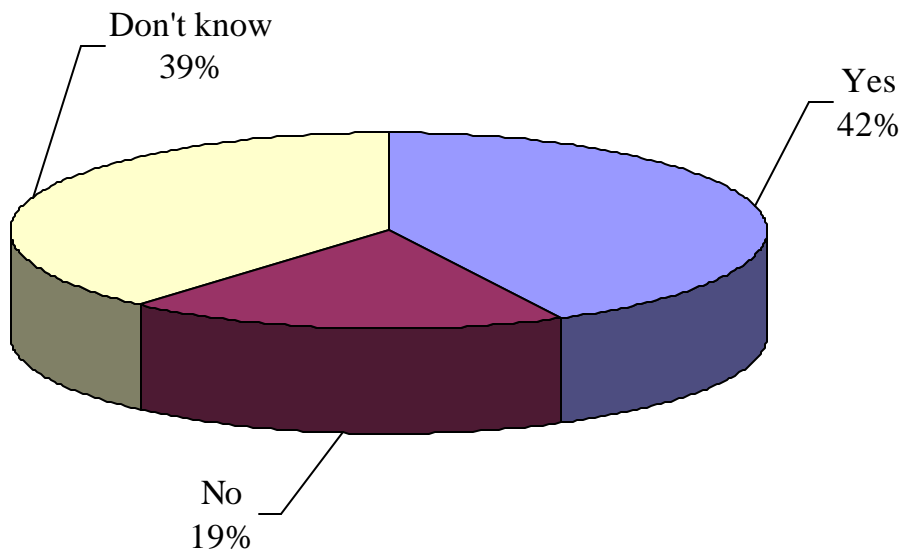
Q30K. Do you feel that Woods County provides adequate services for mental health?

	Frequency	Percent
Yes	83	41%
No	45	23%
Don't know	<u>72</u>	<u>36%</u>
Total	200	100%



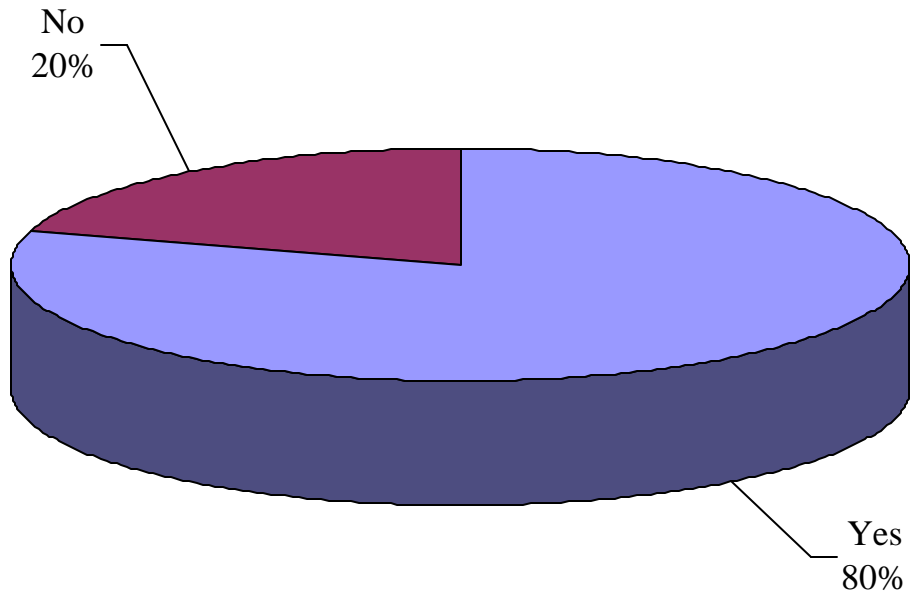
Q30L. Do you feel that Woods County provides adequate services for hospice care?

