

Sherman County Health  
Care Telephone Survey  
June 2005

Produced by

office of  
**Local Government**  
K-State Research and Extension

and



Aaron K. Lusby  
Extension Associate

John Leatherman, Director

In cooperation with:

Sherman County  
Health Care Steering  
Committee

Funding for this report provided by:  
Office of Rural Health Policy  
Health Resources and Services Administration  
(Grant# 5 H54 RH 00009 - 3)





## Sherman County Health Care Telephone Survey

The organization and delivery of health care services have undergone rapid evolution in recent years. For many Americans, the cost of services and access to care are important issues. This certainly applies to many rural areas where communities have struggled to maintain affordable, quality health care systems. As economic forces and technical advances continue to change health care, it is more important than ever for rural community leaders and health care providers to work together to ensure affordable, sustainable health care systems.

In an effort to provide useful information resources to rural community and health care leaders, the Kansas Rural Health Options Project (KRHOP) has teamed with the Office of Local Government, a unit of the Department of Agricultural Economics and K-State Research and Extension, to develop this report as a component of the Kansas Rural Health Works program. KRHOP is a partnership of the Office of Local and Rural Health at the Kansas Department of Health and Environment, the Kansas Hospital Association, the Kansas Board of Emergency Medical Services and the Kansas Medical Society. KRHOP is dedicated to assuring quality health care delivery in rural Kansas through the promotion of collaborative systems of care. Kansas Rural Health Works is supported by a federal grant to KRHOP (No. 5 H54 RH 00009-03) from the Health Resources and Services Administration, Office of Rural Health Policy.

One of the goals of the Kansas Rural Health Works program is to gauge community perception of the current local health care delivery system. A survey can obtain first-hand, detailed information about the preferences and expectations of local citizens. It gives citizens a chance to honestly express their opinions, complaints and praises of local health care because they know their answers will be confidential. Such information can be useful in defining a community's health care needs. While a survey does not provide a look at trends, it does present a snapshot of current local conditions and citizens' subjective perceptions about health care issues.

Working from sample surveys created for the national Rural Health Works program, the Sherman County Health Care Steering Committee spent several meetings creating a telephone survey specifically for Sherman County. The survey was conducted between April 25<sup>th</sup> and May 7<sup>th</sup>, 2005 by the Docking Institute for Public Affairs, Fort Hays State University. Prior to the survey, members of the Steering Committee initiated an advertising campaign consisting of flyers, radio announcements and newspaper articles to ensure awareness of the survey in the community. Their dedicated work resulted in an eighty percent cooperation rate among individuals contacted for the survey. Individuals were chosen at random to participate in the survey, and only the total results are presented in this report. Results were tabulated by the Office of Local Government.

The Office of Local Government welcomes any questions, comments or suggestions about this report or any of their other services. Contact your county Extension office or:

Dr. Aaron K. Lusby  
Office of Local Government  
Department of Agricultural Economics  
K-State Research and Extension  
Manhattan, KS 66506-3415

Phone: 785-532-2643  
10E Umberger Hall  
Fax: 785-532-3093  
Email: [alusby@agecon.ksu.edu](mailto:alusby@agecon.ksu.edu)



## Summary of Results

### Demographics

Individual phone numbers were picked at random, so that a representative sample of the county's population participated in the survey. By the end of the survey period, 222 people completed the survey and 53 refused, an 81 percent cooperation rate. Demographically, 49 percent of respondents were at least 65 years old, and 87 percent were at least 41 years old. 46 percent of respondents had at two people living in their household, while 29 percent of respondents live alone. In 27 percent of respondents' households, at least one member is a veteran. Most respondents were female (65 percent), and most respondents 84 percent came from the 67735 zip code (84 percent).

### Health Insurance

The survey began with a series of questions about health insurance. 93 percent of respondents said they have some form of insurance. For those who had insurance that covered self only, 37 percent had insurance through Medicare. Another 26 percent received insurance through an employer or former employer, and 23 percent had health insurance through a self-paid plan. Of those who had insurance that covered both themselves and their families, 38 percent received health insurance through an employer or former employer, while 32 percent had self-paid insurance. 23 percent had insurance through Medicare. For those who had insurance for their family only, 32 percent had insurance through Medicare, and 25 percent of respondents had self-paid insurance.

Another question asked respondents about additional health insurance coverage. 25 percent had an additional form of health insurance. The most frequent additional insurance among respondents was Blue Cross Blue Shield (47 percent). Ten percent had some form of supplemental insurance. Another eight percent had cancer insurance, and eight percent had accidental insurance. 44 percent use this additional insurance for self coverage only, and 44 percent have additional insurance for both self and family.

For those that had no insurance, 64 percent said cost prevented having insurance. 18 percent said other reasons prevented insurance coverage.

The survey asked respondents if they felt their insurance coverage was adequate, and while 78 percent answered "yes," 17 percent answered "no." Of those who said no, 23 percent cited limited coverage, and 21 percent each said their insurance was either too expensive or had deductibles that were too high.

## **Usage of Health Services**

The survey asked respondents about their usage of several health services in the last two years. 93 percent of those surveyed had used a pharmacy, and 92 percent had visited a family physician. 72 percent had received dental services, but only 8 percent had used orthodontist services in the last two years. 73 percent had used the services of an optometrist or ophthalmologist.

A follow up question asked respondents to what location they go for this same set of services. For pharmacy services, 84 percent went to Goodland. Of those who used services of a family physician, 72 percent traveled to Goodland, while 10 percent went to Colby, in Thomas County. 70 percent of people who had used dental services went to Goodland, while eight percent traveled to St. Francis, in Cheyenne County. 78 percent of those who had seen an orthodontist did so in Goodland, and 11 percent traveled to Denver, Colorado. For eye care, 68 percent of respondents used those services in Goodland, and 15 percent traveled to Colby.

The survey also asked respondents about insurance coverage of these health services. 60 percent of pharmacy visits were covered by insurance, while 90 percent of family physician services were covered by insurance. 55 percent of dental visits were covered, while 39 percent of orthodontist visits were covered. Insurance covered 72 percent of eye care visits.

## **Specialists**

The next survey question asked about usage of seventeen types of medical specialists. 38 percent of those surveyed had used the services of a cardiologist, and 22 percent each had used the services of a gynecologist, orthopedist, or urologist. The fewest number of respondents (four percent) had used the services of a pediatrician or OB/GYN (four percent).

Again, the survey asked respondents where they traveled to receive specialist services. For cardiologist services, 32 percent of respondents received such services in Goodland, while another 21 percent traveled to Denver. Another ten percent each traveled either to St. Francis or to Hays, in Ellis County. For the services of a gynecologist, 74 percent traveled to Goodland, while 7 percent each went to Colby, Hays, or Burlington, Colorado. For those who had seen an orthopedist, 43 percent used those services in Goodland, while 25 percent traveled to Denver. 47 percent of those who had visited an urologist did so in Goodland, and an additional 25 percent used those services in Hays.

Respondents were also asked about insurance coverage relative to specialist services. Of those who had used a cardiologist, insurance covered 96 percent of those visits. For gynecologist services, insurance covered the visits of each respondent. Insurance covered the visits of 93 percent of those who had visited an orthopedist.

### **Alternative Health Care**

The survey asked respondents about four types of alternative health care. 55 percent of those surveyed had used the services of a chiropractor, and seven percent had seen a massage therapist. Five percent had used the services of an acupuncturist, and two percent had visited a naturopath.

For those using chiropractor services, 94 percent used those services in Goodland. 81 percent of those who had visited a massage therapist did so in Goodland, and 75 percent of respondents who had used acupuncture services received them in Goodland. Of those who used naturopath services, 33 percent traveled to Colby, while 17 percent each went to either Goodland, Wichita in Sedgwick County, Denver or Fort Collins, Colorado.

For users of chiropractor services, 77 percent had visits covered by insurance. Users of massage therapy had 19 percent of visits covered by insurance. 25 percent of those who had used acupuncture services had visits covered by insurance, and insurance covered 40 percent of naturopath visits.

### **Hospital Services**

The survey asked respondents about 14 types of hospital services in the last two years. Of all respondents, 83 percent had used a hospital to have some sort of laboratory work performed. 47 percent visited a hospital for immunizations, and 41 percent went to a hospital for a mammogram. 39 percent had x-ray services at a hospital. Only three percent of respondents had used birthing services at a hospital.

As before, the survey asked respondents about the location they used for hospital services. For laboratory work, 67 percent of those respondents used hospital services in Goodland, and 11 percent traveled to Colby. 82 percent of those who used a hospital for immunizations did so in Goodland, and six percent went to Colby. 72 percent of those who had used mammography services traveled to Goodland, while fifteen percent used those services in Colby. 64 percent of x-ray users traveled to Goodland, and 11 percent traveled to Colby.

Of users of lab work, 89 percent had their visit covered by insurance. Insurance covered 79 percent of users who received immunizations at a hospital, while insurance covered 92 percent of visits for mammogram services. 86 percent of users of x-ray services had their visits covered by insurance.

### **Counseling Services**

Respondents answered questions about three types of counseling services: marriage and family counseling, alcohol and drug counseling, or any other type of mental health service. Only two percent of all respondents had used marriage and family counseling, while less than one percent had used alcohol and drug counseling. Two percent of respondents had used some other type of mental health counseling.

Users of marriage and family counseling traveled equally to one of five locations: Goodland, Colby, Wichita, Burlington or Canyon City, Colorado. Users of alcohol and drug counseling received those services in Leavenworth, Kansas, while 80 percent of users of other types of mental health received services in Goodland.

When asked about insurance, 60 percent of marriage and family counseling users had services covered, while all users of alcohol and drug counseling had services covered by insurance. 80 percent of users of other mental health services had visits covered by insurance.

### **Other Services**

The survey asked respondents similar questions about several other types of services. Of all respondents, 32 percent had used the services of a public health department, and 24 percent had used physical therapy services. Ten percent of respondents had a family member using the services of a nursing home or assisted living center. Only two percent of all respondents had used speech therapy services.

Of those who used the public health department, 96 percent did so in Goodland. For physical therapy, 78 percent of users traveled to Goodland, while 9 percent used those services in Colby.

As for previous services, those surveyed answered follow-up questions about insurance coverage. For users of the public health department, 57 percent of visits were covered by insurance. Insurance covered 89 percent of users' visits for physical therapy. All users of occupational therapy had their visits covered by insurance.

