

Stafford County Area Health
Care Telephone Survey
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and



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In cooperation with:

Stafford County
Health Area Steering
Committee



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Stafford County Health Area 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 H54RH00009-07-00) 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 Stafford County Health Care Steering Committee spent several meetings creating a telephone survey specifically for Republic County. The survey was conducted between April 3rd and April 16th, 2006, by Consumer Logic Research, Inc. 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:

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Summary of Results

Demographics

The survey chose phone numbers at random, and 201 people completed the questionnaire. Of all respondents, 60 percent were female, and 87 percent of respondents were at least 41 years of age (39 percent 65 and older). Ninety-three percent of respondents gave their ethnicity as white, while four percent had Native American background, and one percent was Hispanic.

Primary Care

The first part of the survey asked a series of questions about respondents' experiences with primary health care providers. Of all respondents, 92 percent had used the services of a primary care provider such as a physician, physician's assistant or nurse practitioner. In the last 12 months, 85 percent of respondents had visited some type of health care professional. To receive primary care, 28 percent of respondents traveled to Stafford, 20 percent went to Pratt, and 15 percent each to St. John and Hutchinson. Another 14 percent received primary care in Great Bend. Of respondents who traveled outside of Stafford County, 62 percent cited personal preference.

Of all respondents, 96 percent said they could get an appointment with their primary care provider when needed. Ninety-five percent of respondents said they waited less than 30 minutes to see the doctor. Almost all respondents felt their primary care provider gave them enough time to discuss their health needs, and 94 percent felt satisfied with the quality of care provided. Fifty-eight percent of respondents felt that the Stafford County area did not have enough primary care providers.

Pharmacy

The Stafford County Health Area does not currently have a pharmacy. The survey asked three questions to discover people's preferences of pharmacy services. The first question asked respondents where they traveled to have prescriptions filled. Thirty-eight percent went to Pratt, while 33 percent traveled to Great Bend. Another 18 percent filled prescriptions in Hutchinson. Approximately four percent filled prescriptions through the mail. Of all respondents, 71 percent said they would use a local pharmacy if one was available in Stafford County, and 95 percent said they would pay up to 19 percent more to have that service available locally.

Health Insurance

Of all respondents, 33 percent received health insurance through a current or previous employer, while 30 percent have Medicare insurance. Another 27 percent use a self-paid plan for insurance. For family health insurance, 33 percent use employer-provided health insurance, while 15 percent used Medicare and 16 percent covered their families through a self-paid plan. Twenty-seven percent of respondents said they had no family for which health insurance was needed. Only five percent of respondents had no health insurance, and 83 percent of those respondents said they could not afford health insurance.

Travel Distance

The survey asked a series of question about specific health care services and distance traveled for those services. To see an optometrist, 72 percent traveled between 20 and 50 miles, while 48 percent traveled 20 to 50 miles to see their primary care provider. For dental services, 47 percent traveled 20 to 50 miles. For pharmacy services, 77 percent traveled 20 to 50 miles; the Stafford County Health Area does not currently have a pharmacy.

Hospital Services

The survey asked respondents about their experiences with hospitals, including which hospital they used and what services were used. Of all respondents, 40 percent had used hospital services within the past 12 months. Of those who had used a hospital, 26 percent used Pratt Regional Medical Center in Pratt, 23 percent used Stafford District Hospital in Stafford; 16 percent traveled to Central Kansas Medical Center in Great Bend; 13 percent used Hutchinson Hospital in Hutchinson; and 14 percent used a hospital in Wichita. Doctor referral (43%) guided respondents to a particular hospital, followed by emergency services (18%) and specialty services (13%). The most frequent hospital services used were radiology (18%); laboratory tests (16%); inpatient stay and emergency room (15%); specialty doctor (14%); and inpatient surgery (9%). In terms of experience, 81 percent said they felt satisfied with their hospital experience, with good care (73%) the most frequent reason for satisfaction.

Of the 23 percent who had used Stafford District Hospital, 35 percent went there because of a doctor's referral, while 30 percent went there for emergencies; 25 percent cited distance from home. The most frequently used service at Logan County Hospital was the emergency room (40%), followed by inpatient stay (30%) and laboratory tests (10%). Of Stafford District Hospital users, 91 percent felt satisfied with their experience, with 75 percent citing good care as reason for satisfaction.

The survey asked respondents if they had ever used Stafford District Hospital, and 60 percent of respondents said yes. Of Stafford District Hospital users, 92 percent felt satisfied with their experience, and 58 percent said that good care promoted their satisfaction. Of all respondents, 58 percent felt that Stafford District Hospital met the needs of area residents.