	Frequency	Percent
Yes	85	42%
No	38	19%
Don't know	<u>77</u>	<u>39%</u>
Total	200	100%



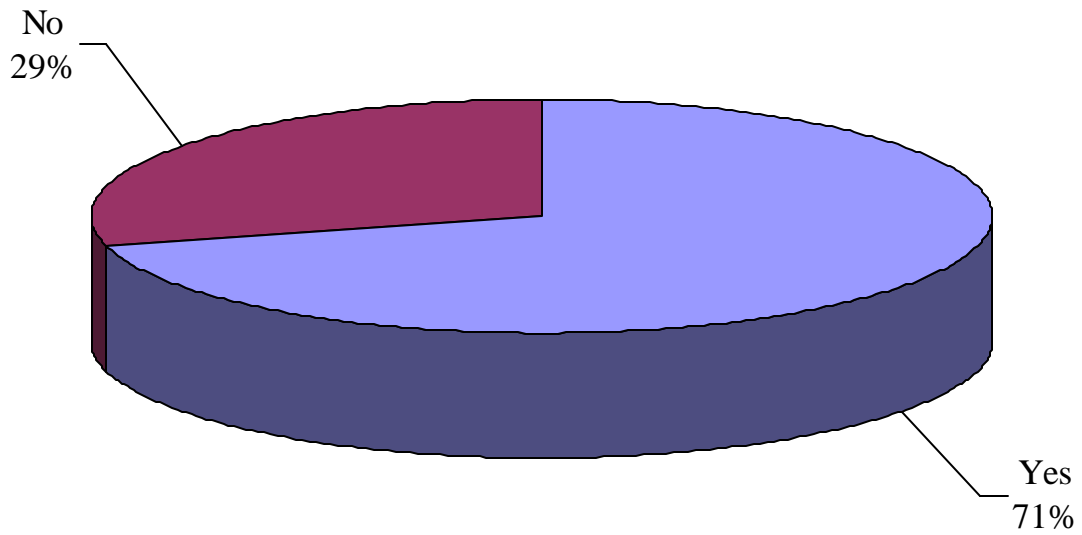
Q31A. Do you feel your community needs additional education or resources for teenage pregnancy?

	Frequency	Percent
Yes	133	80%
No	34	20%
Total	167	100%



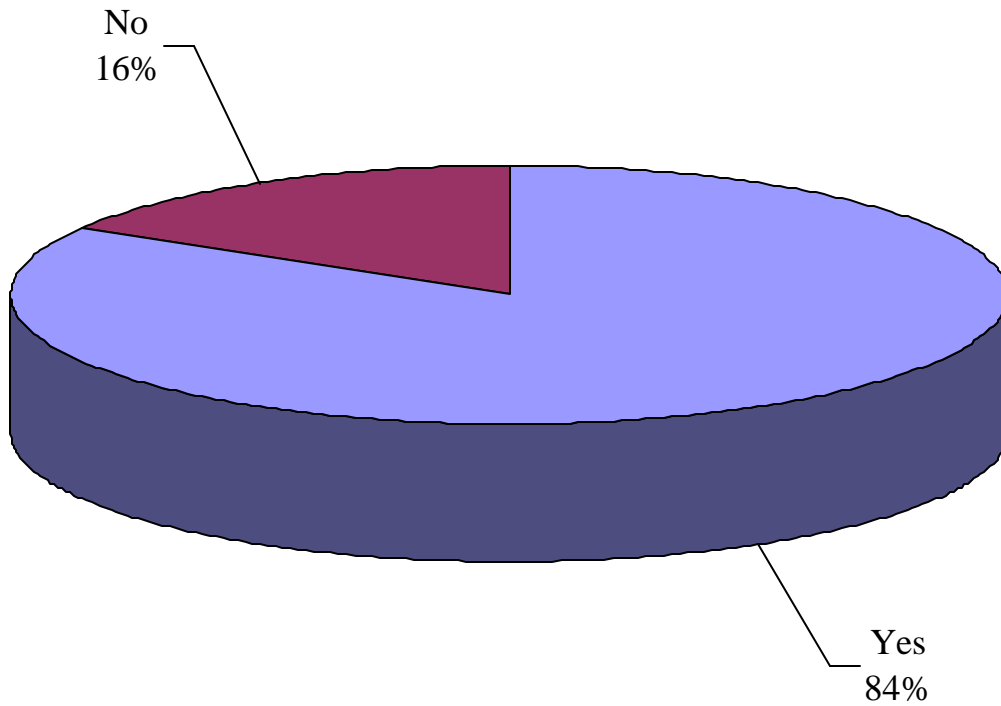
Q31B. Do you feel your community needs additional education or resources for mental health?

