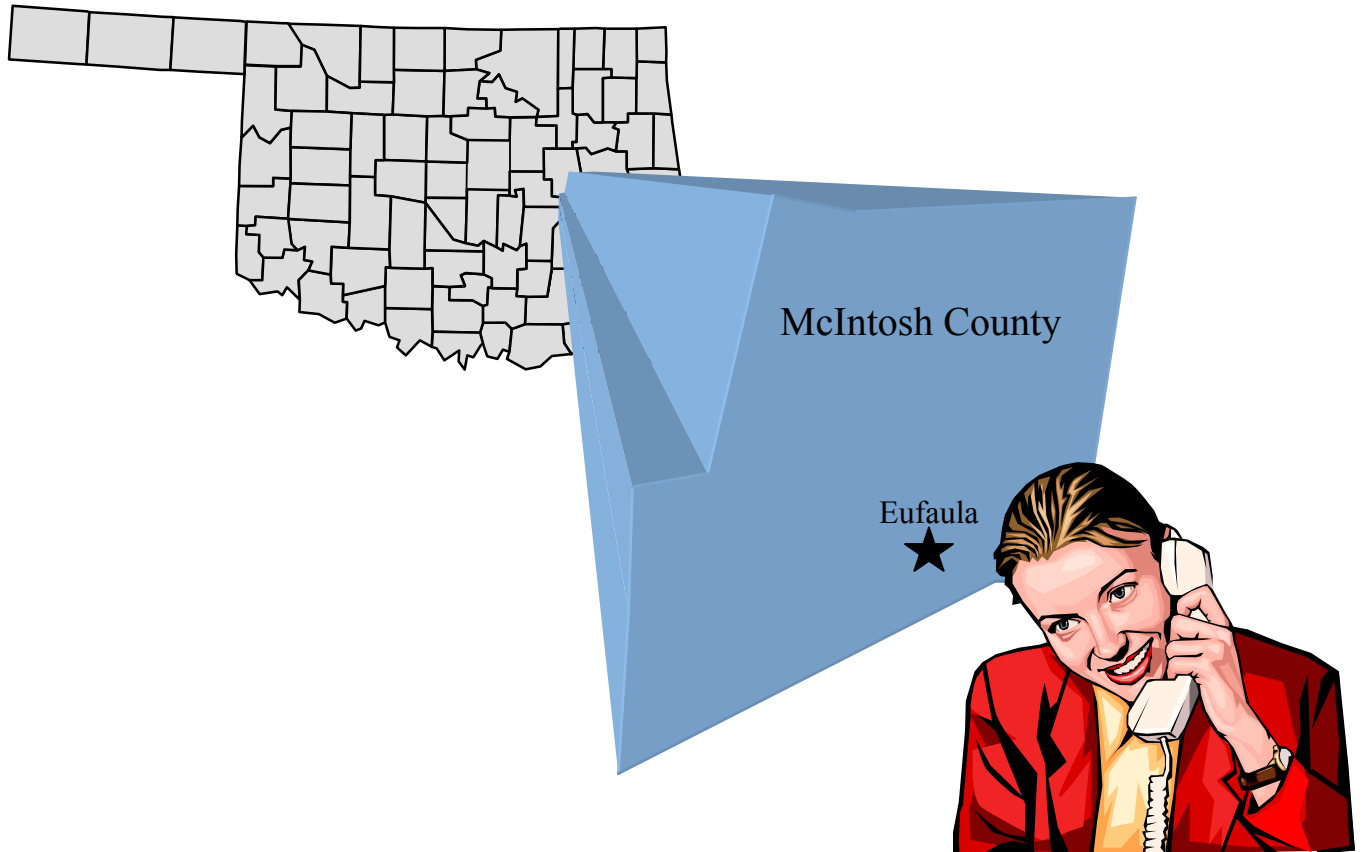


Eufaula Area Telephone Survey Form and Results



Office of Rural Health,
Oklahoma State University

Oklahoma Cooperative Extension Service,
Oklahoma State University

May 2004

**Eufaula Area
Telephone Survey Form and Results**

**Community Health Planning documents available online at:
<http://rd.okstate.edu/health/ok/okindex.html>**

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RURAL DEVELOPMENT
OKLAHOMA COOPERATIVE EXTENSION SERVICE
OKLAHOMA STATE UNIVERSITY

May 2004

**Eufaula Area
Telephone Survey Form**

Survey Date: March 1 – March 12

NOTE TO INTERVIEWER: All questions are optional and respondent may of course choose not to answer.

Introduction and screener:

Hello. My name is _____ with Consumer Logic. We are a national marketing research company calling on behalf of Oklahoma State University and the McIntosh County Healthcare Initiative and today/this evening, we are conducting a brief consumer survey on the topic of healthcare in your community. It is very important that we include the opinion of you or someone in your household in this brief but important survey.

1. May I ask, are you over the age of 18?

- Yes
- No (*Ask to speak to someone over the age of 18. TERMINATE if there is no one over the age of 18 living in the household*)

2. What is your zip code? (*Read list if necessary.*)

- 74432 – Eufaula (70%) 74426 – Checotah (30%) Other _____ (*TERMINATE*)

3a. Do you use a family doctor for most of your routine health care?

- Yes (*Skip to Q.4*)
- No
- (*Do not read*) Don't Know / Refused

3b. What kind of medical provider do you use for routine care? (*Record exact response below. Probe for clarification.*)

- Emergency room/Hospital
- Specialist
- Indian Clinic
- Other (*Specify*) _____

4a. Which city do you go to for most of your family's routine health care needs? (*DO NOT READ LIST*)

- | | |
|---|--|
| <input type="checkbox"/> Checotah | <input type="checkbox"/> Oklahoma City |
| <input type="checkbox"/> Eufaula (<i>Skip to Q5a</i>) | <input type="checkbox"/> Stigler |
| <input type="checkbox"/> Henryetta | <input type="checkbox"/> Tulsa |
| <input type="checkbox"/> McAlester | <input type="checkbox"/> Other (<i>Specify</i>) _____ |
| <input type="checkbox"/> Muskogee | <input type="checkbox"/> (<i>Do not read</i>) Don't Know / Refused |
| <input type="checkbox"/> Longtown | |

4b. Why do you or your family use a doctor for routine health care needs outside of Eufaula? (**RECORD VERBATIM RESPONSES. Probe for clarification.**)

- Closer/Convenient location
- Have used for years/Personal relationship
- Specialist
- Approved provider for insurance/Health benefits program
- Other (**Specify**) _____

5a. Have you or someone else in your household been to a doctor in the Eufaula/Checotah area in the past 12 months?

- Yes
- No (**Skip to Q6.**)
- (**Do not read**) Don't Know / Refused

5b. (**If seen a doctor in Eufaula/Checotah area in the past 12 months, ask 5b; otherwise, skip to Q.6**)
How satisfied were you or someone in your household with the quality of care received from a doctor in Eufaula? Would you say that you were...(**READ LIST**)?

- Satisfied (**Ask Q.5c; then skip to Q.6**)
- Dissatisfied (**Skip to Q.5d**)
- (**Do not read**) Don't Know / Refused (**Skip to Q.6**)

5c. Why do you say that you were satisfied? (**RECORD VERBATIM RESPONSES. Probe for clarification.**)

5d. Why do you say that you were dissatisfied? (**RECORD VERBATIM RESPONSES. Probe for clarification.**)

6. Do you think there are enough doctors in Eufaula?

- Yes
- No
- (**Do not read**) Don't Know / Refused

7a. Have you or someone else in your household been to a specialist in the past 12 months?

- Yes
- No (**Skip to Q.8**)
- (**Do not read**) Don't Know / Refused

7b. What type of specialist have you or someone in your household been to and in what city does this specialist practice?

Type of Doctor (Specialist)	City

8. How many people are living in your household? *(Record response below)*

_____ *(If respondent is the only person living in household, ask for “you” only in Q.9)*

9. What type of health insurance covers you and your family? ***(READ LIST. ASK FOR “YOU” AND “FAMILY” (if applicable). Can provide more than one response)***

	<u>You</u>	<u>Family</u>
Insurance through Employer/ Previous Employer	<input type="checkbox"/>	<input type="checkbox"/>
Medicare	<input type="checkbox"/>	<input type="checkbox"/>
Medicare Supplement	<input type="checkbox"/>	<input type="checkbox"/>
Medicaid or Sooner Care	<input type="checkbox"/>	<input type="checkbox"/>
Champus/TriCare Program	<input type="checkbox"/>	<input type="checkbox"/>
VA benefits	<input type="checkbox"/>	<input type="checkbox"/>
Self-Paid Plan	<input type="checkbox"/>	<input type="checkbox"/>
Native American Benefits	<input type="checkbox"/>	<input type="checkbox"/>
Worker’s Compensation/ Coverage through Auto Insurance	<input type="checkbox"/>	<input type="checkbox"/>
*Do Not Have Health Insurance	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>

10. ***If respondent does not have health insurance, ask Q.10; otherwise, skip to Q.11***

Why do you not have health insurance for you or someone in your household? ***(Do not read list)***

- Too expensive
- Pre-existing medical condition
- Other ***(Specify)*** _____
- (Do not read)*** Don’t Know / Refused

11. Have you or someone else in your household used the services of a hospital in the past 12 months?

- Yes
- No ***(Skip to Q.19)***
- (Do not read)*** Don’t know / Refused ***(Skip to Q.19)***

12. At which hospital(s) were services received? *(Do not read list unless prompt is needed)*

- Carl Albert Indian Health Facility - Ada
- *Community Hospital Lakeview - Eufaula
- Creek Nation Community Hospital - Okemah
- Haskell County Hospital - Stigler
- Henryetta Medical Center
- Holdenville General Hospital
- Oklahoma City Area Hospitals
- Latimer County Hospital - Wilburton
- McAlester Regional Health Center
- Muskogee Regional Hospital
- Okmulgee Memorial Hospital
- Tahlequah City Hospital
- Tulsa Area Hospitals
- Valley View Regional Health Center – Ada
- Veterans Administration Medical Center - Ada
- Other _____
- (Do not read)** Don't know / Refused

13. *(If Community Hospital Lakeview mentioned ask Q.13, ask; otherwise, skip to Q.18)* What hospital services were used at Community Hospital Lakeview in Eufaula? *(Do not read list unless prompt is needed)*

- | | |
|--|---|
| <input type="checkbox"/> Ambulance Services | <input type="checkbox"/> Laboratory (Blood) Tests |
| <input type="checkbox"/> Dietary Services | <input type="checkbox"/> Outpatient Surgery |
| <input type="checkbox"/> Emergency Room* | <input type="checkbox"/> Radiology (X-ray, CT, Mammogram) |
| <input type="checkbox"/> Home Health Services | <input type="checkbox"/> Respiratory Therapy |
| <input type="checkbox"/> Inpatient Stay | <input type="checkbox"/> Specialty Doctor |
| <input type="checkbox"/> Inpatient Surgery | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> (Do not read) Don't know / Refused | |

14a. How satisfied were you or someone in your household with the services you received at Community Hospital Lakeview? Would you say you were... (Read list)

- Satisfied *(Ask Q.14b; then skip to Q.15a)*
- Dissatisfied *(Skip to Q.14c)*
- (Do not read)** Don't Know / Refused *(Skip to Q.15a)*

14b. Why do you say that you were satisfied? ***(RECORD VERBATIM RESPONSES. Probe for clarification.)***

14c. Why do you say that you were dissatisfied? ***(RECORD VERBATIM RESPONSES. Probe for clarification.)***

15a. *(If emergency room not mentioned at Q.13, skip to Q.16a; otherwise, continue)* Have you or your family used the emergency room services at Community Hospital Lakeview in the past 12 months?

