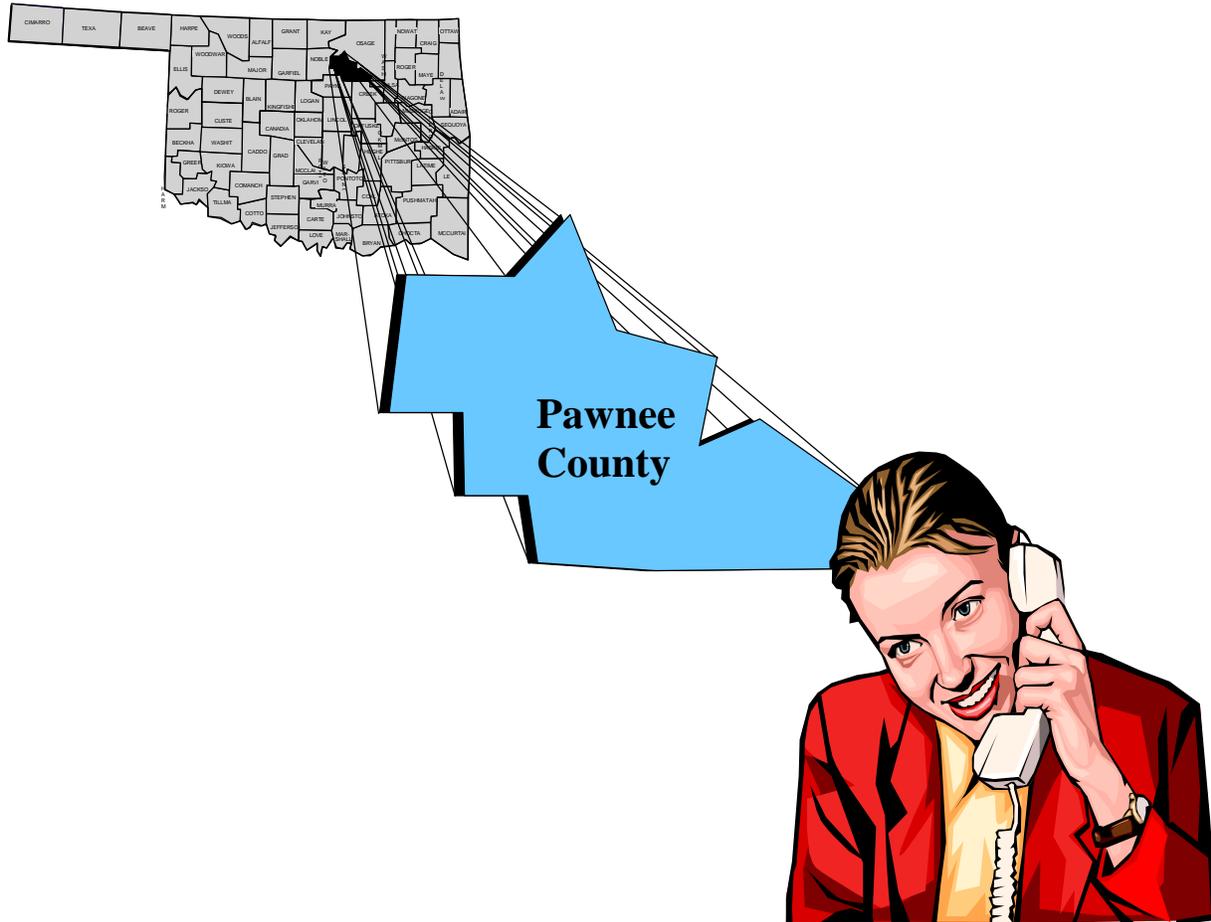


Cleveland Area Hospital Medical Service Area Telephone Survey Form and Results



Your Opinion Counts

Oklahoma State Department of Health,
Office of Rural Health

Oklahoma Cooperative Extension Service,
Oklahoma State University

April 2002

Cleveland Area Hospital Medical Service Area Telephone Survey Form and Results

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RURAL DEVELOPMENT
OKLAHOMA COOPERATIVE EXTENSION SERVICE
OKLAHOMA STATE UNIVERSITY

April 2002

**Cleveland Area Hospital Medical Service Area
Telephone Survey Form**

Interview Script/Questions

Service Area

<u>Town</u>	<u>Zip Code</u>	<u>Town</u>	<u>Zip Code</u>
<input type="checkbox"/> Cleveland	74020	<input type="checkbox"/> New Prue	74060
<input type="checkbox"/> Hominy	74035	<input type="checkbox"/> Osage	74054
<input type="checkbox"/> Jennings	74038	<input type="checkbox"/> Terlton	74081
<input type="checkbox"/> Hallett	74034		

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

- Yes No

2. If not, whom do you go to for routine care? _____

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

- Cleveland Hominy Mannford Osage
 Hallett Jennings Pawnee Terlton

4. If you use a family doctor outside of the Cleveland area, why? _____

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

- Yes No

6. A. Are you satisfied with the quality of care provided by your family doctor?

- Satisfied Dissatisfied

6. B. If dissatisfied, why? _____

7. Do you think there are enough family doctors in the Cleveland area?

- Yes No Don't Know

8. Do you think that additional specialty doctors are needed in the Cleveland area?

- Yes No Don't Know

9. If yes to Question 8, list one specialist you think should come on a regular basis to your community to offer a specialty clinic.

(Interviewer: Please do not read the choices, the list is only for your convenience)

- Cardiology
 Obstetrics-Gynecology
 Pediatrics
 Other _____

10. A. What health insurance covers you?

- | | You |
|--|--------------------------|
| Do Not Have Health Insurance | <input type="checkbox"/> |
| Champus/TriCare Management Program | <input type="checkbox"/> |
| Insurance Through Employer/
Previous Employer | <input type="checkbox"/> |
| Medicare | <input type="checkbox"/> |
| Medicare Supplement | <input type="checkbox"/> |
| Medicaid Or Sooner Care | <input type="checkbox"/> |
| Native American Benefits | <input type="checkbox"/> |
| Self-Paid Plan | <input type="checkbox"/> |
| VA Benefits | <input type="checkbox"/> |
| Other _____ | <input type="checkbox"/> |

10. B. What health insurance covers your family?

- | | Family |
|--|--------------------------|
| Do Not Have Health Insurance | <input type="checkbox"/> |
| Champus/TriCare Management Program | <input type="checkbox"/> |
| Insurance Through Employer/
Previous Employer | <input type="checkbox"/> |
| Medicare | <input type="checkbox"/> |
| Medicare Supplement | <input type="checkbox"/> |
| Medicaid Or Sooner Care | <input type="checkbox"/> |
| Native American Benefits | <input type="checkbox"/> |
| Self-Paid Plan | <input type="checkbox"/> |
| VA Benefits | <input type="checkbox"/> |
| Other _____ | <input type="checkbox"/> |

11. If you do not have health insurance coverage, why? (Interviewer: Do not read choices)

- Cannot afford coverage
- Pre-existing medical condition
- Other _____

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

- Yes No

13. If yes, at which hospital(s) were services received?

- | | |
|---|--|
| <input type="checkbox"/> Children’s Medical Center (Tulsa) | <input type="checkbox"/> Saint Francis Hospital (Tulsa) |
| <input type="checkbox"/> Cleveland Area Hospital (Cleveland) | <input type="checkbox"/> St. John Medical Center (Tulsa) |
| <input type="checkbox"/> Stillwater Medical Center (Stillwater) | <input type="checkbox"/> Cushing Regional Hospital (Cushing) |
| <input type="checkbox"/> Tulsa Regional Medical Center (Tulsa) | <input type="checkbox"/> Hillcrest Medical Center (Tulsa) |
| <input type="checkbox"/> VA Hospital (Muskogee) | <input type="checkbox"/> Indian Health Services |
| <input type="checkbox"/> Pawnee Municipal Hospital (Pawnee) | <input type="checkbox"/> Other _____ |

14. If other than the Cleveland Area Hospital, why did you choose this/these hospital(s)? _____

15. If your last visit to a hospital was to the Cleveland Area Hospital within the last 12 months, what hospital services did you use? (Interviewer: Do not read choices)

- | | |
|---|--|
| <input type="checkbox"/> Ambulance/Air transport | <input type="checkbox"/> Outpatient Surgery |
| <input type="checkbox"/> Emergency Room | <input type="checkbox"/> Physical Therapy |
| <input type="checkbox"/> Home Health Arrangements | <input type="checkbox"/> Radiology (x-ray) |
| <input type="checkbox"/> Inpatient Stay | <input type="checkbox"/> Respiratory Therapy |
| <input type="checkbox"/> Inpatient Surgery | <input type="checkbox"/> Specialty Doctor |
| <input type="checkbox"/> Laboratory (blood) Tests | <input type="checkbox"/> Other _____ |

16. A. If yes to question 15, were you satisfied with the services provided by the Cleveland Area Hospital?

- Yes No

16. B. If dissatisfied, why? _____

17. A. Do you think Cleveland Area Hospital is meeting the health needs of the residents in the surrounding area?

- Yes No Don't Know

17. B. If "No", Why? _____

18. A. Have you used Emergency Room services in the past 12 months at the Cleveland Area Hospital?

- Yes No

18. B. If you have used Emergency Room services in the past 12 months at the Cleveland Area Hospital, what services were used? (Interviewer: Do not read choices)

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

19. Has any member of your household used the services of the Pawnee County Health Department located in Cleveland in the past 12 months?

- Yes No

20. A. If Yes to Question 19, were you:

- Satisfied Dissatisfied

20. B. If dissatisfied, why? _____

21. A. Do you feel that your community provides adequate services for the following?

- | | Yes | No | Don't Know |
|-----------------------------|--------------------------|--------------------------|--------------------------|
| A. Ambulance Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Nursing Homes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| C. Optometrist (Eye Doctor) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| D. Dentist | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| E. Chiropractor | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

21. B. If you answered no to any of the services listed in Question 21.A please explain why? _____

22. What concerns you most about health care in your community? (Interviewer: 1 or 2 issues)

23. What is your age?

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

24. What is your race? (Optional)

- White African American Hispanic
 Asian Native American Other _____

25. What is your yearly 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 these responses.]

- Don't know/Not sure _____ Refused

26. DO NOT ASK THIS QUESTION!

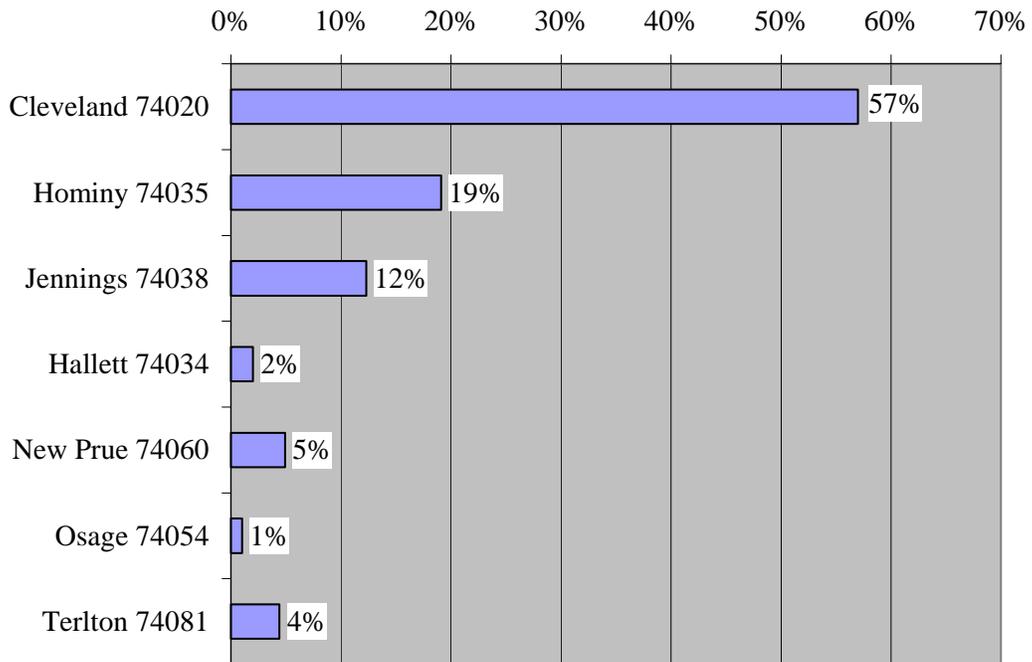
(Interviewer will decide on the answer to this question!)