	Frequency	Percent
Yes	111	71%
No	46	29%
Total	157	100%



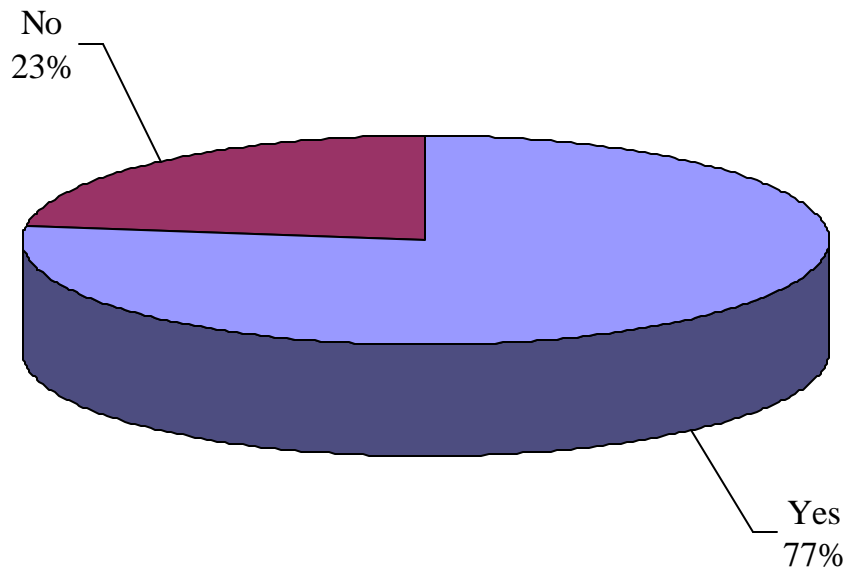
Q31C. Do you feel your community needs additional education or resources for substance abuse?

	Frequency	Percent
Yes	138	84%
No	<u>27</u>	<u>16%</u>
Total	165	100%



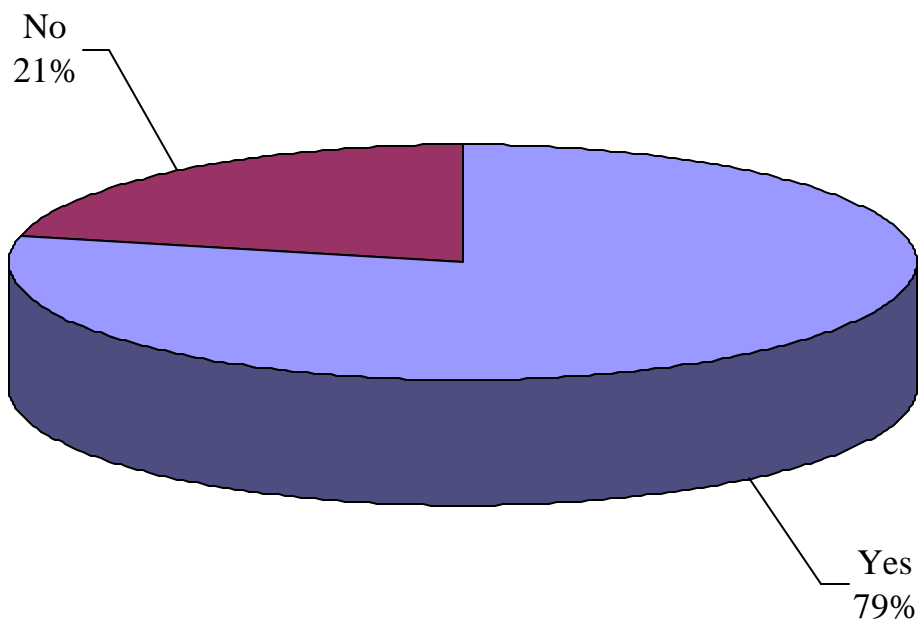
Q31D. Do you feel your community needs additional education or resources for child abuse?