Other Stafford County Health Area Services

The next part of the survey asked respondents about a variety of other health care services. Of all respondents, 40 percent had used the Stafford County Health Department, and 99 percent felt satisfied with the experience. Seventy-four percent of respondents said that they had visited a nursing home in Stafford County, and 70 percent said they would recommend the a Stafford County nursing home to someone who needed long term care. Seventy-seven percent of respondents said the felt EMS services in the area were adequate. For vision care, 48 percent felt that the area did not provide adequate services, while 39 percent felt adequate physical fitness services were available. Eighty-two percent of respondents felt that the area did not provide adequate pharmacy services, but almost half did feel the area had enough dental services. Almost half of all respondents did not know about the amount of available adult day care, and 77 percent of respondents felt there were adequate nursing home services, and 69 percent felt that the

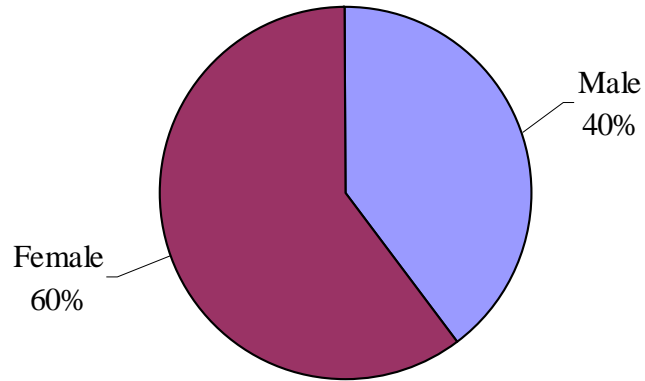
area provided adequate assisted living services. Of all respondents, 59 percent said that Stafford County provides adequate home health services. With respect to speech therapy (71%) and occupational therapy (70%), most respondents did not know if adequate services were available, while almost half of respondents felt the county provided adequate physical therapy services. Most respondents did not know if enough family planning, speech therapy, occupational therapy or home health services were available, but 56 percent said that the area had adequate physical therapy services.

Additional Needs

The final section of the survey asked respondents about areas that might need additional resources. For non-emergency medical transport, 39 percent said that additional resources were needed, and 50 percent said additional resources were needed for emergency medical transport. Forty percent of all respondents would like additional resources about assisted living, and 48 percent felt that the county needs additional resources and education about teenage pregnancy. Of all respondents, 39 percent said that the county needs additional mental health resources, while 54 percent said the county needs additional resources about substance abuse. With regard to child abuse, 44 percent of respondents said more resources were needed, but 44 percent did not know if additional resources about spouse abuse were needed. Almost half of respondents did not know if the county needs additional resources on elderly abuse.

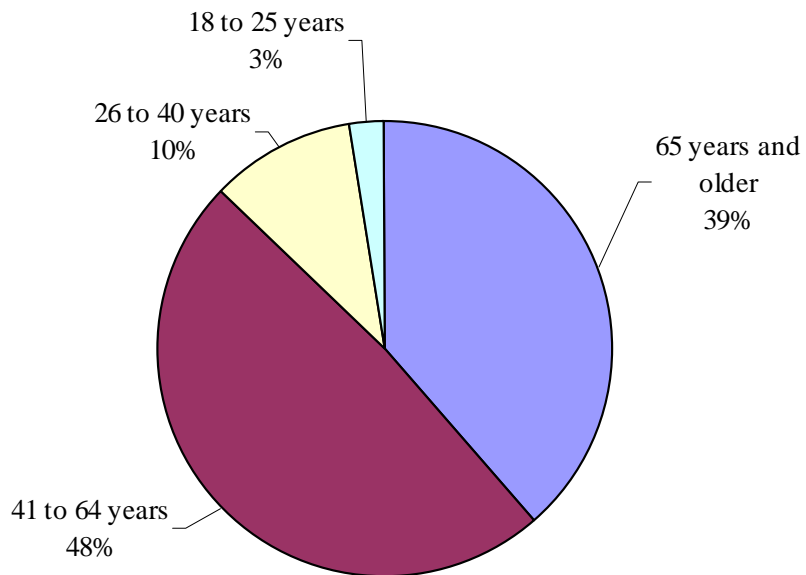
Of all respondents, 23 percent cited other areas for which Stafford County needed additional resources. The most frequent response was for more doctors (23%), while 11 percent cited emergency medical response issues, and nine percent listed pharmacy services.