### **Improvements in Sherman County Health Care**

The final two questions asked respondents to reflect on the county's health care system as a whole. One question asked respondents what they felt would improve health care delivery in the county. Of the total responses to this question, 38 percent said they did not know how the system could improve, and 13 percent said that the system is fine as it currently exists. Another 13 percent said that the county needs more doctors. Five percent of responses said that costs were too high, and four percent said the county needs "better doctors." Complete, verbatim answers to this question can be found in the appendix.

The final survey question asked respondents if they felt a comprehensive medical complex would benefit Sherman County. 73 percent of all respondents answered "yes," while 14 percent answered "no" and 13 percent answered "don't know."

## **Summary**

Almost all survey respondents have some form of health insurance. Much of this insurance is provided by Medicare, a current or former employer, or a self-paid insurance plan. Some respondents carry additional health insurance to supplement their major plans. Cost most frequently prevents people from having insurance. Of those who have insurance, most feel it provides adequate coverage, but some feel their insurance is inadequate because of limited coverage, expense or high deductibles. Respondents' insurance covers most of the health care services asked about in the survey, except for some of the alternative health care services.

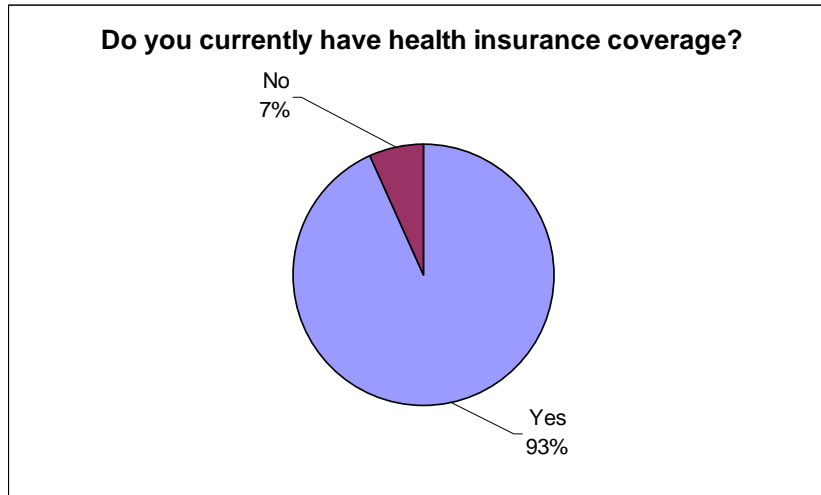
In terms of health services, more than 90 percent of respondents have used a pharmacy or seen a family physician in the last two years, and 72 percent of respondents have used a dentist within that time period. As for health care specialists, the most frequently used specialist was cardiologist. The small frequency of use of pediatricians and OB/GYNs may stem from the sample of respondents, most of whom are 41 years old or older. Though 55 percent of respondents have used a chiropractor, fewer people use alternative health services such as naturopath, massage therapy and acupuncture. Goodland is the most frequent destination for most health care services, though other frequently named destinations for were Colby or Denver, Colorado.

People most frequently use hospitals for laboratory work, and very few respondents used a hospital for birthing services. Such low frequency for birthing services could be a result of the sample, which consisted primarily of people at least 41 years old. People most frequently use hospital services in Goodland, while the next most frequent destination was Colby.

The majority of people either don't know how the Sherman County health care system could improve or feel the system is currently fine. However, a majority of those surveyed do feel a comprehensive medical complex would benefit the county.

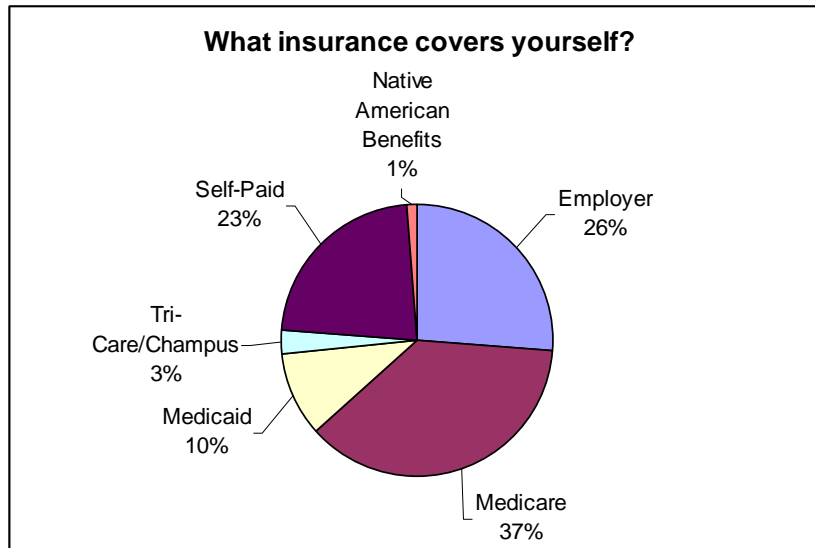


**Q1**



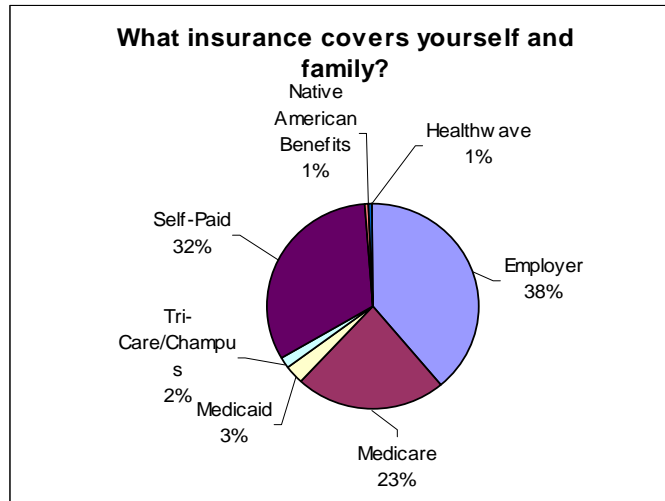
Yes	207
No	15
Total	222

**Q1a**



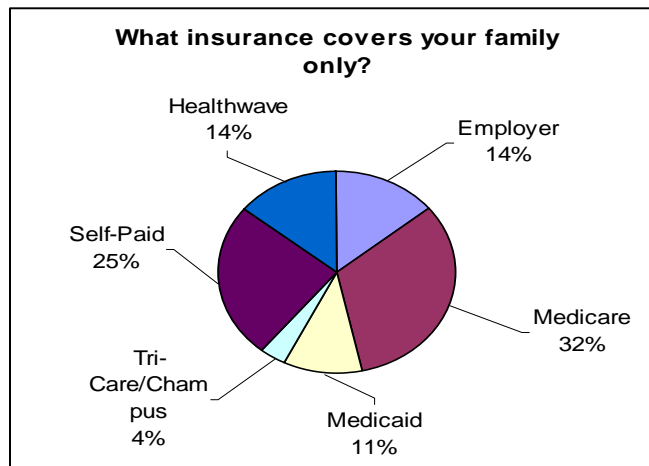
Type of Insurance	Number
Employer	47
Medicare	67
Medicaid	18
Tri-Care/Champus	5
Self-Paid	41
Native American Benefits	2
Healthwave	0
Total	180

**Q1b**



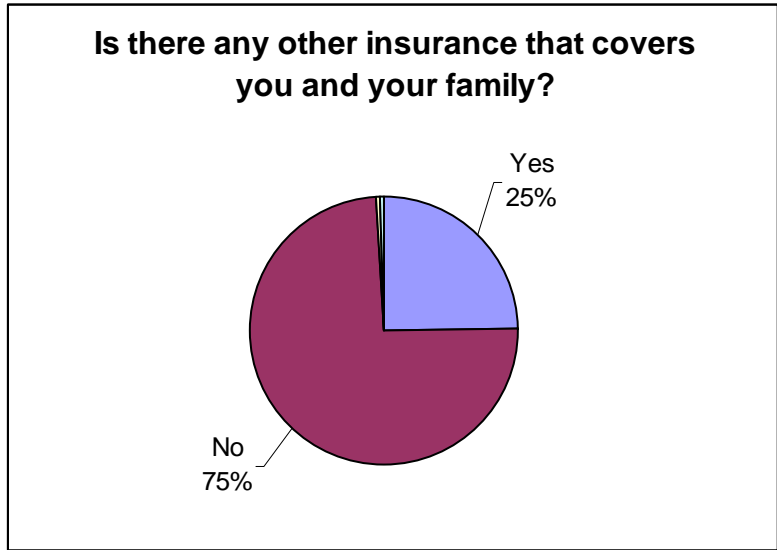
Type of insurance	Number
Employer	64
Medicare	37
Medicaid	5
Tri-Care/Champus	3
Self-Paid	53
Native American Benefits	1
Healthw ave	1
<b>Total</b>	<b>164</b>

**Q1c**



Type of insurance	Number
Employer	4
Medicare	9
Medicaid	3
Tri-Care/Champus	1
Self-Paid	7
Native American Benefits	0
Healthw ave	4
<b>Total</b>	<b>28</b>