- Yes
- No (*Skip to Q.17*)
- (*Do not read*) Don't know / Refused

15b. What type of emergency room services have you or your family used in the past 12 months at the Community Hospital Lakeview? (*Do not read list unless prompt is needed*)

- | | |
|--|--|
| <input type="checkbox"/> Cardiac Evaluation | <input type="checkbox"/> Trauma Care |
| <input type="checkbox"/> Laboratory | <input type="checkbox"/> X-Ray (Radiology) |
| <input type="checkbox"/> Obstetrics (OB) | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Respiratory Therapy | <input type="checkbox"/> (<i>Do not read</i>) Don't know / Refused |
| <input type="checkbox"/> Routine Illness | |

16a. How satisfied were you or someone in your household with the services you received at the emergency room in Community Hospital Lakeview? Would you say you were... (Read List)

- Satisfied (*Ask Q.16b; then skip to Q.17*)
- Dissatisfied (*Skip to Q.16c*)
- (*Do not read*) Don't Know / Refused (*Skip to Q.17*)

16b. Why do you say that you were satisfied? (*RECORD VERBATIM RESPONSES. Probe for clarification*)

16c. Why do you say that you were dissatisfied? (*RECORD VERBATIM RESPONSES. Probe for clarification*)

17. (*If any hospital other than Community Hospital Lakeview mentioned at Q.13, ask; otherwise, skip to Q.18*) You mentioned that you or someone else in your household received care at a hospital other than Community Hospital Lakeview, why did you or your family member choose this/these hospital(s)? (*RECORD VERBATIM RESPONSES. Probe for clarification.*)

18. What Hospital services were used there? (*Do not read list unless prompt is needed*)

- | | |
|---|--|
| <input type="checkbox"/> Birthing Services | <input type="checkbox"/> Radiology (X-ray, CT, Mammogram) |
| <input type="checkbox"/> Emergency Room | <input type="checkbox"/> Respiratory Therapy |
| <input type="checkbox"/> Inpatient Stay | <input type="checkbox"/> Dietary Services |
| <input type="checkbox"/> Inpatient Surgery | <input type="checkbox"/> Specialty Doctor |
| <input type="checkbox"/> Laboratory (Blood) Tests | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Outpatient Surgery | <input type="checkbox"/> (<i>Do not read</i>) Don't know / Refused |
| <input type="checkbox"/> Physical Therapy | |

19. Have you or anyone in your household used the services of the McIntosh County Health Department in the past 12 months?

- Yes

- No (*Skip to Q.21*)
- (*Do not read*) Don't know / Refused

20a. How satisfied were you or someone in your household with the services you received at the McIntosh County Health Department? Would you say you were... (Read List)

- Satisfied (*Ask Q.20b; then skip to Q.21*)
- Dissatisfied (*Skip to Q.20c*)
- (*Do not read*) Don't Know / Refused (*Skip to Q.21*)

20b. Why do you say that you were satisfied? (**RECORD VERBATIM RESPONSES. Probe for clarification**)

20c. Why do you say that you were dissatisfied? (**RECORD VERBATIM RESPONSES. Probe for clarification**)

21. Does your community provide adequate services for _____? (**Ask for each service listed below, rotate order.**)

	Yes	No	<i>(Do not read)</i> Don't Know / Refused
a. Ambulance Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Dental Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Free Clinic Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pharmacy Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. What concerns you most about health care in Eufaula? (**RECORD VERBATIM RESPONSES**)

The last few questions are for classification purposes only...

23. What is your age?

- 18-20
- 21-30
- 31-40
- 41-50
- 51-60
- 61-70
- 71-80
- 81+
- (*Do not read*) Don't know / Refused

24. What is your ethnicity?

- Caucasian
- Asian
- Hispanic
- African American

- Native American
- Other _____
- (Do not read)** Don't know / Refused

25. What is your annual household income?

- Less than \$10,000
- \$10,000 to less than \$15,000
- \$15,000 to less than \$20,000
- \$20,000 to less than \$25,000
- \$25,000 to less than \$35,000
- \$35,000 to \$50,000
- Over \$50,000
- (Do not read)** Don't know / Refused

26. INTERVIEWER: RECORD ANSWER BASED ON OBSERVATION ONLY. DO NOT ASK.

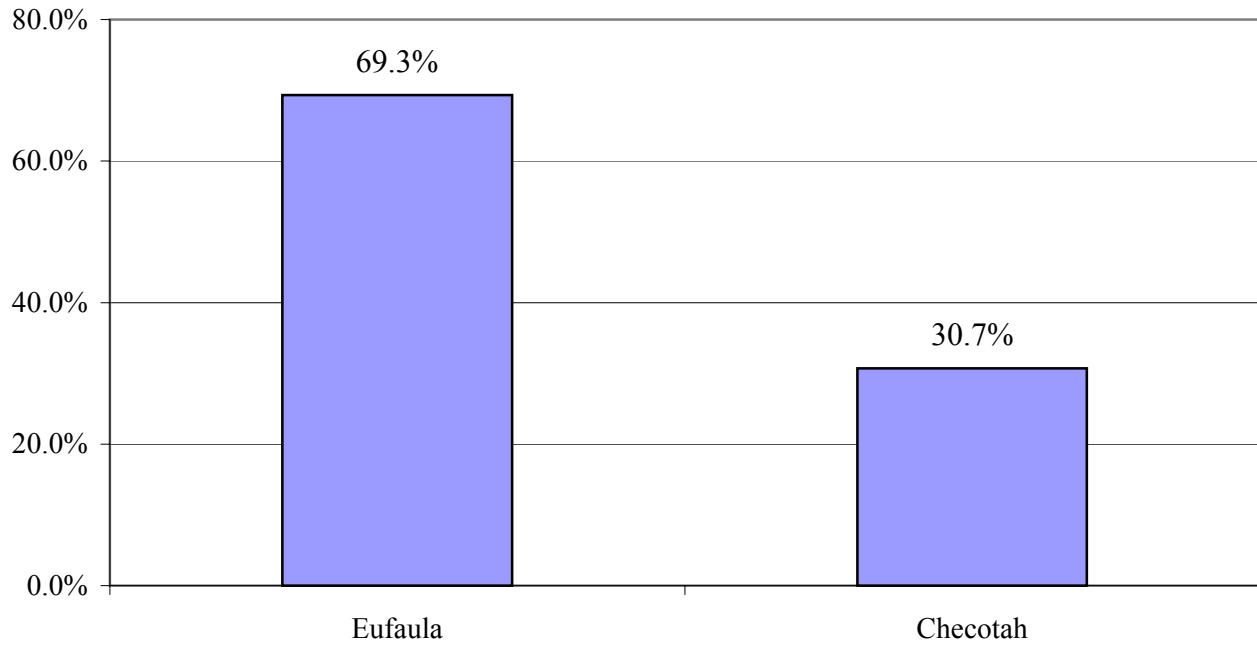
- Male
- Female
- Unknown (Can't Tell)

That completes the survey. Thank you for your time!

**Eufaula Area
Telephone Survey Results**

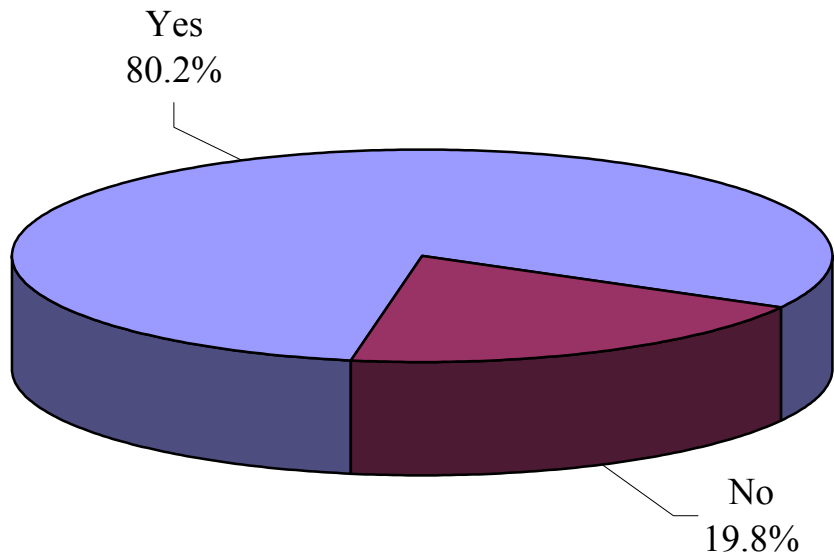
Q2. What is your zip code?

Response	Frequency	Percent
74432 Eufaula	140	69.3%
74426 Checotah	<u>62</u>	<u>30.7%</u>
Total	202	100.0%



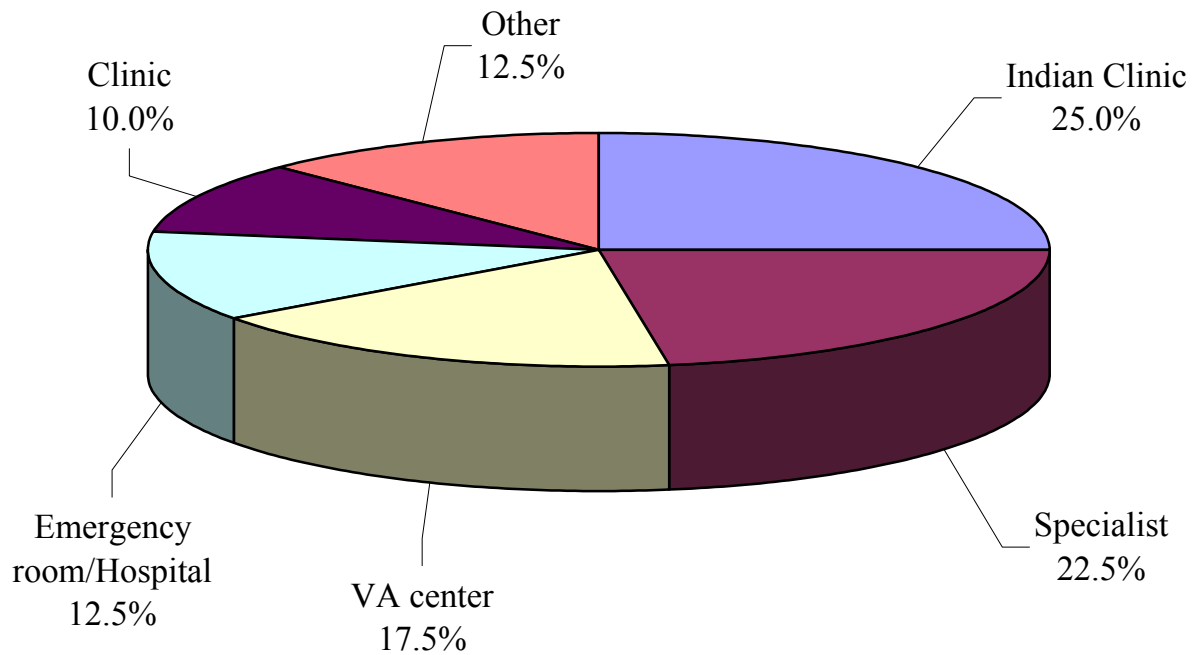
Q3a. Do you use a family doctor for most of your routine health care?

Response	Frequency	Percent
Yes	162	80.2%
No	<u>40</u>	<u>19.8%</u>
Total	202	100.0%



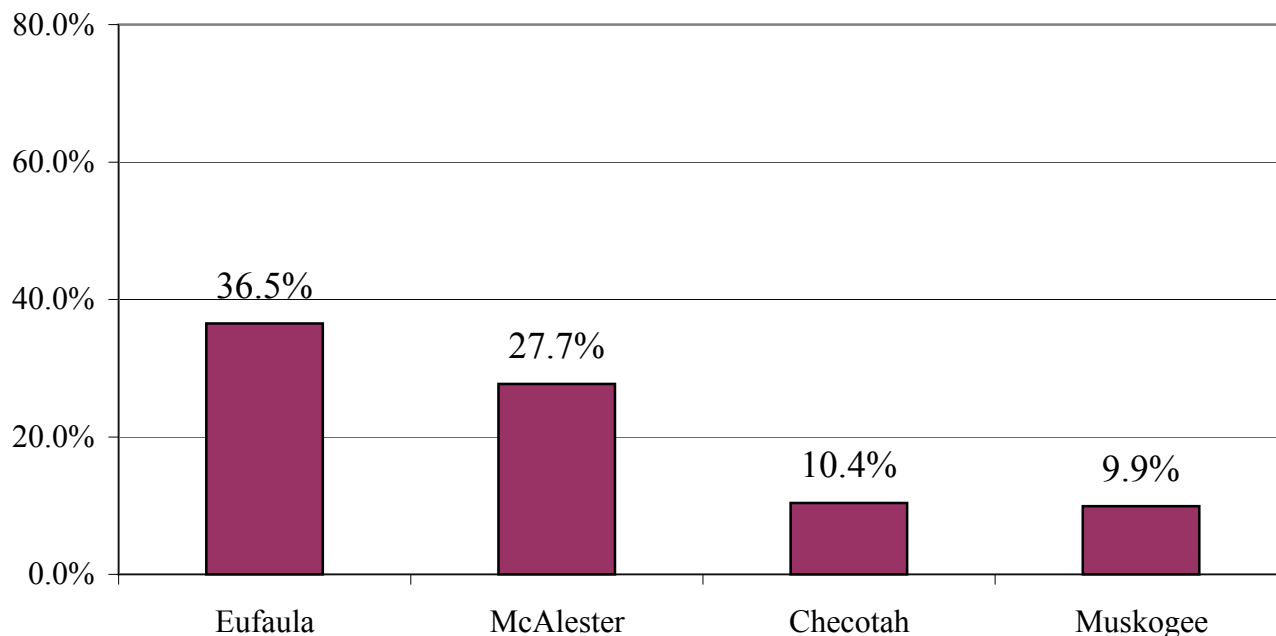
Q3b. If not, what kind of medical provider do you use for routine care?

