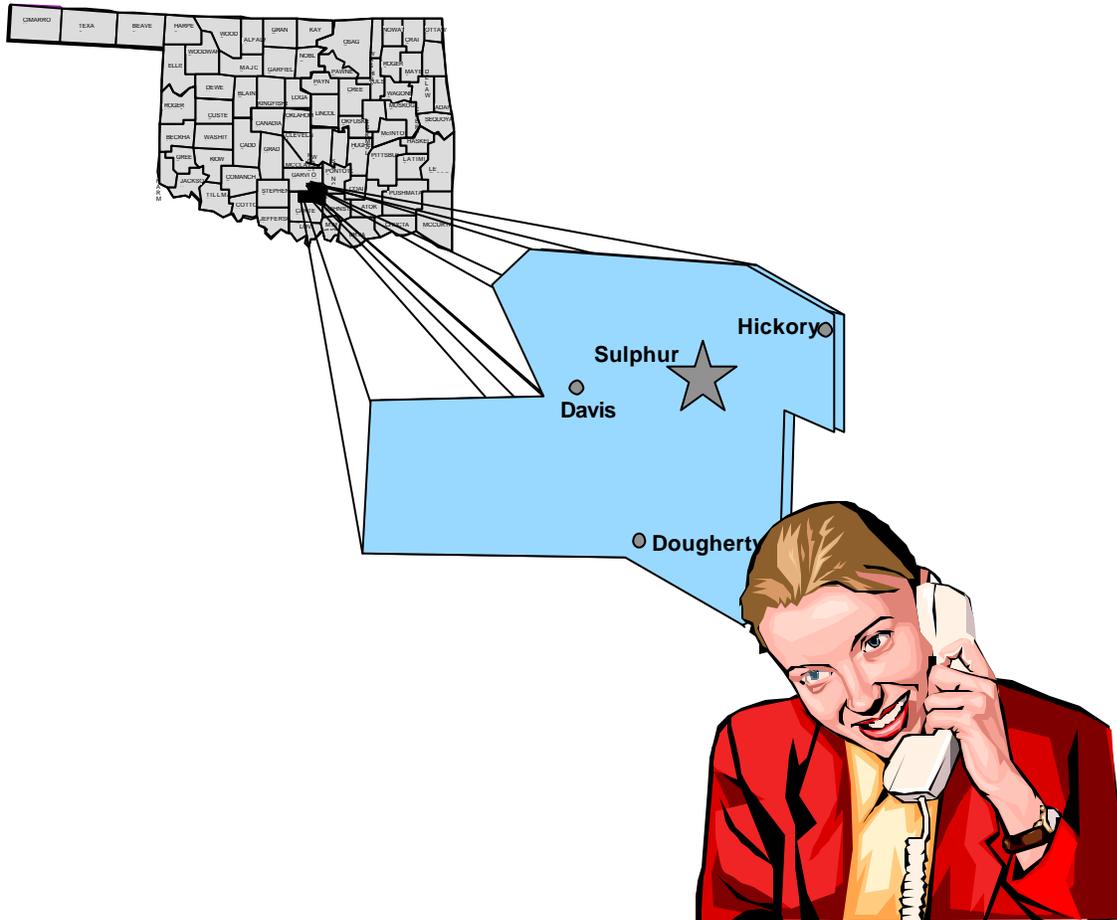


Arbuckle Memorial Hospital Medical Service Area Phone Survey Form and Results



Your Opinion Counts

Oklahoma State Department of Health,
Office of Rural Health

Oklahoma Cooperative Extension Service,
Oklahoma State University

January 2001

**Arbuckle Memorial Hospital Medical Service Area
Phone Survey Form and Results**

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RURAL DEVELOPMENT
OKLAHOMA COOPERATIVE EXTENSION SERVICE
OKLAHOMA STATE UNIVERSITY

January 2001

**Arbuckle Memorial Hospital Medical Service Area
Phone Survey Form**

Screener (Do you live in Murray County? If so, what is your zip code?)

- 73086 (Sulphur)
- 73030 (Davis)
- 73032 (Dougherty)
- Other _____

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

- Yes
- No

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

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

- Sulphur
- Davis
- Paul’s Valley
- Ardmore
- Ada
- Oklahoma City
- Other _____
-

4. If you use a family doctor outside of Murray County, why?

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

- Yes
- No

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

- Satisfied
- Dissatisfied

If dissatisfied, why? _____

7. Do you think there are enough family doctors in Murray County?

- Yes
- No
- Don’t Know

8. Do you think that additional specialty doctors are needed in Murray County?

- Yes
- No
- Don’t Know

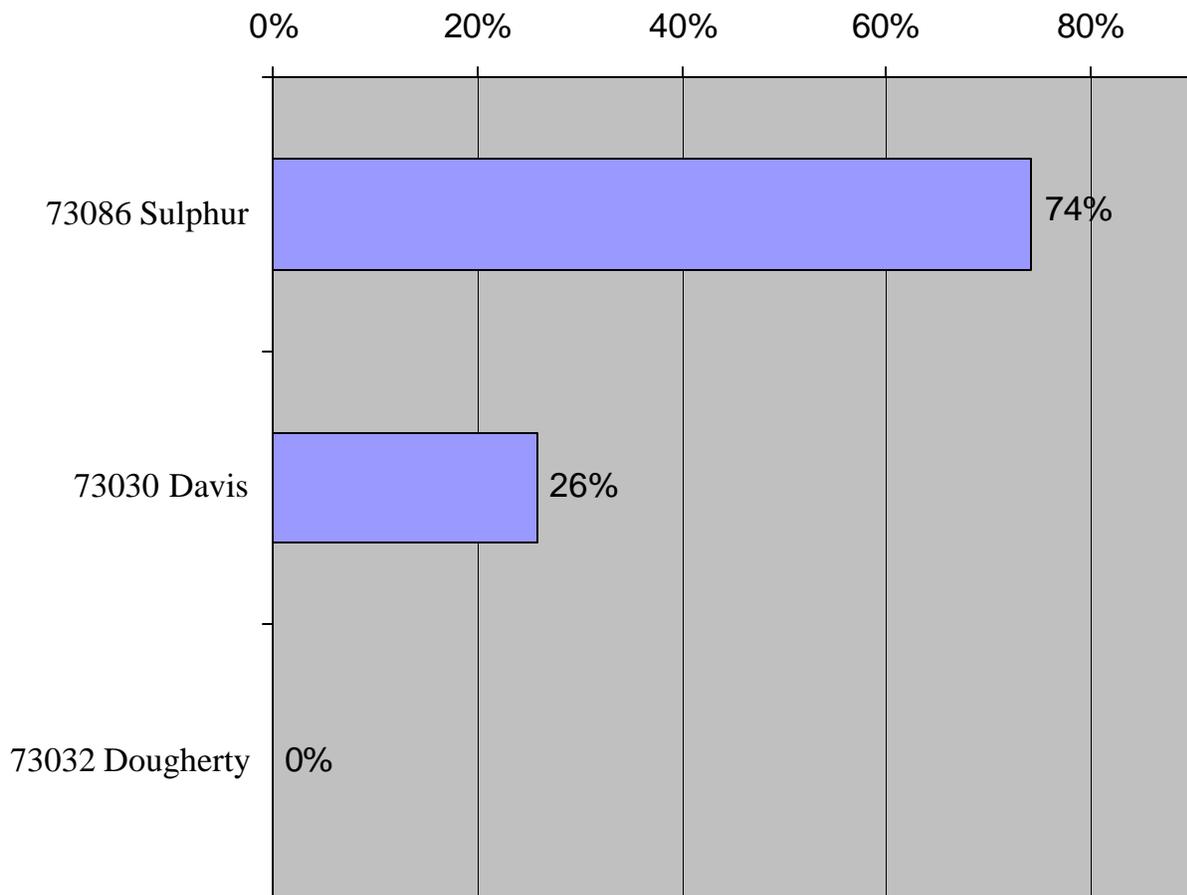
9. (If Yes to 8) List one specialist you think should come on a regular basis to your community to offer a specialty clinic.

- Cardiology
- Obstetrics-gynecology
- Pediatrics
- Other _____

**Arbuckle Memorial Hospital Medical Service Area
Phone Survey Results**

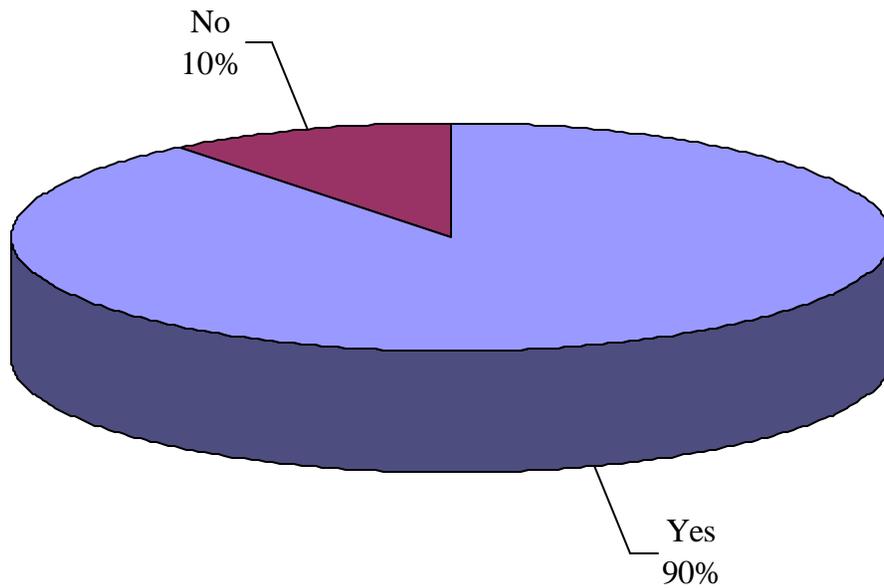
QScreen. What is your zip code?

| | Frequency | Percent |
|-----------------|-----------|-----------|
| 73086 Sulphur | 149 | 74% |
| 73030 Davis | 52 | 26% |
| 73032 Dougherty | <u>0</u> | <u>0%</u> |
| Total | 201 | 100% |



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

| | Frequency | Percent |
|-------|-----------|------------|
| Yes | 180 | 90% |
| No | <u>21</u> | <u>10%</u> |
| Total | 201 | 100% |