	Frequency	Percent
Yes	133	77%
No	39	23%
Total	172	100%



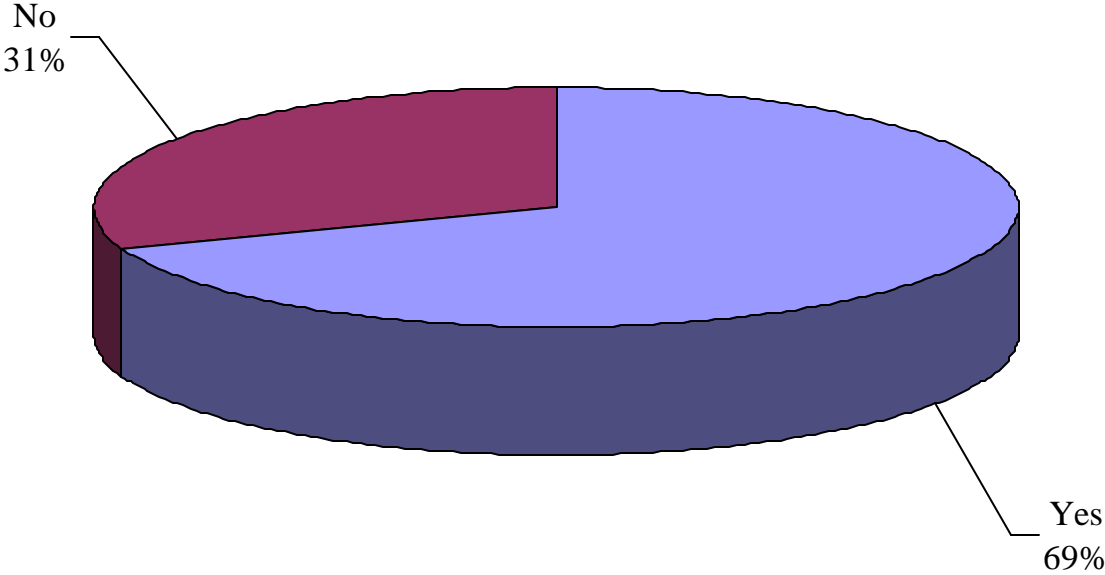
Q31E. Do you feel your community needs additional education or resources for spouse abuse?

	Frequency	Percent
Yes	128	79%
No	<u>35</u>	<u>21%</u>
Total	163	100%



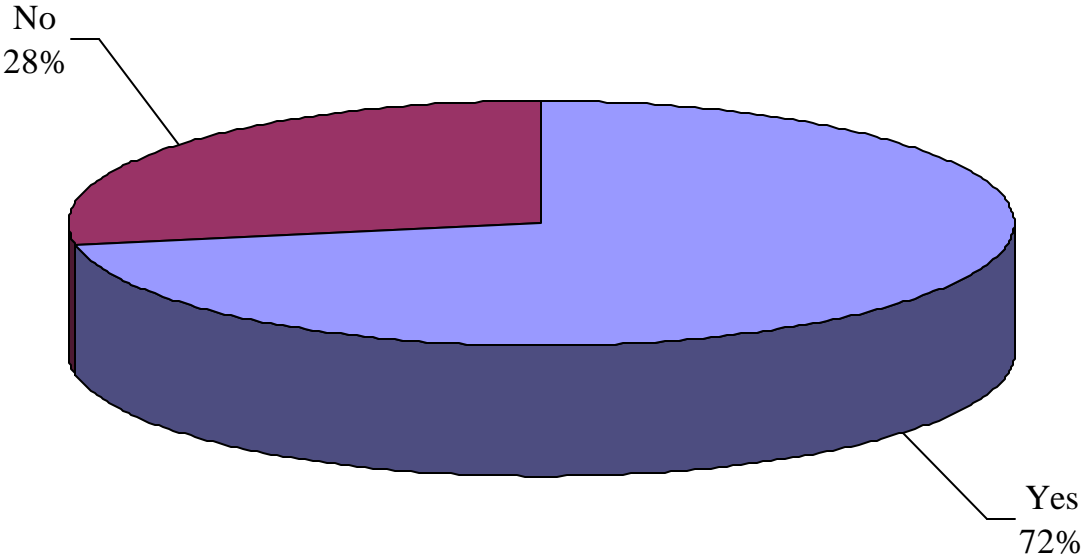
Q31F. Do you feel your community needs additional education or resources for elderly abuse?