Sex of Respondents



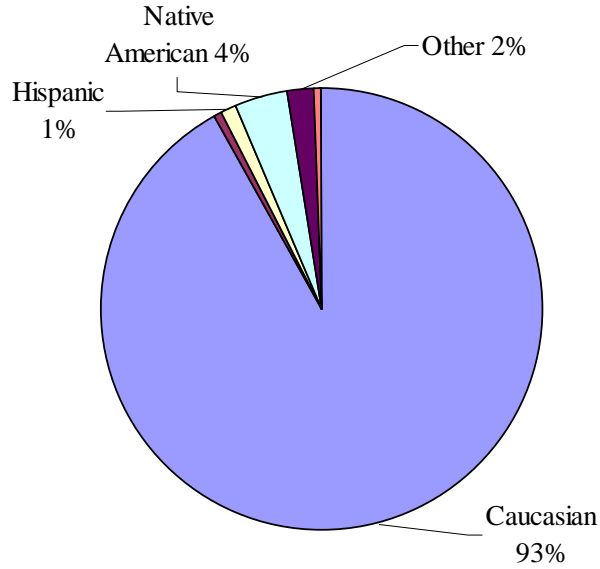
Male	80
Female	121
Total	201

Age of Respondents



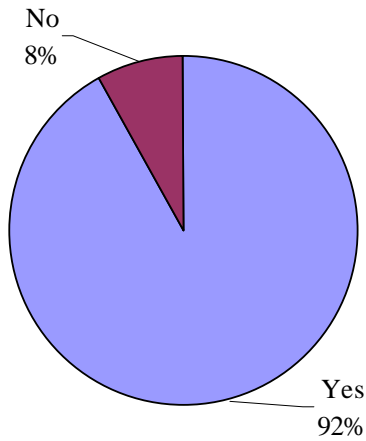
65 years and older	76
41 to 64 years	96
26 to 40 years	20
18 to 25 years	5
Total	197

What is your ethnic background?



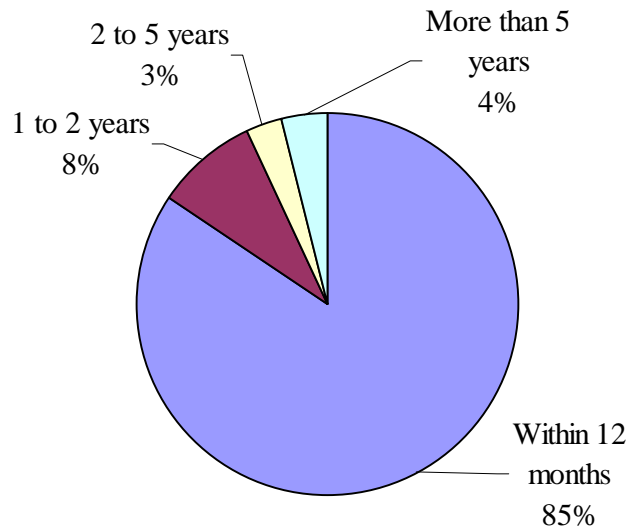
Caucasian	185
Asian	1
Hispanic	2
African American	0
Native American	8
Other	4
Refused	1
Total	201

Q1. Do you use any of the following: primary care physician, nurse practitioner or physician's assistant for routine health care?



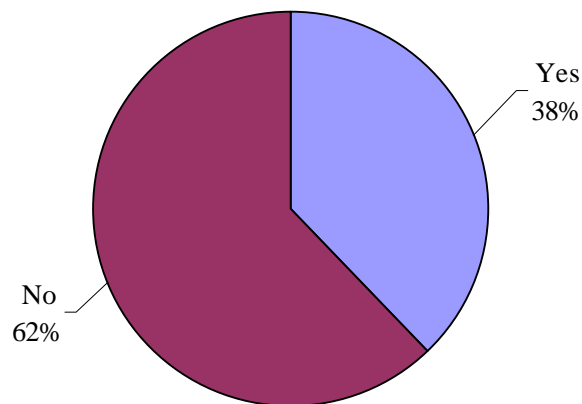
Yes	185
No	16
Total	201

Q2. When was the last time you've seen any health care professional?



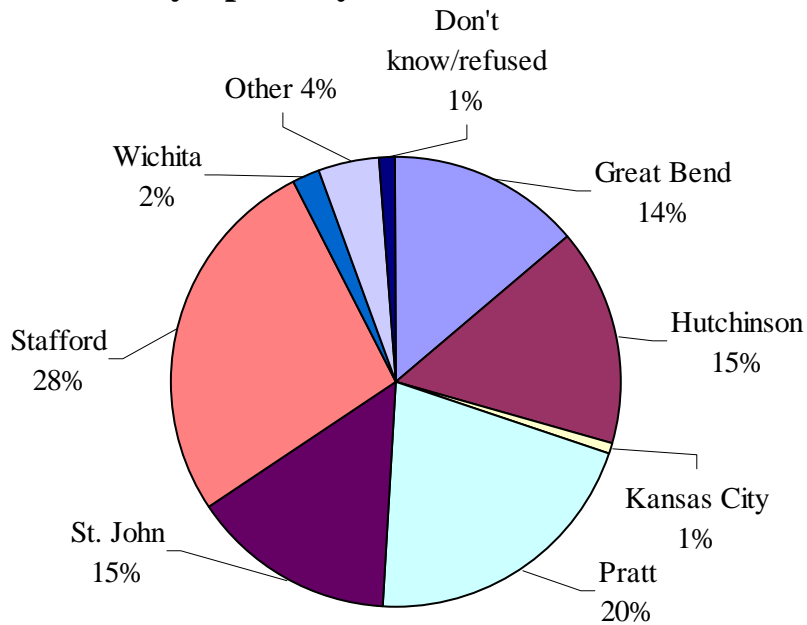
Within 12 months	170
1 to 2 years	17
2 to 5 years	6
More than 5 years	8
Never	0
Total	201

Q3. Do you attend Stafford Countywide Health Fair?