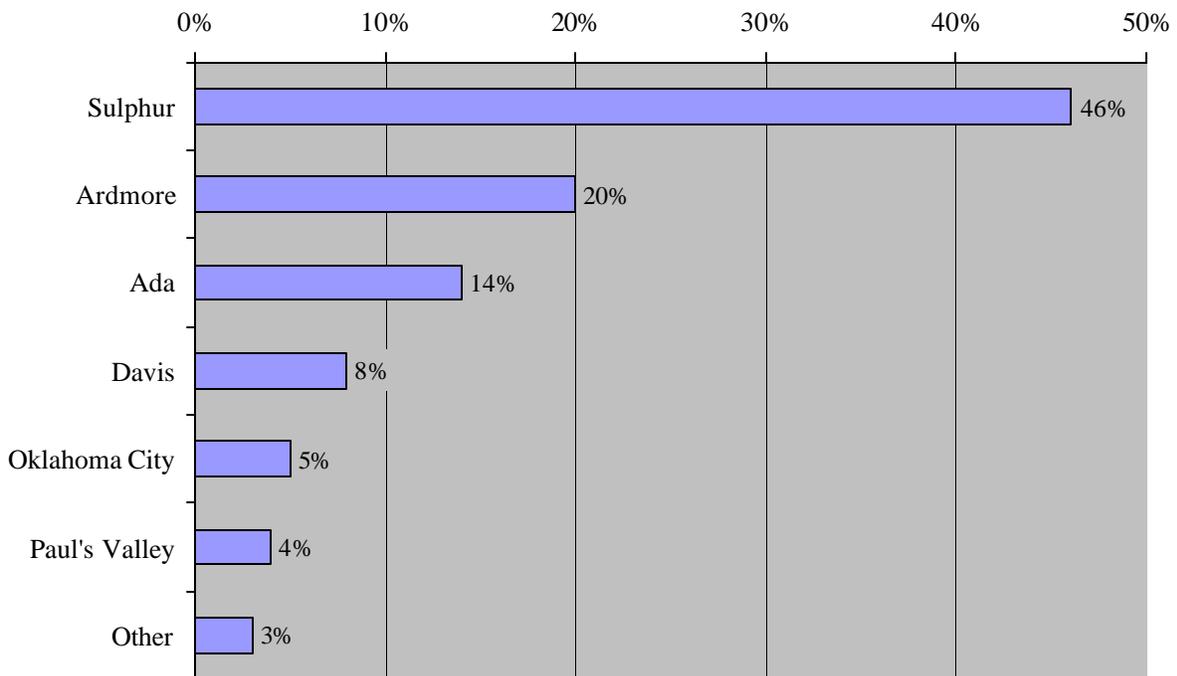


Q2. If no, who do you go to for routine care?

| Response | Frequency | Percent |
|------------------------|-----------|-----------|
| Indian Health Services | 5 | 22% |
| emergency room | 3 | 13% |
| don't go/don't use | 2 | 9% |
| hospital | 2 | 9% |
| ob-gyn | 2 | 9% |
| specialist | 2 | 9% |
| VA services | 2 | 9% |
| cardiologist | 1 | 5% |
| gerontologist | 1 | 5% |
| pediatrician | 1 | 5% |
| Sooner Care Clinic | <u>1</u> | <u>5%</u> |
| Total Responses | 22 | 100% |

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

| | Frequency | Percent |
|---------------|-----------|---------|
| Sulphur | 92 | 46% |
| Ardmore | 40 | 20% |
| Ada | 28 | 14% |
| Davis | 15 | 8% |
| Oklahoma City | 11 | 5% |
| Paul's Valley | 9 | 4% |
| Other | 6 | 3% |
| Total | 201 | 100% |

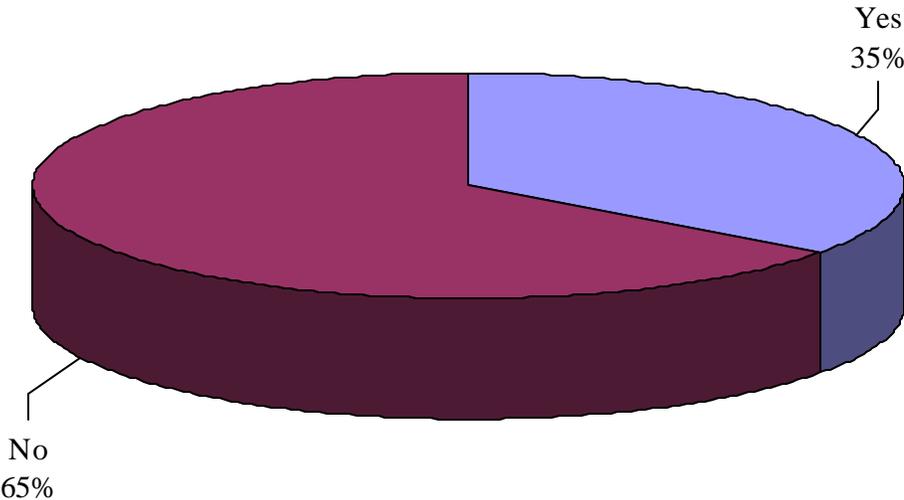


Q3B. What "other" place do you go the most for your family's routine health care needs?

| <u>Response</u> | <u>Frequency</u> | <u>Percent</u> |
|------------------------|------------------|----------------|
| Norman | 4 | 66% |
| Dallas | 1 | 17% |
| Wynnewood | <u>1</u> | <u>17%</u> |
| <u>Total Responses</u> | <u>6</u> | <u>100%</u> |

Q4A. Do you use a family doctor outside of Murray County, yes or no?

| | Frequency | Percent |
|-------|-----------|---------|
| Yes | 63 | 35% |
| No | 117 | 65% |
| Total | 180 | 100% |

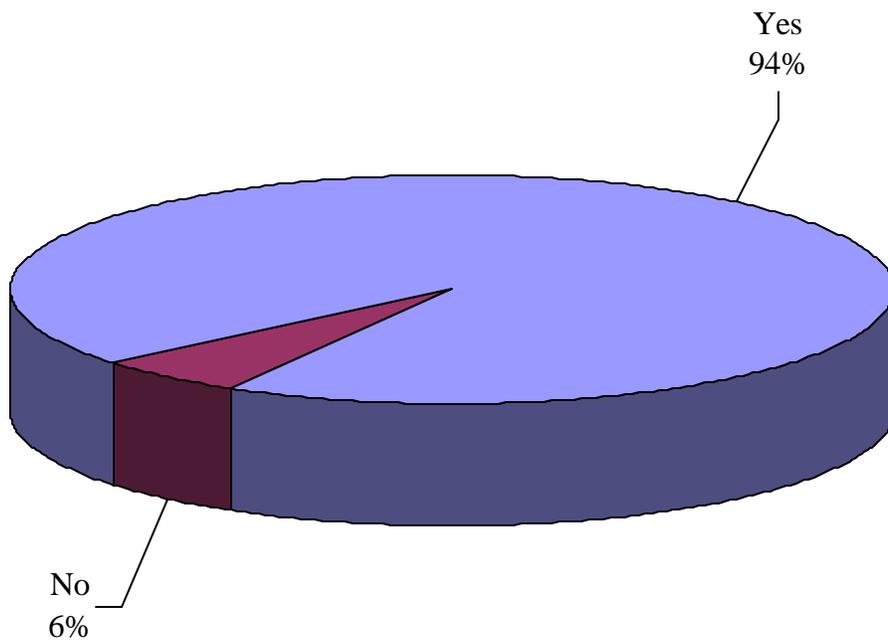


Q4B. Why do you use a family doctor outside of Murray County?

| <u>Response</u> | <u>Frequency</u> | <u>Percent</u> |
|--------------------------------------|------------------|----------------|
| specialist | 17 | 27% |
| cost/affordability/insurance reasons | 15 | 23% |
| established patient | 14 | 22% |
| personal preference | 13 | 20% |
| quality of care | <u>5</u> | <u>8%</u> |
| <u>Total Responses</u> | 64 | 100% |

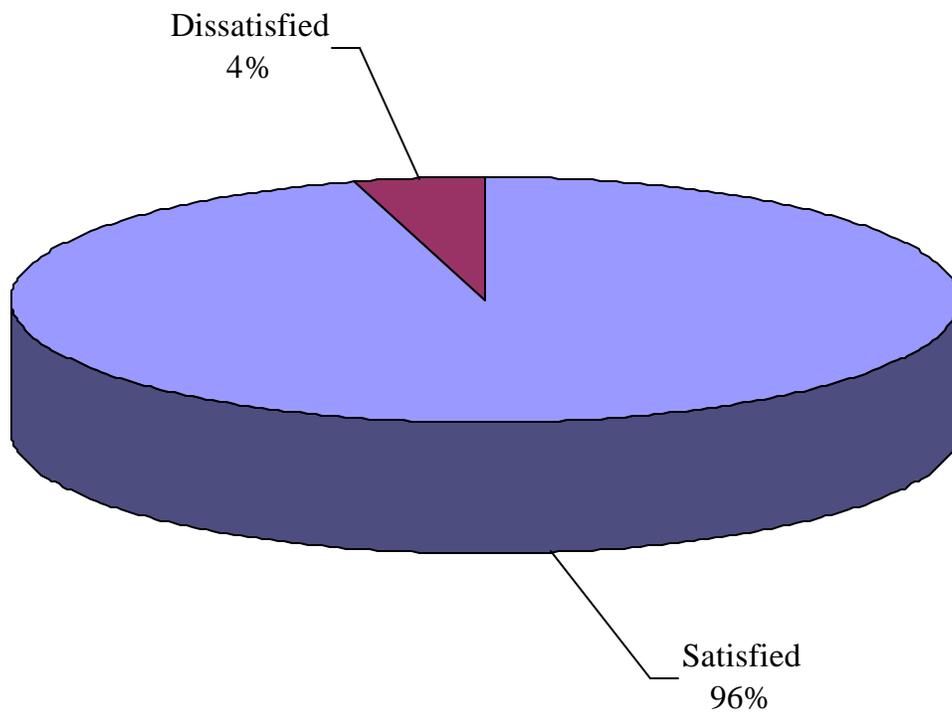
Q5. Are you able to get an appointment with your family doctor when you need one, yes or no?