**Q1d**

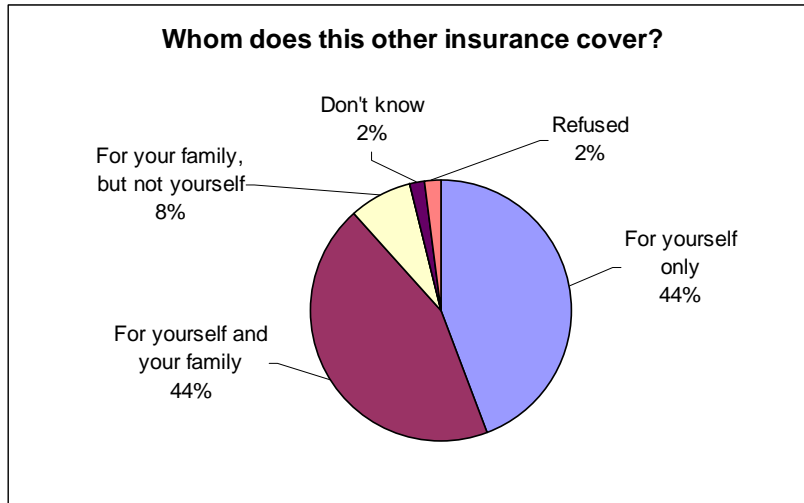


Yes	51
No	154
Don't Know	1
Refused	1
<b>Total</b>	<b>207</b>

**Q1e. What other health insurance covers you and your family?**

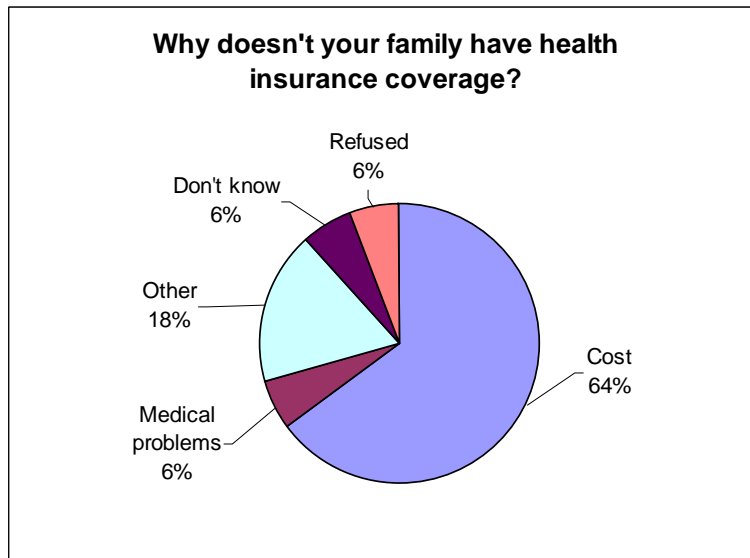
Type of insurance	Number	Percent
Blue Cross/Blue Shield	24	47.1%
Cancer insurance	4	7.8%
Accidental	4	7.8%
Supplemental	5	9.8%
Long term care	2	3.9%
VA	1	2.0%
Disability	1	2.0%
Dental	1	2.0%
AARP	3	5.9%
Prescription	1	2.0%
Signa	1	2.0%
GTL	1	2.0%
Legionnaire's Insurance	1	2.0%
Husband's insurance	1	2.0%
State plan through Colorado	1	2.0%
<b>Total</b>	<b>51</b>	<b>100.0%</b>

**Q1f**



Coverage	Number
For yourself only	23
For yourself and your family	23
For your family, but not yourself	4
Don't know	1
Refused	1
<b>Total</b>	<b>52</b>

**Q2**



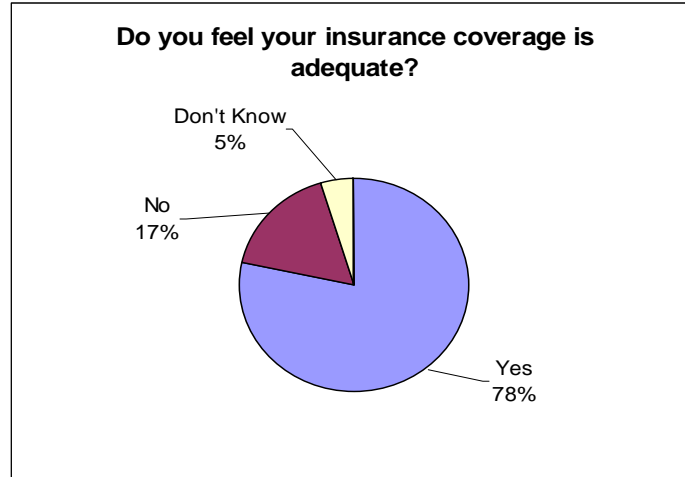
Reason	Number
Cost	11
Medical problems	1
Denied coverage	0
Other	3
Don't know	1
Refused	1
<b>Total</b>	<b>17</b>

**Q2a. What other reason explains why you don't have insurance?**

was too old to get it

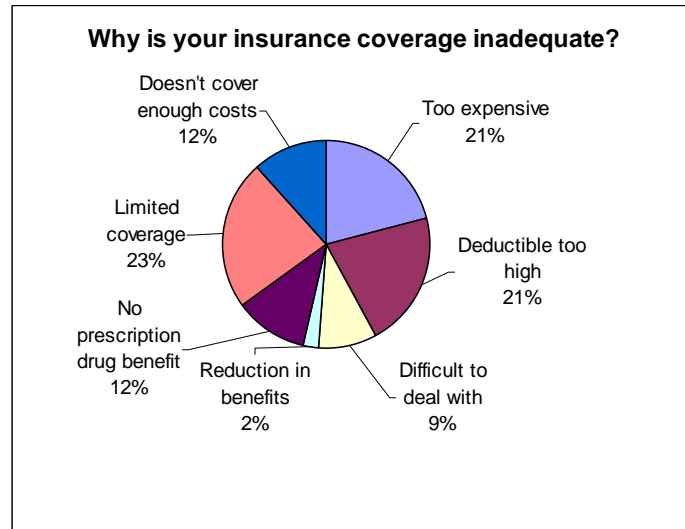
has other insurance and doesn't feel that she needs it

**Q2b**



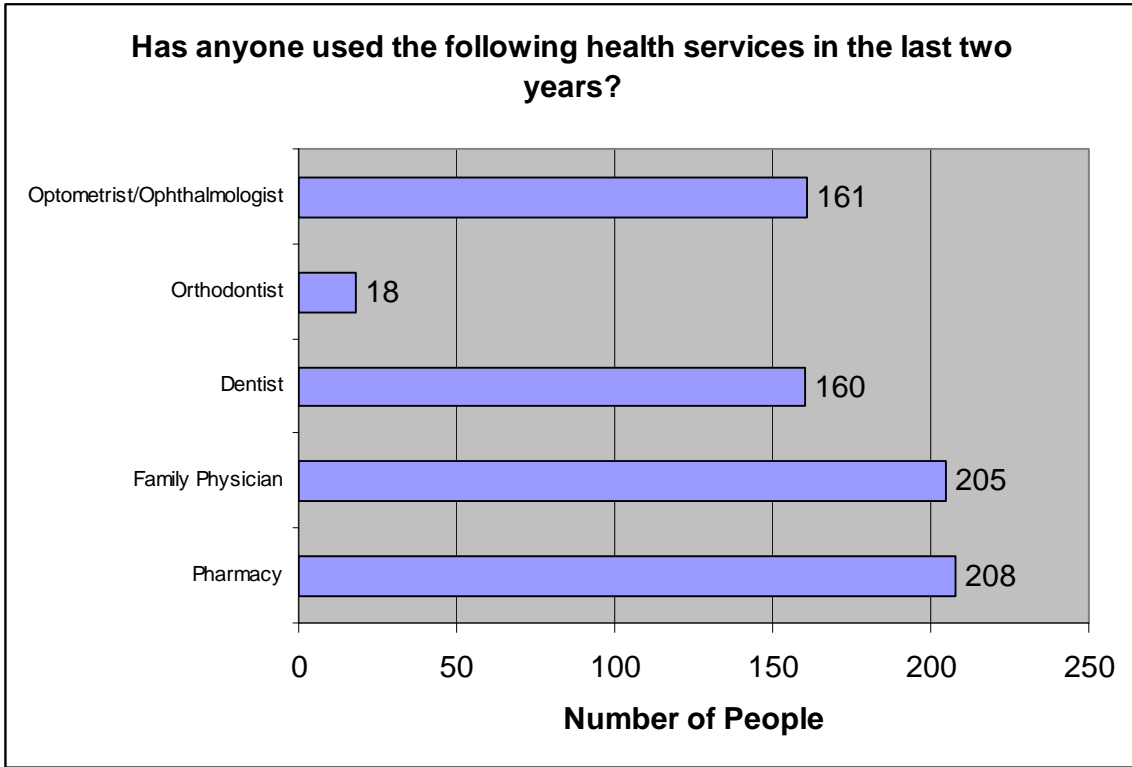
Yes	163
No	35
Don't Know	10
<b>Total</b>	<b>208</b>

**Q2b2**



Reason	Number
Too expensive	9
Deductible too high	9
Difficult to deal with	4
Reduction in benefits	1
No prescription drug benefit	5
Limited coverage	10
Doesn't cover enough costs	5
<b>Total</b>	<b>43</b>

**Q3a, Q4a, Q5a, Q6a, Q7a**



Service	Number	Percent
Pharmacy	208	93.7%
Family Physician	205	92.3%
Dentist	160	72.1%
Orthodontist	18	8.1%
Optometrist/Ophthalmologist	161	72.5%
<b>Total Respondents</b>	<b>222</b>	<b>100.0%</b>

**Q3b. Where did you obtain pharmacy services?**

Location	Number	Percent
Goodland	199	83.6%
Colby	16	6.7%
Nebraska	5	2.1%
Burlington, CO	3	1.3%
Texas	3	1.3%
Canada	2	0.8%
Denver, CO	2	0.8%
Lawrence	1	0.4%
Hays	1	0.4%
Shawnee	1	0.4%
Salina	1	0.4%
St. Francis	1	0.4%
Colorado Springs, CO	1	0.4%
Wichita	1	0.4%
Tribune	1	0.4%
Total	238	100.0%

**Q3c. Did your insurance cover at least part of your visit?**

Yes	123	59.1%
No	74	35.6%
Doesn't have health insurance	10	4.8%
Don't know	1	0.5%
Total	208	100.0%

**Q4b. Where did you obtain your family physician services?**

Location	Number	Percent
Goodland	177	71.7%
Colby	24	9.7%
Burlington, CO	12	4.9%
Denver, CO	9	3.6%
St. Francis	7	2.8%
Hays	5	2.0%
Texas	3	1.2%
Quinter	2	0.8%
Thomas County	1	0.4%
Olathe	1	0.4%
Great Bend	1	0.4%
Garden City	1	0.4%
Florida	1	0.4%
Colorado Springs, CO	1	0.4%
Cheyenne Wells, CO	1	0.4%
Arizona	1	0.4%
Total	247	100.0%

**Q4c. Did your insurance cover at least part of your visit?**

Yes	183	89.3%
No	11	5.4%
Doesn't have health insurance	10	4.9%
Don't know	1	0.5%
Total	205	100.0%

**Q5b. Where did you obtain your dental services?**

Location	Number	Percent
Goodland	114	69.1%
St. Francis	13	7.9%
Colby	10	6.1%
Nebraska	6	3.6%
Denver, CO	3	1.8%
Oakley	3	1.8%
Hays	2	1.2%
Hoxie	2	1.2%
Leoti	2	1.2%
Burlington, CO	1	0.6%
Quinter	1	0.6%
Missouri	1	0.6%
Garden City	1	0.6%
Overland Park	1	0.6%
Springfield, CO	1	0.6%
Syracuse	1	0.6%
Hill City	1	0.6%
Texas	1	0.6%
Fort Collins, CO	1	0.6%
Total	165	100.0%