- Male Female Unknown (Can't Tell)

**Cleveland Area Hospital Medical Service Area
Telephone Survey Results**

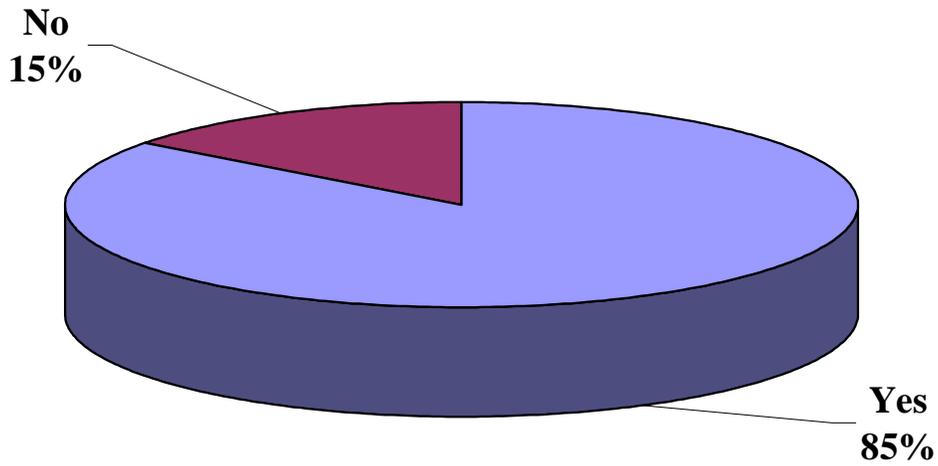
QScreen. What is your zip code?

Response	Frequency	Percent
Cleveland 74020	115	57%
Hominy 74035	39	19%
Jennings 74038	25	12%
Hallett 74034	4	2%
New Prue 74060	10	5%
Osage 74054	2	1%
Terlton 74081	9	4%
Total	204	100%



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

Response	Frequency	Percent
Yes	174	85%
No	30	15%
Total	204	100%

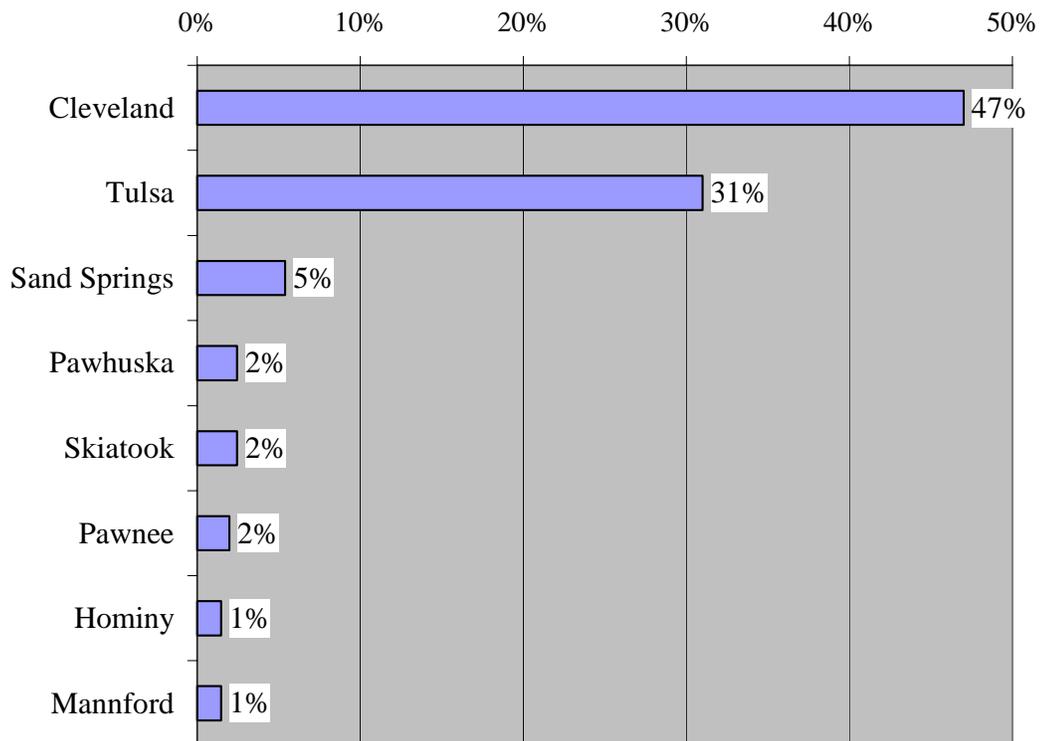


Q2. If no, who do you go to for routine care?

Response	Frequency	Percent
Don't go	8	26%
Doctor	5	17%
Clinic	4	13%
Specialist	4	13%
Anyone	2	7%
Health Department	2	7%
Indian Clinic	2	7%
VA	2	7%
Home Health	<u>1</u>	<u>3%</u>
Total Responses	30	100%

Q3. Where do you go the most for your family's primary health care needs?

Response	No.	Percent	Response	No.	Percent
Cleveland	93	47%	Pawnee	4	2%
Tulsa	62	31%	Hominy	3	1%
Sand Springs	11	5%	Mannford	3	1%
Pawhuska	5	2%	Other	<u>18</u>	<u>9%</u>
Skiatook	5	2%	Total	204	100%



Q3Other. What other town do you go the most for your family's primary health care needs?

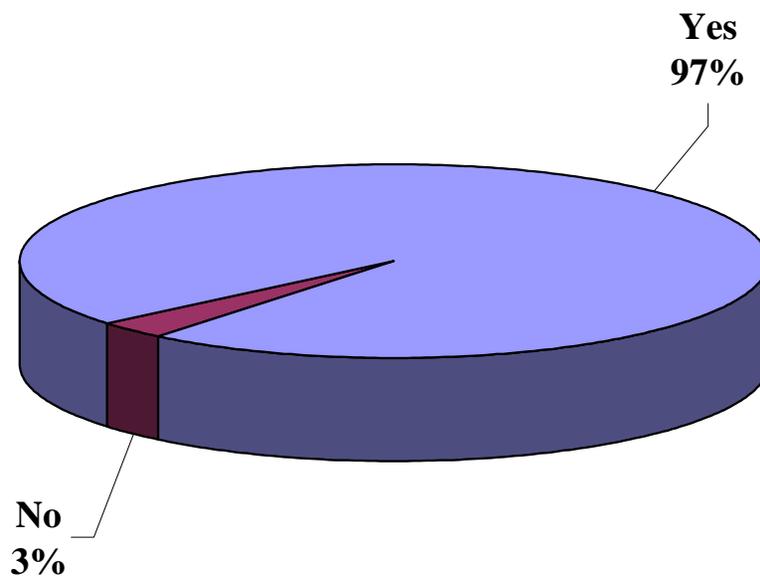
Response	Frequency	Percent
Stillwater	3	16%
Cushing	3	16%
Broken Arrow	2	10%
Yale	2	10%
Bartlesville	1	6%
Claremore	1	6%
Collinsville	1	6%
Drumright	1	6%
Grove	1	6%
Oilton	1	6%
Sapulpa	1	6%
Stroud	<u>1</u>	<u>6%</u>
Total Responses	18	100%

Q4. Why do you use a doctor outside of the Cleveland area?

Response	Frequency	Percent
Established patient	22	24%
Insurance/Cost/Affordability	20	22%
Closer to home/Convenience	18	20%
Confidence/Quality of Care	9	10%
Availability of health services	7	8%
Personal preference	6	7%
Specialist	4	4%
Indian Health Services	3	3%
Recommendation/Referral	<u>2</u>	<u>2%</u>
Total Responses	91	100%

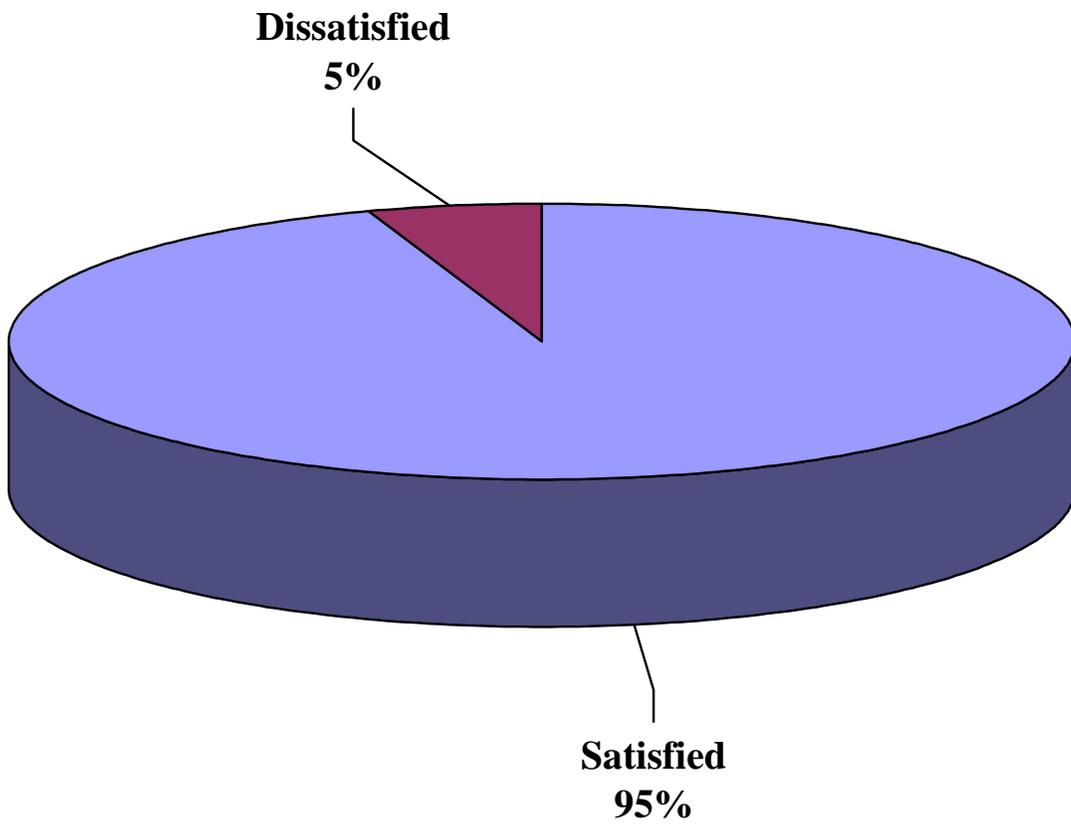
Q5. Are you able to get an appointment with your family doctor when you need one?

Response	Frequency	Percent
Yes	168	97%
No	<u>6</u>	<u>3%</u>
Total	174	100%



Q6A. How would you describe the quality of care provided by your family doctor?