| | Frequency | Percent |
|-------|-----------|---------|
| Yes | 170 | 94% |
| No | 10 | 6% |
| Total | 180 | 100% |



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

| | Frequency | Percent |
|--------------|-----------|-----------|
| Satisfied | 172 | 96% |
| Dissatisfied | <u>8</u> | <u>4%</u> |
| Total | 180 | 100% |

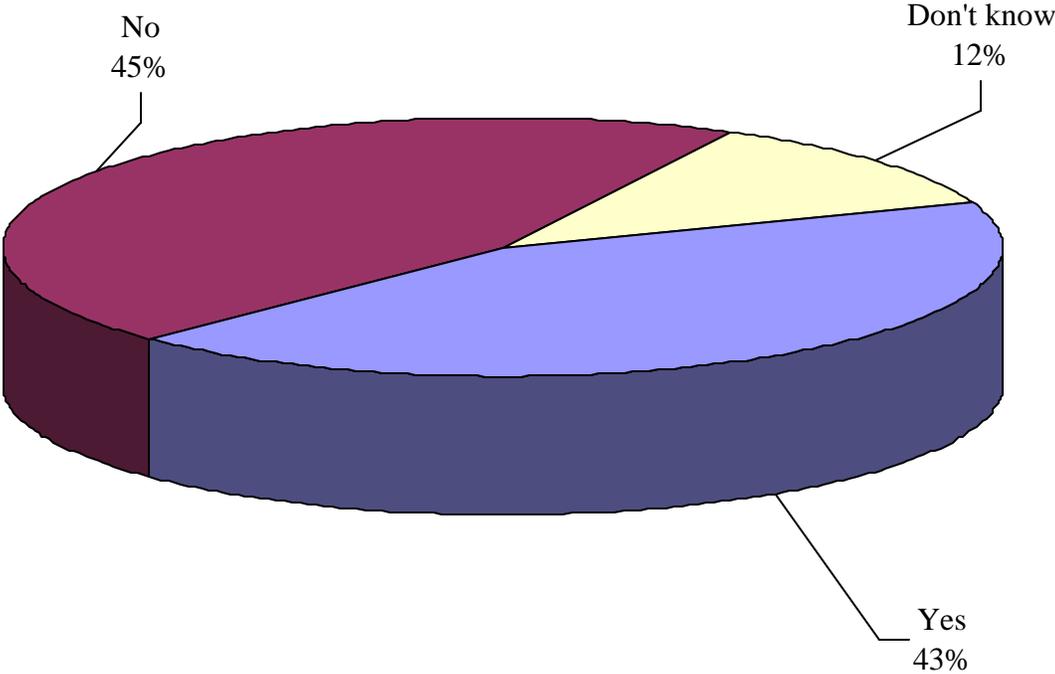


Q6B. Why are you dissatisfied with the quality of care?

| <u>Response</u> | <u>Frequency</u> | <u>Percent</u> |
|-------------------------|------------------|----------------|
| availability of doctors | 3 | 38% |
| not up-to-date | 2 | 25% |
| quality of care | 2 | 25% |
| communication | <u>1</u> | <u>12%</u> |
| <u>Total Responses</u> | <u>8</u> | <u>100%</u> |

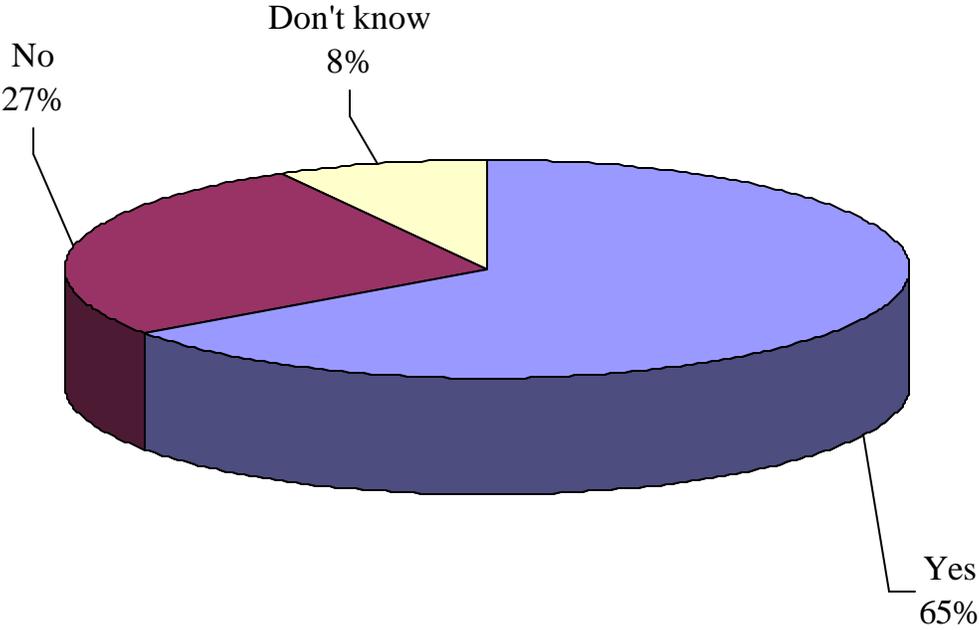
Q7. Do you think there are enough family doctors in Murray County?

| | Frequency | Percent |
|------------|-----------|------------|
| Yes | 87 | 43% |
| No | 90 | 45% |
| Don't know | <u>24</u> | <u>12%</u> |
| Total | 201 | 100% |



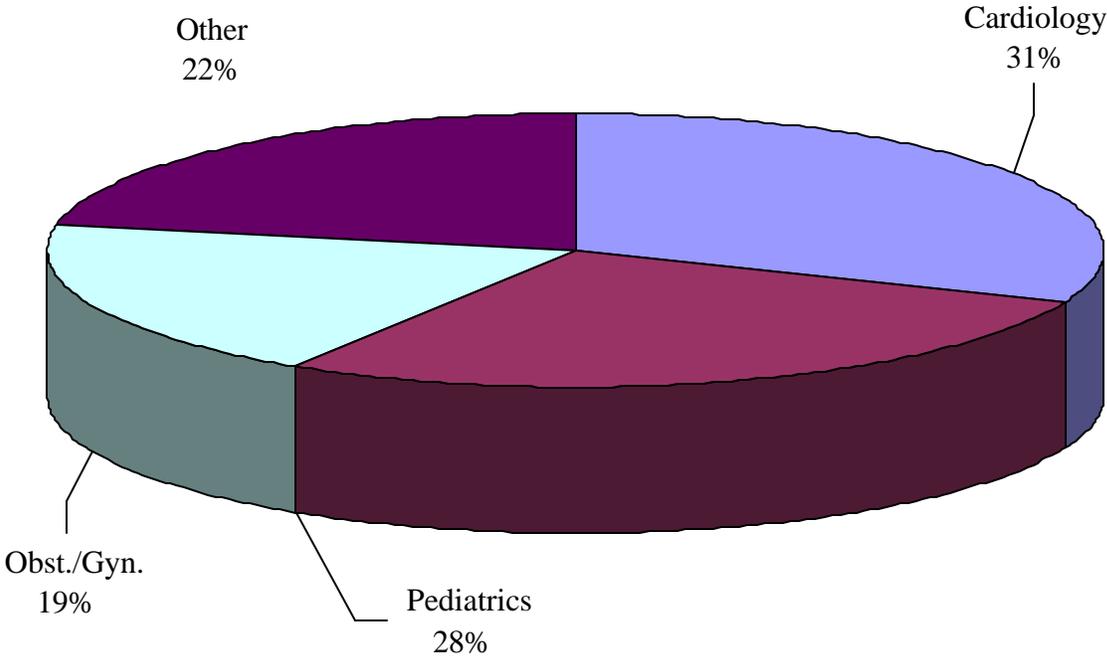
Q8. Do you think that additional specialty doctors are needed in Murray County?

| | Frequency | Percent |
|------------|-----------|-----------|
| Yes | 130 | 65% |
| No | 55 | 27% |
| Don't know | <u>16</u> | <u>8%</u> |
| Total | 201 | 100% |



Q9A. Which one specialist do you think should come on a regular basis to your community to offer a specialty clinic?

| | Frequency | Percent |
|---------------------------|-----------|------------|
| Cardiology | 40 | 31% |
| Pediatrics | 36 | 28% |
| Obstetrics/ Gynecology | 25 | 19% |
| Other | <u>29</u> | <u>22%</u> |
| Total | 130 | 100% |



Q9B. What specialist do you need?

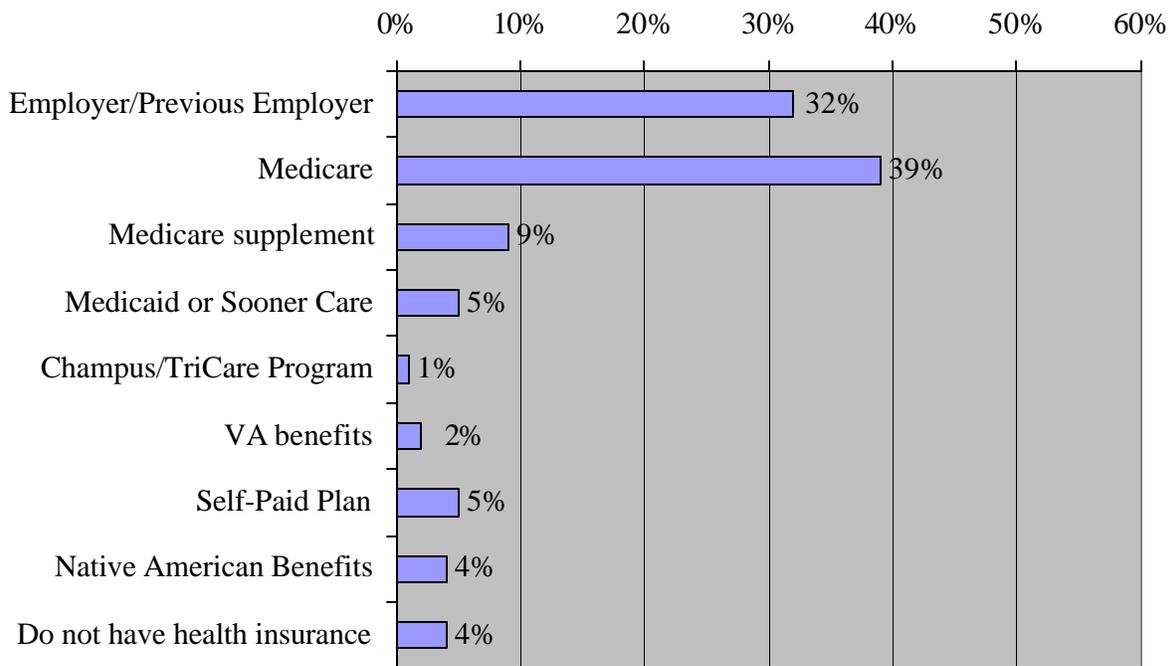
| Response | Frequency | Percent |
|------------------------------|-----------|-------------|
| oncologist | 6 | 25% |
| neurosurgeon | 3 | 13% |
| all specialists | 2 | 8% |
| dentist | 1 | 4% |
| diabetes specialist | 1 | 4% |
| ear, nose, and throat doctor | 1 | 4% |
| geriatrics | 1 | 4% |
| internal medicine doctor | 1 | 4% |
| nephrologist | 1 | 4% |
| ob-gyn | 1 | 4% |
| pain management | 1 | 4% |
| pediatrician | 1 | 4% |
| psychiatrist | 1 | 4% |
| respiratory specialist | 1 | 4% |
| rheumatologist | 1 | 4% |
| spinal cord specialist | <u>1</u> | <u>4%</u> |
| Total Responses | 24 | 100% |