Yes	76
No	125
Total	201

Q4. What city do you go to most for your family's primary health care needs?

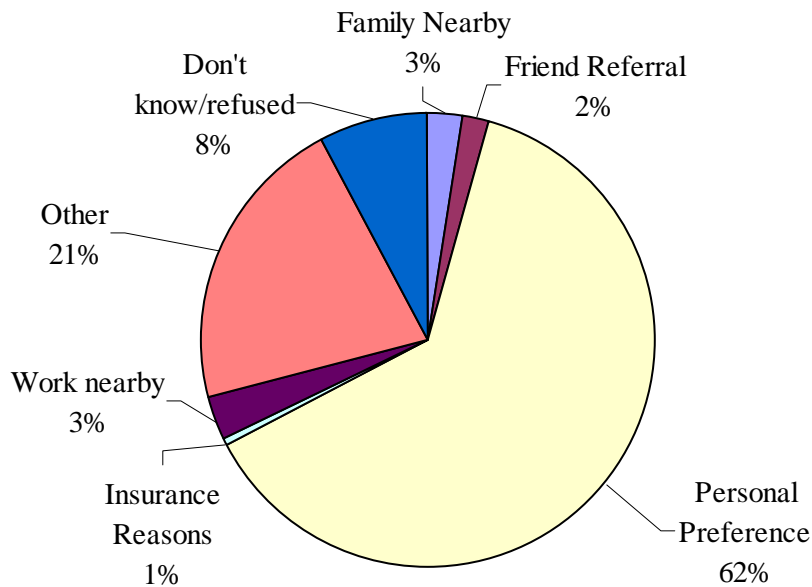


Great Bend	28
Hutchinson	31
Kansas City	2
Pratt	41
St. John	30
Stafford	54
Sylvia	0
Wichita	4
Other	9
Don't know/refused	2
Total	201

Q4. What other city do you go to for primary health?

Doesn't go to doctor
Don't use the services
Larned
Kingman
Ellinwood
Lyons
Larned
Kinsley

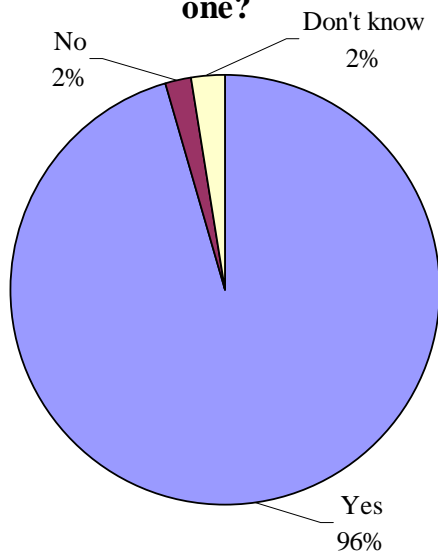
Q5. Why does your family go outside of the Stafford County area?



Family nearby	4
Veterans Affairs	0
Friend referral	3
Personal Preference (always gone there, prefer doctors, dislike local doctors, etc.	97
Insurance reasons	1
Work nearby	5
Other	33
Don't know/refused	12
Total	155

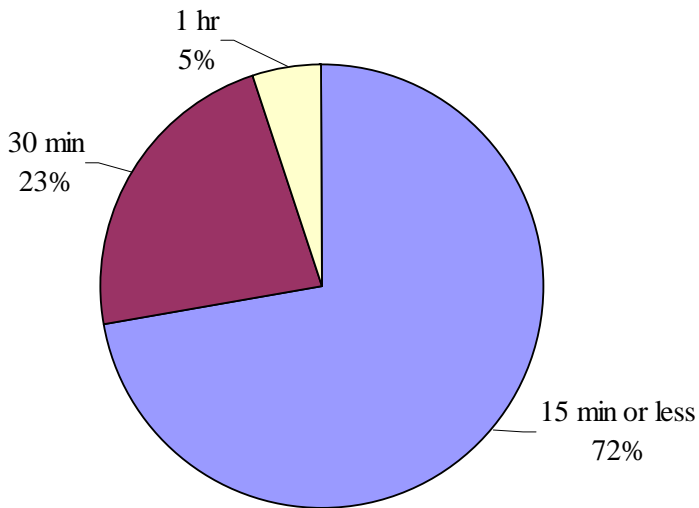
Q5. For what other reason does your family go outside of Stafford County?		
Closer to somewhere else	13	62
Just moved to Stafford County	2	10%
Always gone there	1	5%
Doctor referral	2	10%
Don't use services	1	5%
Doctor Bold is going to retire	1	5%
We don't have any type of dental or vision where we live	1	5%
Total	21	100%

Q6. Are you able to get an appointment with your primary care provider when you need one?