	Frequency	Percent
Satisfied	165	95%
Dissatisfied	9	5%
Total	174	100%

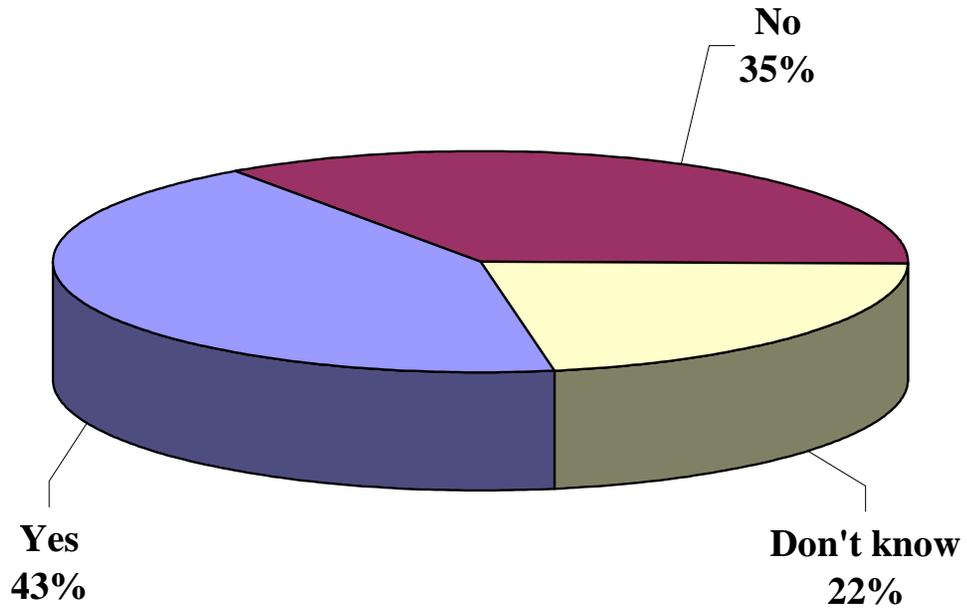


Q6B. Why are you dissatisfied with the quality of care provided by your family doctor?

Response	Frequency	Percent
Lack of quality care	4	45%
Availability of health services	2	22%
Insurance care	1	11%
Lack of staffing	1	11%
Misdiagnosed	<u>1</u>	<u>11%</u>
Total Responses	9	100%

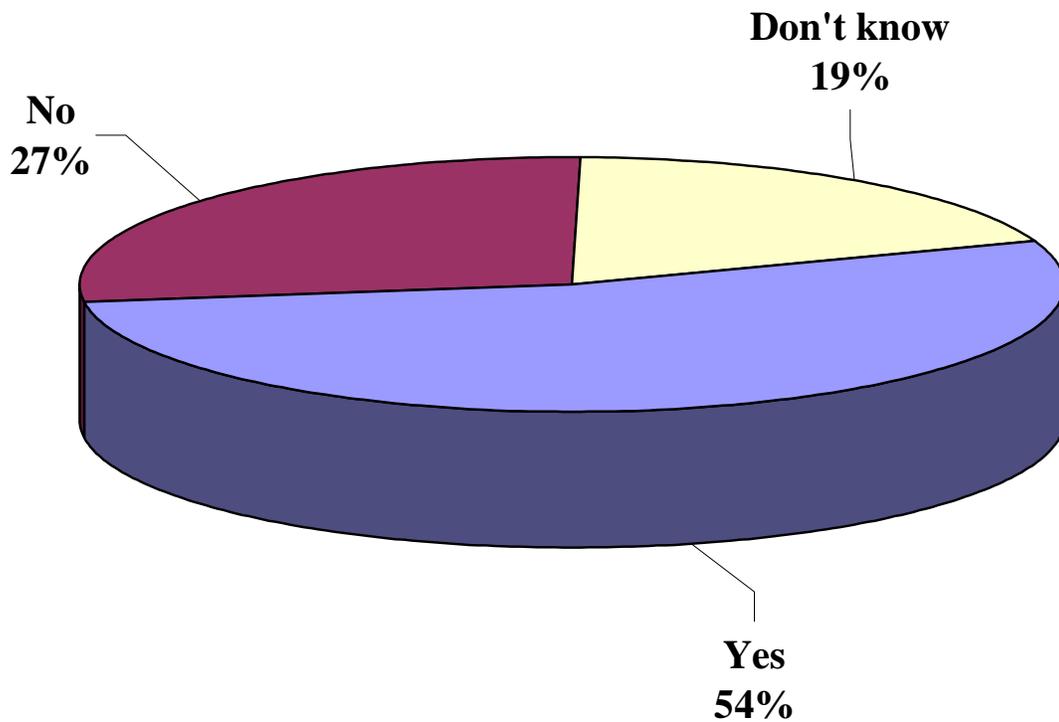
Q7. Do you think there are enough family doctors in the Cleveland area?

	Frequency	Percent
Yes	88	43%
No	71	35%
Don't know	<u>45</u>	<u>22%</u>
Total	204	100%



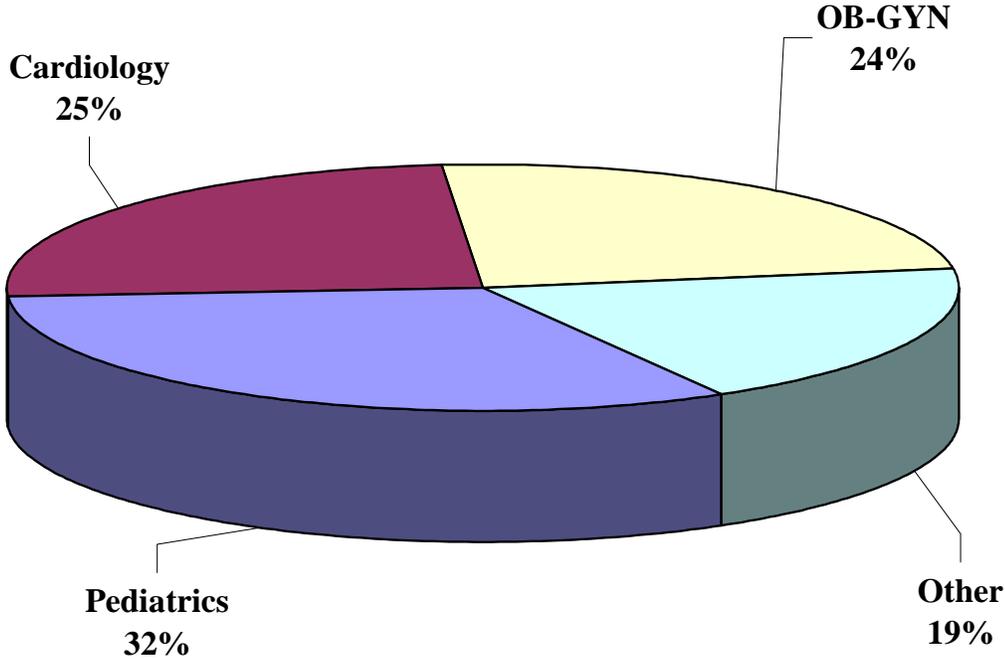
Q8. Do you think that additional specialty doctors are needed in the Cleveland area?

Response	Frequency	Percent
Yes	109	54%
No	56	27%
Don't know	39	19%
Total	204	100%



Q9. Which one specialist do you think should come on a regular basis to your community to offer a specialty clinic?

Response	Frequency	Percent
Pediatrics	35	32%
Cardiology	27	25%
OB-GYN	26	24%
Other	<u>21</u>	<u>19%</u>
Total	109	100%



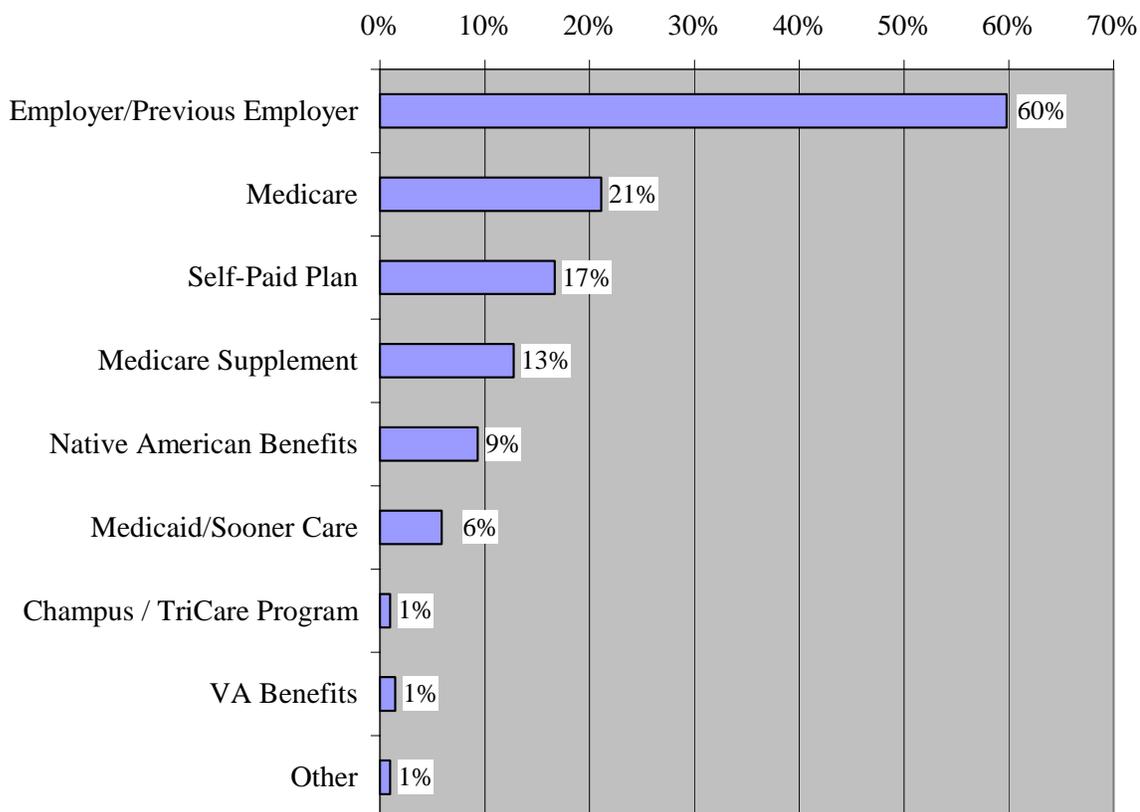
Q9Other. "Other" specialists listed from Q9.

Response	Frequency	Percent
Don't know	2	13%
Geriatrics specialist	3	13%
All specialists	2	8%
Dermatologist	2	8%
Internist	2	8%
Arthritis specialist	1	5%
Children's dentist	1	5%
Diabetic specialist	1	5%
Family doctors	1	5%
Gastroenterologist	1	5%
Home Health Care	1	5%
Oncologist	1	5%
Orthopedist	1	5%
Pulmonologist	1	5%
Sports medicine doctor	<u>1</u>	<u>5%</u>
Total Responses	21	100%

Q10A. What health insurance covers you?

Response	Frequency	Percent*
Insurance through Employer/Previous Employer	122	60%
Medicare	43	21%
Self-Paid Plan	34	17%
Medicare Supplement	26	13%
Native American Benefits	19	9%
Medicaid/Sooner Care	12	6%
Champus / TriCare Program	2	1%
VA Benefits	3	1%
Other	2	1%
BlueCross BlueShield (1), Community Plan (1)		
Total	263	

*Percent based on number of respondents.