Response	Frequency	Percent
Indian Clinic	10	25.0%
Specialist	9	22.5%
VA center	7	17.5%
Emergency room/Hospital	5	12.5%
Clinic	4	10.0%
Other	5	12.5%
Other medical professional (2), missionary (1), naturopathic doctor (1), don't know (1)		
Totals	40	100.0%



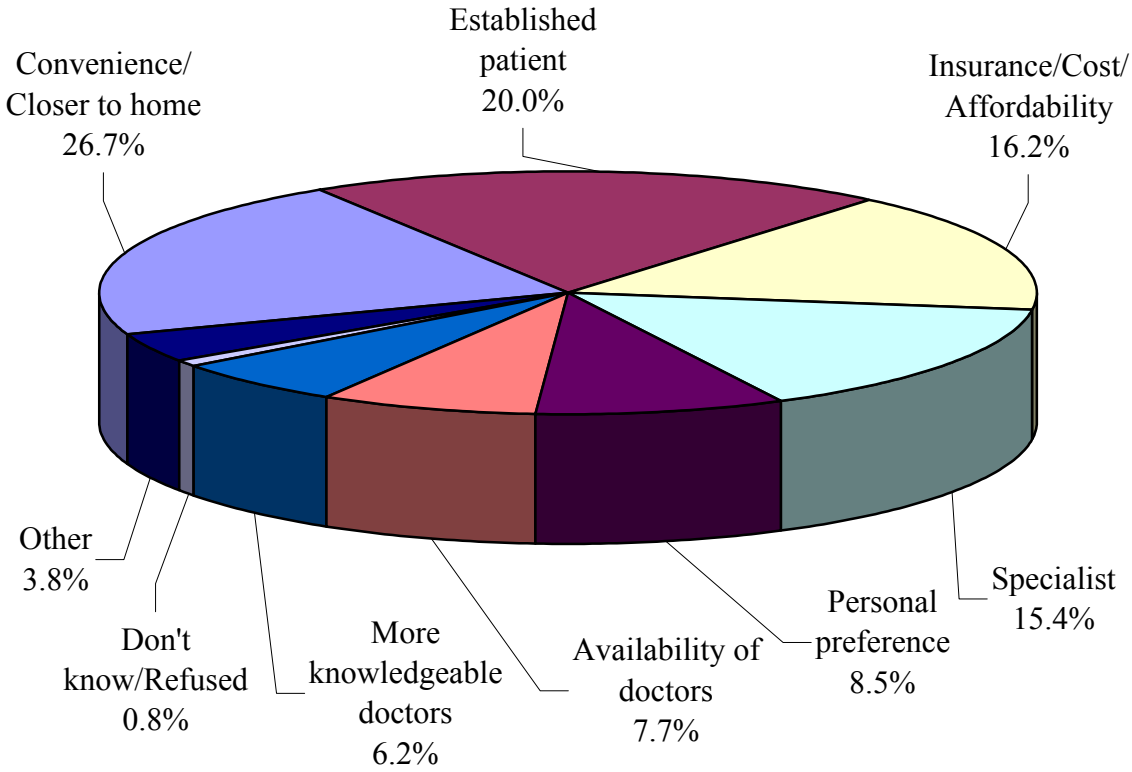
Q4a. Which city do you go to for most of your family's routine health care needs?

Response	Frequency	Percent
Eufaula	74	36.5%
McAlester	56	27.7%
Checotah	21	10.4%
Muskogee	20	9.9%
Tulsa	9	4.5%
Oklahoma City	7	3.5%
Stigler	4	2.0%
Henryetta	2	1.0%
Longtown	1	0.5%
Other Tahlequah (2), Okmulgee (2), Owasso (1), Broken Arrow (1), Talihina (1)	7	3.5%
Don't know/Refused	<u>1</u>	<u>0.5%</u>
Total	202	100.0%



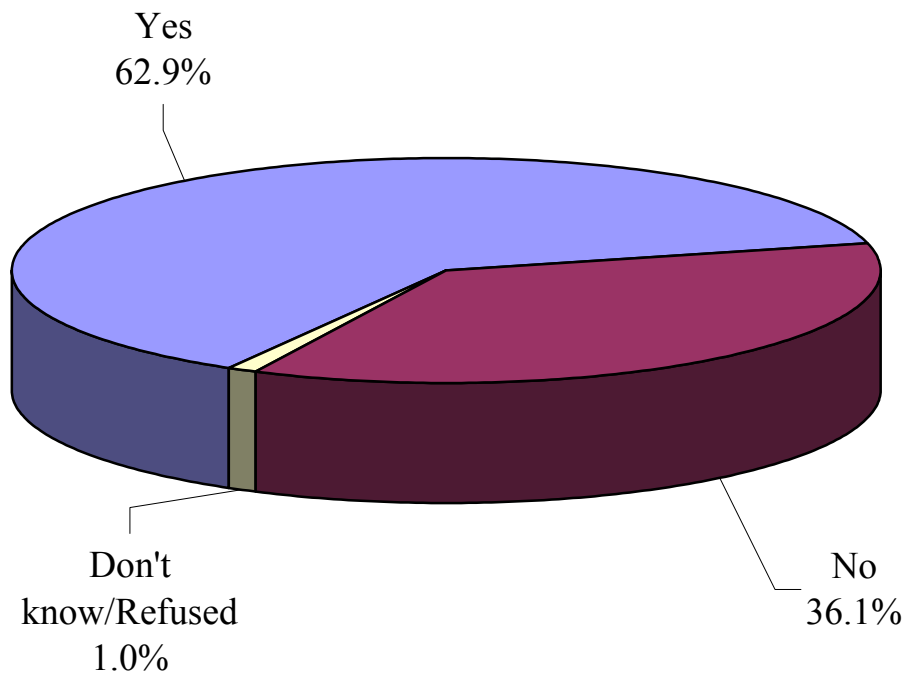
Q4b. Why do you or your family use a doctor for routine health care needs outside of Eufaula?

Response	Frequency	Percent
Convenience/Closer to home	28	21.5%
Established patient	26	20.0%
Insurance/Cost/Affordability	21	16.2%
Specialist	20	15.4%
Personal preference	11	8.5%
Availability of doctors	10	7.6%
More knowledgeable doctors	8	6.2%
Don't know/Refused	1	0.8%
Other	<u>5</u>	<u>3.8%</u>
Better facilities (3), better healthcare (1), Oklahoma is not our primary residence (1)		
Total	130	100.0%



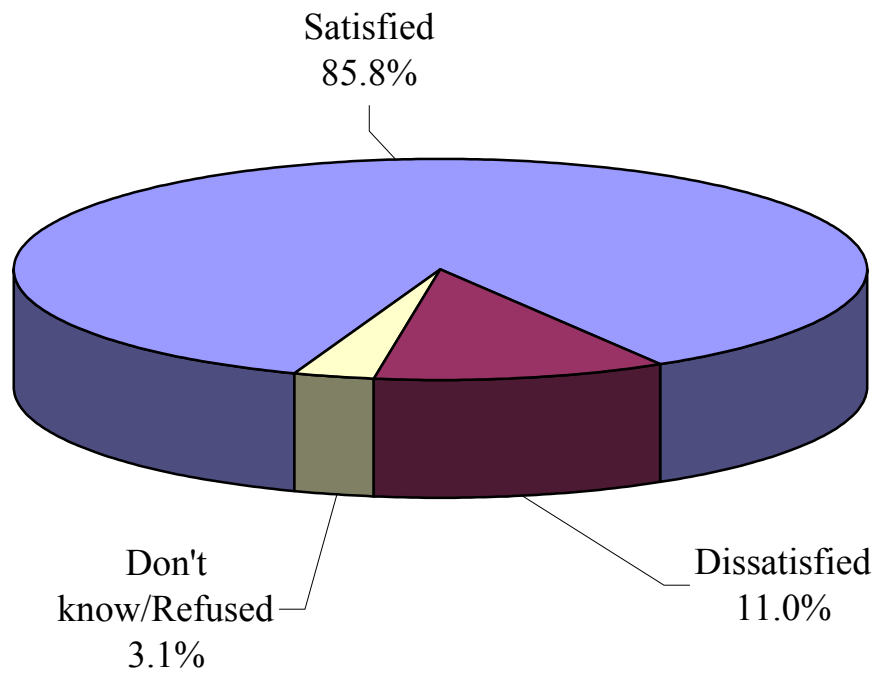
Q5a. Have you or someone else in your household been to a family doctor in the Eufaula/Checotah area in the past 12 months?

Response	Frequency	Percent
Yes	127	62.9%
No	73	36.1%
Don't know/Refused	<u>2</u>	<u>1.0%</u>
Total	202	100.0%



Q5b. How satisfied were you or someone else in your household with the quality of care received from a doctor in Eufaula?

Response	Frequency	Percent
Satisfied	109	85.9%
Dissatisfied	14	11.0%
Don't know/Refused	<u>4</u>	<u>3.1%</u>
Total	127	100.0%



Q5c. Why do you say that you were satisfied?

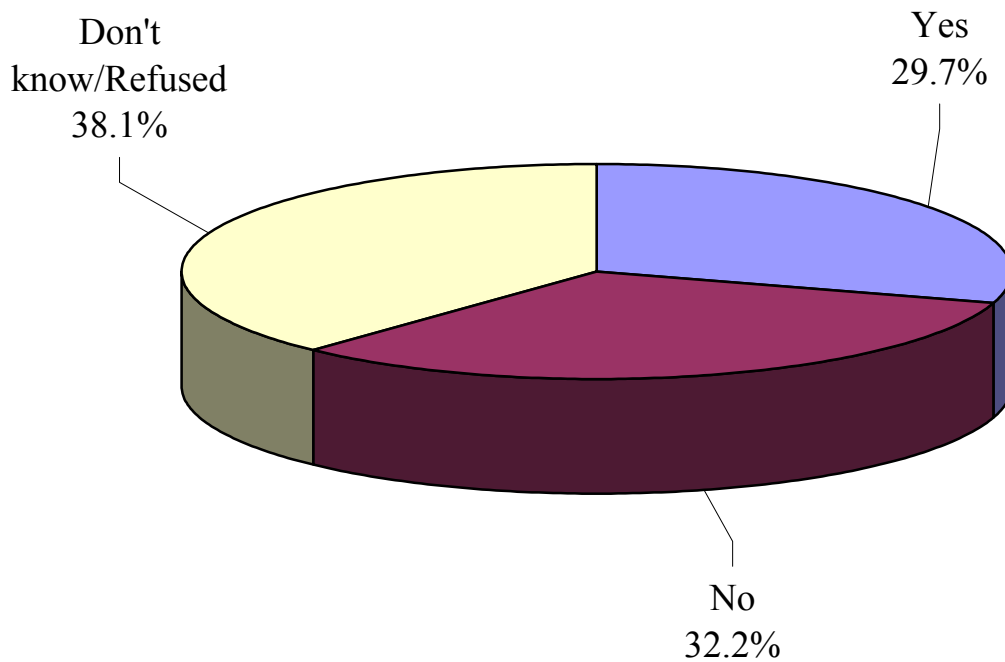
Response	Frequency	Percent
Confidence/Quality of care	78	71.6%
Compassion/Caring	15	13.8%
Quick service/Little wait	8	7.3%
Refused	4	3.7%
Convenience/Close to home	2	1.8%
Professional	1	0.9%
Availability of physicians	<u>1</u>	<u>0.9%</u>
Total	109	100.0%

Q5d. Why do you say that you were dissatisfied?