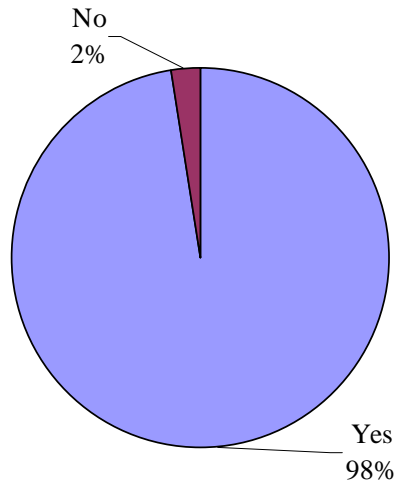
Yes	192
No	4
Don't know	5
Total	201

Q7. How long do you typically wait to see your doctor?



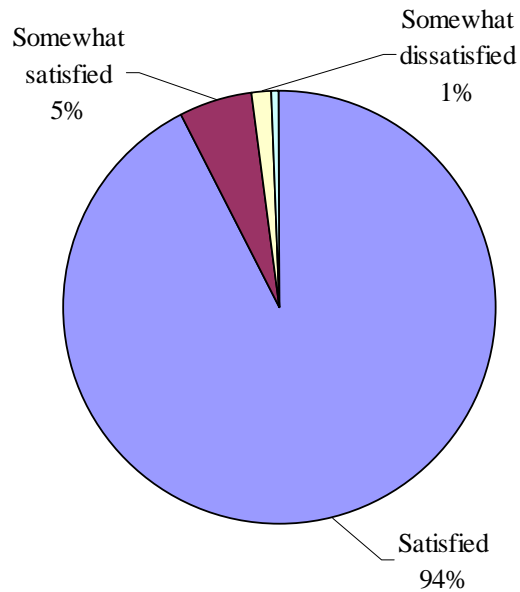
15 min or less	145
30 min	46
1 hr	10
Total	201

Q8. Does your primary care provider give you enough time in his/her office to discuss your health needs?



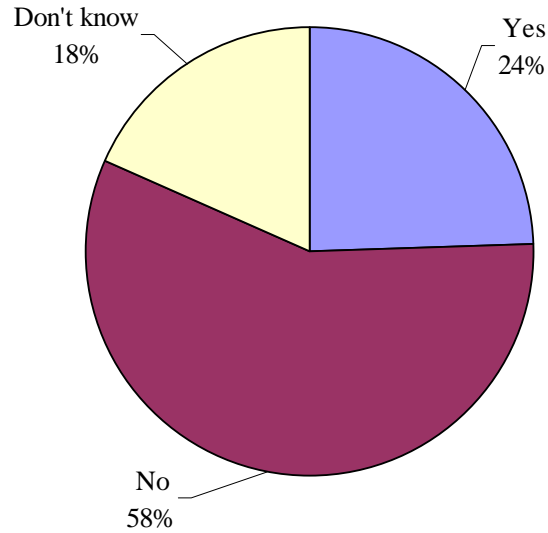
Yes	196
No	5
Total	201

Q9. How would you describe the quality of care provided by your primary care provider?



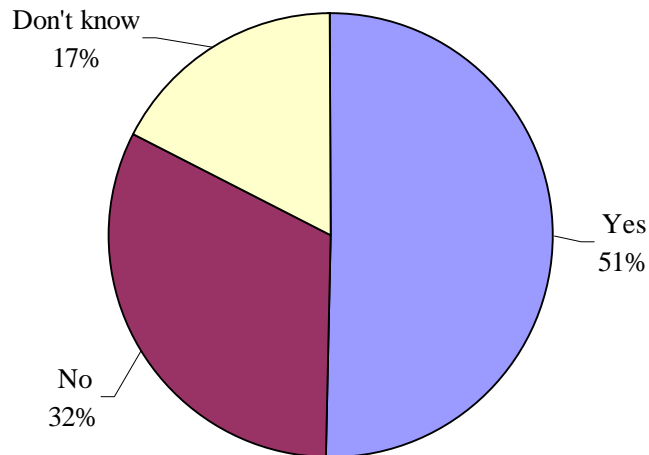
Satisfied	186
Somewhat satisfied	11
Somewhat dissatisfied	3
Dissatisfied	1
Total	201

Q10. Do you think there are enough primary care providers in the Stafford County area?



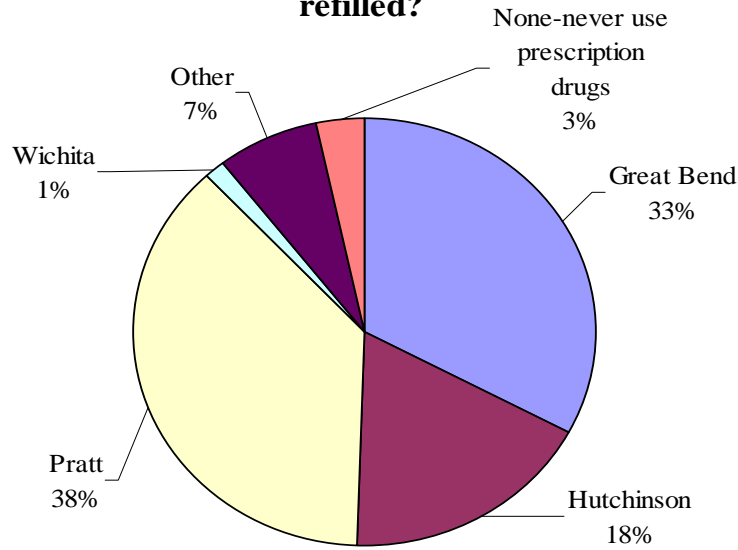
Yes	49
No	115
Don't know	37
Total	201

Q11. Do you think that additional specialty physicians are needed in Stafford County?