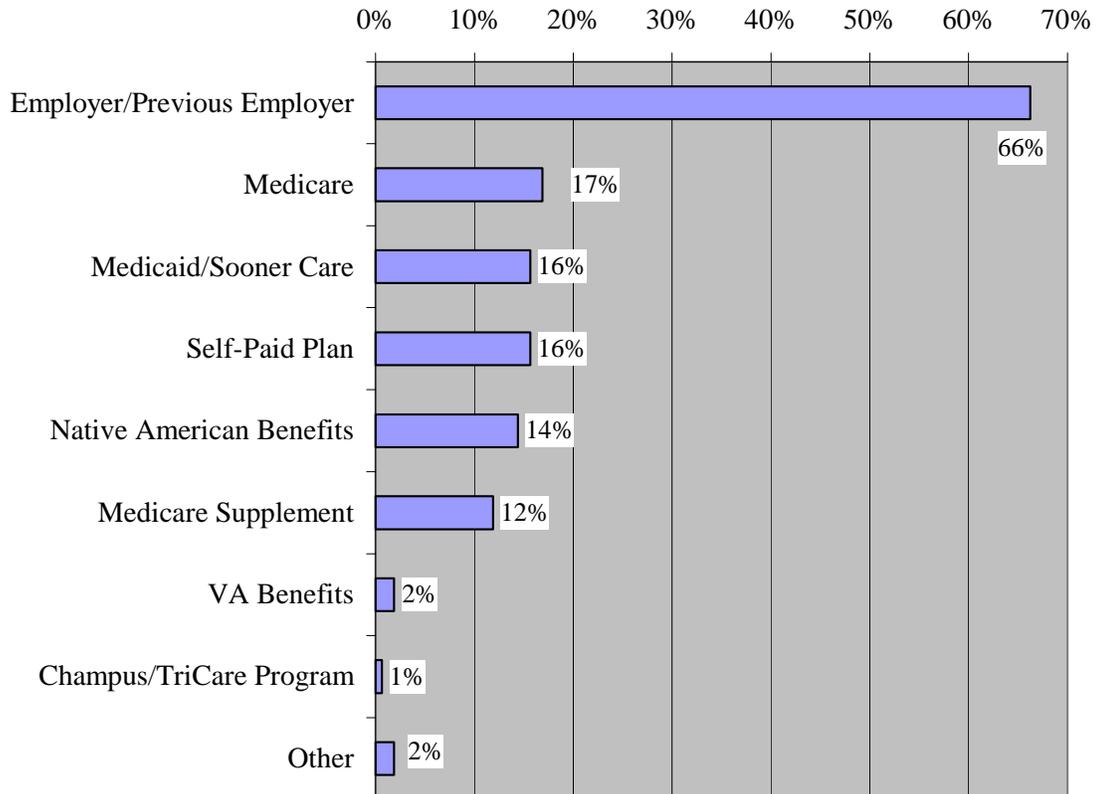
Q10B-1. Which of the respondents have family members with health insurance?

Response	Frequency	Percent
Family Members Have Health Insurance	160	78%
No Other Family Members	34	17%
Family Members Don't Have Health Insurance	9	4%
Don't Know	<u>1</u>	<u>1%</u>
Total	204	100%

Q10B-2. What health insurance covers your family?

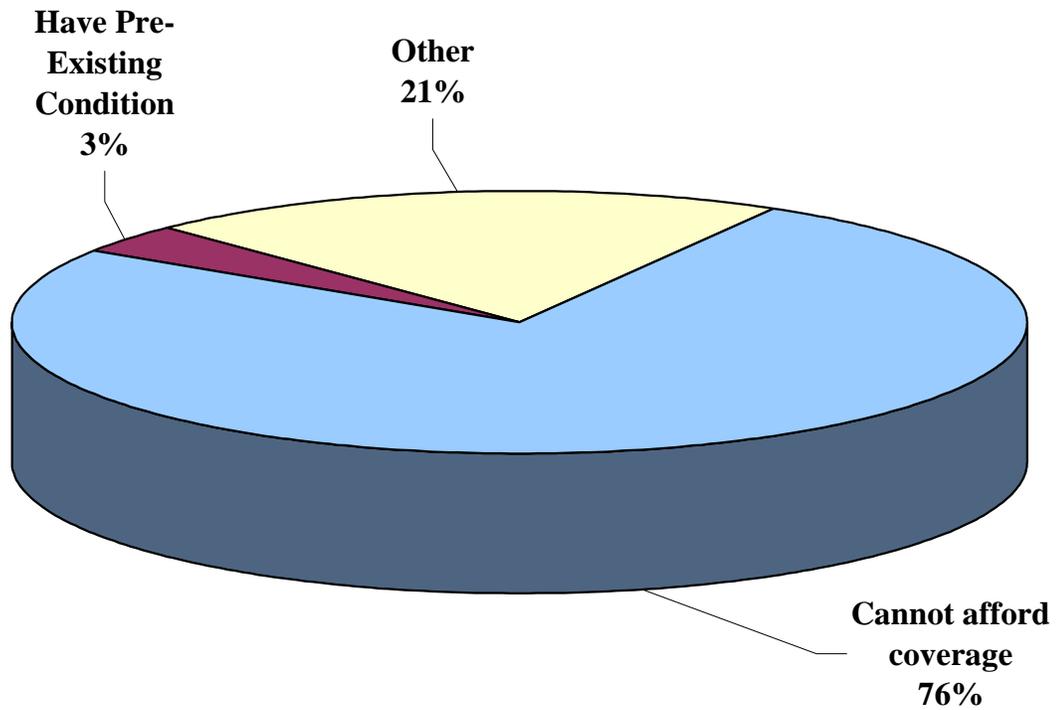
Response	Frequency	Percent*
Insurance through Employer/Previous Employer	106	66%
Medicare	27	17%
Medicaid/Sooner Care	25	16%
Self-Paid Plan	25	16%
Native American Benefits	23	14%
Medicare Supplement	19	12%
VA Benefits	3	2%
Champus/TriCare Program	1	1%
Other BlueCross BlueShield (1), Community Care (1)	3	2%
Total	232	

*Percent based on number of respondents (160).



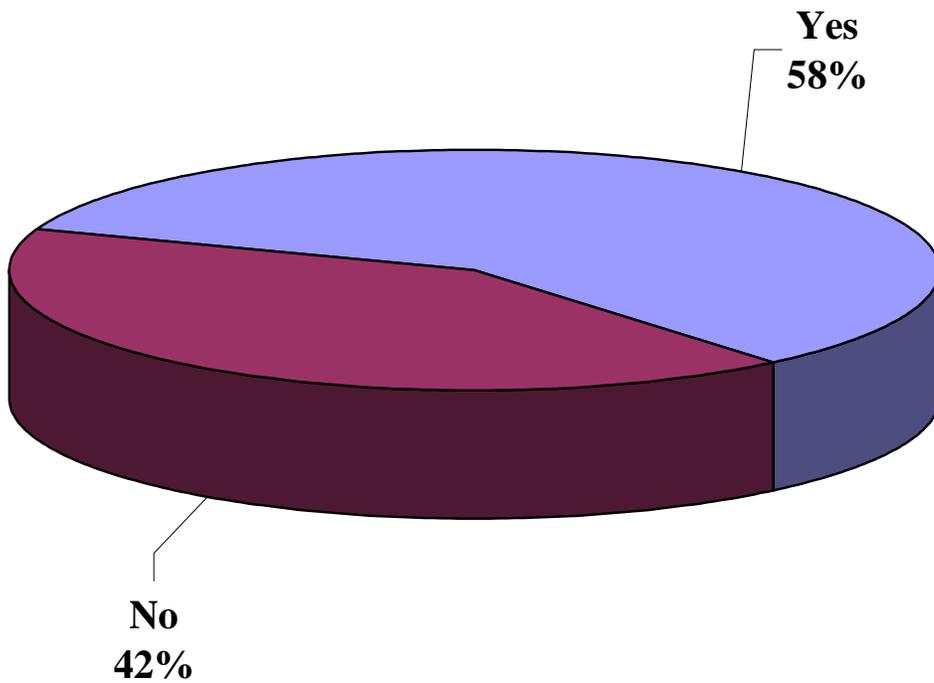
**Q11. If you do not have health insurance coverage,
which best describes why?**

Response	Frequency	Percent
Cannot afford coverage	22	76%
Have Pre-Existing Condition	1	3%
Other	<u>6</u>	<u>21%</u>
No reason to have it (3)		
In between jobs (2)		
Haven't gotten any yet (1)		
Total	29	100%



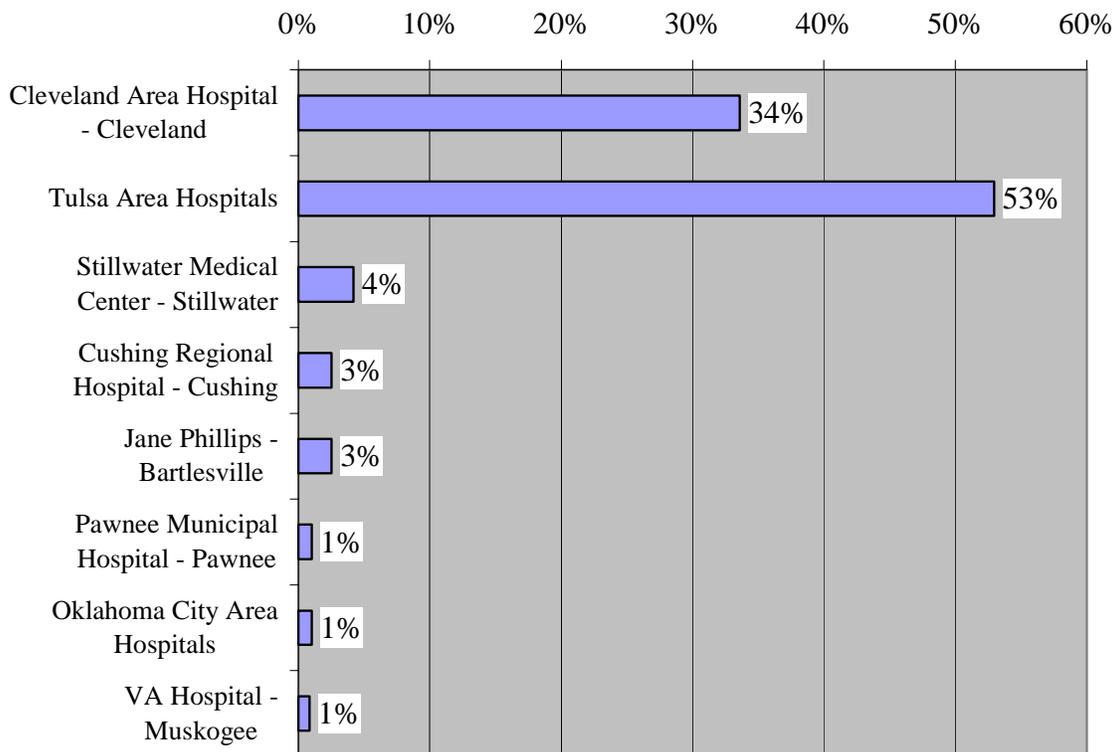
Q12. Has any member of your household used the services of a hospital in the past 12 months?