**Q5c. Did your insurance cover at least part of your visit?**

Yes	88	55.0%
No	64	40.0%
Doesn't have health insurance	7	4.4%
Don't know	1	0.6%
Total	160	100.0%

**Q6b. Where did you obtain your orthodontist services?**

Location	Number	Percent
Goodland	14	77.8%
Denver, CO	2	11.1%
St. Francis	1	5.6%
Colorado Springs, CO	1	5.6%
Total	18	100.0%

**Q6c. Did your insurance cover at least part of your visit?**

Yes	7	38.9%
No	10	55.6%
Don't know	1	5.6%
Total	18	100.0%

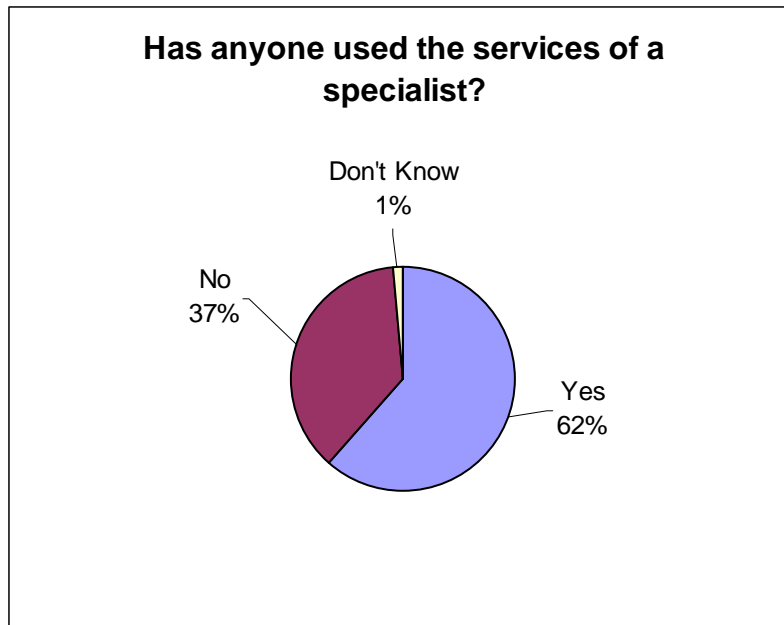
**Q7b. Where did you obtain your optometry/ophthalmology services?**

Location	Number	Percent
Goodland	115	68.0%
Colby	25	14.8%
Burlington, CO	2	1.2%
Hays	4	2.4%
Denver, CO	9	5.3%
Colorado Springs, CO	1	0.6%
Garden City	4	2.4%
Nebraska	4	2.4%
Arizona	1	0.6%
Texas	2	1.2%
Kansas City	1	0.6%
Salina	1	0.6%
Total	169	100.0%

**Q7c. Did your insurance cover at least part of your visit?**

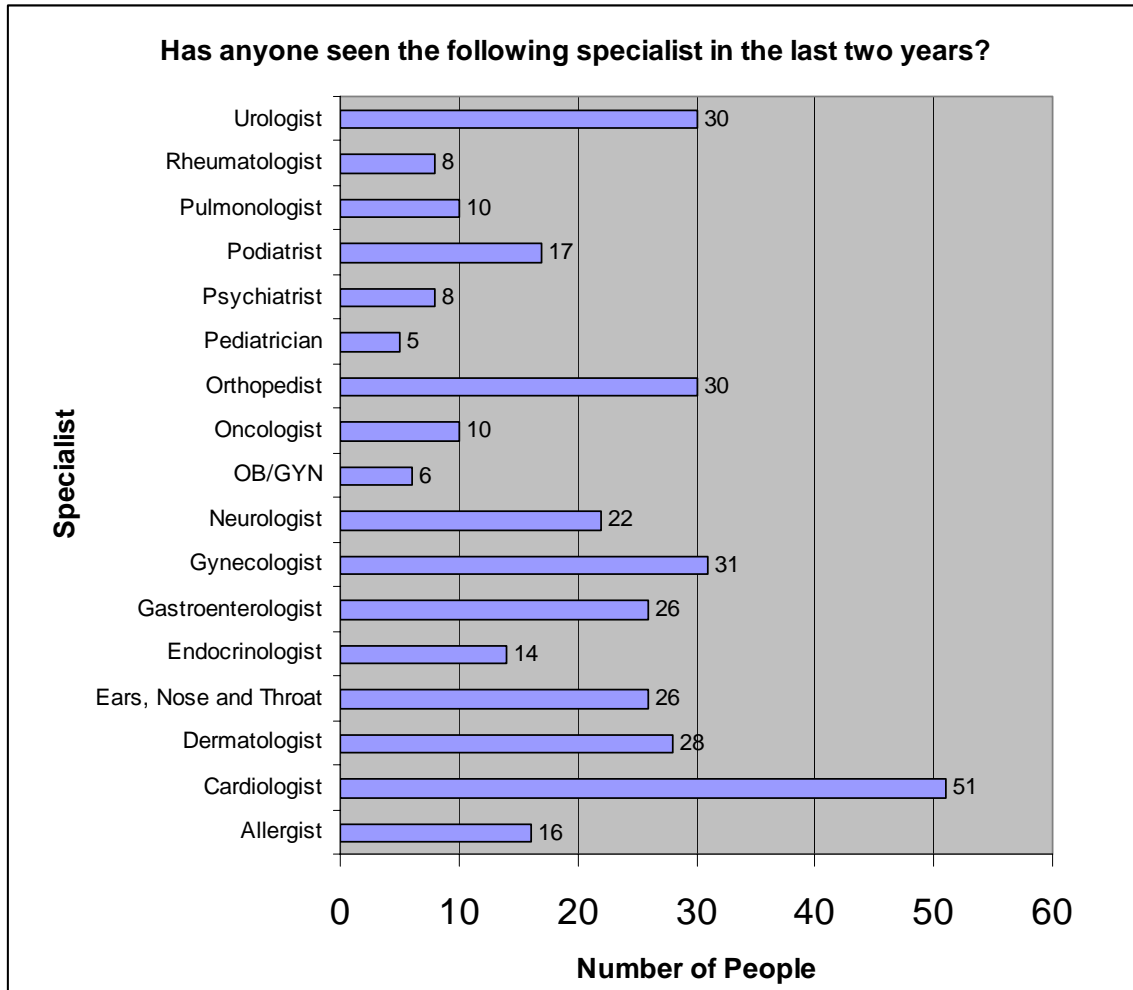
Yes	116	72.0%
No	38	23.6%
Doesn't have health insurance	6	3.7%
Don't know	1	0.6%
Total	161	100.0%

**Q8**



Yes	136
No	83
Don't know	3
Total	222

Q9a – Q26a



Specialist	Number	Percent
Allergist	16	11.8%
Cardiologist	51	37.5%
Dermatologist	28	20.6%
Ears, Nose and Throat	26	19.1%
Endocrinologist	14	10.3%
Gastroenterologist	26	19.1%
Gynecologist	31	22.8%
Neurologist	22	16.2%
OB/GYN	6	4.4%
Oncologist	10	7.4%
Orthopedist	30	22.1%
Pediatrician	5	3.7%
Psychiatrist	8	5.9%
Podiatrist	17	12.5%
Pulmonologist	10	7.4%
Rheumatologist	8	5.9%
Urologist	30	22.1%
<b>Total respondents who have seen a specialist</b>	<b>136</b>	<b>100.0%</b>

**Q9b. Where did you go to obtain allergist services?**

Location	Number	Percent
Goodland	10	45.5%
Colby	4	18.2%
Denver, CO	4	18.2%
Garden City	2	9.1%
Colorado Springs, CO	1	4.5%
Burlington, CO	1	4.5%
Total	22	100.0%

**Q9c. Did your insurance cover at least part of your visit?**

Yes	15	93.8%
Doesn't have health insurance	1	6.2%
Total	16	100.0%

**Q10b. Where did you obtain cardiologist services?**

Location	Number	Percent
Goodland	22	32.4%
Denver, CO	14	20.6%
Hays	7	10.3%
St. Francis	7	10.3%
Burlington, CO	6	8.8%
Colby	4	5.9%
Colorado Springs, CO	3	4.4%
Garden City	2	2.9%
Texas	2	2.9%
Atwood	1	1.5%
Total	68	

**Q10c. Did your insurance cover at least part of your visit?**

Yes	49	96.0%
No	1	2.0%
Doesn't have health insurance	1	2.0%
Total	51	100.0%

**Q11b. Where did you obtain dermatologist services?**

Location	Number	Percent
Goodland	20	71.4%
Colby	2	7.1%
Hays	2	7.1%
Burlington, CO	1	3.6%
Denver, CO	1	3.6%
Garden City	1	3.6%
Great Bend	1	3.6%
Total	28	100.0%

**Q11c. Did your insurance cover at least part of your visit?**

Yes	24	85.7%
No	1	3.6%
Don't know	3	10.7%
Total	28	100.0%

**Q12b. Where did you obtain ears, nose and throat services?**

Location	Number	Percent
Goodland	17	65.4%
Colby	3	11.5%
Hays	2	7.7%
Burlington, CO	1	3.8%
Denver, CO	2	7.7%
Longmont, CO	1	3.8%
Total	26	100.0%

**Q12c. Did your insurance cover at least part of your visit?**

Yes	25	96.2%
No	1	3.8%
Total	26	100.0%

**Q13b. Where did you go for endocrinologist services?**

Location	Number	Percent
Goodland	9	60.0%
Hays	3	20.0%
Denver	2	13.3%
Colby	1	6.7%
Total	15	100.0%

**Q13c. Did your insurance cover at least part of your visit?**

Yes	13	92.9%
No	1	7.1%
Total	14	100.0%

**Q14b. Where did you obtain gastroenterologist services?**

Location	Number	Percent
Goodland	17	54.8%
Denver, CO	6	19.4%
Burlington, CO	2	6.5%
Colby	1	3.2%
Hays	1	3.2%
Colorado Springs, CO	1	3.2%
Salina	1	3.2%
Oklahoma	1	3.2%
Texas	1	3.2%
Total	31	100.0%