NOTE: 6 respondents indicated "don't know."

NOTE: Total may not equal 100% due to rounding.

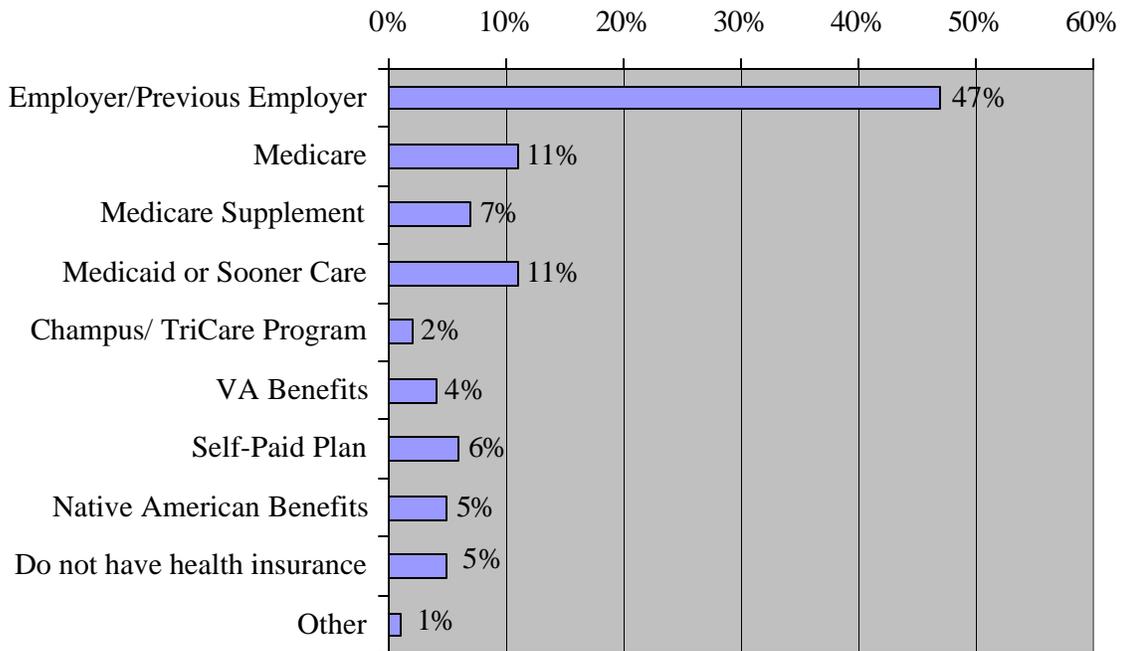
Q10A. What type of health insurance covers you?

| | Frequency | Percent |
|------------------------------|-----------|-----------|
| Insurance through | | |
| Employer/Previous Employer | 120 | 32% |
| Medicare | 146 | 39% |
| Medicare supplement | 33 | 9% |
| Medicaid or Sooner Care | 20 | 5% |
| Champus/TriCare Program | 3 | 1% |
| VA benefits | 9 | 2% |
| Self-Paid Plan | 17 | 5% |
| Native American Benefits | 14 | 4% |
| Do not have health insurance | <u>15</u> | <u>4%</u> |
| Total | 377 | 100% |



Q10B. What health insurance covers your family?

| | Frequency | Percent |
|------------------------------|-----------|-----------|
| Insurance through | | |
| Employer/Previous Employer | 106 | 47% |
| Medicare | 25 | 11% |
| Medicare Supplement | 15 | 7% |
| Medicaid or Sooner Care | 25 | 11% |
| Champus/ TriCare Program | 4 | 2% |
| VA Benefits | 10 | 4% |
| Self-Paid Plan | 14 | 6% |
| Native American Benefits | 12 | 5% |
| Do not have health insurance | 12 | 5% |
| Other | <u>2</u> | <u>1%</u> |
| Total | 225 | 99% |

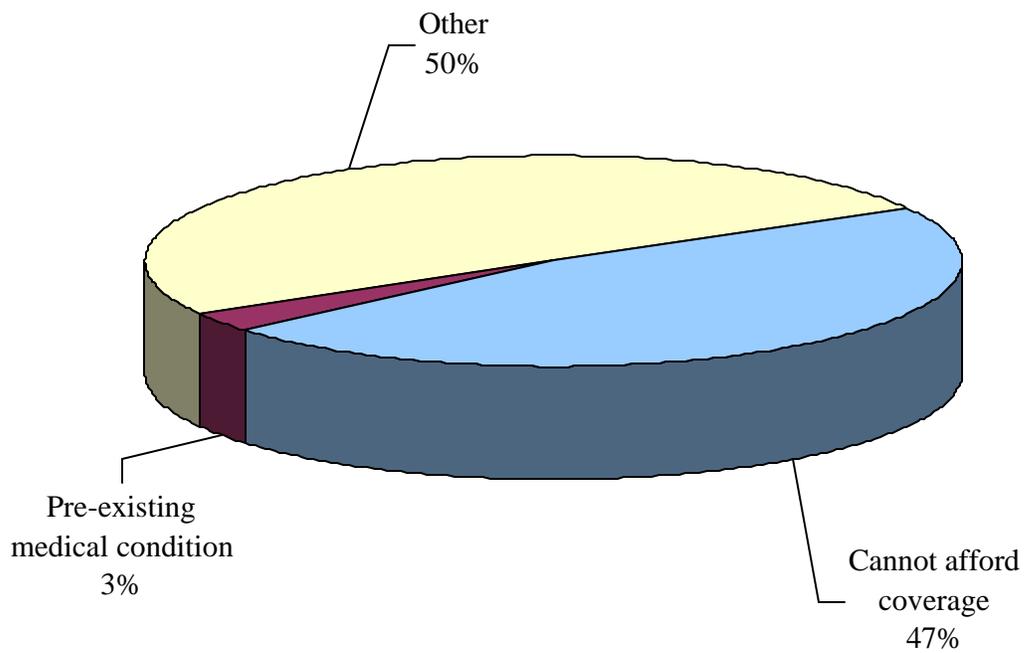


Q10B. What "other" health insurance covers your family?

| <u>Response</u> | <u>Frequency</u> | <u>Percent</u> |
|-------------------------|------------------|----------------|
| don't know | 1 | 50% |
| Oklahoma High Risk Care | <u>1</u> | <u>50%</u> |
| <u>Total Responses</u> | <u>2</u> | <u>100%</u> |

Q11. Which best describes why you do not have health insurance coverage?

| | Frequency | Percent |
|--------------------------------|-----------|---------|
| Cannot afford coverage | 14 | 47% |
| Pre-existing medical condition | 1 | 3% |
| Other | 15 | 50% |
| Total | 30 | 100% |

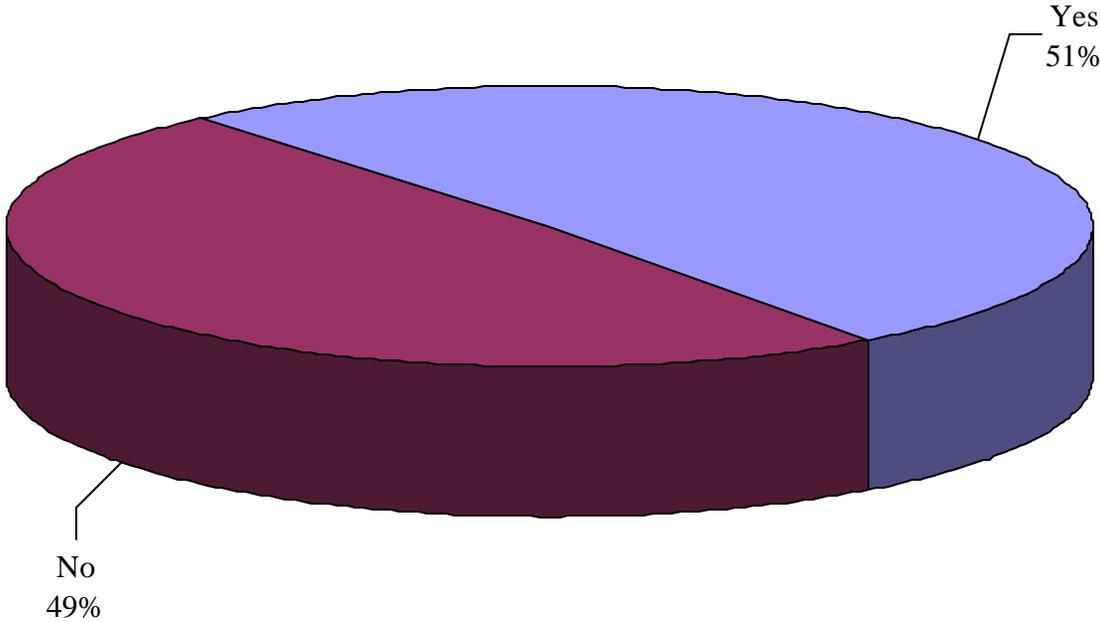


Q11B. What "other" reason best describes why you do not have health insurance coverage?