Response	Frequency	Percent
Yes	119	58%
No	85	42%
Total	204	100%



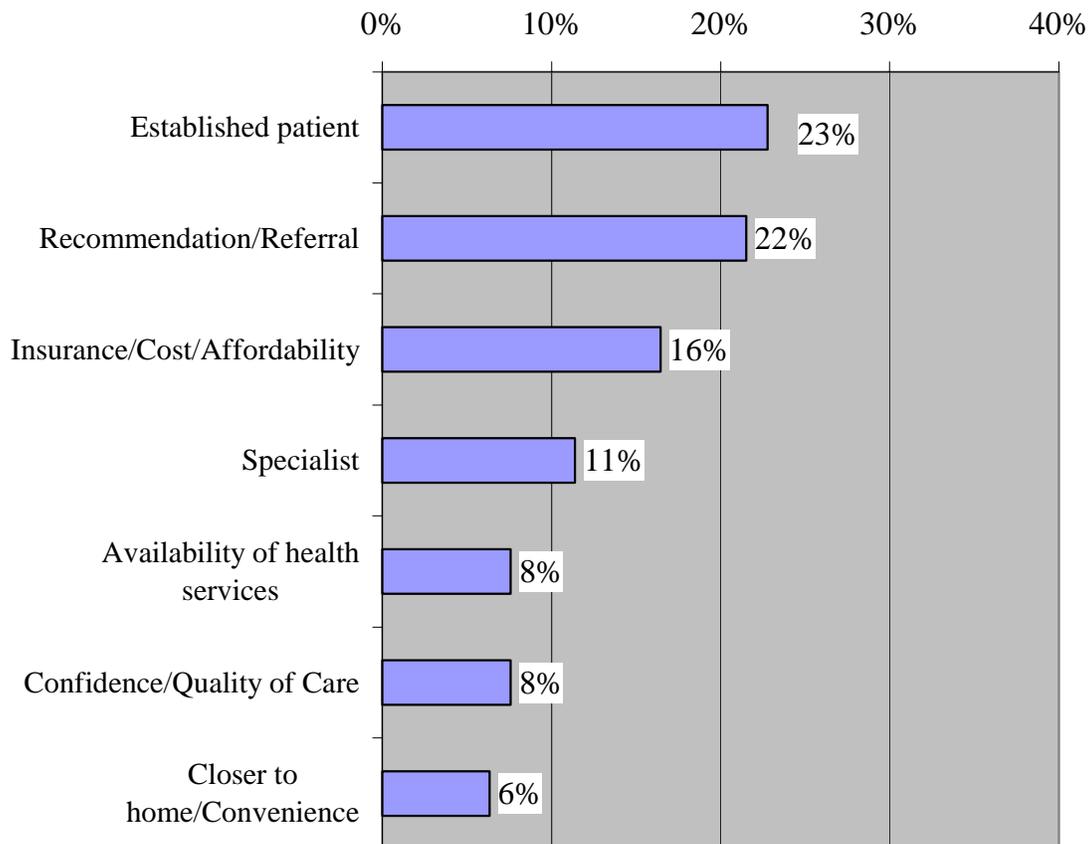
Q13. At which hospital were services received?

Response	Frequency	Percent
Cleveland Area Hospital - Cleveland	40	34%
Tulsa Area Hospitals	63	53%
St. John Medical Center (23)		
Hillcrest Medical Center (16)		
St. Francis Hospital (14)		
Tulsa Regional Medical Center (7)		
Oral Roberts Medical Center (1)		
SouthCrest (1)		
Unspecified Tulsa hospital (1)		
Stillwater Medical Center - Stillwater	5	4%
Cushing Regional Hospital - Cushing	3	3%
Jane Phillips - Bartlesville	3	3%
Pawnee Municipal Hospital - Pawnee	2	1%
Oklahoma City Area Hospitals	2	1%
VA Hospital - Muskogee	1	1%
Total	119	100%



Q14. If other than the Cleveland Area Hospital, why did you choose this/these hospitals?

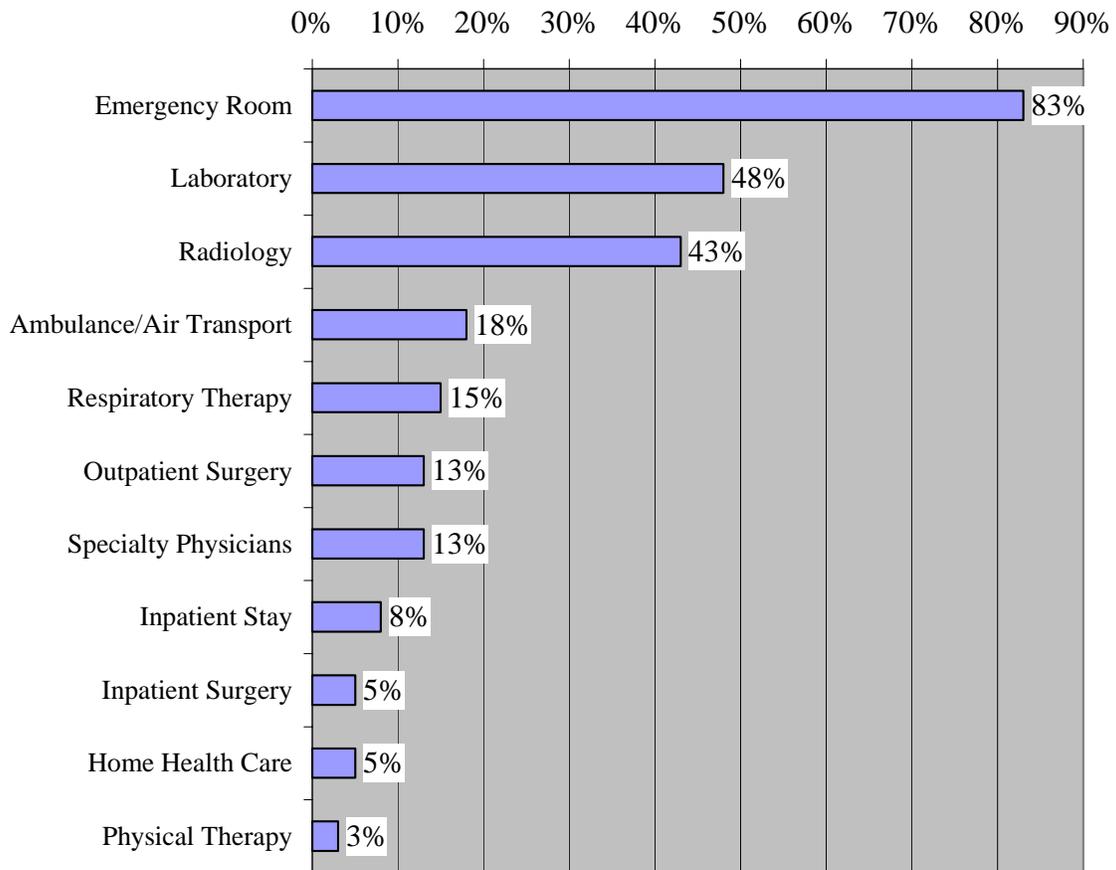
Response	Frequency	Percent
Established patient	18	23%
Recommendation/Referral	17	22%
Insurance/Cost/Affordability	13	16%
Specialist	9	11%
Availability of health services	6	8%
Confidence/Quality of Care	6	8%
Closer to home/Convenience	5	6%
Personal preference	5	6%
Total Responses	79	100%



Q15. What hospital services did you use on your most recent visit to Cleveland Area Hospital?

Response	No.	Percent*	Response	No.	Percent*
Emergency Room	33	83%	Inpatient Stay	3	8%
Laboratory	19	48%	Inpatient Surgery	2	5%
Radiology	17	43%	Home Health Care	2	5%
Ambulance/Air Transport	7	18%	Physical Therapy	1	3%
Respiratory Therapy	6	15%	Other	6	15%
Outpatient Surgery	5	13%			
Specialty Physicians	5	13%	Total	106	

*Percent based on number of "Cleveland Area Hospital" answers in Q13.

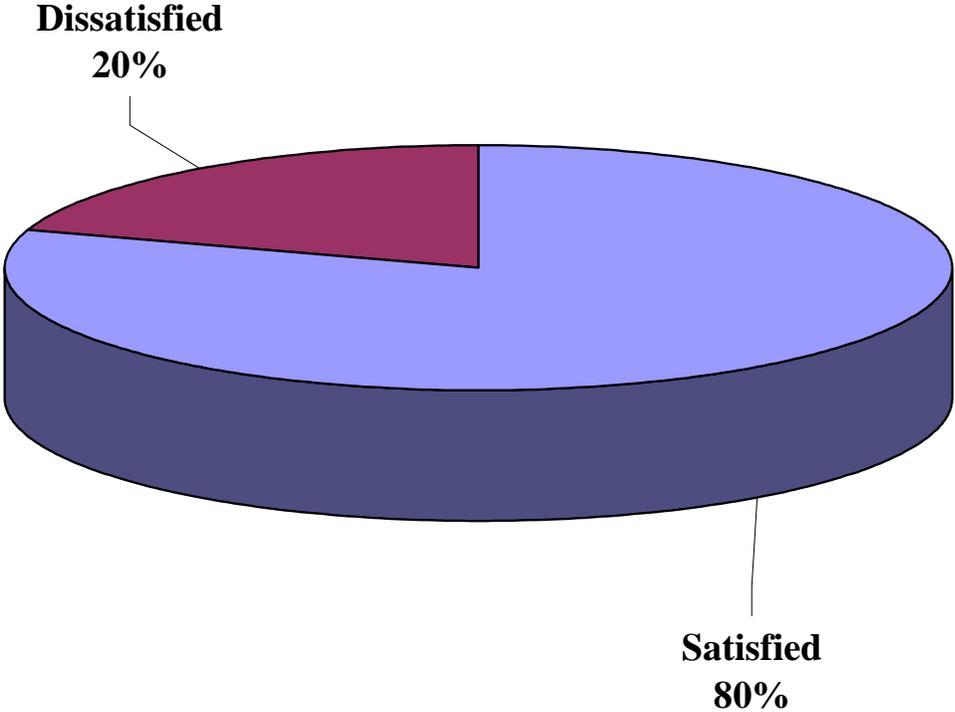


Q15Other. What other hospital service did you use on your most recent visit to Cleveland Area Hospital?

Response	Frequency	Percent
Outpatient Testing	1	16.7%
Ear Infection	1	16.7%
Stitches	1	16.7%
Bone-Marrow Treatment	1	16.7%
Neurological Services	1	16.6%
Routine Care	<u>1</u>	<u>16.6%</u>
Total Responses	6	100.0%

Q16A. How would you describe your experience at Cleveland Area Hospital?