	Frequency	Percent
Yes	104	69%
No	46	31%
Total	150	100%



Q31G. Do you feel your community needs additional education or resources for HIV education?

	Frequency	Percent
Yes	125	72%
No	48	28%
Total	173	100%



Q31H. Do you feel your community needs additional education or resources for diabetes?

	Frequency	Percent
Yes	129	75%
No	42	25%
Total	171	100%

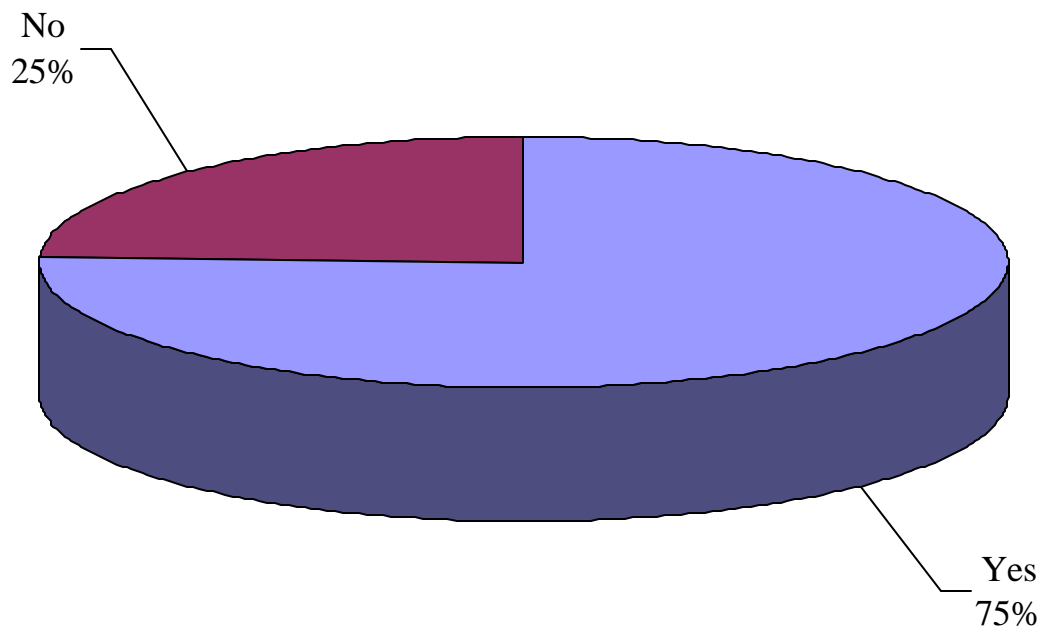


Table 31
Summary of Top Three Health Concerns

Health Concern	Combined Totals	
	Frequency	Percent
specialists: ob-gyn(56), surgeon(19), all specialists(13), cardiologist(9), pediatrician(9), oncologist(6), physical therapist(1), dentist(4), physical therapist(1), geriatrics(1), ER doctors(1), radiologist(1), dermatologist(1), ophthalmologist(1), orthopedics(1), psychiatrist(1), urologist(1)	125	26%
additional medical services: cancer/cancer research(17), emergency services(11), ambulance services(9), mental health services(5), affordable medical services(5), emergency trauma care(4), up-to-date equipment(4), availability of medical services(2), affordable medication(2), transportation to medical services(2), closer medical services(1), quality of medical services(1), adequate medical services(1), affordable ambulance services(1), home health care(1), education on services provided(1)	67	14%
more staff, physicians, nurses	50	10%
elderly services: elderly care(35), affordable elderly services(4), transportation(3), assisted living facility(1), affordable nursing home care(1), quality rest homes(1), home health care(1), meals on wheels(1)	47	10%
needed medical facilities: keeping hospital open(12), qualified hospital(5), cancer treatment facility(4), nursing home facility(3), urgent care clinic(2), efficient hospital facility(1), women's clinic(1), 24 hour clinic(1), dialysis facility(1), qualified nursing home(1), surgery facility(1), trauma facility(1), Alzheimer's disease facility(1), specialist facility(1), pharmacy with longer hours(1), recreation center(1), rehabilitation facility(1)	38	8%
drug abuse/alcohol abuse	29	6%
sex education/STDs/AIDS/teen pregnancy/HIV education	16	3%
child abuse/spouse abuse	11	2%
affordable health insurance/affordable medication	9	2%
heart disease	9	2%
other responses	<u>87</u>	<u>18%</u>
Total Responses	488	100%

NOTE: 136 responses indicated "don't know", and 2 responses indicated "none."

Q32A. What do you believe is the number one most important health concern in your community?

Reponse	Frequency	Percent
specialists: ob-gyn(20), cardiologist(6), surgeon(5), pediatrician(5), all specialists(3), physical therapist(1), oncologist(1), geriatrics(1)	42	
additional medical services: cancer/cancer research(17), emergency services(5), emergency trauma care(4), ambulance services(2), availability of medical services(1), closer medical services(1), quality of medical services(1), up-to-date equipment(1)	32	