Yes	101
No	65
Don't know	35
Total	201

Q12. Where do you go to have prescriptions refilled?

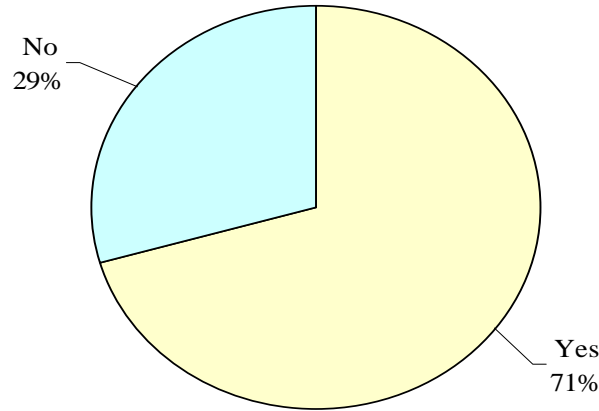


Great Bend	71
Hutchinson	39
Pratt	81
Sylvia	0
Wichita	3
Other	16
None-never use prescription drugs	7
Total	217

Q12. Where do you go to have prescriptions filled?

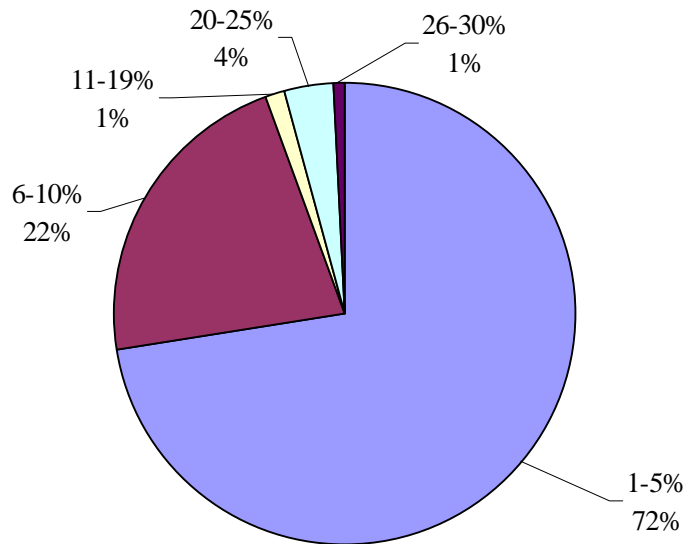
Mail order	8	40%
Larned	4	20%
Kingman	1	5%
South Hutch	1	5%
Blue cross Stafford	1	5%
Kinsley	1	5%
Kansas City	1	5%
Pawnee	1	5%
Hoisington	1	5%
Dodge City	1	5%
Total	20	100%

Q13. Would you use a local pharmacy if one was established in Stafford County?



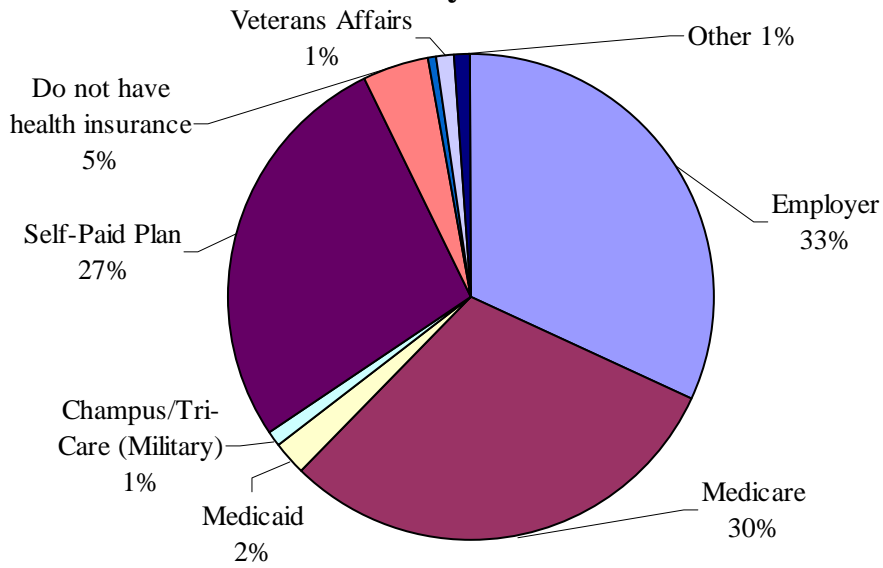
Yes	142
No	59
Total	201

Q14. How much more would you be willing to pay for the convenience of a local pharmacy?