| <u>Response</u> | <u>Frequency</u> | <u>Percent</u> |
|------------------------------------|------------------|----------------|
| haven't received from employer yet | <u>1</u> | <u>100%</u> |
| <u>Total Responses</u> | <u>1</u> | <u>100%</u> |

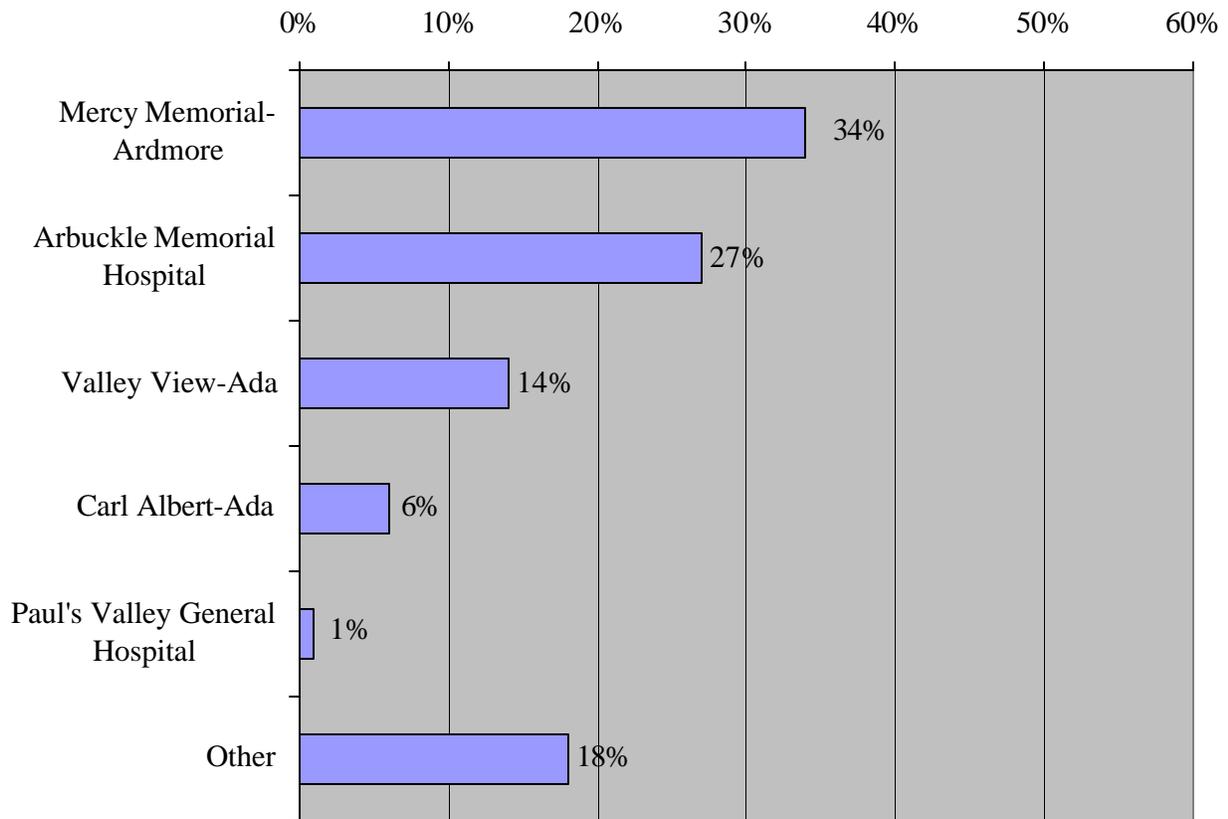
Q12. Has any member of your household used the services of a hospital in the past 12 months?

| | Frequency | Percent |
|-------|-----------|---------|
| Yes | 103 | 51% |
| No | 98 | 49% |
| Total | 201 | 100% |



Q13. If yes, at which hospital were services received?

| | Frequency | Percent |
|--------------------------------|-----------|---------|
| Mercy Memorial-Ardmore | 35 | 34% |
| Arbuckle Memorial Hospital | 28 | 27% |
| Valley View-Ada | 14 | 14% |
| Carl Albert-Ada | 6 | 6% |
| Paul's Valley General Hospital | 1 | 1% |
| Other | 19 | 18% |
| Total | 103 | 100% |



Q13B. Which "other" hospital did you use during your most recent visit?

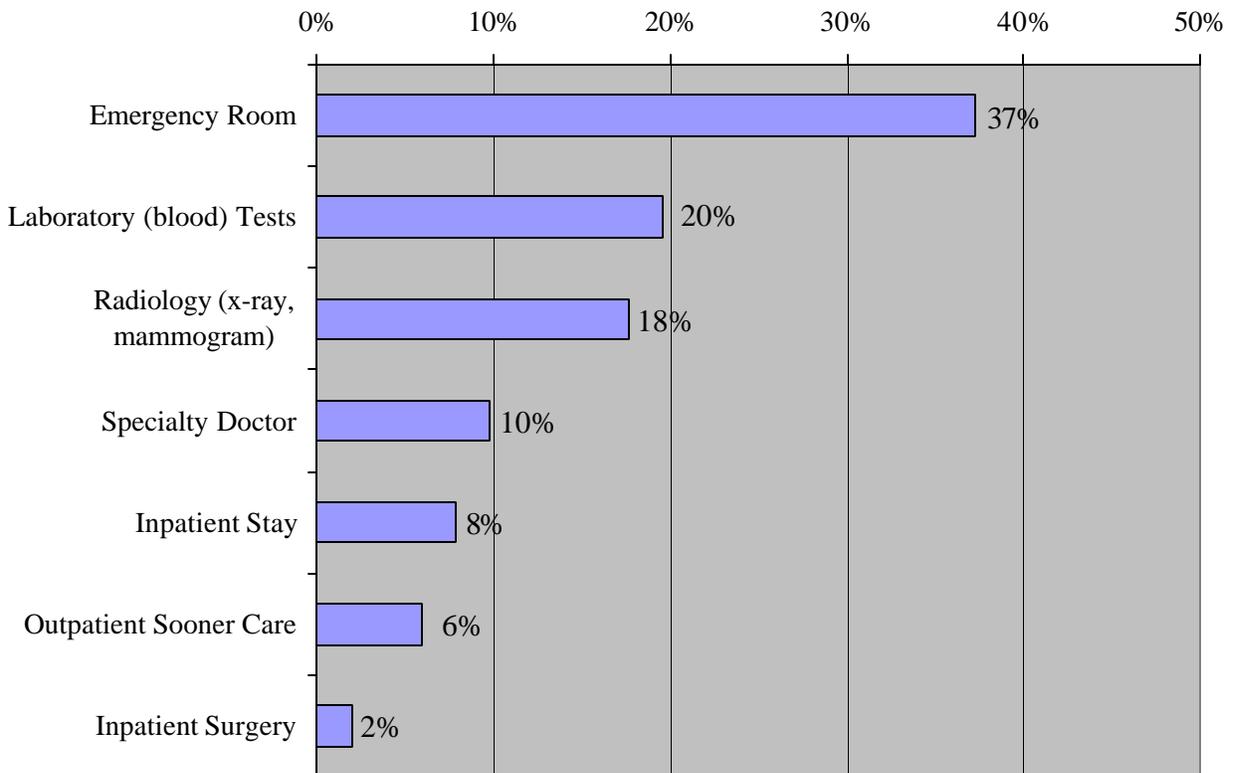
| Response | Frequency | Percent |
|--|-----------|-------------|
| OKC Hospitals: University Hospital(2), Children's Hospital(1), Integris Baptist Hospital(1), Mercy Hospital(1), Presbyterian Hospital(1), St. Anthony's(1), Surgical Hospital of Oklahoma(1), VA Hospital(1) | 9 | 47% |
| Norman Regional Hospital - Norman | 5 | 26% |
| Clay County Memorial Hospital -Henryetta, TX | 1 | 5% |
| Muskogee Regional Medical Center - Muskogee | 1 | 5% |
| St. Francis - Tulsa | 1 | 5% |
| The Cancer Center - Ardmore | 1 | 5% |
| VA Hospital - Dallas | <u>1</u> | <u>5%</u> |
| Total Responses | 19 | 100% |

Q14. Why did you choose this hospital?

| Response | Frequency | Percent |
|--------------------------------------|-----------|-----------|
| specialty services | 20 | 26% |
| closer to home/convenience | 17 | 22% |
| established patient | 14 | 18% |
| recommendation/referral | 10 | 13% |
| cost/affordability/insurance reasons | 6 | 8% |
| emergency care | 5 | 7% |
| personal preference | <u>4</u> | <u>5%</u> |
| Total Responses | 76 | 100% |

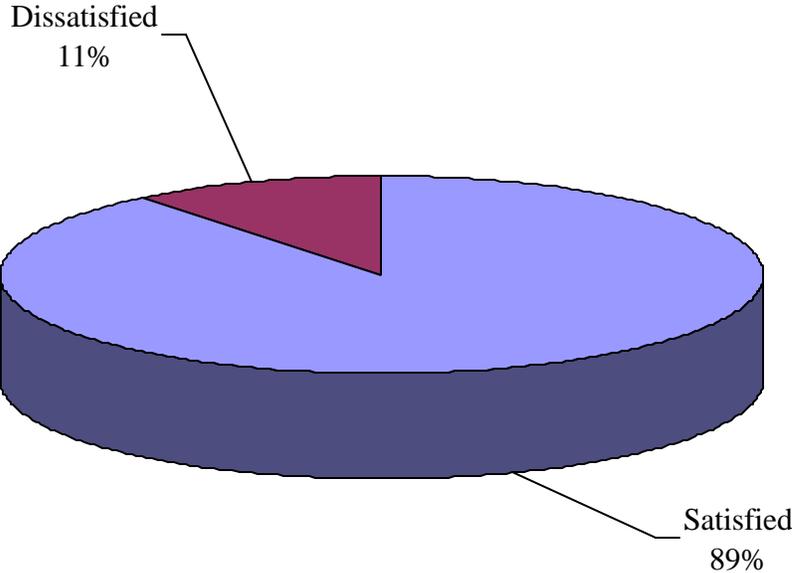
Q15. If your last visit to a hospital was to Arbuckle Memorial Hospital, what hospital services did you use?