Response	Frequency	Percent
Lack of quality care	7	50.0%
Unprofessional	4	28.6%
Lack of compassion	2	14.3%
Insurance/Cost/Affordability	<u>1</u>	<u>7.1%</u>
Total	14	100.0%

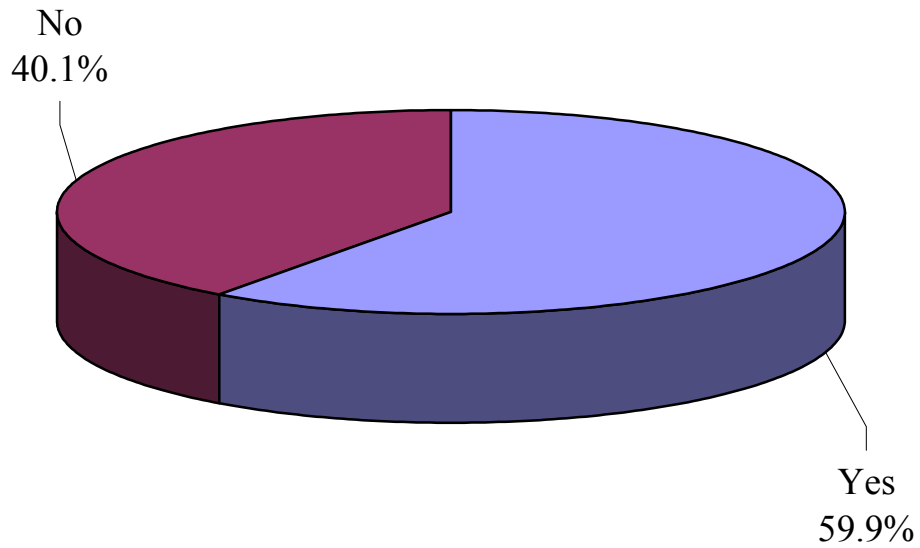
Q6. Do you think there are enough doctors in Eufaula?

Response	Frequency	Percent
Yes	60	29.7%
No	65	32.2%
Don't know/Refused	<u>77</u>	<u>38.1%</u>
Total	202	100.0%



Q7a. Have you or someone else in your household been to a specialist in the past 12 months?

Response	Frequency	Percent
Yes	121	59.9%
No	<u>81</u>	<u>40.1%</u>
Total	202	100.0%



Q7b. What type of specialist have you or someone in your household been to and in what city does this specialist practice?

Response	City/Town	Frequency	Percent
Cardiologist	Muskogee (15), Tulsa (6), Oklahoma City (4), Eufaula (2), McAlester (1), Okemah (1)	29	17.7%
Oncologist	Muskogee (7), Oklahoma City (5), Tulsa (2), Fort Smith (1), McAlester (1)	16	9.7%
Urologist	Muskogee (5), Oklahoma City (3), Okmulgee (3), Bethany (1), McAlester (1), Tulsa (1)	14	8.4%
Neurologist/Neurosurgeon	Muskogee (5), Tulsa (4), Oklahoma City (3)	12	7.2%
Orthopedist	Muskogee (4), McAlester (2), Oklahoma City (2), Tulsa (2)	10	6.0%
OB-GYN	McAlester (3), Tulsa (3), Muskogee (2)	8	4.8%
Gastroenterologist	Muskogee (5), Edmond (1), Eufaula (1), Tulsa (1)	8	4.8%
Bone & Joint specialist	Muskogee (6), McAlester (1), Eufaula (1)	8	4.8%
Optometrist/Ophthalmologist	Muskogee (3), McAlester (2), Tulsa (2)	7	4.2%
Pulmonologist	Muskogee (5), Oklahoma City (2)	7	4.2%
Otolaryngologist	Muskogee (4), Tulsa (2)	6	3.6%
Dermatologist	Muskogee (4), Tulsa (2)	6	3.6%
Internist	Muskogee (2), Eufaula (1), Okemah (1), Tulsa (1)	5	3.0%
Surgeon	Tulsa (3), Muskogee (1), Oklahoma City (1)	5	3.0%
Rheumatologist	Oklahoma City (2), Muskogee (1), Edmond (1)	4	2.4%
Radiologist	Muskogee (2), McAlester (1)	3	1.8%
Allergist	Tulsa (2)	2	1.2%
Podiatrist	Muskogee (1), McAlester (1)	2	1.2%
Proctologist	Edmond (1), Oklahoma City (1)	2	1.2%
Other*		12	7.2%
Total		166	100.0%

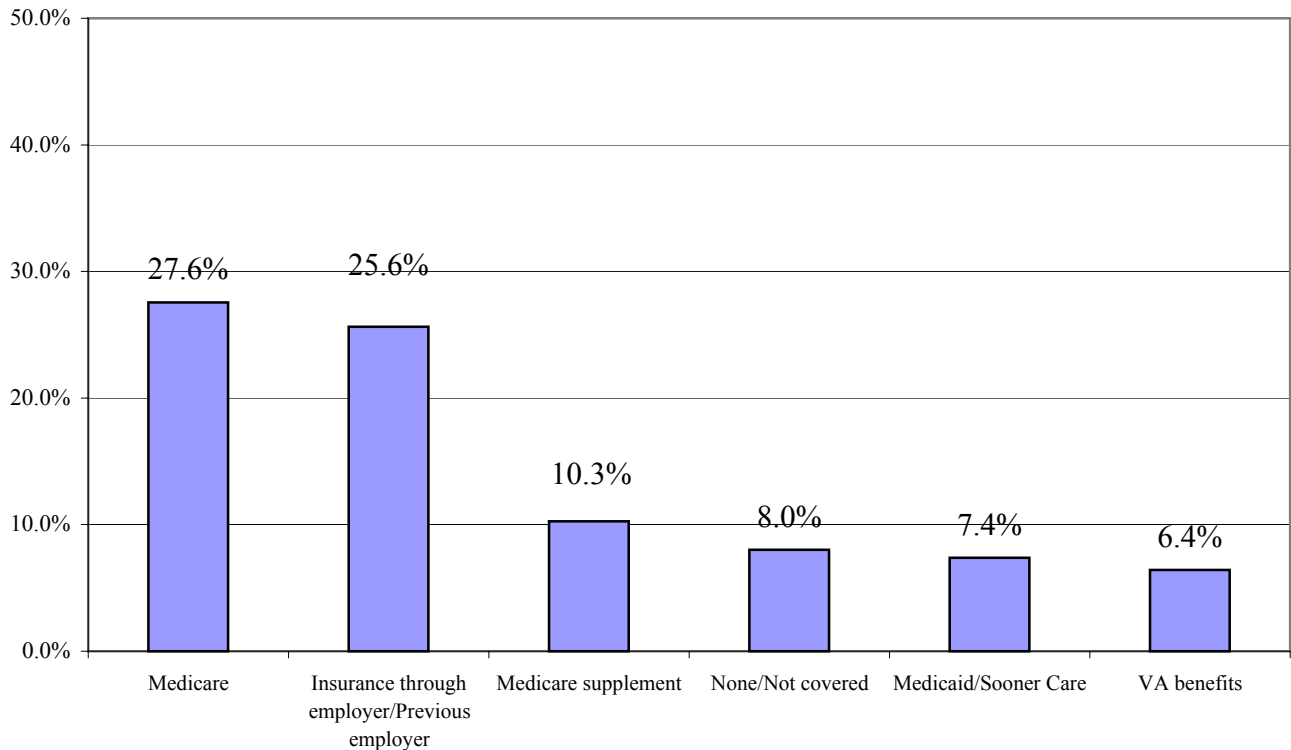
* Calcium specialist, Tulsa (1), Colon specialist, Muskogee (1), Dietician, Oklahoma City (1), Hand doctor, Arkansas (1), Sleep specialist, Jenks (1), Thyroid specialist, McAlester (1), Psychotherapist, Norman (1), Periodontist, Tulsa (1), Renal specialist, McAlester (1), Pediatrician, Tulsa (1), Plastic surgeon, Tulsa (1), Retinal specialist, Tulsa (1)

Q8. How many people are living in your household?

Response	Frequency	Percent
One people	44	21.8%
Two people	94	46.5%
Three people	28	13.9%
Four people	21	10.4%
Five or more people	<u>15</u>	<u>7.4%</u>
Total	202	100.0%

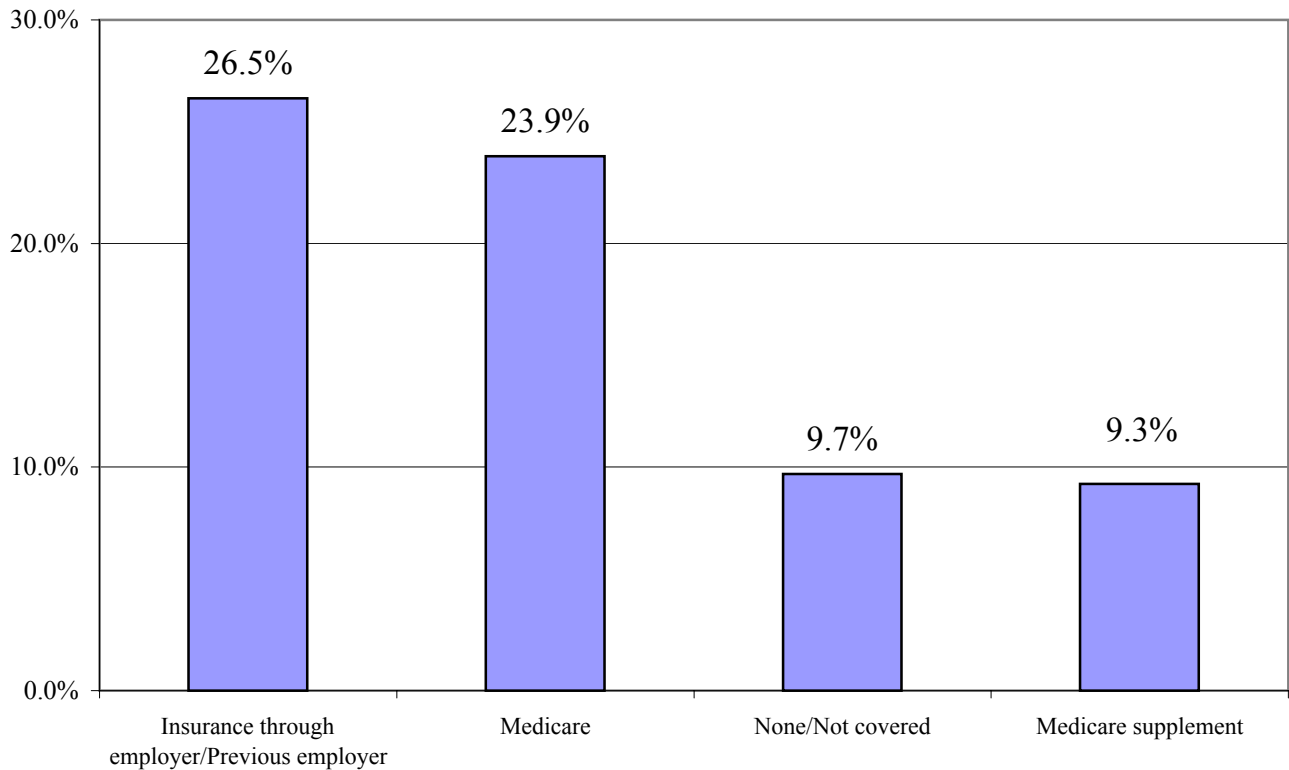
Q9a. What type of health insurance covers you?

Response	Frequency	Percent
Medicare	86	27.6%
Insurance through employer/Previous employer	80	25.6%
Medicare supplement	32	10.3%
None/Not covered	25	8.0%
Medicaid/Sooner Care	23	7.4%
VA benefits	20	6.4%
Native American benefits	16	5.1%
Self-paid plan	12	3.8%
Covered through auto insurance / Worker's compensation	10	3.2%
Champus/TriCare Program	8	2.6%
Total	312	100.0%



Q9b. What type of health insurance covers your family?