Response	Frequency	Percent
Satisfied	32	80%
Dissatisfied	8	20%
Total	40	100%

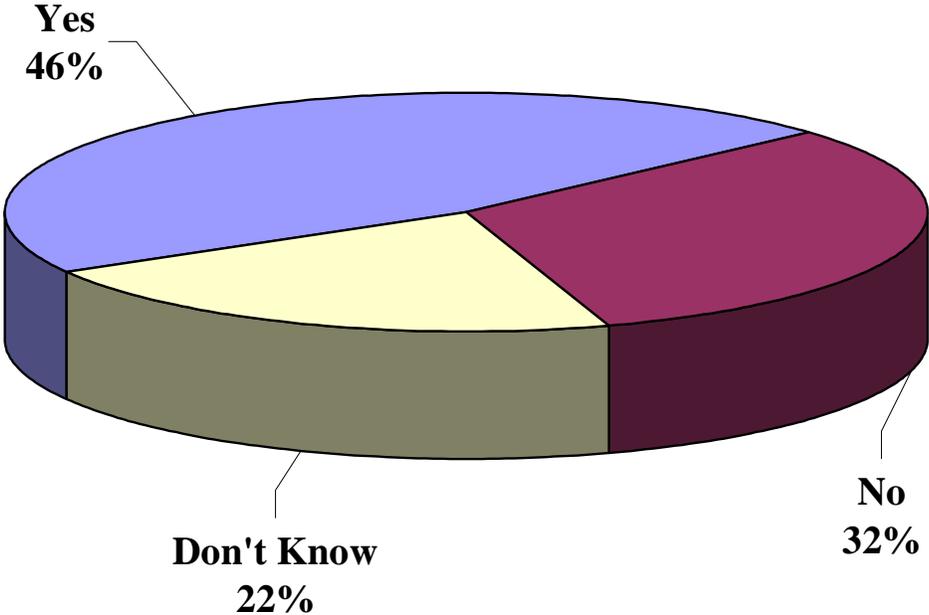


**Q16B. Why were you dissatisfied with your experience at
Cleveland Area Hospital?**

Response	Frequency	Percent
Unprofessional	2	25%
Lack of quality care	2	25%
Too long of wait	2	25%
Lack of equipment	1	13%
Poor facilities	<u>1</u>	<u>12%</u>
Total Responses	8	100%

Q17A. Do you think Cleveland Area Hospital is meeting the health needs of the residents in the surrounding area?

	Frequency	Percent
Yes	95	46%
No	65	32%
Don't Know	44	22%
Total	204	100%

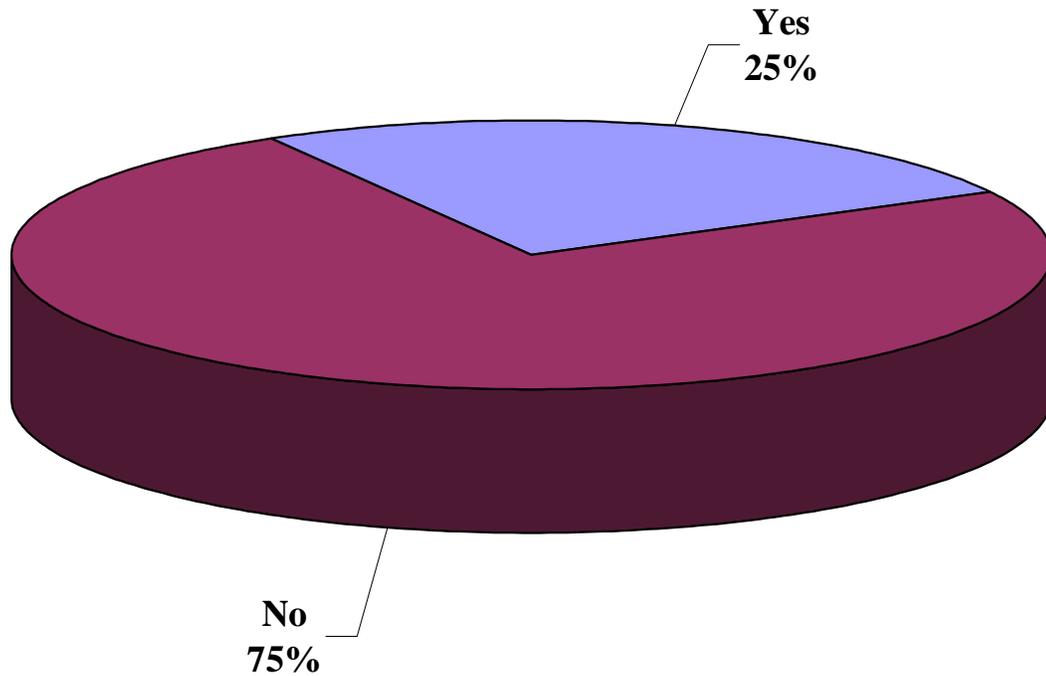


Q17B. If no, why?

Response	Frequency	Percent
Qualified staff	19	28%
Availability of health services	12	17%
Updated facilities/equipment	6	9%
Quality of care	5	8%
Time management	5	8%
Availability of doctors	4	6%
Better management	3	5%
Lack of funding	3	5%
Specialist: OB-GYN (2), Specialist (1)	3	5%
Need bigger hospital	2	3%
Advanced medical technology	1	2%
Cost of healthcare	1	2%
Emergency Room services	<u>1</u>	<u>2%</u>
Total Responses	65	100%

Q18A. Have you used Emergency Room services at the Cleveland Area Hospital in the past 12 months?

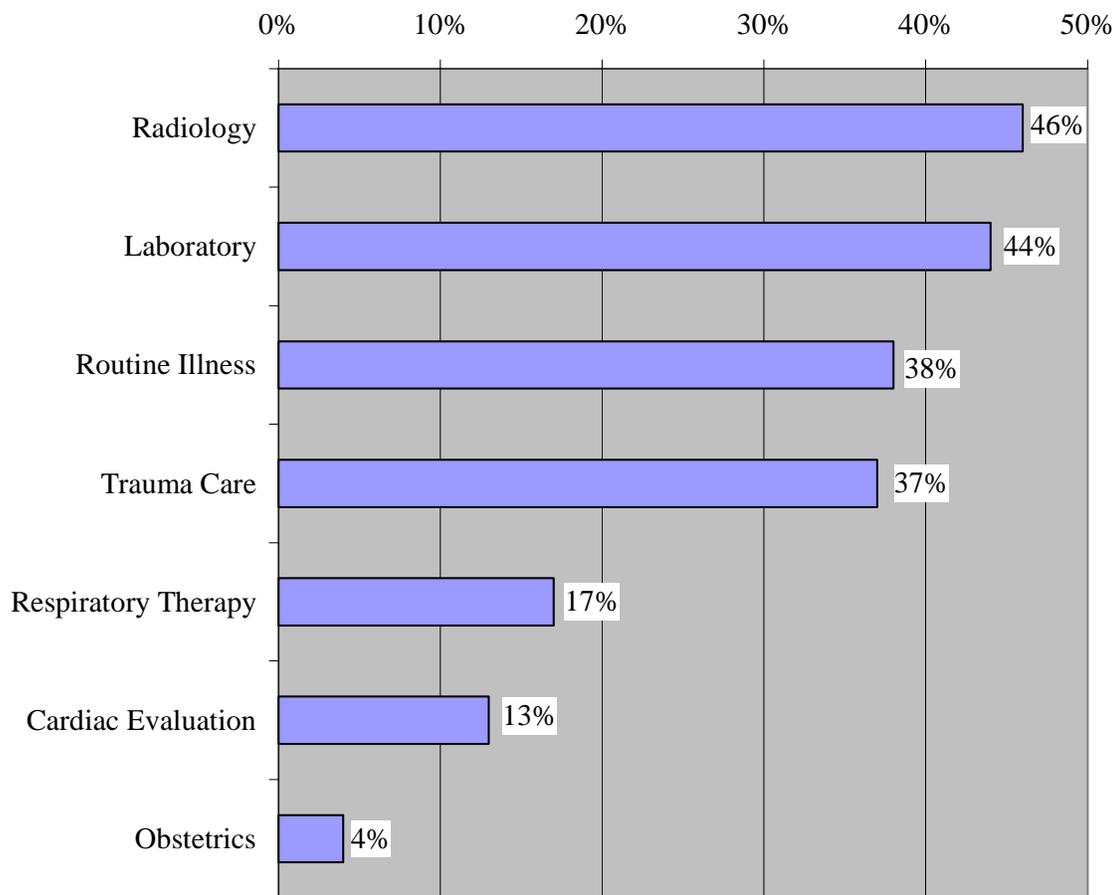
Response	Frequency	Percent
Yes	52	25%
No	<u>152</u>	<u>75%</u>
Total	204	100%



Q18B. If you have used Emergency Room services in the past 12 months at Cleveland Area Hospital, what services were used?

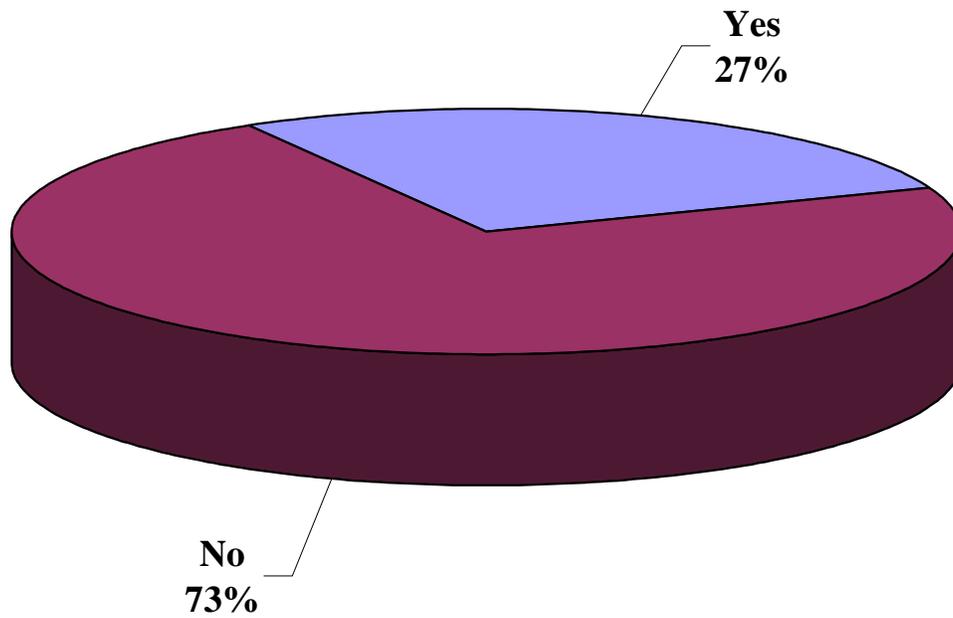
Response	Frequency	Percent*
Radiology	24	46%
Laboratory	23	44%
Routine Illness	20	38%
Trauma Care	19	37%
Respiratory Therapy	9	17%
Cardiac Evaluation	7	13%
Obstetrics	2	4%
Total	104	

*Percent based on "yes" answers to Q18A.



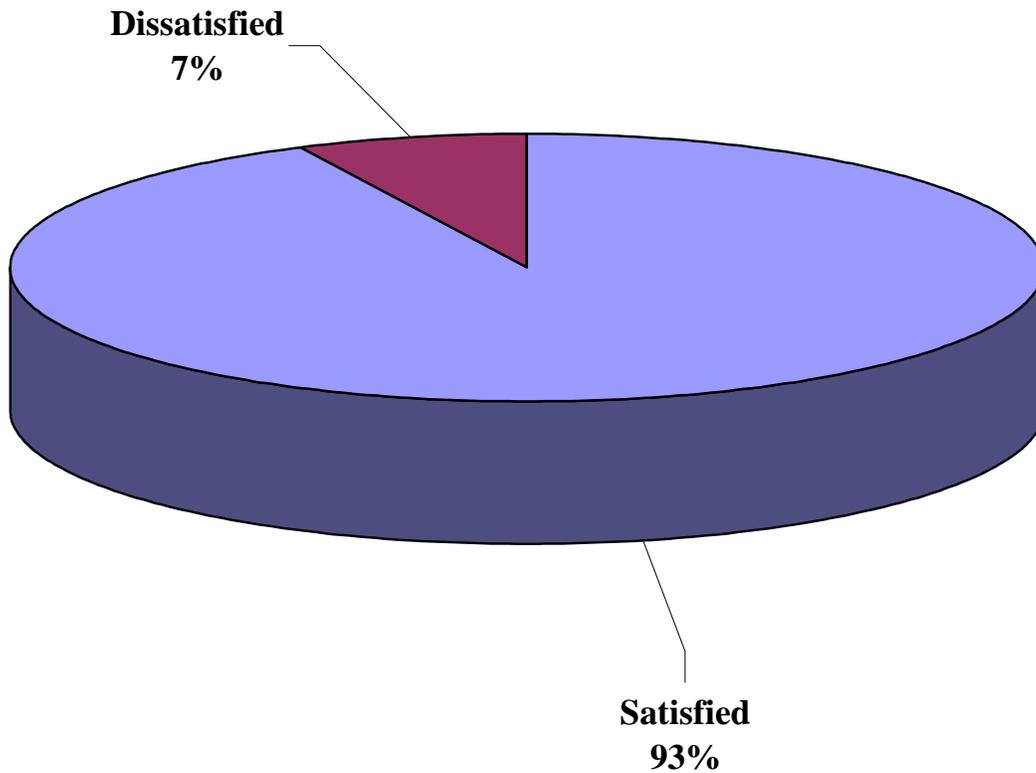
Q19. Have you or any member of your household used the services of the Pawnee County Health Department in the past 12 months?