| | Frequency | Percent |
|------------------------------|-----------|-----------|
| Emergency Room | 19 | 37% |
| Laboratory (blood) Tests | 10 | 20% |
| Radiology (x-ray, mammogram) | 9 | 18% |
| Specialty Doctor | 5 | 10% |
| Inpatient Stay | 4 | 8% |
| Outpatient Sooner Care | 3 | 6% |
| Inpatient Surgery | <u>1</u> | <u>2%</u> |
| Total | 51 | 100% |



Q16A. How would you describe your experience at Arbuckle Memorial Hospital?

| | Frequency | Percent |
|--------------|-----------|---------|
| Satisfied | 25 | 89% |
| Dissatisfied | 3 | 11% |
| Total | 28 | 100% |

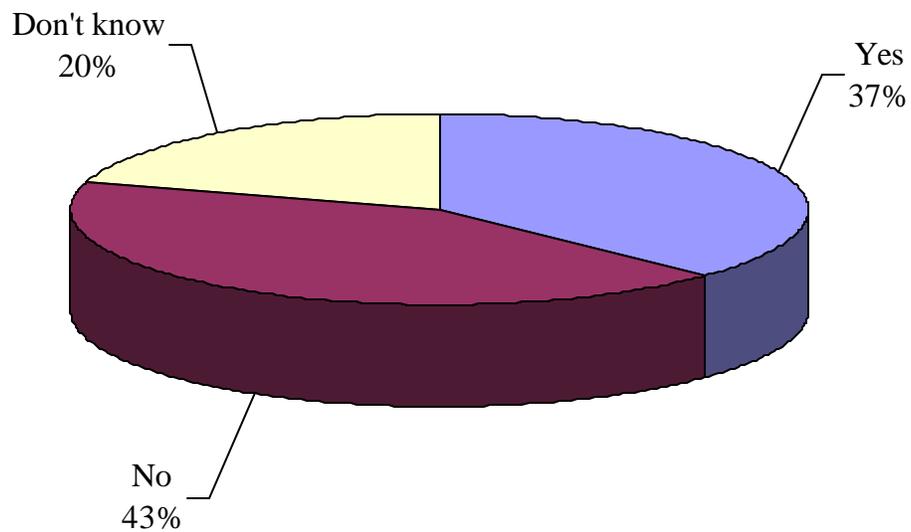


Q16B. Why were you dissatisfied?

| <u>Response</u> | <u>Frequency</u> | <u>Percent</u> |
|------------------------|------------------|----------------|
| quality of care | 2 | 67% |
| wait was too long | <u>1</u> | <u>33%</u> |
| <u>Total Responses</u> | <u>3</u> | <u>100%</u> |

Q17A. Do you think Arbuckle Memorial Hospital is meeting the health needs of Murray County residents?

| | Frequency | Percent |
|------------|-----------|------------|
| Yes | 75 | 37% |
| No | 85 | 42% |
| Don't know | <u>41</u> | <u>20%</u> |
| Total | 201 | 100% |

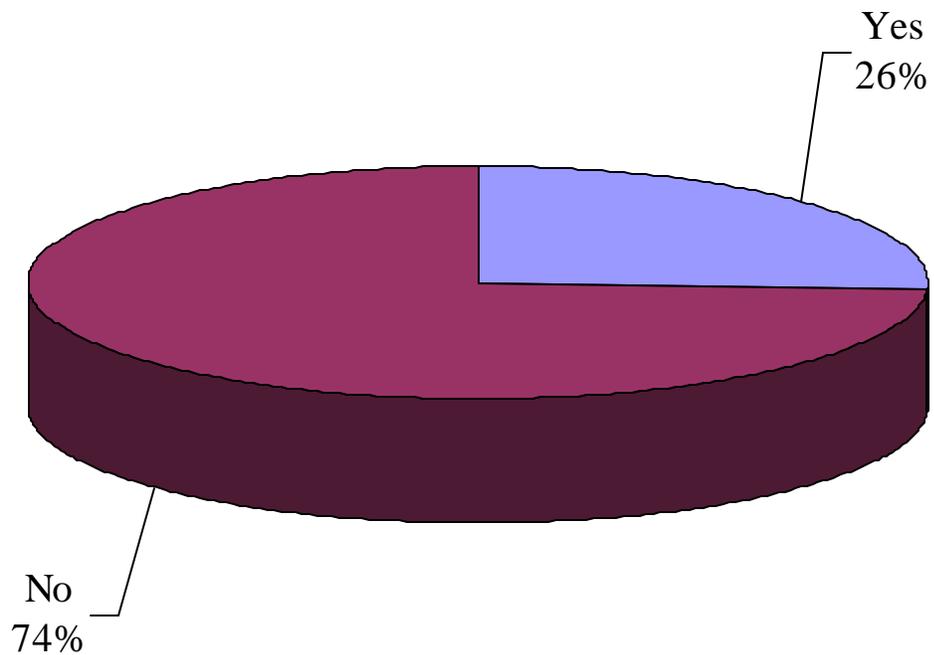


Q17B. Why do you think it is NOT meeting the needs?

| Response | Frequency | Percent |
|--|-----------|-------------|
| underqualified doctors and staff | 37 | 38% |
| quality of emergency care/medical care | 25 | 26% |
| lack of doctors/understaffed | 10 | 10% |
| lack of equipment | 8 | 8% |
| no maternity ward | 3 | 3% |
| lack of compassion | 2 | 2% |
| lack of services offered | 2 | 2% |
| lack of specialists | 2 | 2% |
| need updated facilities | 2 | 2% |
| no surgery services | 2 | 2% |
| not enough patients | 2 | 2% |
| management problems | 1 | 1% |
| don't know | 1 | 1% |
| Total Responses | 97 | 100% |

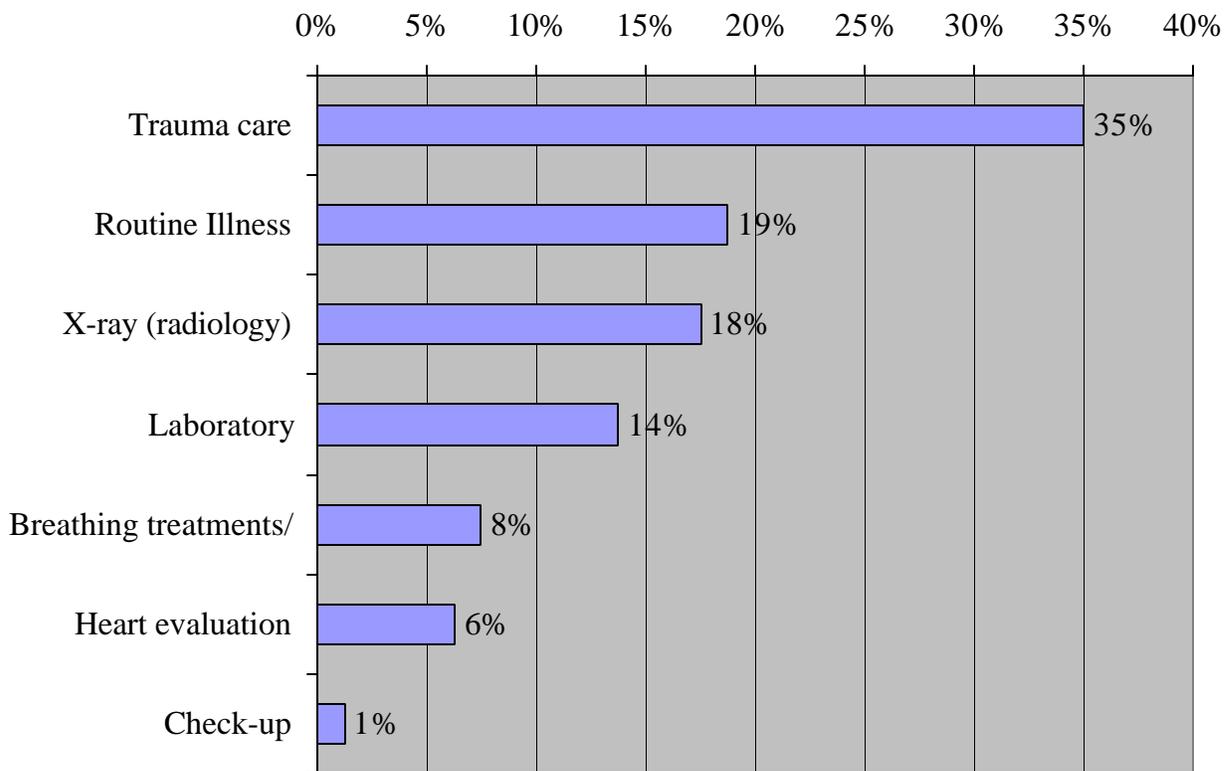
Q18A. Have you used Emergency Room services at the Arbuckle Memorial Hospital in the past 12 months?

| | Frequency | Percent |
|-------|------------|------------|
| Yes | 52 | 26% |
| No | <u>149</u> | <u>74%</u> |
| Total | 201 | 100% |



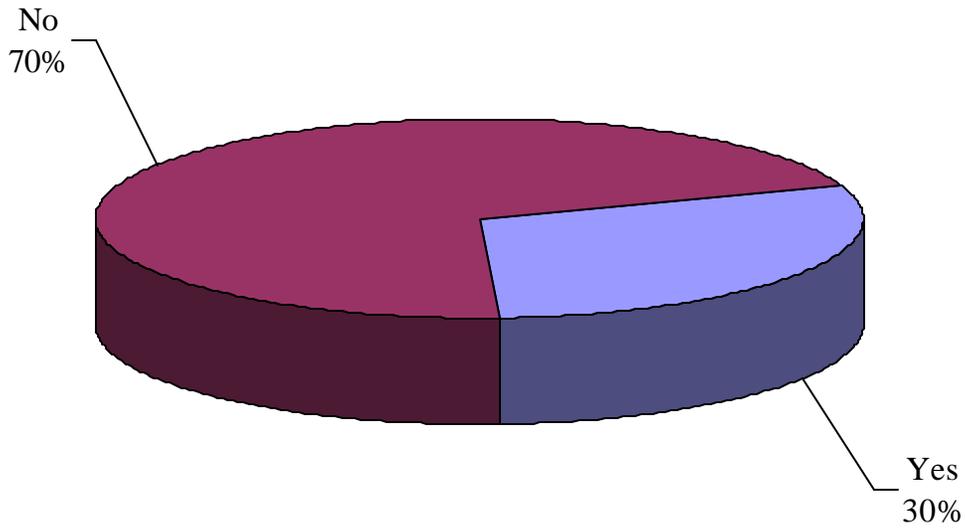
Q18B. What Emergency Room services were used?