elderly services: elderly care(21), affordable elderly services(3), assisted living facility(1)	25	
more physicians, nurses	25	
alcohol abuse/tobacco use/drug abuse/drug abuse education	13	
needed medical facilities: keeping hospital open(8), cancer treatment facility(2), efficient hospital facility(1), urgent care clinic(1), women's clinic(1)	13	
affordable health insurance/affordable medication	5	
quality of physicians	5	
AIDS education/sex education	2	
Alzheimer's	2	
availability of doctors	2	
child abuse/child abuse education	2	
heart attacks/heart disease	2	
hospital's finances	2	
quality of hospital	2	
aid for poor families	1	
allergies	1	
arthritis	1	
asbestos in buildings	1	
child care training	1	
Chronic Obstructive Pulmonary Disease	1	
nutrition	1	
diabetes	1	
divorce	1	
general health	1	
more resources for hospital	1	
on-call doctor	1	
physical fitness	1	

(continued on next page)

32A. (continued)

What do you believe is the number one most important health concern in your community?

Response	Frequency	Percent
self-image, self esteem, knowledge of who we are	1	
skin cancer	1	
stress management	1	
thyroid problems	<u>1</u>	
Total Responses	191	

NOTE: 20 responses indicated "don't know" and 2 responses indicated "none."

Q32B. What do you believe is the second most important health concern in your community?

Response	Frequency	Percent
specialists: ob-gyn(23), surgeon(10), all specialists(4), oncologist(3), dentist(2), cardiologist(1), ER doctors(1), pediatrician(1), radiologist(1)	46	
additional medical services: ambulance services(4), mental health services(4), emergency services(4), affordable medical services(2), affordable medication(2), transportation to medical services(2), adequate medical services(1), affordable ambulance services(1), availability of medical services(1), home health care(1)	22	
needed medical facilities: qualified hospital(5), cancer treatment facility(2), nursing home facilities(2), keeping hospital open(2), 24 hour clinic(1), dialysis facility(1), qualified nursing homes(1), surgery facility(1), trauma facility(1), urgent care clinic(1)	17	
elderly services: elderly care(7), elderly transportation(2), affordable elderly services(1), affordable nursing home care(1), quality rest homes(1)	12	
more staff, physicians, nurses	11	
drug abuse/alcohol abuse	9	
teen pregnancy/sex education/HIV education/information on birth control and condoms	7	
cancer/skin cancer	5	
child abuse/abuse	5	
heart problems/cardiovascular problems	5	
child care	4	
health education	4	
qualified doctors	3	
water quality	3	
immunizations/vaccinations	2	
quality of care	2	
DHS system	1	
education on services offered	1	
handicap and mental health education	1	
health care funding	1	
Hepatitis B education	1	
hospital finances	1	
Total Responses	163	