**Q14c. All visits were covered by insurance.****Q15b. Where did you obtain your gynecologist services?**

Location	Number	Percent
Goodland	23	74.2%
Colby	2	6.5%
Burlington, CO	2	6.5%
Hays	2	6.5%
Salina	1	3.2%
Don't Know	1	3.2%
Total	31	100.0%

**Q15c. All visits were covered by insurance.**

**Q16b. Where did you obtain neurologist services?**

Location	Number	Percent
Goodland	17	70.8%
Hays	2	8.3%
Denver, CO	2	8.3%
Salina	2	8.3%
Colby	1	4.2%
Total	24	100.0%

**Q16c. Did your insurance cover at least part of your visit?**

Yes	21	95.5%
Doesn't have health insurance	1	4.5%
Total	22	100.0%

**Q17b. Where did you obtain OB/GYN services?**

Location	Number	Percent
Goodland	5	62.5%
Colby	1	12.5%
Hays	1	12.5%
Don't Know	1	12.5%
Total	8	100.0%

**Q17c. All visits were covered by insurance.****Q18b. Where did you obtain oncologist services?**

Location	Number	Percent
Goodland	6	54.5%
Denver, CO	2	18.2%
Houston, TX	2	18.2%
Hays	1	9.1%
Total	11	100.0%

**Q18c. All visits were covered by insurance.****Q19b. Where did you obtain orthopedist services?**

Location	Number	Percent
Goodland	14	43.8%
Denver	8	25.0%
Hays	3	9.4%
Burlington, CO	2	6.3%
Colby	1	3.1%
Shawnee	1	3.1%
Halstead	1	3.1%
Kearney, NE	1	3.1%
Harlingen, TX	1	3.1%
Total	32	100.0%

**Q19c. Did your insurance cover at least part of your visit?**

Yes	28	93.3%
No	2	6.7%
Total	30	100.0%

**Q20b. Where did you obtain pediatrician services?**

Location	Number	Percent
Goodland	2	40.0%
Colby	1	20.0%
Denver	1	20.0%
No response	1	20.0%
Total	5	100.0%

**Q20c. All visits were covered by insurance.****Q21. No children have seen a pediatric cardiologist.****Q22b. Where did you obtain psychiatrist services?**

Location	Number	Percent
Goodland	5	62.5%
Denver, CO	1	12.5%
Burlington, CO	1	12.5%
Orange, California	1	12.5%
Total	8	100.0%

**Q22c. Did your insurance cover at least part of your visit?**

Yes	5	62.5%
No	1	12.5%
Doesn't have health insurance	1	12.5%
Don't know	1	12.5%
Total	8	100.0%

**Q23b. Where did you obtain podiatrist services?**

Location	Number	Percent
Goodland	13	72.2%
Colby	3	16.7%
Hays	1	5.6%
Denver, CO	1	5.6%
Total	18	100.0%

**Q23c. Did your insurance cover at least part of your visit?**

Yes	16	94.1%
No	1	5.9%
Total	17	100.0%

**Q24b. Where did you obtain pulmonologist services?**

Location	Number	Percent
Goodland	7	63.6%
Denver, CO	4	36.4%
Total	11	100.0%

**Q24c. All visits were covered by insurance.**

**Q25b. Where did you obtain rheumatologist services?**

Location	Number	Percent
Goodland	5	55.6%
Colby	3	33.3%
Denver, CO	1	11.1%
Total	9	100.0%

**Q25c. Did your insurance cover at least part of your visit?**

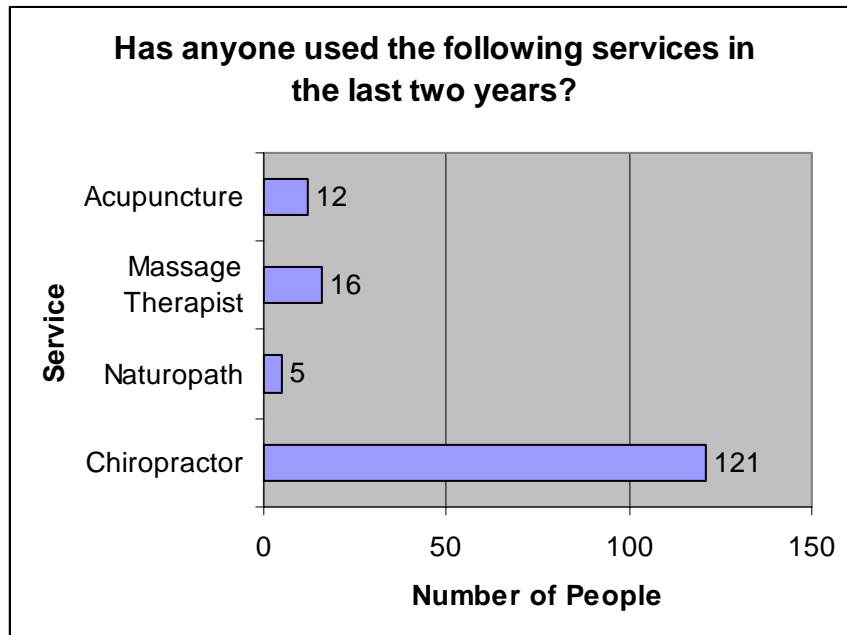
Yes	7	87.5%
No	1	12.5%
Total	8	100.0%

**Q26b. Where did you obtain urologist services?**

Location	Number	Percent
Goodland	15	46.9%
Hays	8	25.0%
Denver, CO	5	15.6%
Colby	2	6.3%
Burlington, CO	1	3.1%
Salina	1	3.1%
Total	32	100.0%

**Q26c. All visits were covered by insurance.**

**Q27a – Q30a**



Service	Number	Percent
Chiropractor	121	54.5%
Naturopath	5	2.3%
Massage Therapist	16	7.2%
Acupuncture	12	5.4%
Total Respondents	222	100.0%

**Q27b. Where did you obtain chiropractor services?**

Location	Number	Percent
Goodland	115	94.3%
Colby	4	3.3%
Oakley	1	0.8%
Burlington, CO	1	0.8%
Kansas City	1	0.8%
Total	122	100.0%

**Q27c. Did your insurance cover at least part of your visit?**

Yes	93	76.9%
No	21	17.4%
Doesn't have health insurance	7	5.7%
Total	121	100.0%

**Q28b. Where did you obtain your naturopath services?**

Location	Number	Percent
Colby	2	33.3%
Goodland	1	16.7%
Wichita	1	16.7%
Denver, CO	1	16.7%
Fort Collins, CO	1	16.7%
Total	6	100.0%

**Q28c. Did your insurance cover at least part of your visit?**

Yes	2	40.0%
No	2	40.0%
Doesn't have health insurance	1	20.0%
Total	5	100.0%

**Q29b. Where did you obtain massage therapist services?**

Location	Number	Percent
Goodland	13	81.3%
Colby	2	12.5%
Fort Collins, CO	1	6.3%
Total	16	100.0%

**Q29c. Did your insurance cover at least part of your visit?**

Yes	3	18.8%
No	12	75.0%
Doesn't have health insurance	1	6.3%
Total	16	100.0%

**Q30b. Where did you obtain acupuncture services?**

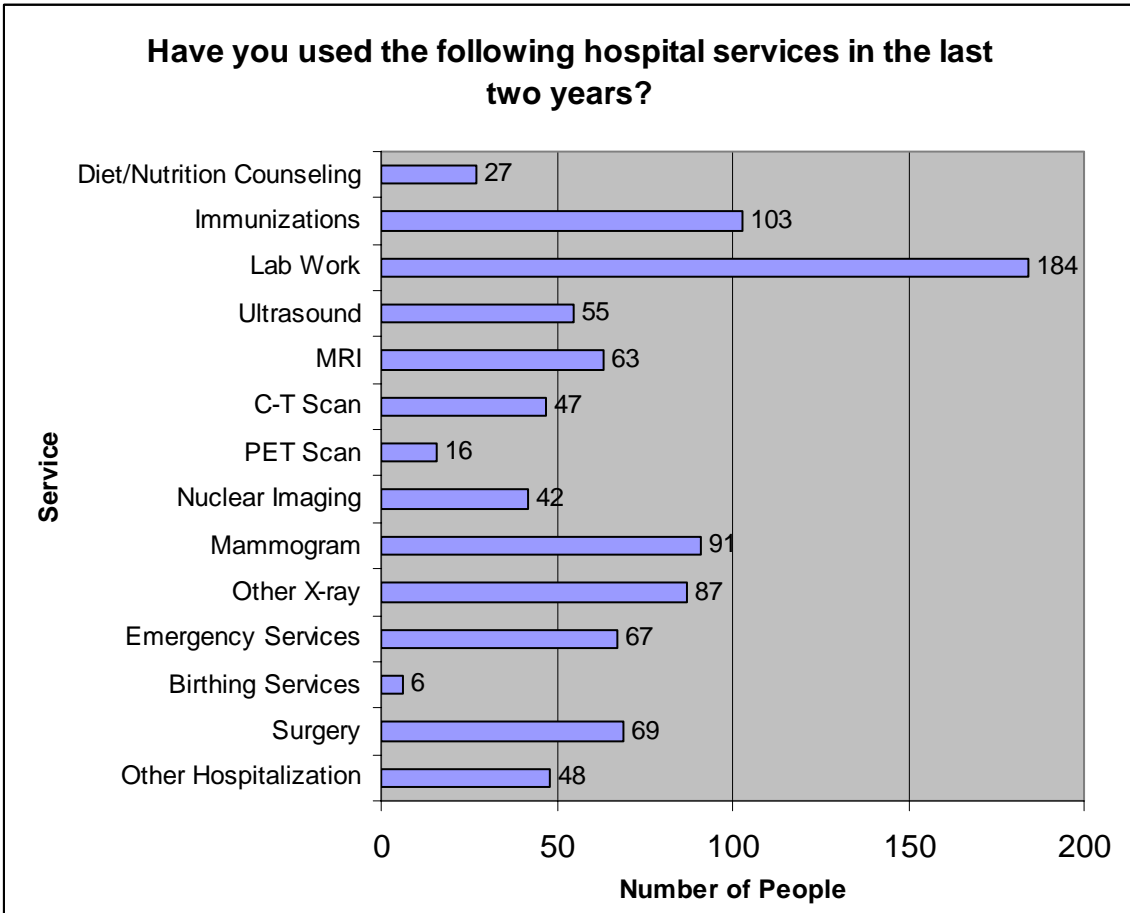
Location	Number	Percent
Goodland	9	75.0%
Burlington, CO	3	25.0%
Total	12	100.0%