| | Frequency | Percent |
|--|-----------|-----------|
| Trauma care | 28 | 35% |
| Routine Illness | 15 | 19% |
| X-ray (radiology) | 14 | 18% |
| Laboratory | 11 | 14% |
| Breathing treatments/ respiratory therapy | 6 | 8% |
| Heart evaluation | 5 | 6% |
| Check-up | <u>1</u> | <u>1%</u> |
| Total | 80 | 100% |



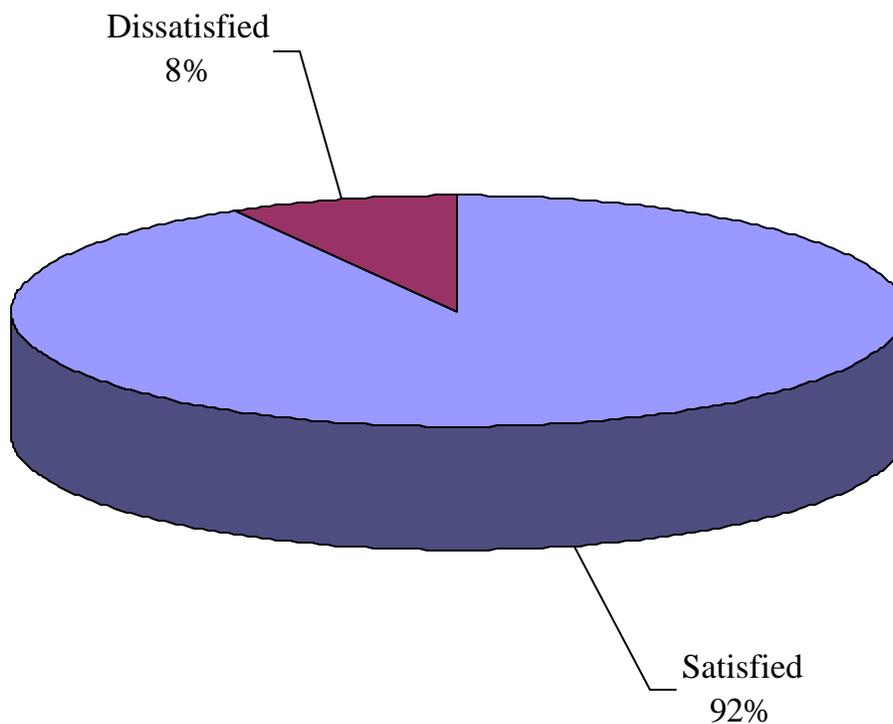
Q19. Has any member of your household used the services of the Murray County Health Department or any county health department in the past 12 months?

| | Frequency | Percent |
|-------|------------|------------|
| Yes | 60 | 30% |
| No | <u>141</u> | <u>70%</u> |
| Total | 201 | 100% |



Q20A. Were you satisfied or dissatisfied with the quality of services?

| | Frequency | Percent |
|--------------|-----------|---------|
| Satisfied | 55 | 92% |
| Dissatisfied | 5 | 8% |
| Total | 60 | 100% |

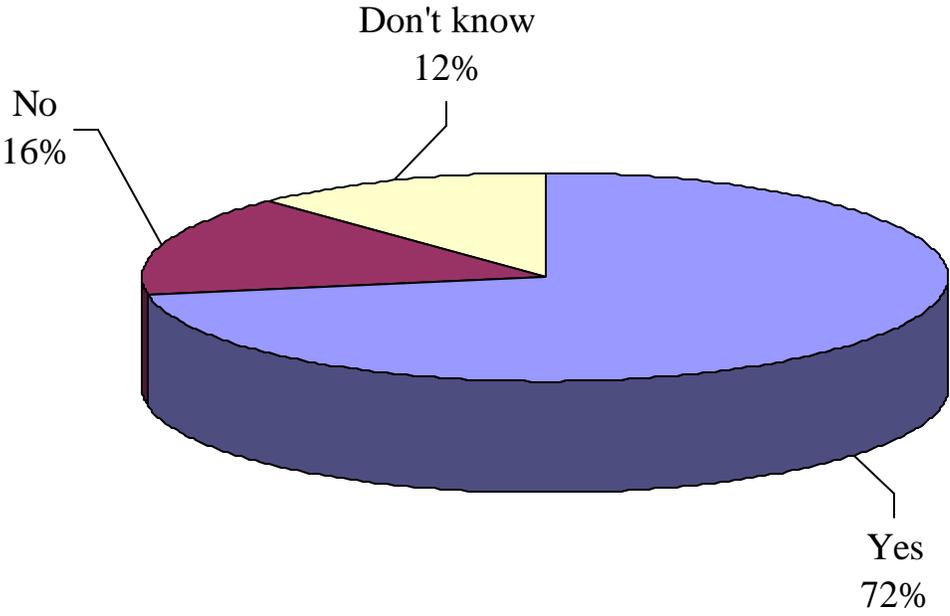


Q20B. Why were you dissatisfied with the quality of services of the health department?

| <u>Reponse</u> | <u>Frequency</u> | <u>Percent</u> |
|------------------------|------------------|----------------|
| not convenient | 2 | 33% |
| quality of care | 2 | 33% |
| unqualified nurses | 1 | 17% |
| wait was too long | <u>1</u> | <u>17%</u> |
| <u>Total Responses</u> | <u>6</u> | <u>100%</u> |

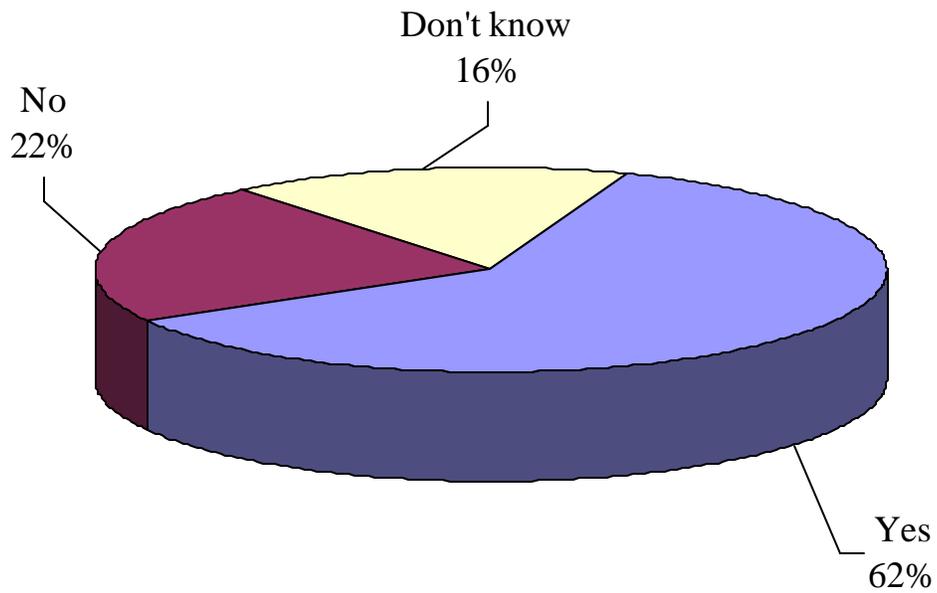
Q21A. Do you feel that the community has an adequate Ambulance Service?

| | Frequency | Percent |
|------------|-----------|------------|
| Yes | 145 | 72% |
| No | 32 | 16% |
| Don't know | <u>24</u> | <u>12%</u> |
| Total | 201 | 100% |



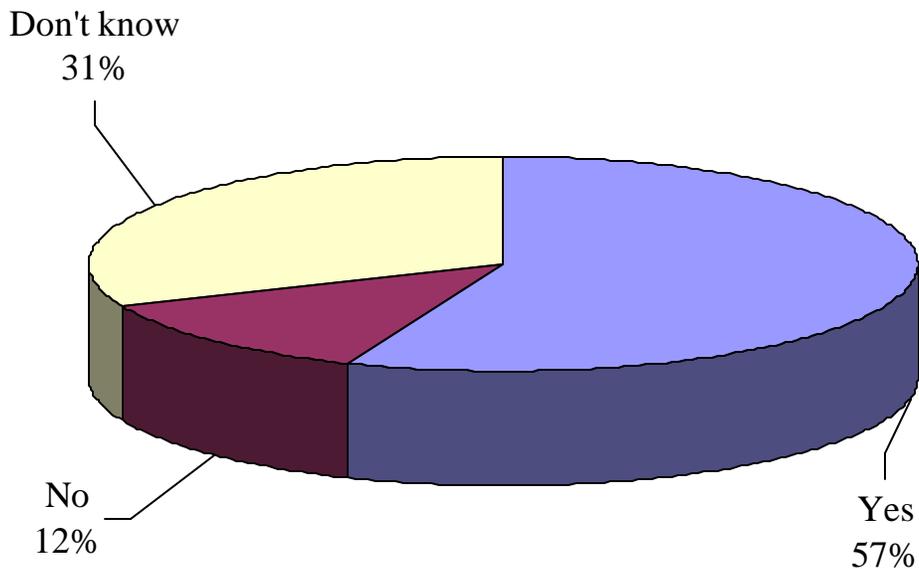
Q21B. Do you feel that the community has adequate Nursing Home Services?

| | Frequency | Percent |
|------------|-----------|------------|
| Yes | 123 | 61% |
| No | 45 | 22% |
| Don't know | <u>33</u> | <u>16%</u> |
| Total | 201 | 99% |



Q21C. Do you feel that the community has adequate services for Home Health Care?

| | Frequency | Percent |
|------------|-----------|------------|
| Yes | 113 | 57% |
| No | 25 | 12% |
| Don't know | <u>63</u> | <u>31%</u> |
| Total | 201 | 100% |