Response	Frequency	Percent
Insurance through employer/Previous employer	60	26.5%
Medicare	54	23.9%
None/Not covered	22	9.7%
Medicare supplement	21	9.3%
Medicaid/Sooner Care	16	7.0%
Self-paid plan	16	7.0%
Native American benefits	15	6.6%
VA benefits	14	6.2%
Champus/TriCare program	6	2.6%
Worker's Compensation	1	0.4%
Coverage through auto insurance	1	0.4%
Don't know	1	0.4%
Total	227	100%

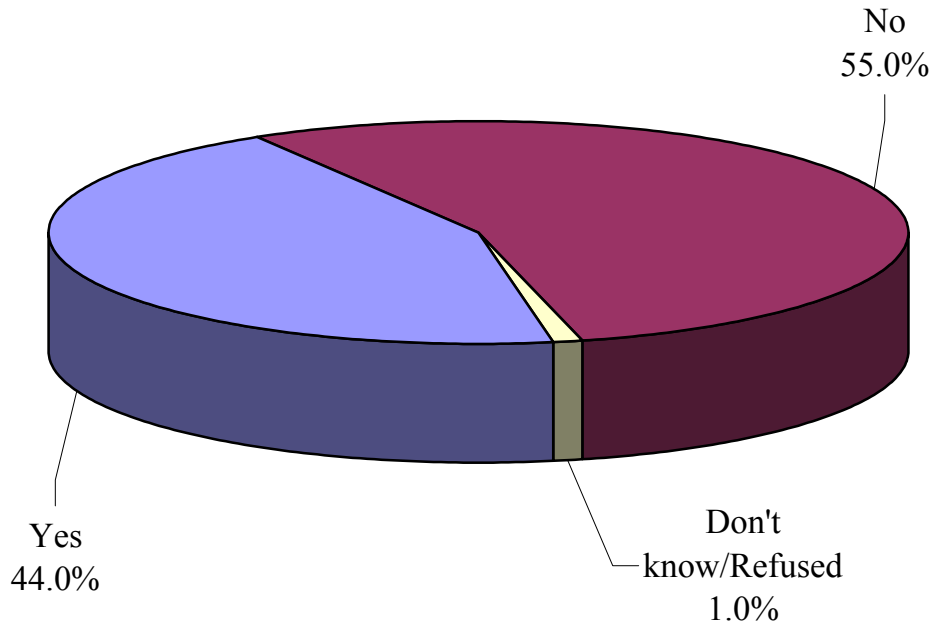


Q10. Why do you not have health insurance for you or someone in your household?

Response	Frequency	Percent
Too expensive	22	88.0%
Pre-existing medical condition	1	4.0%
Other - Don't need it (2)	<u>2</u>	<u>8.0%</u>
Total	25	100.0%

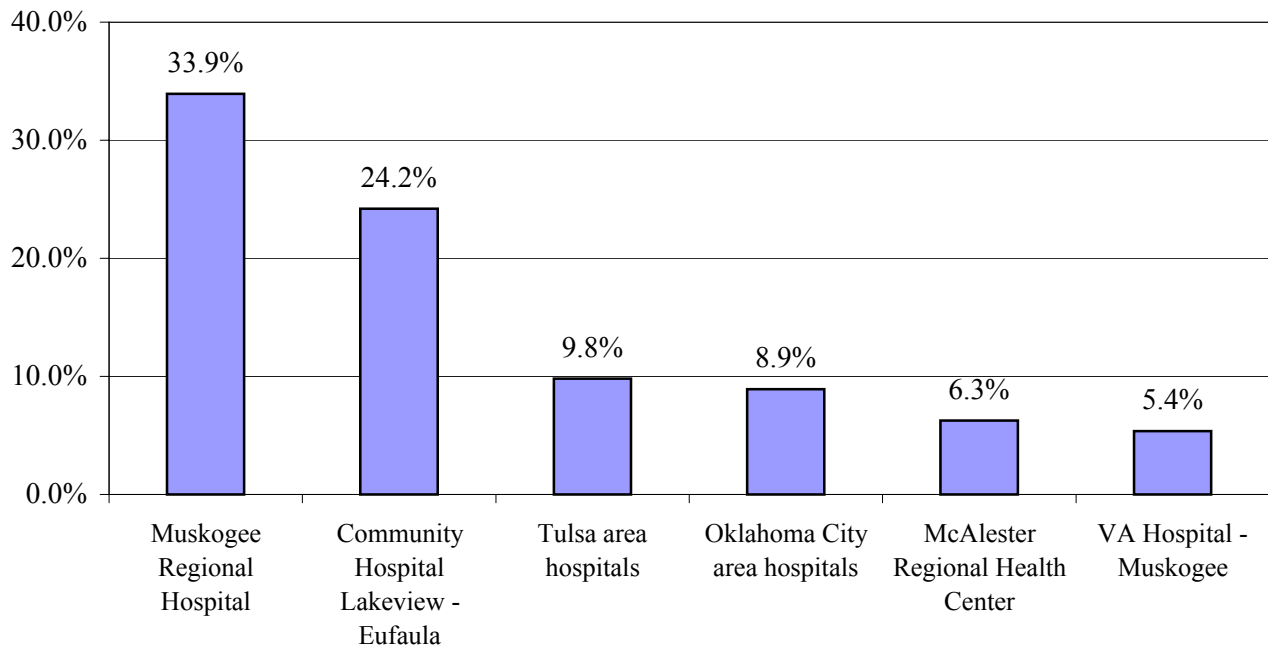
Q11. Have your or someone in your household used the services of a hospital in the past 12 months?

Response	Frequency	Percent
Yes	89	44.0%
No	111	55.0%
Don't know/Refused	<u>2</u>	<u>1.0%</u>
Total	202	100.0%



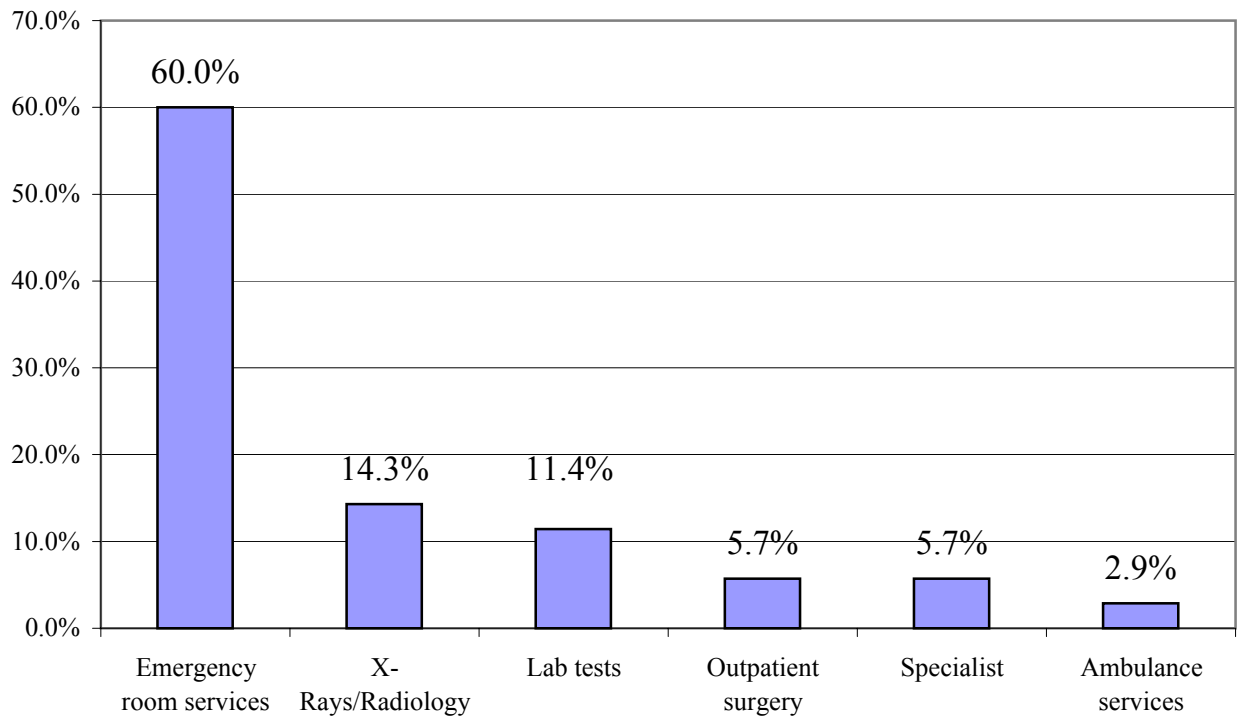
Q12. At which hospitals were services received?

Response	Frequency	Percent
Muskogee Regional Hospital	38	33.9%
Community Hospital Lakeview - Eufaula	27	24.2%
Tulsa area hospitals	11	9.8%
Oklahoma City area hospitals	10	8.9%
McAlester Regional Health Center	7	6.3%
VA Hospital - Muskogee	6	5.4%
W W Hastings Indian Hospital - Tahlequah	5	4.5%
Okmulgee Memorial Hospital	3	2.7%
Creek Nation Community Hospital - Okemah	2	1.8%
Haskell County Hospital - Stigler	1	0.9%
Other	2	1.8%
Clinic (1), Colorado hospital (1)		
Total	112	100.0%



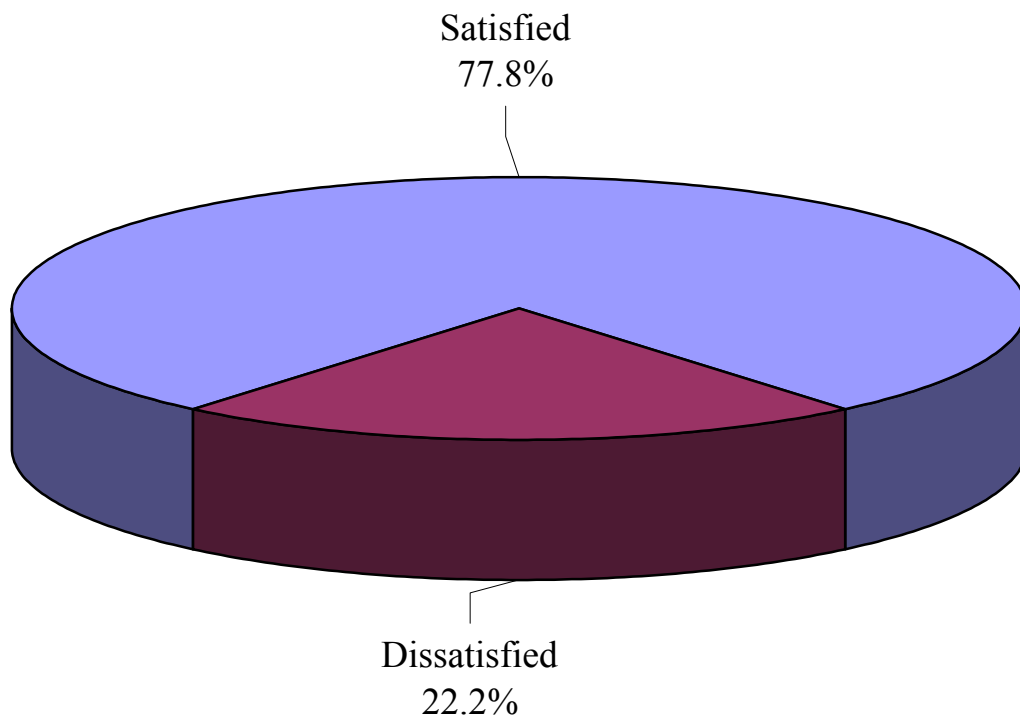
**Q13. If you used Community Hospital Lakeview,
what hospital services were used?**

Response	Frequency	Percent
Emergency room services	21	60.0%
X-Rays/Radiology	5	14.3%
Lab tests	4	11.4%
Outpatient surgery	2	5.7%
Specialist	2	5.7%
Ambulance services	<u>1</u>	<u>2.9%</u>
Total	35	100.0%



Q14a. How satisfied were you or someone in your household with the services you received at Community Hospital Lakeview?

Response	Frequency	Percent
Satisfied	21	77.8%
Dissatisfied	<u>6</u>	<u>22.2%</u>
Total	27	100.0%



Q14b. Why do you say that you were satisfied?