1-5%	103
6-10%	31
11-19%	2
20-25%	5
26-30%	1
Total	142

Q15a. What type of health insurance covers you?

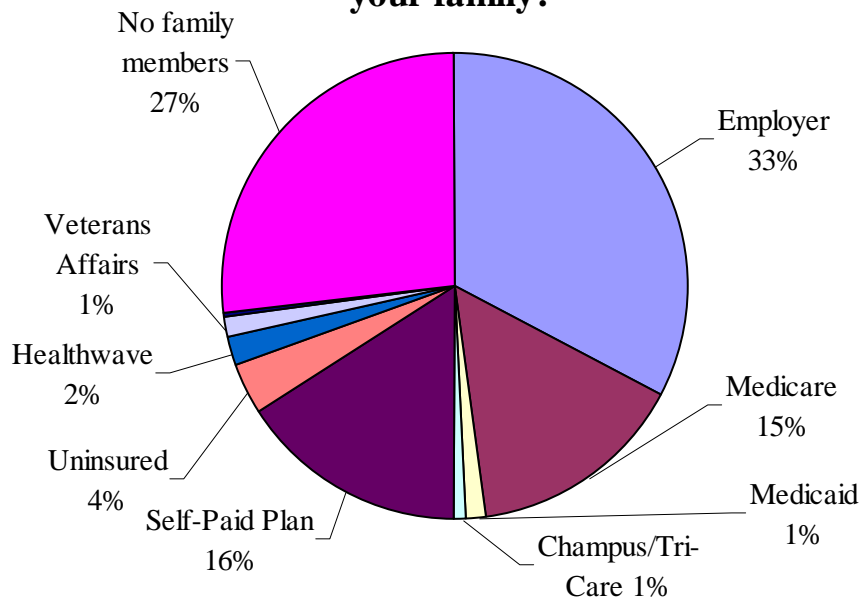


Insurance through employer/previous employer	83
Medicare	78
Medicaid	6
Champus/Tri-Care (Military)	3
Self-paid plan	70
Native American Benefits	0
Do not have health insurance	12
Healthwave	1
Veterans Affairs	3
Other	3
Total	259

Q15a. What other type of health insurance covers you?

American Medical Security
State Disability Plan
AARP Drug Coverage

Q15b. What type of health insurance covers your family?

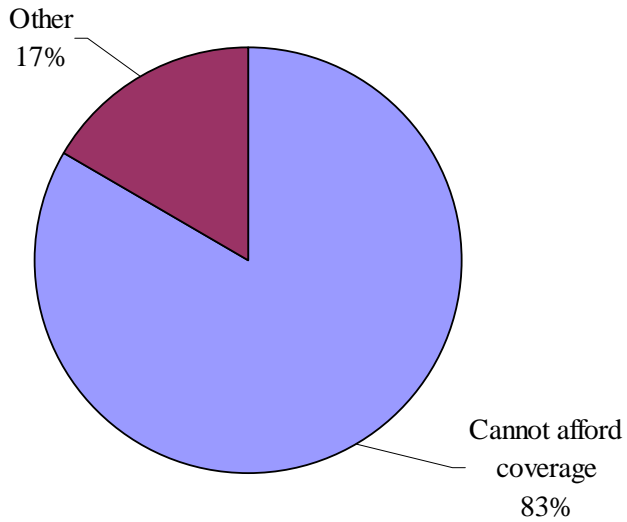


Insurance through employer/previous employer	72
Medicare	33
Medicaid	3
Champus/Tri-Care (Military)	2
Self-paid Ppan	35
Native American Benefits	0
Do not have health insurance	8
Healthwave	4
Veterans Affairs	3
Other	1
No family members	59
Total	220

Q15b. What other type of health insurance covers your family?

American Medical Security

Q16a. Why do you not have health insurance for yourself?



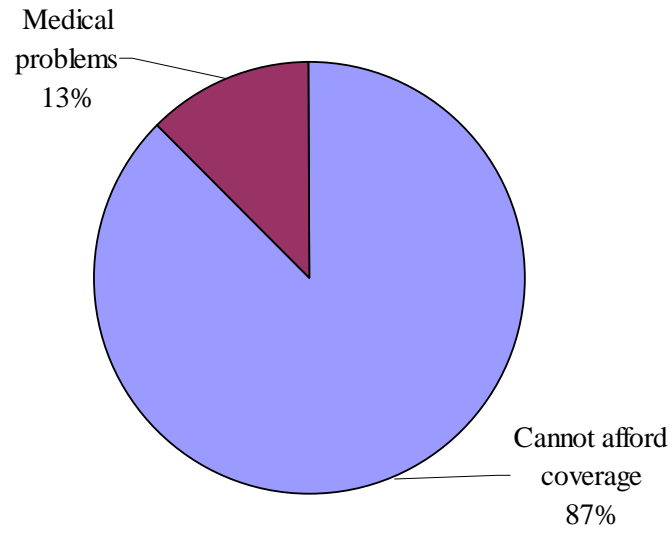
Cannot afford coverage	10
Other	2
Total	12

Q16a. Why do you not have health insurance for yourself?