Response	Frequency	Percent
Yes	56	27%
No	<u>148</u>	<u>73%</u>
Total	204	100%



Q20A. If Yes to Q19, were you satisfied or dissatisfied with these services?

Response	Frequency	Percent
Satisfied	52	93%
Dissatisfied	4	7%
Total	56	100%

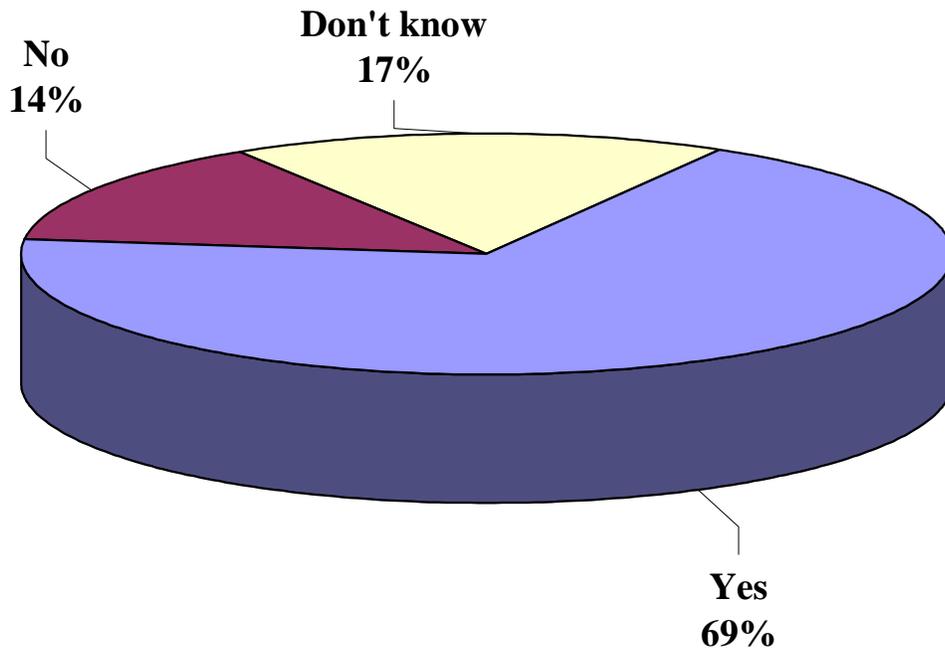


Q20B. Why were you dissatisfied with your experience at Pawnee County Health Department?

Response	Frequency	Percent
Poor facilities	1	25%
Pediatric services	1	25%
Too long of wait	1	25%
Lack of quality care	<u>1</u>	<u>25%</u>
Total Responses	4	100%

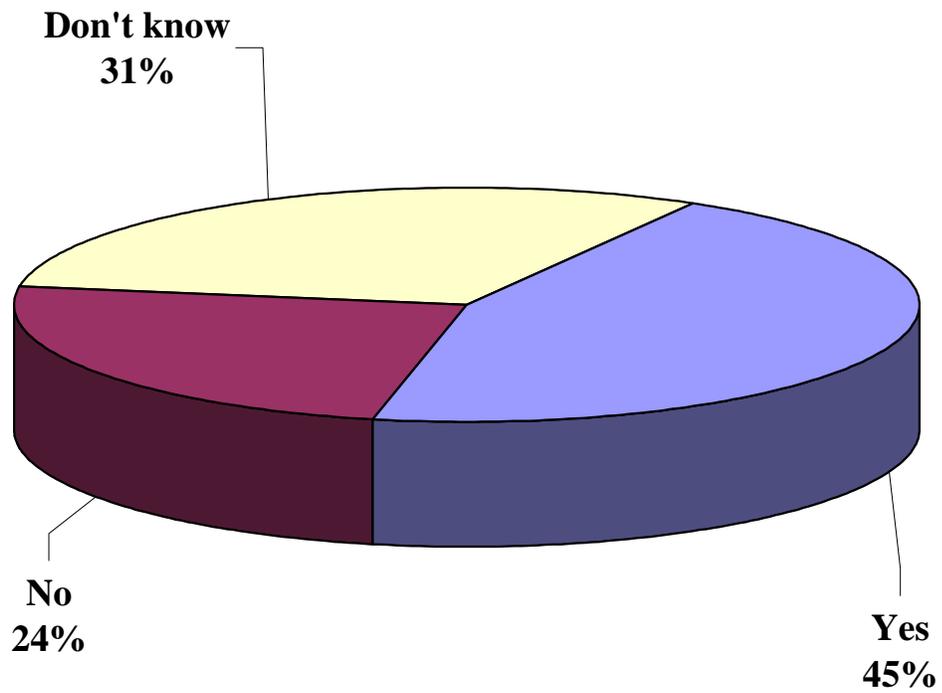
Q21A. Do you feel your community provides adequate ambulance services?

Response	Frequency	Percent
Yes	140	69%
No	29	14%
Don't know	35	17%
Total	204	100%



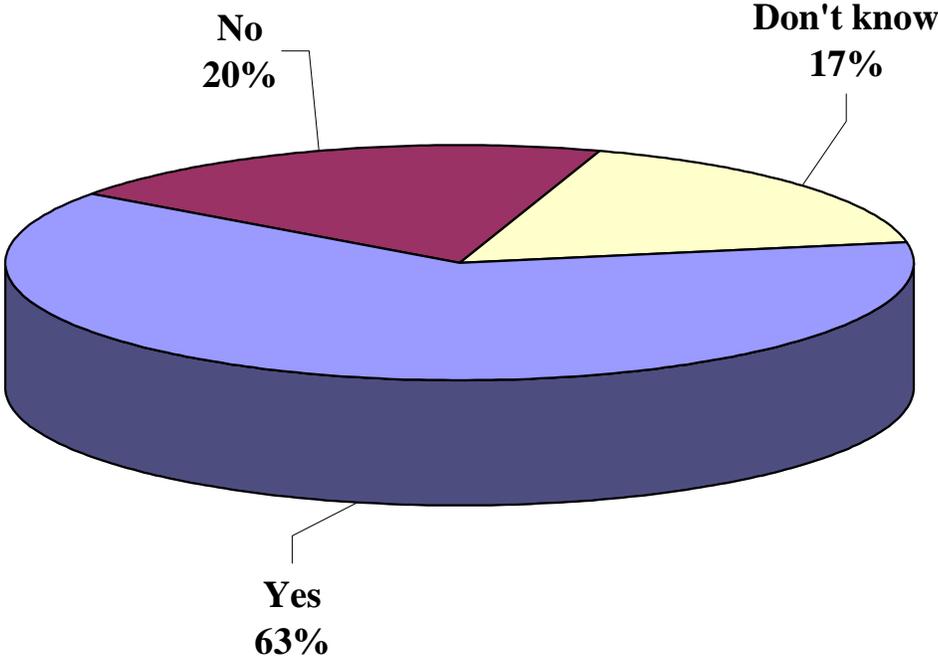
Q21B. Do you feel your community provides adequate services for nursing homes?

Response	Frequency	Percent
Yes	92	45%
No	49	24%
Don't know	63	31%
Total	204	100%



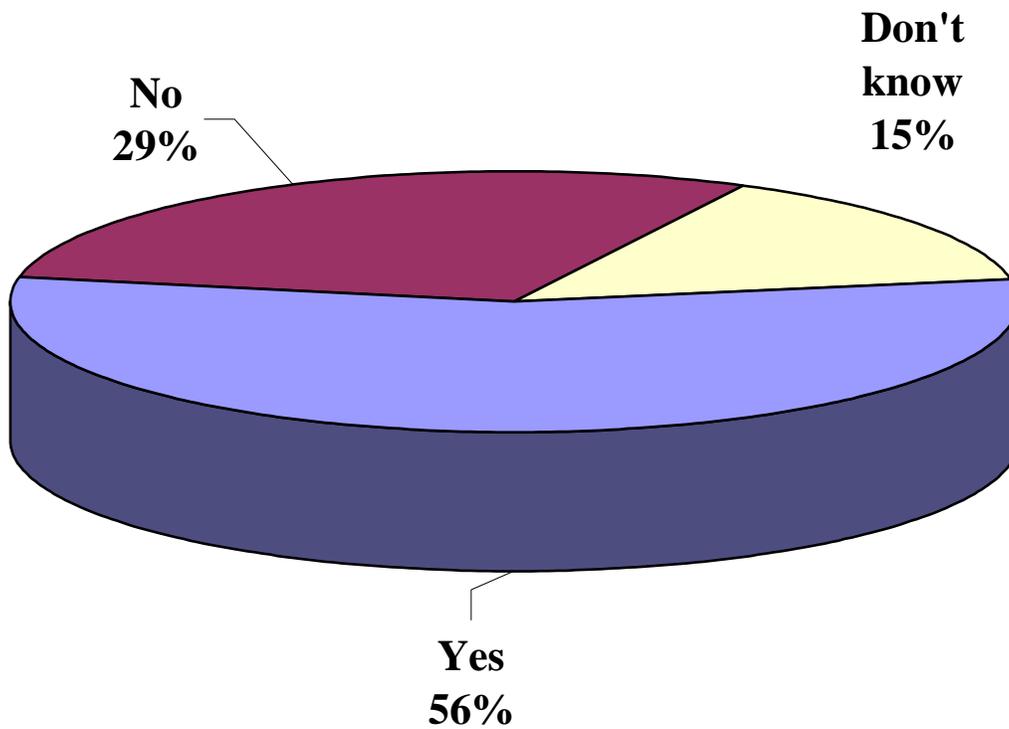
Q21C. Do you feel that the community has adequate optometry (eye doctor) services?