NOTE: 43 responses indicated "don't know."

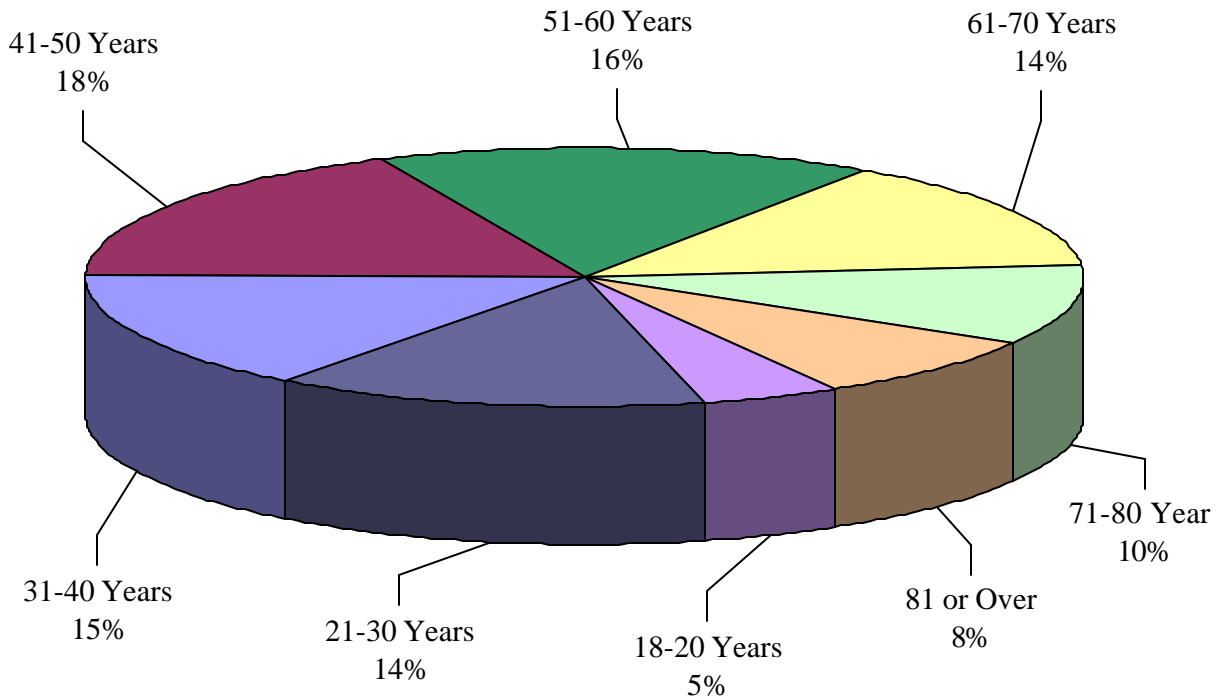
Q32C. What do you believe is the third most important health concern in your community?