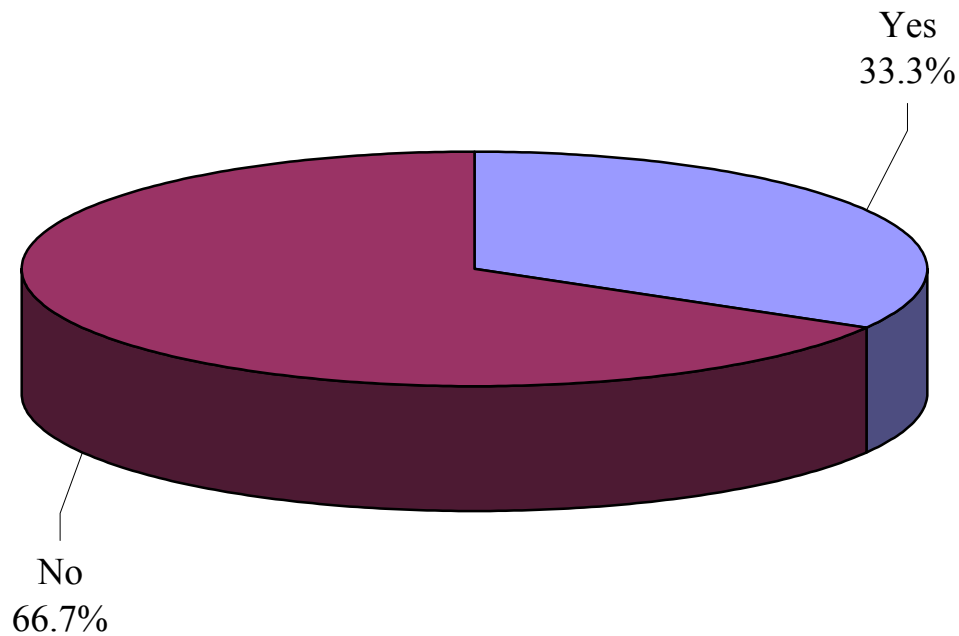
Response	Frequency	Percent
Confidence/Quality care	12	57.1%
Courteous/Caring employees	5	23.9%
Quick service/Little wait	<u>4</u>	<u>19.0%</u>
Total	21	100.0%

Q14c. Why do you say that you were dissatisfied?

Response	Frequency	Percent
Lack of quality care	4	66.7%
Unprofessional	<u>2</u>	<u>33.3%</u>
Total	6	0.0%

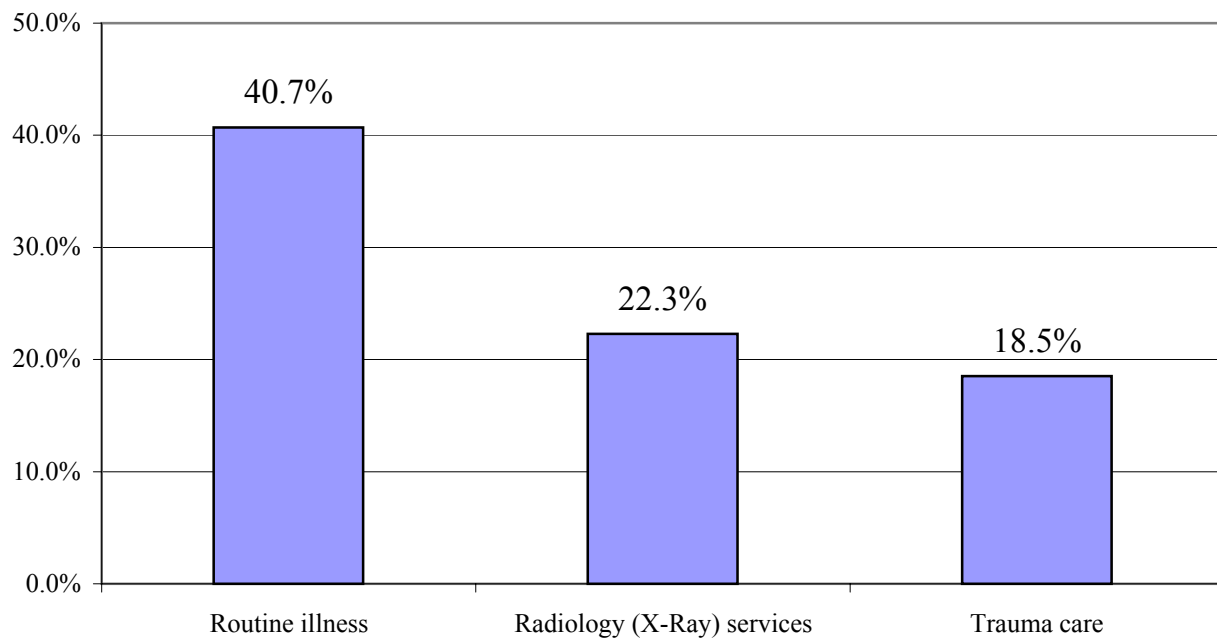
Q15a. Have you or your family member used the emergency room services at Community Hospital Lakeview in the past 12 months?

Response	Frequency	Percent
Yes	2	33.3%
No	4	66.7%
Total	6	100.0%



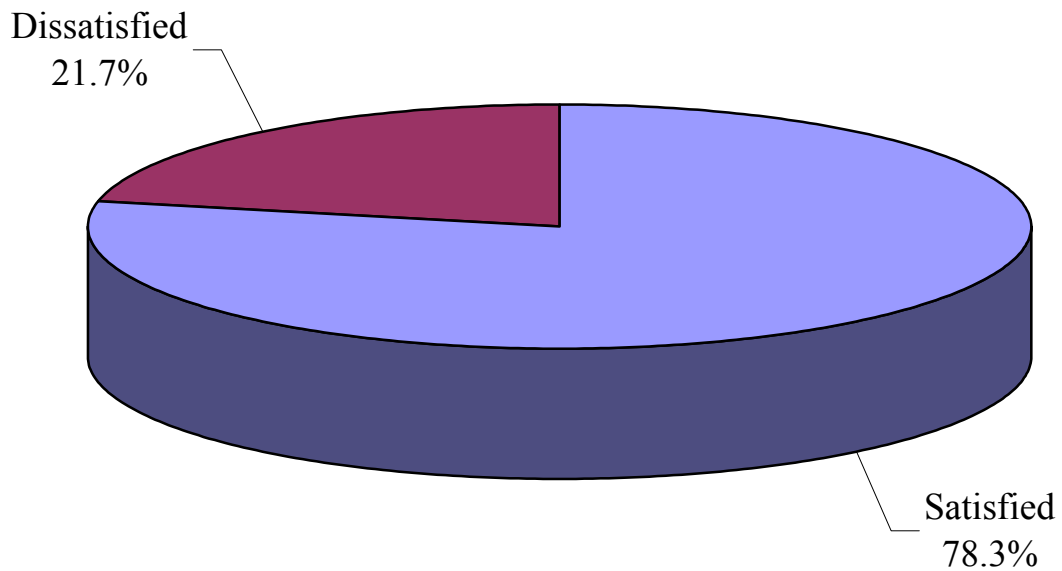
Q15b. What type of emergency room services have you or your family used in the past 12 months at the Community Hospital Lakeview?

Response	Frequency	Percent
Routine illness	11	40.7%
Radiology (X-Ray) services	6	22.3%
Trauma care	5	18.5%
Cardiac evaluation	2	7.4%
Laboratory	2	7.4%
Respiratory therapy	1	3.7%
Total	27	100.0%



Q16a. How satisfied were you or someone in your household with the services you received at the emergency room in Community Hospital Lakeview?

Response	Frequency	Percent
Satisfied	18	78.3%
Dissatisfied	5	21.7%
Total	23	100.0%



Q16b. Why do you say that you were satisfied?

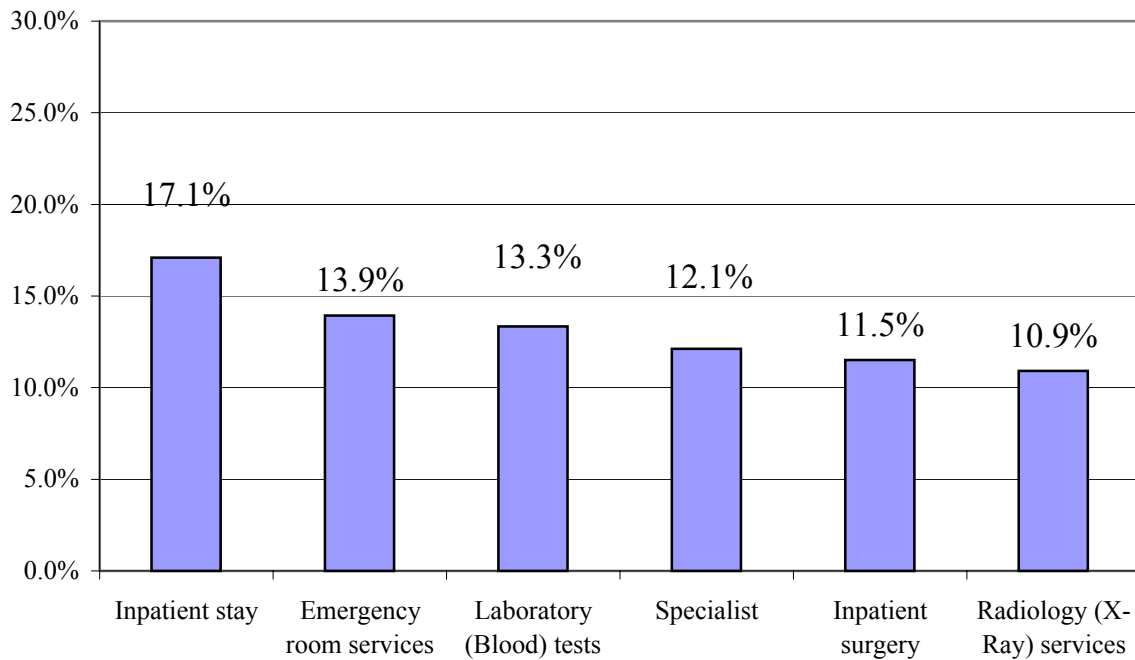
Response	Frequency	Percent
Confidence/Quality care	10	55.5%
Courteous/Caring employees	5	27.8%
Quick service/Little wait	<u>3</u>	<u>16.7%</u>
Total	18	100.0%

Q17. Why did you or your family member receive healthcare at a hospital other than Community Hospital Lakeview?

Response	Frequency	Percent
Doctor is there	17	23.0%
Quality of care	14	18.8%
Specialist	12	16.1%
Recommendation/Referral	11	14.9%
Insurance/Cost/Affordability	6	8.1%
Veteran	3	4.1%
Indian health services	2	2.7%
Out of town	2	2.7%
Used hospital before	2	2.7%
Availability of services	1	1.4%
Distance to hospital	1	1.4%
Emergency	1	1.4%
Don't know	<u>2</u>	<u>2.7%</u>
Total	74	100.0%

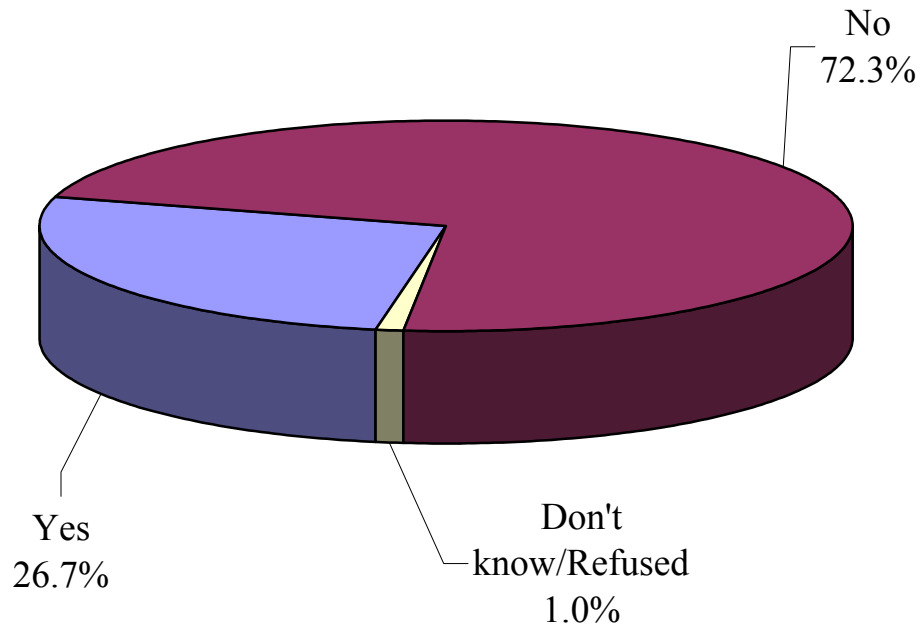
Q18. What hospital services were used at the other hospitals?