Response	Frequency	Percent
Yes	128	63%
No	41	20%
Don't know	35	17%
Total	204	100%



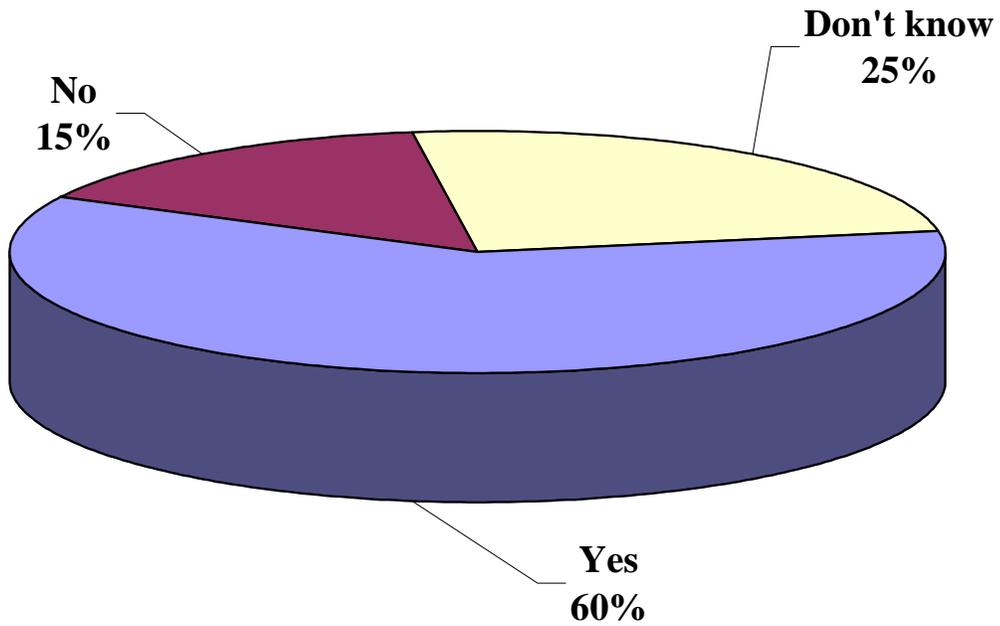
Q21D. Do you feel that the community has adequate dental services?

Response	Frequency	Percent
Yes	114	56%
No	60	29%
Don't know	30	15%
Total	204	100%



Q21E. Do you feel that the community has adequate chiropractic services?

Response	Frequency	Percent
Yes	123	60%
No	31	15%
Don't know	<u>50</u>	<u>25%</u>
Total	204	100%



Q21F. If you answered no to any of the services listed in Q21, please explain why?

Response	Frequency	Percent*
Lack of Specialist (5): Dentist (16), Optometrist (5), Chiropractor (5)	31	31%
Access to Healthcare: Availability of health services (12), Cost of healthcare (3), Distance to healthcare (1)	16	15%
Concerns with Hospital: Hospital Funding (7), Small town (2), Bigger hospital (1), Hospital reputation (1), Politics (1)	12	12%
Quality of Healthcare: Qualified staff (8), Quality of health services (3), Unprofessional service (1)	12	12%
Availability of Doctors	8	8%
Ambulance Services	9	9%
Qualified Nursing Home Staff	7	7%
Insurance Acceptance	3	3%
Modern Equipment/Technology	2	2%
Emergency Room services	<u>1</u>	<u>1%</u>
Total Responses	101	100%

*Respondents may give more than one response.

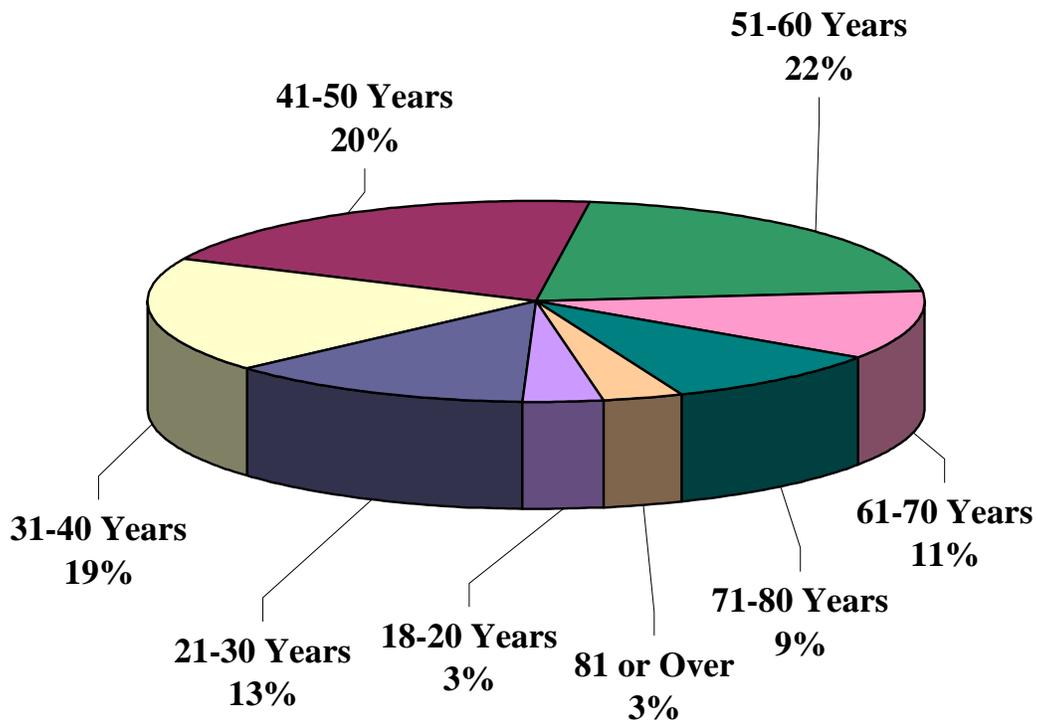
Q22. What concerns you most about health care in your community?

Response	Frequency	Percent*
Access to Healthcare: Cost of healthcare (28), Availability of health services (11), distance to healthcare (7)	46	32%
Quality of Healthcare: Qualified staff (22), Quality of health services (4), Unprofessional staff (2)	28	19%
Need for Specialist: Unspecified Specialist (9), Pediatrician (4), OB-GYN (3), Cardiologist (3), Dentist (2), Optometrist (1)	22	15%
Insurance: Cost of insurance (6), Medicare problems (3), Insurance coverage (2)	11	8%
Emergency Room Services/Trauma Care	8	6%
Availability of Doctors	7	5%
Modern Equipment/Technology	7	5%
Ambulance Services/Improved 911 Services	5	3%
Hospital: Better management (1), Hospital funding (1), Need bigger hospital (1)	3	2%
Elderly Care	2	1%
Poor Water Quality	2	1%
Birth Control Awareness	1	1%
More Nursing Homes	1	1%
Smoking Awareness	<u>1</u>	<u>1%</u>
Total Responses	144	97%

*Total percent does not equal 100 due to respondents giving more than one response.

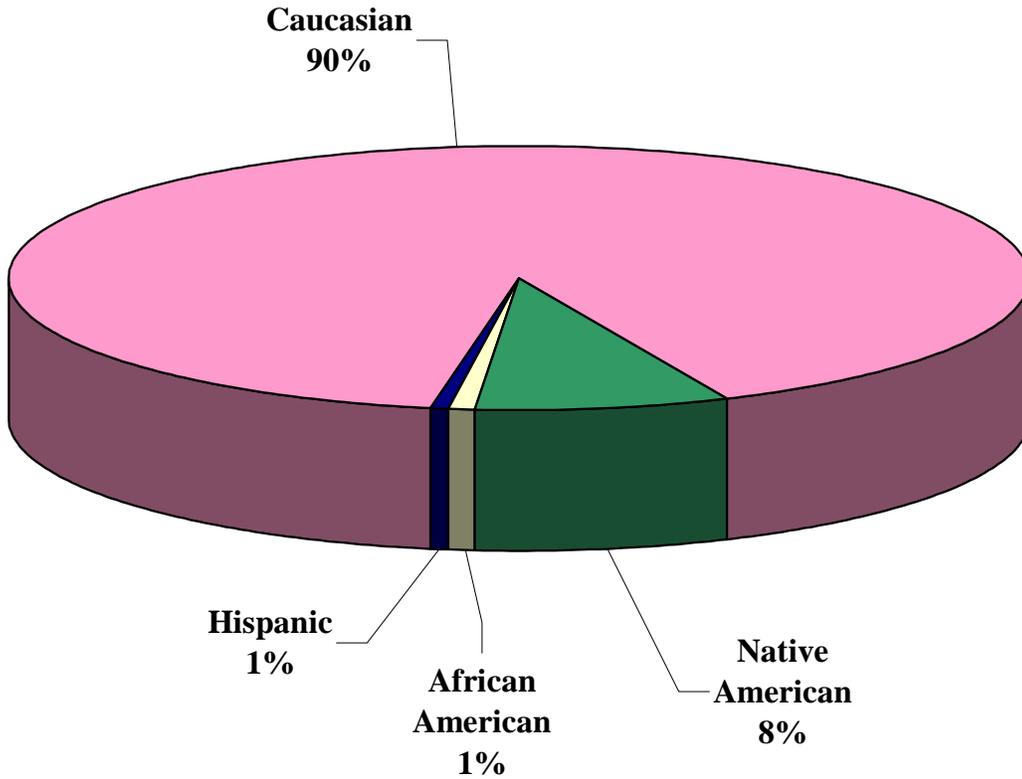
Q23. What is your age?

Response	Frequency	Percent
18-20 Years	7	3%
21-30 Years	26	14%
31-40 Years	38	19%
41-50 Years	41	20%
51-60 Years	43	21%
61-70 Years	23	11%
71-80 Years	19	9%
81 or Over	7	3%
Total	204	100%



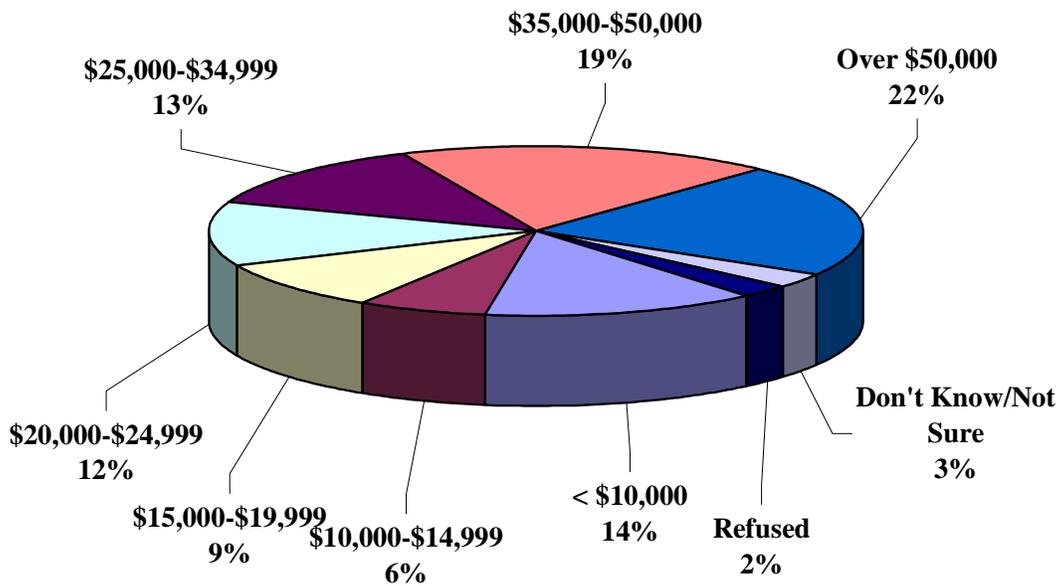
Q24. What is your race?

Response	Frequency	Percent
Caucasian	185	90%
Native American	16	8%
African American	2	1%
Hispanic	1	1%
Total	204	100%



Q25. What is your yearly household income?

Response	Frequency	Percent
< \$10,000	28	14%
\$10,000-\$14,999	13	6%
\$15,000-\$19,999	19	9%
\$20,000-\$24,999	25	12%
\$25,000-\$34,999	26	13%
\$35,000-\$50,000	38	19%
Over \$50,000	44	22%
Don't Know/Not Sure	6	3%
Refused	5	2%
Total	204	100%



Q26. What is the gender of the respondents?

Response	Frequency	Percent
Male	75	37%
Female	129	63%
Total	204	100%