Response	Frequency	Percent
specialists: ob-gyn(13), all specialists(6), surgeon(4), pediatrician(3), cardiologist(2), dentist(2), oncologist(2), dermatologist(1), ophthalmologist(1), orthopedics(1), psychiatrist(1), urologist(1)	37	
more physicians, nurses	19	
elderly services: elderly care(7), home health care(1), meals on wheels(1), transportation(1)	10	
additional medical services: affordable medical services(3), ambulance services(3), up-to-date equipment(3), education on services provided(1), emergency services(2), mental health services(1)	13	
needed medical facilities: keeping hospital open(2), Alzheimer's disease facility(1), specialist facilities(1), nursing home facilities(1), pharmacy with longer hours(1), recreation center(1), rehabilitation facility(1)	8	
drug abuse/alcohol abuse	7	
sex education/STDs/AIDS/teen pregnancy/HIV education	7	
affordable health insurance/affordable medication	4	
child abuse/spouse abuse	4	
diabetes	3	
arthritis	2	
cancer	2	
child care	2	
health education	2	
heart disease	2	
hospital funding	2	
unfit and unwed mothers	2	
basic health	1	
disease prevention	1	
educational programs on health issues	1	
healthy living	1	
more EMT's	1	
prenatal care	1	
stress relief program	1	
support groups	1	
Total Responses	134	

NOTE: 73 responses indicated "don't know."

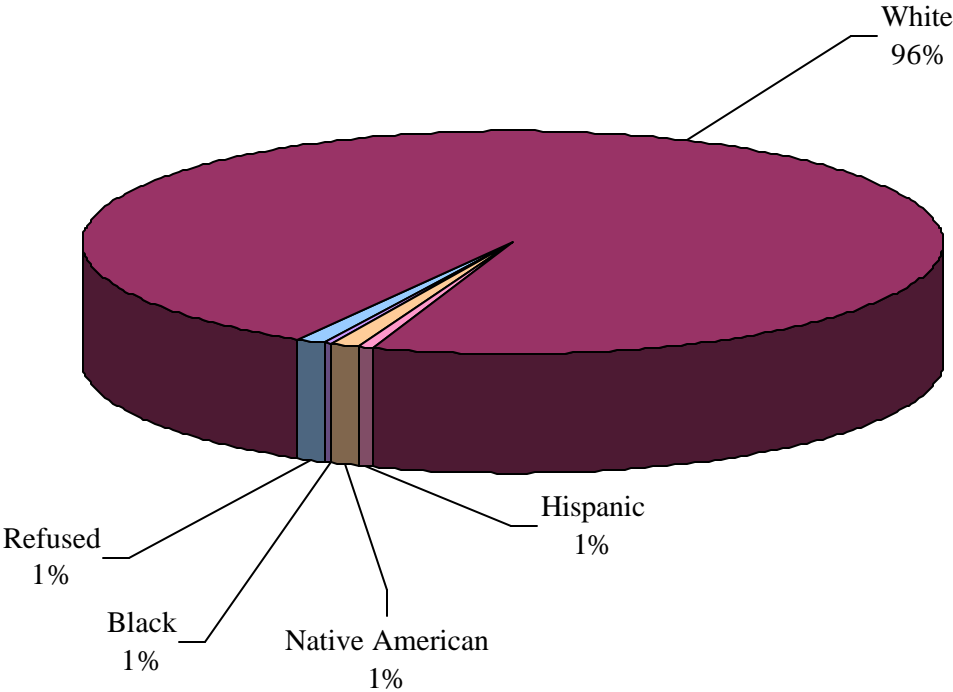
Q33. What is your age?

	Frequency	Percent
18-20 Years	9	5%
21-30 Years	28	14%
31-40 Years	30	15%
41-50 Years	36	18%
51-60 Years	32	16%
61-70 Years	28	14%
71-80 Years	20	10%
81 or Over	16	8%
Total	199	100%



Q34. What is your race?

	Frequency	Percent
White	194	96%
Hispanic	1	1%
Native American	2	1%
Black	1	1%
Refused	2	1%
Total	200	100%



Q35. What is your yearly household income?

	Frequency	Percent
Less than \$10,000	30	17%
\$10,000 - \$14,999	21	12%
\$15,000 - \$19,999	16	8%
\$20,000 - \$24,999	10	6%
\$25,000 - \$34,999	26	15%
\$35,000 - \$49,999	39	21%
Over \$50,000	<u>37</u>	<u>21%</u>
Total	179	100%