Response	Frequency	Percent
Inpatient stay	28	17.1%
Emergency room services	23	13.9%
Laboratory (Blood) tests	22	13.3%
Specialist	20	12.1%
Inpatient surgery	19	11.5%
Radiology (X-Ray) services	18	10.9%
Dietary services	11	6.7%
Outpatient surgery	10	6.1%
Physical therapy	4	2.4%
Respiratory therapy	4	2.4%
Birthing services	1	0.6%
Other Cardiac tests (2), sleep test (1), colonoscopy and endoscope (1)	4	2.4%
Don't Know/Refused	<u>1</u>	<u>0.6%</u>
Total	165	100.0%



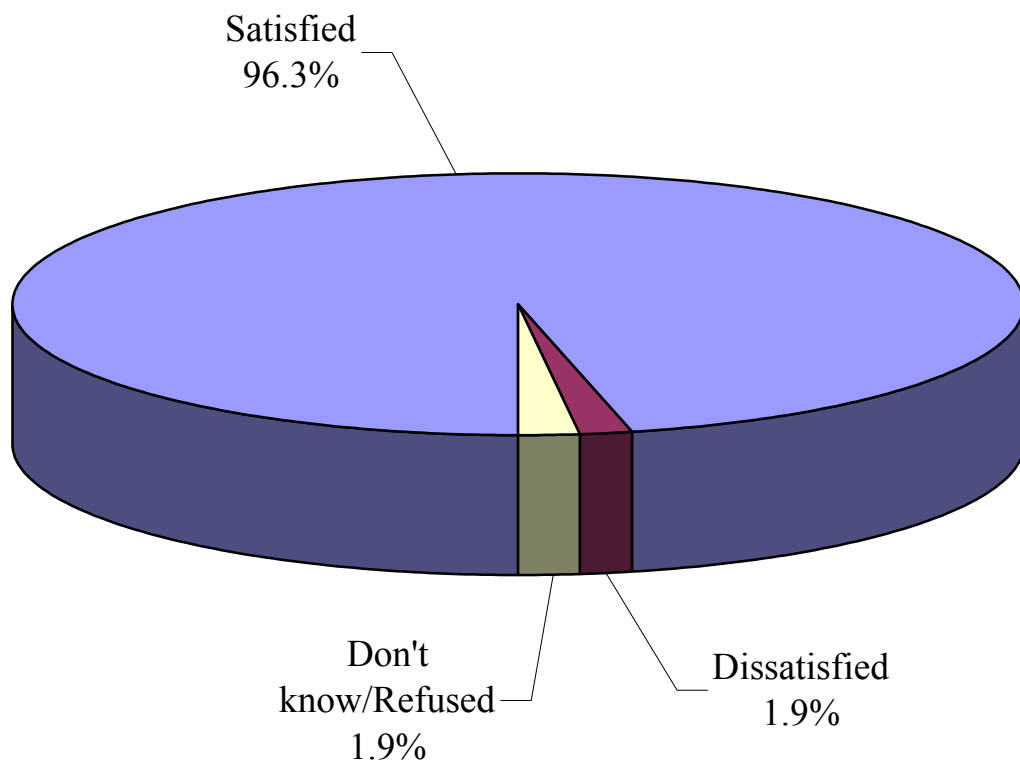
Q19. Have you or anyone in your household used the services of the McIntosh County Health Department in the past 12 months?

Response	Frequency	Percent
Yes	54	26.7%
No	146	72.3%
Don't know/Refused	<u>2</u>	<u>1.0%</u>
Total	202	100.0%



Q20a. How satisfied were you or someone in your household with the services you received at McIntosh County Health Department?

Response	Frequency	Percent
Satisfied	52	96.2%
Dissatisfied	1	1.9%
Don't know/Refused	1	1.9%
Total	54	100.0%



Q20b. Why do you say that you were satisfied?

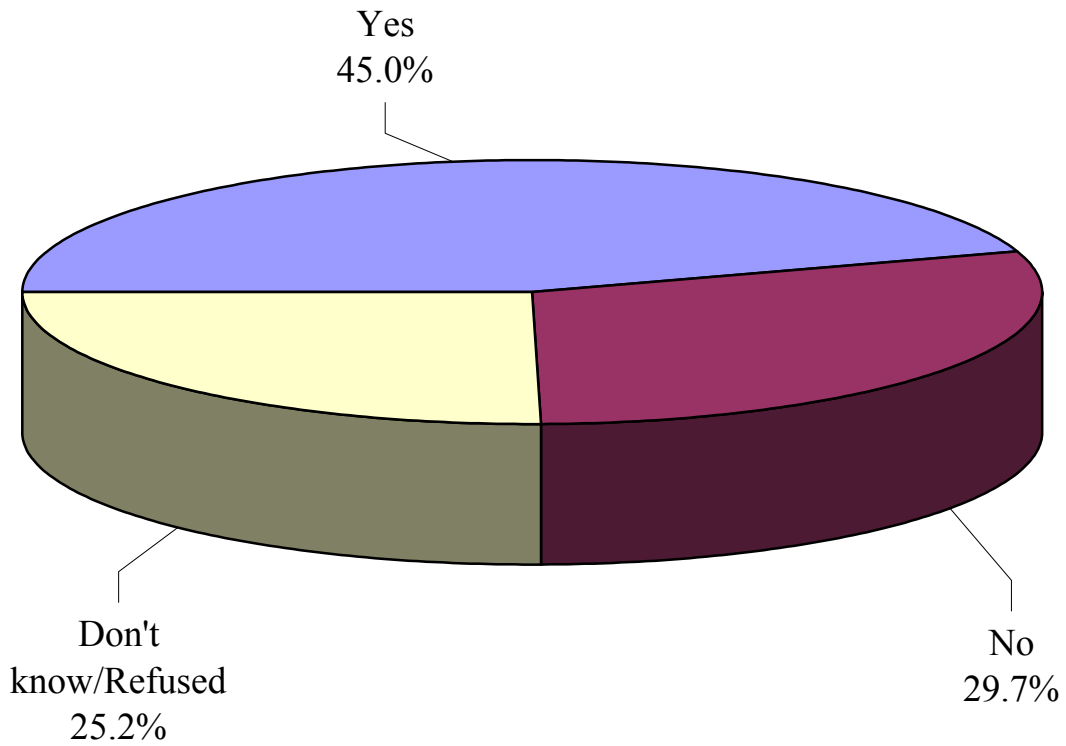
Response	Frequency	Percent
Quick service/Little wait	17	32.7%
Courteous/Caring employees	16	30.8%
Confidence/Quality of care	11	21.2%
Professional service	2	3.8%
Cost	2	3.8%
Just satisfied	<u>4</u>	<u>7.7%</u>
Total	52	100.0%

20c. Why do you say that you were dissatisfied?

Response	Frequency	Percent
Poor quality of care	<u>1</u>	<u>100.0%</u>
Total	1	100.0%

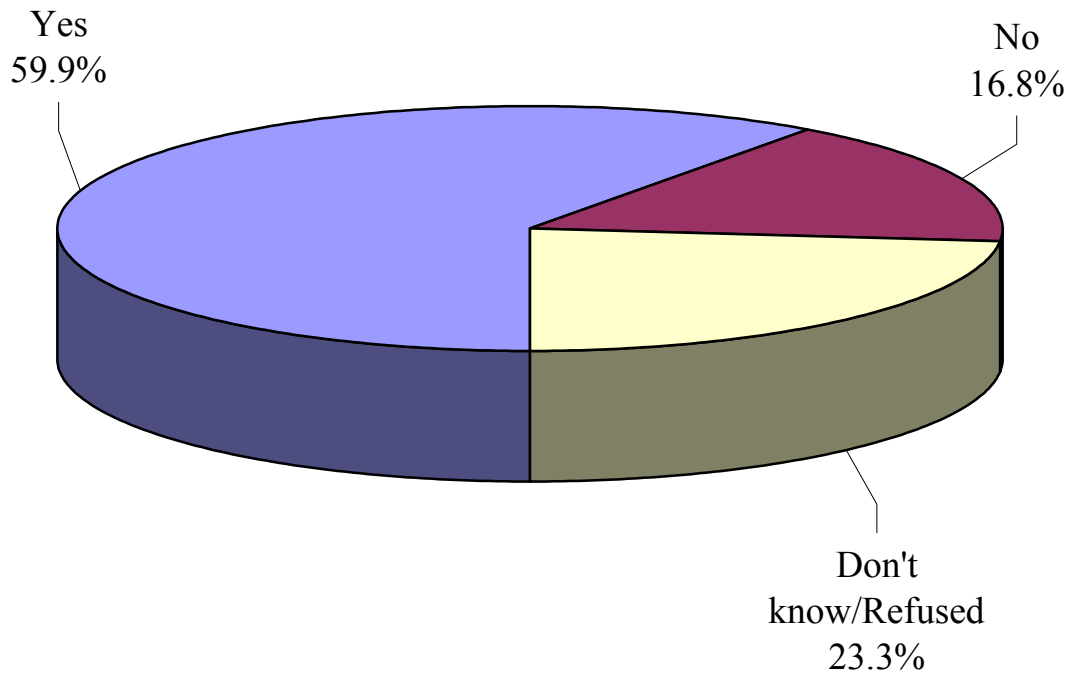
Q21a. Does your community provide adequate services for Ambulance Services?

Response	Frequency	Percent
Yes	91	45.1%
No	60	29.7%
Don't know/Refused	<u>51</u>	<u>25.2%</u>
Total	202	100.0%



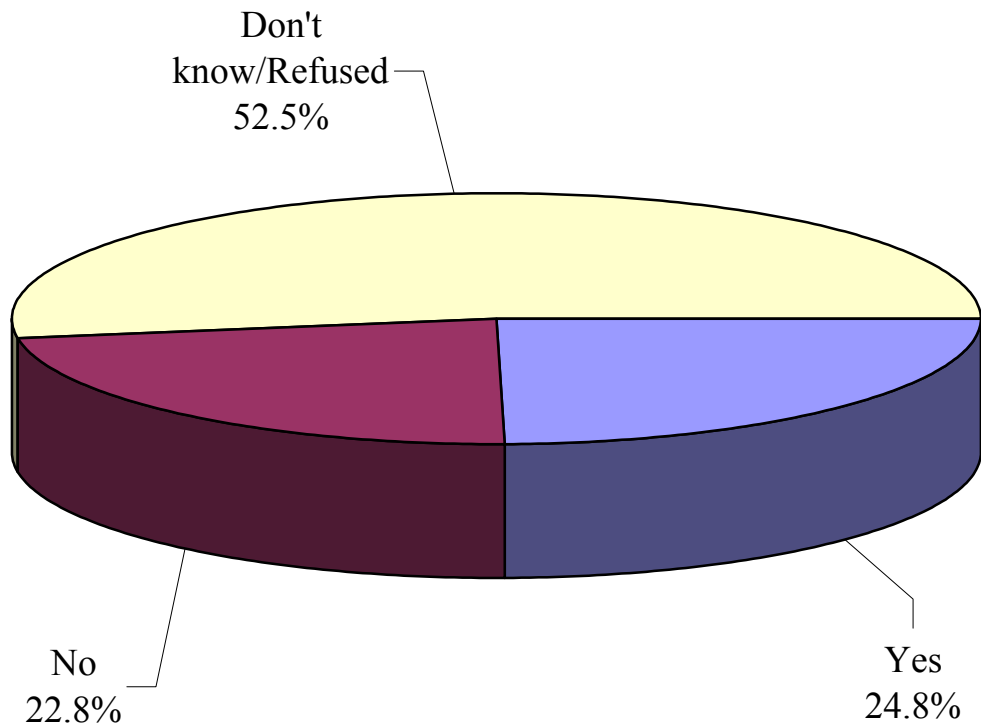
Q21b. Does your community provide adequate services for Dental