**Q30c. Did your insurance cover at least part of your visit?**

Covered by insurance	3	25.0%
Not covered by insurance	8	66.7%
Don't Know	1	8.3%
Total	12	100.0%

**Q31a – Q42a**

**Have you used the following hospital services in the last two years?**



Service	Number	Percent
Lab Work	184	82.9%
Immunizations	103	46.4%
Mammogram	91	41.0%
Other X-ray	87	39.2%
Surgery	69	31.1%
Emergency Services	67	30.2%
MRI	63	28.4%
Ultrasound	55	24.8%
Other Hospitalization	48	21.6%
C-T Scan	47	21.2%
Nuclear Imaging	42	18.9%
Diet/Nutrition Counseling	27	12.2%
PET Scan	16	7.2%
Birthing Services	6	2.7%
<b>Total Respondents</b>	<b>222</b>	<b>100.0%</b>

**Q31b. Where did you obtain diet/nutrition counseling?**

Location	Number	Percent
Goodland	22	78.6%
Denver, CO	3	10.7%
Hays	1	3.6%
Burlington, CO	1	3.6%
Orange County, California	1	3.6%
Total	28	100.0%

**Q31c. Did your insurance cover at least part of your visit?**

Covered by insurance	19	70.4%
Not covered by insurance	7	25.9%
Don't Know	1	3.7%
Total	27	100.0%

**Q32b. Where did you obtain immunizations?**

Location	Number	Percent
Goodland	87	82.1%
Colby	6	5.7%
Burlington, CO	4	3.8%
St. Francis	3	2.8%
Texas	2	1.9%
Denver, CO	1	0.9%
Arizona	1	0.9%
Manhattan	1	0.9%
Olathe	1	0.9%
Total	106	100.0%

**Q32c. Did your insurance cover at least part of your visit?**

Yes	81	78.6%
No	15	14.6%
Doesn't have health insurance	3	2.9%
Don't know	4	3.9%
Total	103	100.0%

**Q33b. Where did you obtain lab work services?**

Location	Number	Percent
Goodland	147	67.4%
Colby	24	11.0%
Denver, CO	14	6.4%
Burlington, CO	9	4.1%
Hays	8	3.7%
St. Francis	4	1.8%
Texas	2	0.9%
Garden City	1	0.5%
Quinter	1	0.5%
Arizona	1	0.5%
Kearney, NE	1	0.5%
Cheyenne Wells, CO	1	0.5%
California	1	0.5%
Thomas County	1	0.5%
Colorado Springs, CO	1	0.5%
Sharon Springs	1	0.5%
Olathe	1	0.5%
Total	218	100.0%

**Q33c. Did your insurance cover at least part of your visit?**

Yes	164	89.1%
No	15	8.2%
Doesn't have health insurance	5	2.7%
Total	184	100.0%

**Q34b. Where did you obtain ultrasound services?**

Location	Number	Percent
Goodland	34	56.7%
Colby	8	13.3%
Denver, CO	8	13.3%
Burlington, CO	7	11.7%
Salina	1	1.7%
Orange County, California	1	1.7%
Arizona	1	1.7%
Total	60	100.0%

**Q34c. Did your insurance cover at least part of your visit?**

Covered by insurance	52	94.5%
Not covered by insurance	2	3.6%
No insurance	1	1.8%
Total	55	100.0%

**Q35b. Where did you obtain MRI services?**

Location	Number	Percent
Goodland	40	56.3%
Denver, CO	9	12.7%
Hays	8	11.3%
Colby	6	8.5%
Burlington, CO	1	1.4%
St. Francis	1	1.4%
Salina	1	1.4%
Manhattan	1	1.4%
Olathe	1	1.4%
Arizona	1	1.4%
Kearney, NE	1	1.4%
Texas	1	1.4%
Total	71	100.0%

**Q35c. Did your insurance cover at least part of your visit?**

Covered by insurance	59	93.7%
Not covered by insurance	2	3.2%
No insurance	1	1.6%
Don't know	1	1.6%
Total	63	100.0%

**Q36b1. Where did you obtain C-T scan services?**

Location	Number	Percent
Goodland	34	61.8%
Denver, CO	7	12.7%
Colby	5	9.1%
Hays	5	9.1%
Burlington, CO	2	3.6%
St. Francis	1	1.8%
Manhattan	1	1.8%
Total	55	100.0%

**Q36c1. Did your insurance cover at least part of your visit?**

Covered by insurance	44	93.6%
No insurance	2	4.3%
Don't know	1	2.1%
Total	47	100.0%

**Q36b2. Where did you obtain PET scan services?**

Location	Number	Percent
*Goodland	14	82.4%
Hays	2	11.8%
Denver, CO	1	5.9%
Total	17	100.0%

**Q36c2. Did your insurance cover at least part of your visit?**

Covered by insurance	15	93.8%
No insurance	1	6.3%
Total	16	100.0%

\*Goodland Regional Medical Center does not offer PET scans.

**Q36b3. Where did you obtain nuclear imaging services?**

Location	Number	Percent
Goodland	24	54.5%
Denver, CO	8	18.2%
Colby	5	11.4%
Hays	4	9.1%
Burlington, CO	1	2.3%
Salina	1	2.3%
Arizona	1	2.3%
Total	44	100.0%

**Q36c3. Did your insurance cover at least part of your visit?**

Covered by insurance	39	92.9%
Not covered by insurance	3	7.1%
Total	42	100.0%

**Q37b. Where did you obtain mammogram services?**

Location	Number	Percent
Goodland	66	71.7%
Colby	14	15.2%
Cheyenne Wells, CO	3	3.3%
Hays	2	2.2%
Burlington, CO	1	1.1%
Denver, CO	1	1.1%
St. Francis	1	1.1%
Salina	1	1.1%
Colorado Springs, CO	1	1.1%
Texas	1	1.1%
Arizona	1	1.1%
Total	92	100.0%

**Q37c. Did your insurance cover at least part of your visit?**

Covered by insurance	84	92.3%
Not covered by insurance	3	3.3%
No insurance	2	2.2%
Don't know	2	2.2%
Total	91	100.0%

**Q38b. Where did you obtain your X-Ray services?**

Location	Number	Percent
Goodland	61	64.2%
Colby	10	10.5%
Denver, CO	6	6.3%
Burlington, CO	3	3.2%
Hays	3	3.2%
St. Francis	3	3.2%
Texas	2	2.1%
Salina	1	1.1%
Topeka	1	1.1%
Olathe	1	1.1%
Shawnee	1	1.1%
Arizona	1	1.1%
New Hampshire	1	1.1%
Kearney, NE	1	1.1%
Total	95	100.0%

**Q38c. Did your insurance cover at least part of your visit?**

Yes	75	86.2%
No	5	5.7%
Doesn't have health insurance	5	5.7%
Don't know	2	2.3%
Total	87	100.0%

**Q39b. Where did you obtain emergency services?**

Location	Number	Percent
Goodland	57	79.2%
Colby	4	5.6%
Hays	2	2.8%
Burlington, CO	1	1.4%
Denver, CO	1	1.4%
St. Francis	1	1.4%
Olathe	1	1.4%
Shawnee	1	1.4%
Topeka	1	1.4%
New Hampshire	1	1.4%
Florida	1	1.4%
Texas	1	1.4%
Total	72	100.0%

**Q39c. Did your insurance cover at least part of your visit?**

Yes	61	91.0%
No	5	7.5%
Doesn't have health insurance	1	1.5%
Total	67	100.0%

**Q40b. Where did you have your baby?**

Location	Number	Percent
Goodland	3	50.0%
Colby	2	33.3%
St. Louis	1	16.7%
Total	6	100.0%

**Q40c. All visits were covered by insurance.****Q41b. Where did you obtain your surgery?**

Location	Number	Percent
Denver, CO	25	33.3%
Goodland	19	25.3%
Hays	18	24.0%
Colby	2	2.7%
Salina	2	2.7%
Longmont, CO	2	2.7%
Burlington, CO	1	1.3%
Shawnee	1	1.3%
Fort Collins, CO	1	1.3%
Texas	1	1.3%
Florida	1	1.3%
Kearney, NE	1	1.3%
California	1	1.3%
Total	75	100.0%

**Q41c. Did your insurance cover at least part of your visit?**

Covered by insurance	63	91.3%
Not covered by insurance	4	5.8%
No insurance	2	2.9%
Total	69	100.0%

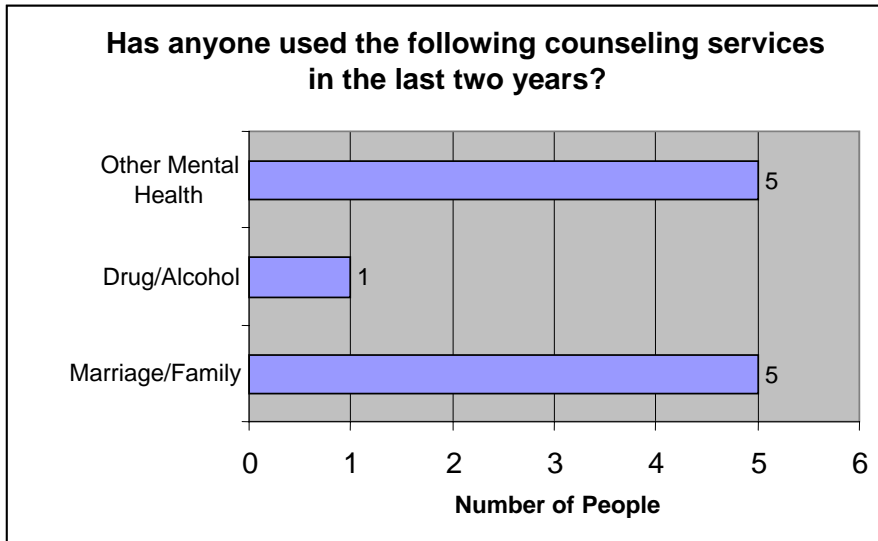
**Q42b. Where did you obtain other hospitalization services?**

Location	Number	Percent
Goodland	33	58.9%
Denver, CO	8	14.3%
Hays	4	7.1%
Colby	3	5.4%
Burlington, CO	2	3.6%
St. Francis	2	3.6%
Salina	1	1.8%
Longmont, CO	1	1.8%
Hastings, NE	1	1.8%
California	1	1.8%
Total	56	100.0%