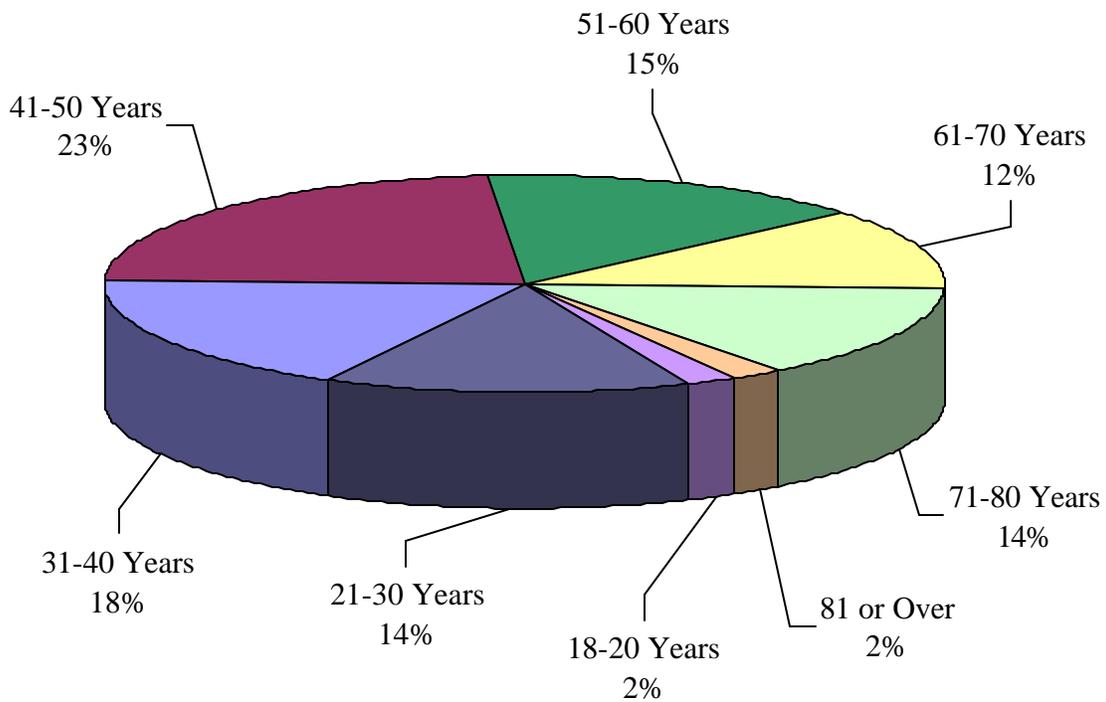
Q22. What concerns you most about health care in your community?

| Reponse | Frequency | Percent |
|--|------------|-------------|
| specialists: all specialists(16), pediatrician(4), cardiologist(3), geriatrics(2), neurosurgeon(1), ob-gyn(1), rheumatologist(1) | 28 | 15% |
| hospital quality | 23 | 13% |
| more doctors | 18 | 10% |
| elderly care | 17 | 9% |
| affordable health care | 12 | 7% |
| emergency services | 12 | 7% |
| affordable insurance/medication | 10 | 5% |
| ambulance services | 10 | 5% |
| qualified doctors/staff/management | 10 | 5% |
| cancer | 8 | 4% |
| nursing home care | 6 | 3% |
| health care | 5 | 3% |
| drug abuse/alcohol abuse/drug awareness | 3 | 2% |
| 911 services | 2 | 1% |
| child care | 2 | 1% |
| closer medical services | 2 | 1% |
| heart problems | 2 | 1% |
| home health care | 2 | 1% |
| allergies | 1 | 1% |
| assisted living facility | 1 | 1% |
| flu vaccines | 1 | 1% |
| maternity care | 1 | 1% |
| nutritious school meals | 1 | 1% |
| osteoporosis | 1 | 1% |
| physical injuries | 1 | 1% |
| poison control | 1 | 1% |
| preventive measures | 1 | 1% |
| trauma center | 1 | 1% |
| Total Responses | 182 | 100% |

NOTE: 29 responses indicated "don't know" and 5 responses indicated "none."

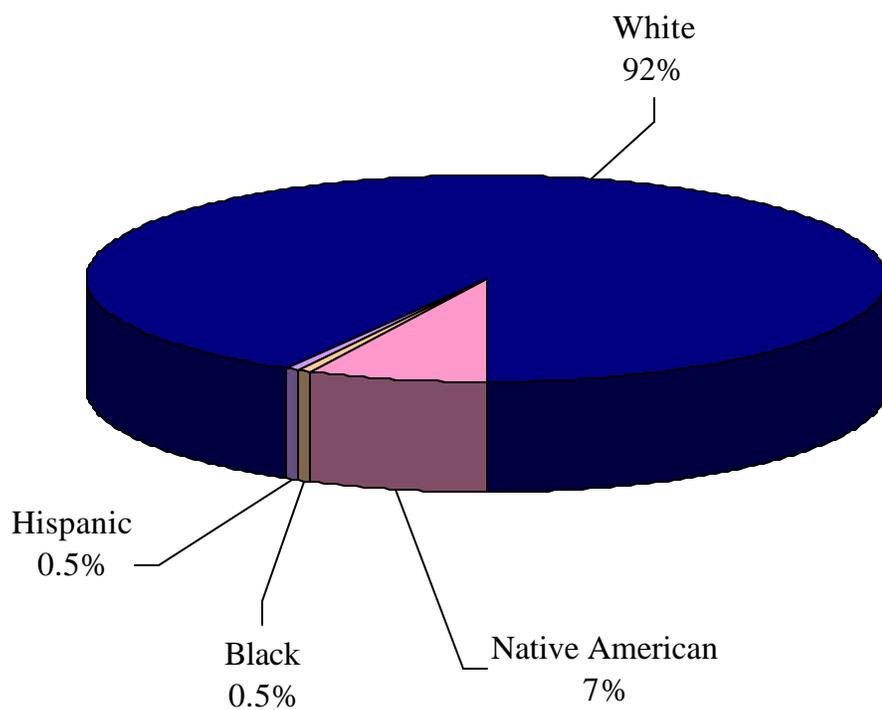
Q23. What is your age?

| | Frequency | Percent |
|-------------|-----------|-----------|
| 18-20 Years | 5 | 2% |
| 21-30 Years | 29 | 14% |
| 31-40 Years | 35 | 18% |
| 41-50 Years | 43 | 23% |
| 51-60 Years | 31 | 15% |
| 61-70 Years | 25 | 12% |
| 71-80 Years | 28 | 14% |
| 81 or Over | <u>5</u> | <u>2%</u> |
| Total | 201 | 100% |



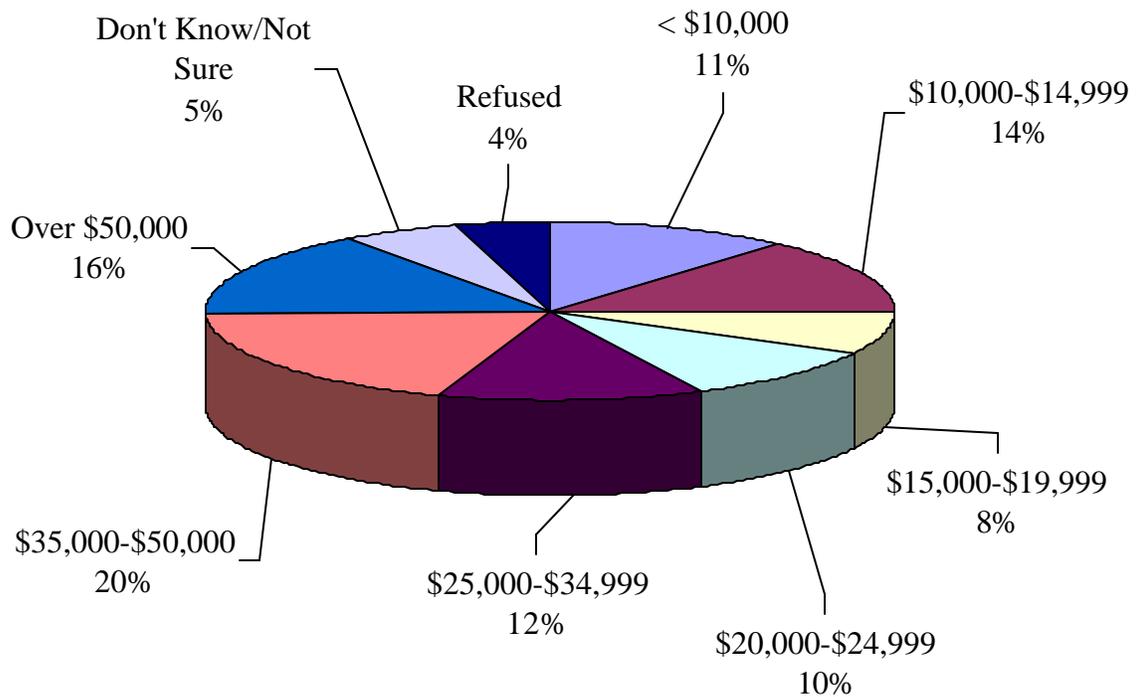
Q24. What is your race?

| | Frequency | Percent |
|-----------------|-----------|-------------|
| White | 184 | 92% |
| Native American | 15 | 7% |
| Black | 1 | 0.5% |
| Hispanic | <u>1</u> | <u>0.5%</u> |
| Total | 201 | 100% |



Q25. What is your yearly household income?

| | Frequency | Percent |
|---------------------|-----------|---------|
| < \$10,000 | 23 | 11% |
| \$10,000-\$14,999 | 27 | 14% |
| \$15,000-\$19,999 | 16 | 8% |
| \$20,000-\$24,999 | 20 | 10% |
| \$25,000-\$34,999 | 25 | 12% |
| \$35,000-\$50,000 | 39 | 20% |
| Over \$50,000 | 31 | 16% |
| Don't Know/Not Sure | 11 | 5% |
| Refused | 9 | 4% |
| Total | 201 | 100% |



Q26. Gender of the Respondents

| Response | Frequency | Percent |
|-----------------|-----------|-----------|
| Male | 61 | 30% |
| Female | 139 | 69% |
| Unknown | <u>1</u> | <u>1%</u> |
| Total Responses | 201 | 100% |