Response	Frequency	Percent
Yes	121	59.9%
No	34	16.8%
Don't know/Refused	47	23.3%
Total	202	100.0%



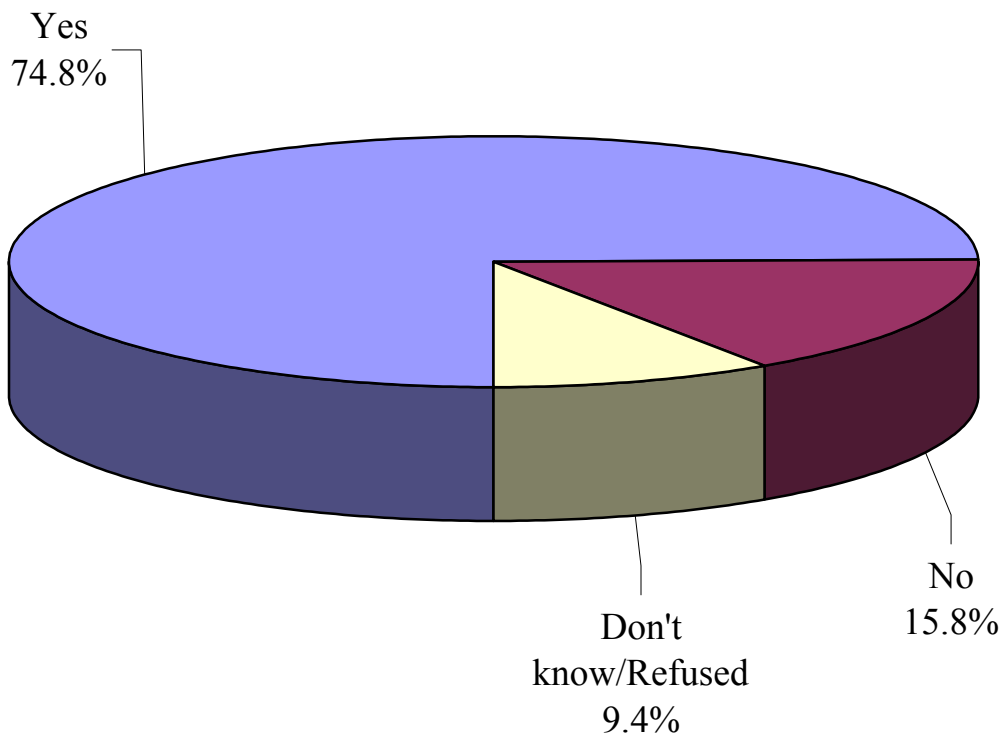
Q21c. Does your community provide adequate services for Free Clinic Services?

Response	Frequency	Percent
Yes	50	24.7%
No	46	22.8%
Don't know/Refused	<u>106</u>	<u>52.5%</u>
Total	202	100.0%



Q21d. Does your community provide adequate services for Pharmacy Services?

Response	Frequency	Percent
Yes	151	74.8%
No	32	15.8%
Don't know/Refused	19	9.4%
Total	202	100.0%



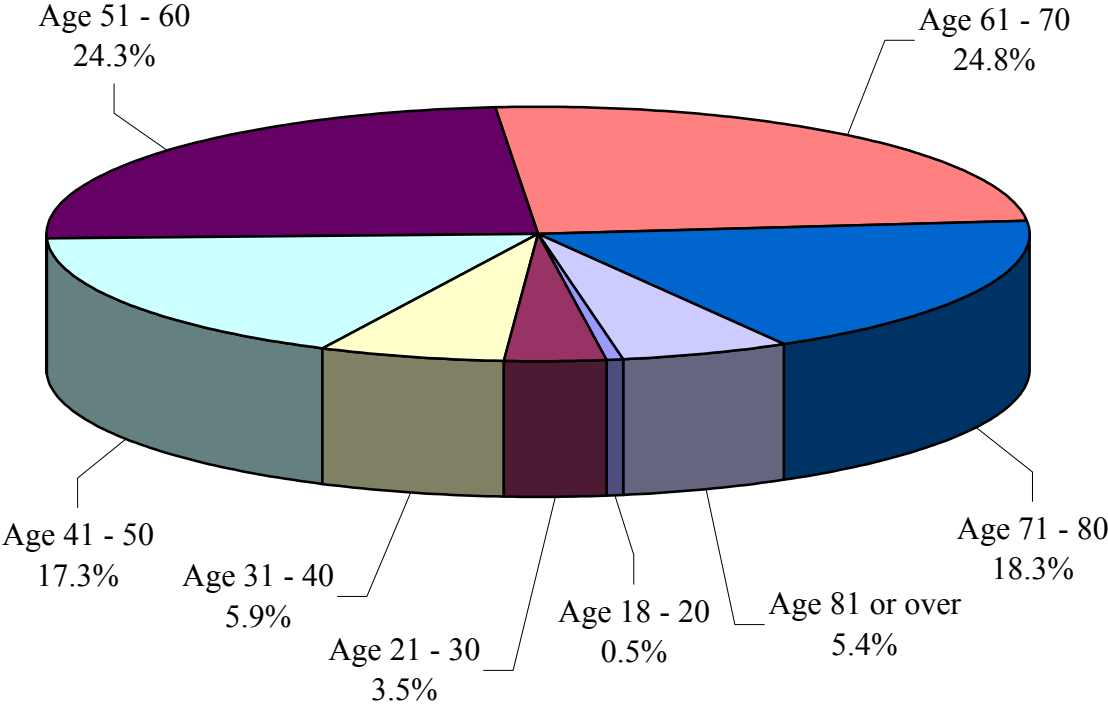
Q22. What concerns you most about health care in Eufaula?

Response	Frequency	Percent
Hospital Facilities and Equipment -		
Updated equipment (15), Better facilities (5)	20	9.8%
Availability of health care	20	9.8%
Insurance/Cost/Affordability	19	9.3%
Hospital -		
Quality of care (10), Losing the hospital (7)	17	8.3%
Staffing -		
Better doctors (7), More doctors (6)	13	6.4%
Ambulance service	9	4.3%
Specialists (4) -	6	2.9%
Cardiologist (2)		
Elderly care	4	2.0%
Better emergency room services	3	1.5%
More pharmacies	2	1.0%
Cost of prescriptions	2	1.0%
Healthcare for children	1	0.5%
TB tests	1	0.5%
Medicare	1	0.5%
Don't know/Don't go there	52	25.5%
No concerns	<u>34</u>	<u>16.7%</u>
Total*	204	100.0%

* Respondents are able to give more than one response.

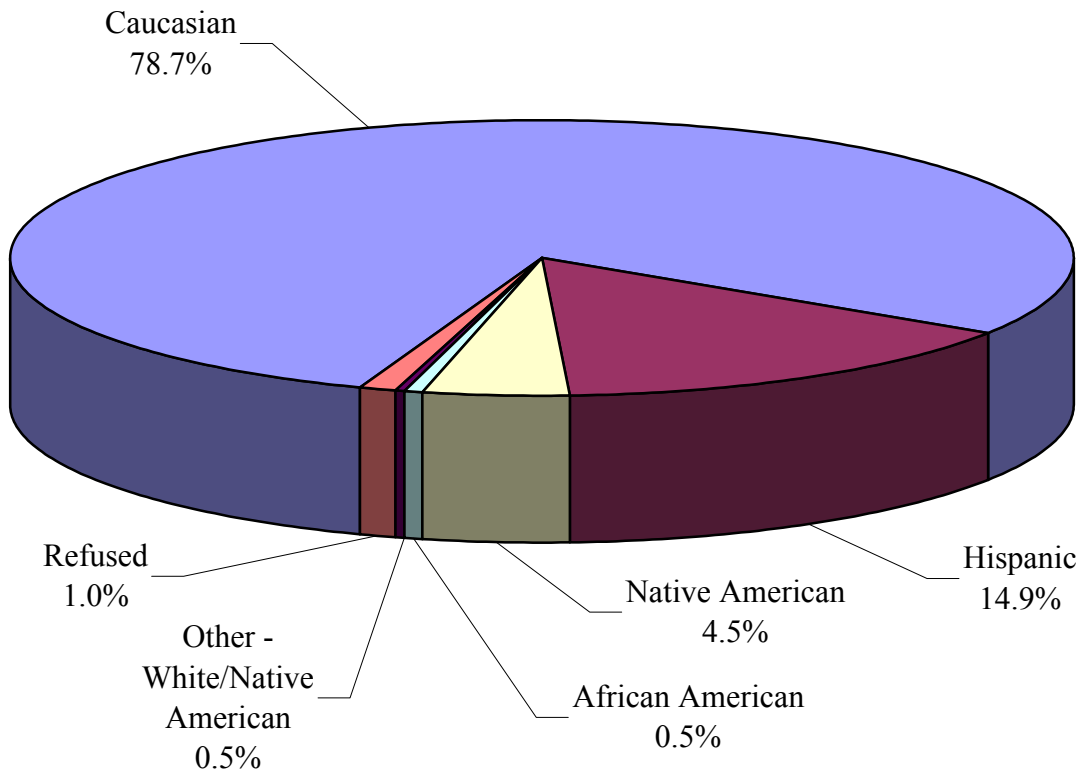
Q23. What is your age?

Response	Frequency	Percent
Age 18 - 20	1	0.5%
Age 21 - 30	7	3.5%
Age 31 - 40	12	5.9%
Age 41 - 50	35	17.3%
Age 51 - 60	49	24.3%
Age 61 - 70	50	24.8%
Age 71 - 80	37	18.3%
Age 81 or over	<u>11</u>	<u>5.4%</u>
Total	202	100.0%



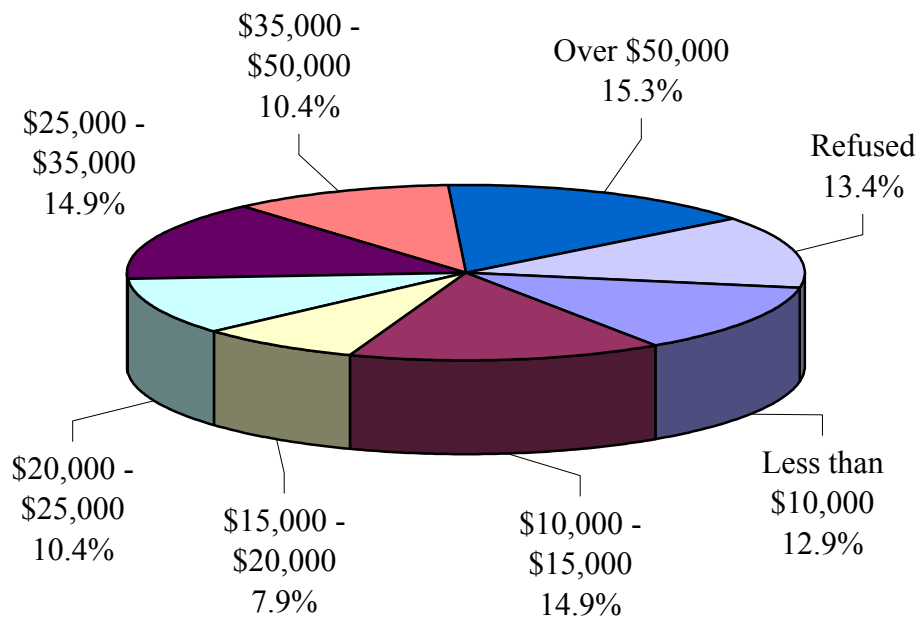
Q24. What is your ethnicity?

Response	Frequency	Percent
Caucasian	159	78.6%
Hispanic	30	14.9%
Native American	9	4.5%
African American	1	0.5%
Other - White/Native American	1	0.5%
Refused	2	1.0%
Total	202	100.0%



Q25. What is your annual household income?

Response	Frequency	Percent
Less than \$10,000	26	12.8%
\$10,000 - \$15,000	30	14.9%
\$15,000 - \$20,000	16	7.9%
\$20,000 - \$25,000	21	10.4%
\$25,000 - \$35,000	30	14.9%
\$35,000 - \$50,000	21	10.4%
Over \$50,000	31	15.3%
Refused	<u>27</u>	<u>13.4%</u>
Total	202	100.0%



Q26. Gender of respondent.

Response	Frequency	Percent
Male	60	29.7%
Female	<u>142</u>	<u>70.3%</u>
Total	202	100.0%