**Q42c. Did your insurance cover at least part of your visit?**

Covered by insurance	43	89.6%
Not covered by insurance	2	4.2%
No insurance	3	6.3%
Total	48	100.0%

**Q43a, Q44a, Q45a**



Service	Number	Percent
Marriage/Family	5	2.3%
Drug/Alcohol	1	0.5%
Other Mental Health	5	2.3%
Total Respondents	222	100.0%

**Q43b. Where did you obtain marriage/family counseling?**

Location	Number	Percent
Goodland	1	20%
Colby	1	20%
Wichita	1	20%
Canyon City, CO	1	20%
Burlington, CO	1	20%
Total	5	100.0%

**Q43c. Did your insurance cover at least part of your visit?**

Covered by insurance	3	60%
Not covered by insurance	2	40%
Total	5	100.0%

**Q44b. Where did you obtain drug and alcohol counseling?**

Location	Number	Percent
Leavenworth	1	100.0%

**Q44c. The service was covered by insurance.**

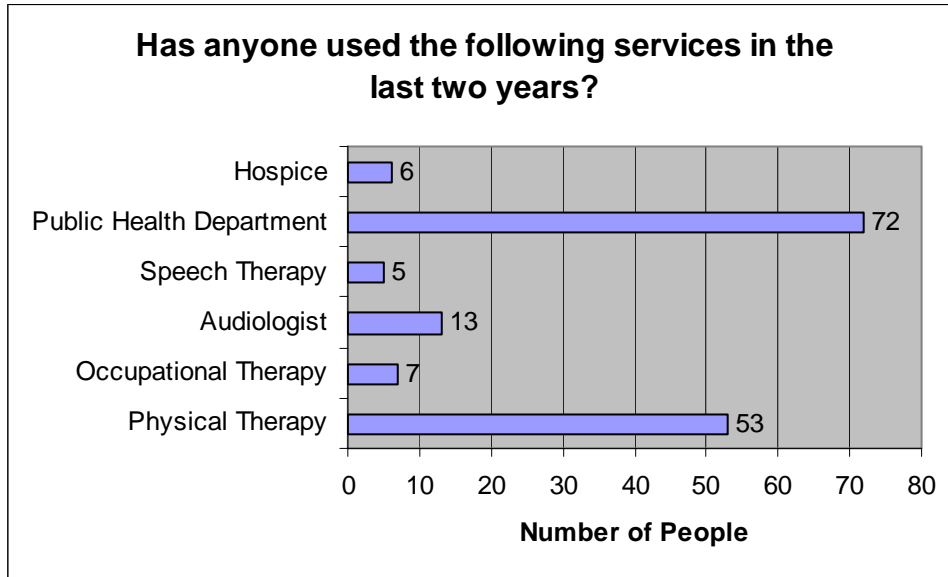
**Q45b. Where did you obtain other mental health services?**

Location	Number	Percent
Goodland	4	80.0%
Colby	1	20.0%
Total	5	100.0%

**Q45c. Did your insurance cover at least part of your visit?**

Covered by insurance	4	80.0%
Not covered by insurance	1	20.0%
Total	5	100.0%

**Q46a – Q51a**



Service	Number	Percent
Physical Therapy	53	23.9%
Occupational Therapy	7	3.2%
Audiologist	13	5.9%
Speech Therapy	5	2.3%
Public Health Department	72	32.4%
Hospice	6	2.7%
Total Respondents	222	100.0%

**Q46b. Where did you obtain physical therapy services?**

Location	Number	Percent
Goodland	45	77.6%
Colby	5	8.6%
Denver, CO	3	5.2%
Shawnee	1	1.7%
Olathe	1	1.7%
Texas	1	1.7%
Franklin, NE	1	1.7%
Arizona	1	1.7%
Total	58	100.0%

**Q46c. Did your insurance cover at least part of your visit?**

Yes	47	88.7%
No	2	3.8%
Doesn't have health insurance	2	3.8%
Don't know	2	3.8%
Total	53	100.0%

**Q47b. Where did you obtain occupational therapy services?**

Location	Number	Percent
Goodland	4	44.4%
Colby	2	22.2%
Hays	1	11.1%
Denver, CO	1	11.1%
Texas	1	11.1%
Total	9	100.0%

**Q47c. All services were covered by insurance.****Q48b. Where did you obtain audiologist services?**

Location	Number	Percent
Goodland	10	71.4%
Colby	2	14.3%
Denver, CO	1	7.1%
Arizona	1	7.1%
Total	14	100.0%

**Q48c. Did your insurance cover at least part of your visit?**

Yes	9	69.2%
No	3	23.1%
Don't know	1	7.7%
Total	13	100.0%

**Q49b. Where did you obtain speech therapy?**

Location	Number	Percent
Goodland	5	100.0%

**Q49c. Did your insurance cover at least part of your visit?**

Yes	3	60.0%
No	2	40.0%
Total	5	100.0%

**Q50b. Where did you use the public health department?**

Location	Number	Percent
Goodland	70	95.9%
Sharon Springs	1	1.4%
St. Francis	1	1.4%
Arizona	1	1.4%
Total	73	100.0%

**Q50c. Did your insurance cover at least part of your visit?**

Yes	41	56.9%
No	29	40.3%
Doesn't have health insurance	0	0.0%
Don't know	2	2.8%
Total	72	100.0%

**Q51b. Where did your family use hospice?**

Location		
Goodland	6	100.0%

**Q51c. Did your insurance cover at least part of your visit?**

Yes	5	83.3%
Doesn't have health insurance	1	16.7%
Total	6	100.0%

**Q52. Is anyone in your family using the following services?**

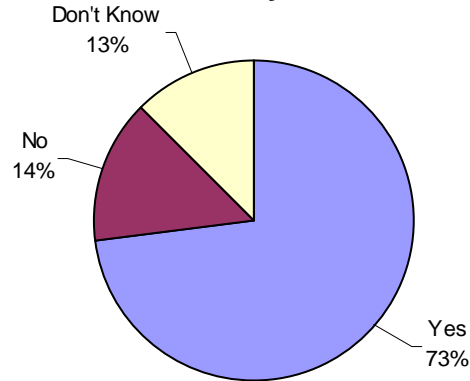
Service	Number	Percent
Home health care	7	3.2%
Adult daycare	3	1.4%
Developmentally disabled center	1	0.5%
Assisted living/nursing home	21	9.5%
Don't know	3	1.4%
Total Respondents	222	100.0%

**Q53. What do you feel would improve the health care delivery system in Sherman County?**

Answer	Number	Percent
Don't Know	92	38.3%
System is currently fine	32	13.3%
More doctors	30	12.5%
Costs too high/too expensive	11	4.6%
Better doctors	9	3.8%
More specialists	8	3.3%
VA center/services	5	2.1%
more hospital staff/nurses	5	2.1%
new hospital administration/board/bureaucracy	4	1.7%
More home services	3	1.3%
improved hospital billing/customer service	3	1.3%
more pharmacies	3	1.3%
more affordable insurance coverage	3	1.3%
need a surgeon	3	1.3%
better communication with community	3	1.3%
retain physicians	3	1.3%
general displeasure	2	0.8%
unknown response	2	0.8%
more female doctors	2	0.8%
ambulance services	2	0.8%
Better communication among specialists	1	0.4%
directional signs at hospital (confusing)	1	0.4%
hospital should accept more insurers	1	0.4%
more services at hospital	1	0.4%
drug coverage	1	0.4%
better hospital record keeping system	1	0.4%
Better nursing home care	1	0.4%
updated equipment	1	0.4%
more alternative medicine	1	0.4%
better access for low income	1	0.4%
appointment time with doctors	1	0.4%
protect privacy of patients	1	0.4%
kidney dialysis center	1	0.4%
General help for seniors (travel, groceries, etc.)	1	0.4%
free care for seniors	1	0.4%
<b>Total</b>	<b>240</b>	<b>100.0%</b>

**Q54**

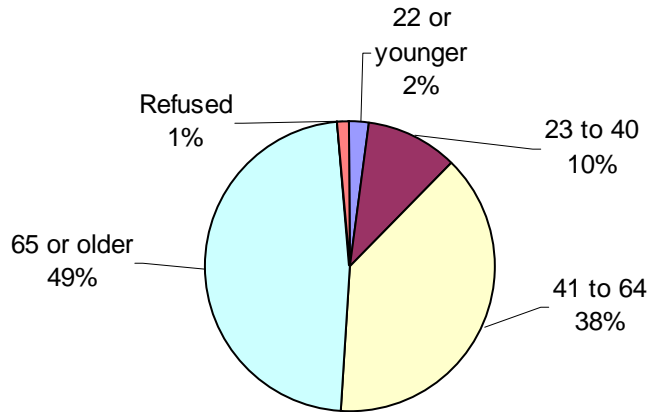
**Do you feel a comprehensive medical complex would benefit Sherman County?**



Yes	162
No	32
Don't know	28
<b>Total</b>	<b>222</b>

**Q55**

**What is your age range?**



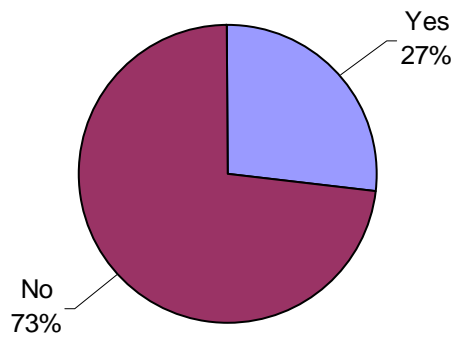
Age group	Number
22 or younger	5
23 to 40	23
41 to 64	85
65 or older	106
Refused	3
<b>Total</b>	<b>222</b>

**Q56. How many people live in your household?**

Category	Number	Percent
0	1	0.5%
1	64	28.8%
2	103	46.4%
3	20	9.0%
4	15	6.8%
5	12	5.4%
6	2	0.9%
7	2	0.9%
8	1	0.5%
10	1	0.5%
Refused	1	0.5%
<b>Total</b>	<b>222</b>	<b>100.0%</b>

**Q57**

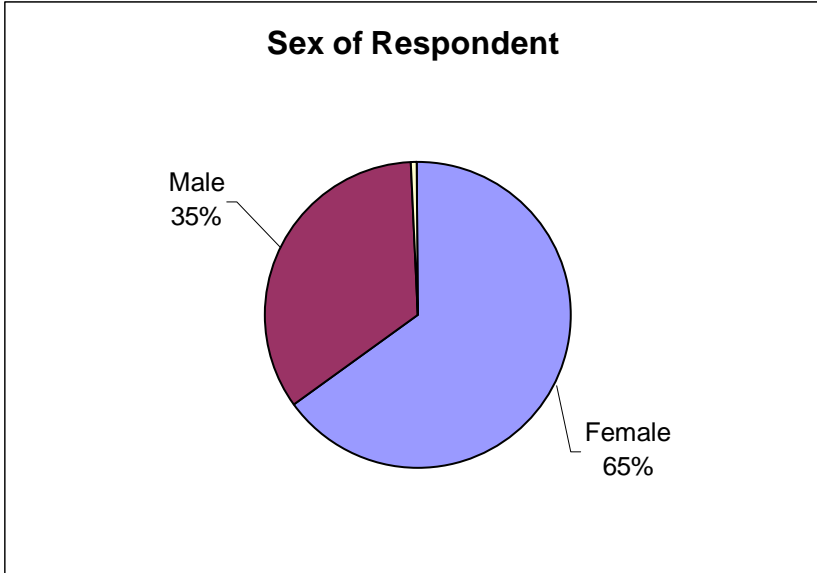
**Is any member of your household a veteran?**



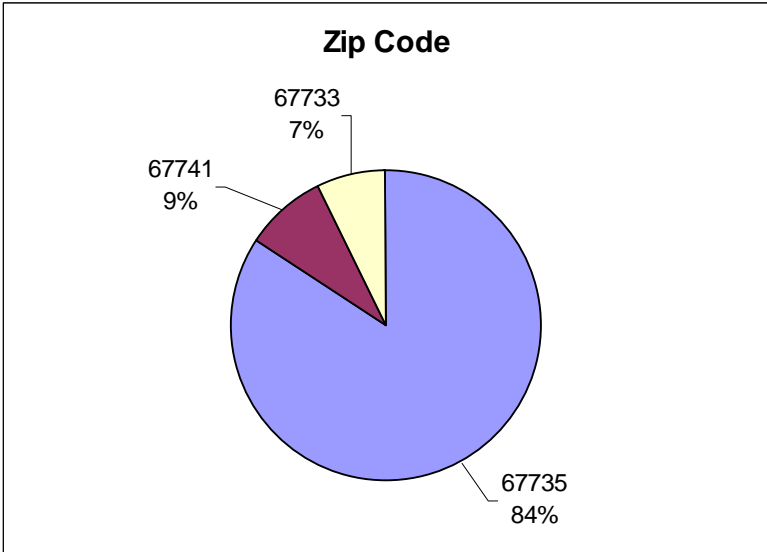
Yes	60
No	162
<b>Total</b>	<b>222</b>

**Q57. How many in your household are veterans?**

Number of Veterans	Number	Percent
0	1	1.7%
1	58	96.7%
2	1	1.7%
<b>Total</b>	<b>60</b>	<b>100.0%</b>



Female	144
Male	77
Don't know	1
<b>Total</b>	<b>222</b>



Zip Code	City	Number
67735	Goodland	187
67741	Kanorado	19
67733	Edson	16
<b>Total</b>		<b>222</b>



## Appendix Verbatim Answers to Open Questions

### **Q1 What other type of insurance?**

VA  
Disability and social security  
dental  
AARP  
Cancer insurance thru AFLAC  
Blue Cross  
Signa  
accident policy, she hasn't ever used it  
have a prescription insurance that covers part of medicines  
AARP- for supplements  
Blue Cross Blue Shield  
legionnaire's insurance  
AARP- supplement principle  
husband has his own  
Blue Cross Blue Shield  
Blue Cross and Blue Shield  
AARP  
mutual of Omaha for cancer hospitalization  
accident policy, blue cross plan 65, long term care  
Accident policy.  
supplemental policies for heart and cancer  
long term care  
supplements  
accidental  
state plan through Colorado  
Blue Cross and Blue Shield  
AARP  
GTL  
Intensive care cancer policy

### **Q2 What other reason does your family lack health insurance coverage?**

was too old to get it  
has other insurance and doesn't feel that she needs it  
no

**Q2B2 Why do you feel your insurance coverage is inadequate?**

because of money concerns and carry a sketchy plan  
deductibles are high  
large deductible  
They just need more help  
that's all that she can afford  
think they could pay more  
doesn't cover everything needed  
don't pay for medication - only some doctor stuff  
she doesn't understand what is billed and what is covered, doesn't like the billing process  
Limited coverage  
it leaves a lot to pay-won't cover certain things  
to many things have went wrong but he doesn't want to complain  
don't have dental coverage and the other two have higher deductibles  
deductibles keep going up  
extremely high deductible  
on dental plan should cover crowns for not cosmetic reason  
Some things not covered.  
very expensive, and some times to get them to pay the bills is really difficult and you shouldn't have to do it  
don't get enough money  
doesn't cover the medicine part  
high co insurance limit  
cost so much to afford to have a good deductible, monthly payments are so high  
Don't have enough  
prescription drugs  
deductibles are to high...need to be lowered  
it would help if prescriptions were partly covered  
way too expensive, horrible deductible  
Because it doesn't call for office calls and it just covers what Medicare doesn't cover sometimes  
don't pay enough  
It could cover more and pay for more  
its so expensive to go to the doctor even w/ insurance, and doesn't have prescription coverage  
too expensive, have to hassle with it every year and don't get any more benefits and lose benefits every year  
too expensive for what we have  
could be better  
too expensive for what they get, keep raising their deductible so unless big disaster they are paying for it

**Q53 What do you feel would improve the health care delivery system in Sherman County?**

having doctors  
a VA Center in this town so they don't have to travel  
should access to more specialist  
better doctors, better availability  
Providing more services at home.  
do a really good job but better communication between the specialists that come down  
costs are extremely high and example,  
lab work at a health fair or at Sharon Springs is a lot cheaper than Goodland,  
hospital has a bad billing procedures  
Better doctors  
its good now

**Q53 continued**

More permanent doctors

nothing

signs to tell to where to go to get around inside the hospital,

No one knows where to go its confusing. Also needs desk at entrance with nurse  
real doctors and more of them

billing section at the hospital and clinic,

her bills are like 9 months late, they don't get bills and tried to get them to pay it,  
however insurance was suppose to

more doctors

doing good job now

better physicians

she said it leaves a lot to be desired sometimes

more docs

more specialists to your area, insurance coverage doesn't cover all specialists

banklin

more doctors so don't have to wait so long for appt.

they are dropping her insurance soon so that's not good, so she will have to go 30 miles to the nearest doctor

Nice for maintenance drugs too get more insurance help

another pharmacy

Make it more affordable for teeth and eye care

they need affordable health coverage

one more doctor

pricing

more doctors

VA services, Improve home care.

doctors

doing a great job

all services in survey available so don't have to travel out of town,

but does think hospital does a pretty good job.

more doctors

Nothing, they do everything right.

get better doctors,

get some of those people out of the hospital who don't do anything - out of the way

Better doctors

better MD's, improve medical services provided by the local MD's

more doctors

Already feel there is good coverage in area

satisfied

better doctors and costs are really high, they go to Colby to avoid high costs

Really do not have any ideas, feels present is good enough

more doctors

hospital is spending too much money,

and people that use health care and don't pay for it is making our cost high

Dr. James Warren needs to start coming back to Goodland.

An effort needs to be made to bring him back.

Also VA patients need to be taken care of in Goodland instead Hays.

No one will answer the phone when calling Hays.

more services on a more consistent basis

more doctors and better health insurance- more affordable

Need more staff in hospital. More educated workers.

home health care needs improve and more

**Q53 continued**

better family docs  
more doctors and a surgeon  
more availability of doctors, more doctors,  
medication coverage  
glitch in their getting things recorded- bad computer programming,  
don't have up to date personal to run the up to date equipment,  
equipment isn't getting utilized  
more stable docs, be better able to retain them  
Take better care of the folks at the nursing homes  
see a good lady doctor,  
more qualified doctors  
run a doctor's column in the newspaper about child/elderly illnesses,  
and new important things in healthcare  
fine the way it is  
more updated equipment, ship people to Denver, even for little things like broken bones,  
more specialists located on Goodland- just family doctors,  
Get veteran services so they don't have to travel to out of town.  
Don't know always gotten things taken care of that they needed.  
Don't know thinks it is quite adequate except going to Denver for heart attack.  
need a surgeon, or anemic dr. so wouldn't have to go out of town.  
more information that's available to the community.  
bring in alternative medicines and get rid of the pharmaceuticals  
more comprehensive doctors, lacking in doctors  
get good doctors  
more available for low income  
available appointment time w/ doctors  
ambulance, don't know  
have access to different doctors-more come in, more doctors  
more affordable insurance that they could have a cheaper deductible with dental  
more docs and nurses  
costs of services  
good, maybe ambulance services  
the privacy of the people that went to the doctor so other people do not know things  
make it cheaper  
charge way to much and then insurance is going clear up...try to bring costs down  
nothing  
get docs here and keep the same ones here  
new hospital administrators and hospital board, also new doctors are needed very badly  
a female doctor, kidney dialysis center, VA clinic  
big house cleaning- Go to Colby and learn how to run a hospital  
had a bad experience w/ them so wont deal w/ them  
more providers, people can't get in to see doctors and nurse practitioner.  
have to wait so long for appt for specialists (gynecologist had to wait 3-4 months)  
Denver  
she would like to have help getting groceries, running around town, etc. she is 95 years old  
All night pharmacy.  
Money, communications, follow ups as promised, pharmacy updates  
lower prices  
ok  
It is efficient and appreciate the system as is.

**Q53 continued**

good now

Health Clinic could lower their prices some when insurance

Honest hospital, when we get a bill it needs to be more detailed and tell what it is for  
better cancer doctors

More specialized doctors in Goodland.

reduction in prices

never any complaints

Better customer service

Very good already

More frequent visits from specialists

Good staff presently in Goodland, financial struggles?

need a surgeon

more doctors,

more doctors

paid the nurses more and left them alone,

bureaucracy at local hospital- but have a wonderful staff,

need to be nicer to nurses and staff

Happy with doctor in Goodland, but uses Salina Doctor as once lived there.

when you get to 70 they should just take care of you for no cost

better choice of doctors

More doctors, short of doctors.

satisfied

More affordable and accessible. Farmers and have insurance on husband but not on wife.

Wife is diabetic uses insulin and no insurance, concerns.(Dr. Miller)







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