Don't believe in it

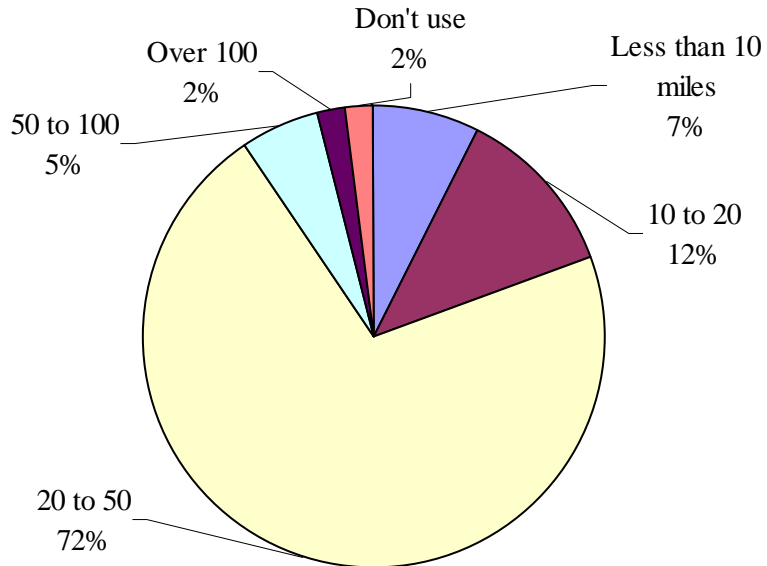
Job does not offer insurance

Q16b. Why do you not have health insurance for your family?



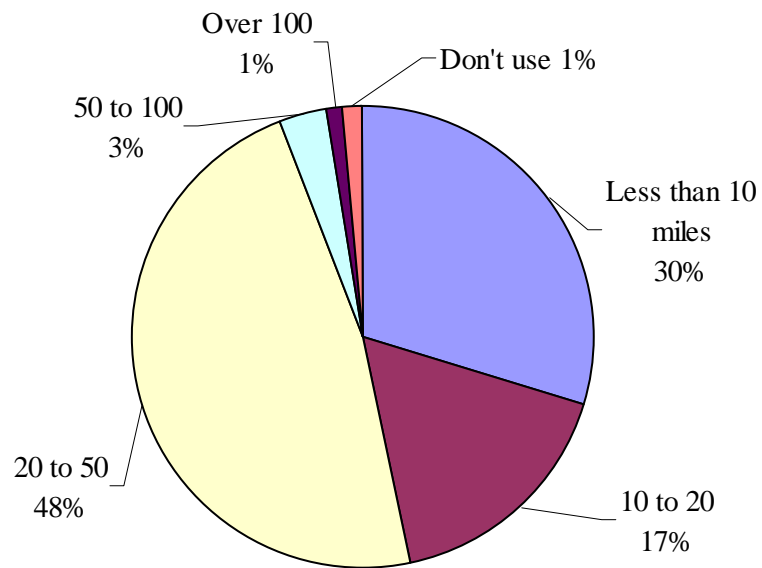
Cannot afford coverage	7
Medical problems	1
Total	8

Q17a. How many miles do you travel on way for optometrist services?



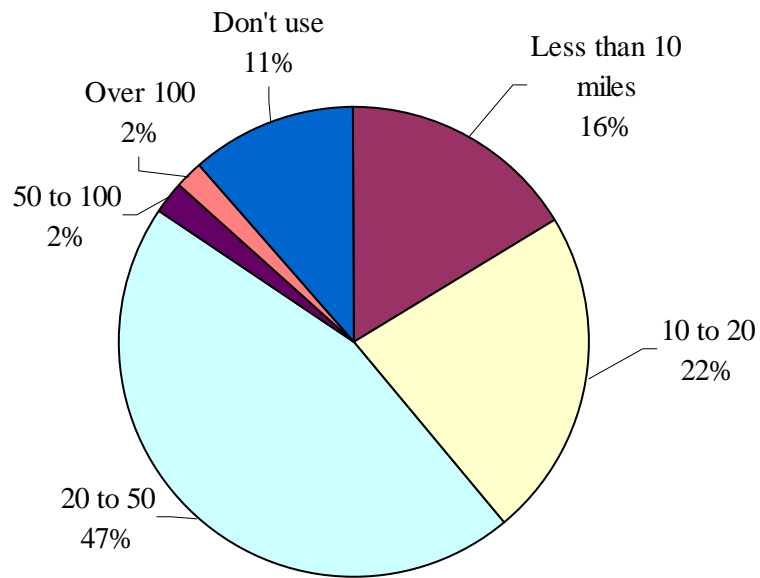
Less than 10 miles	15
10 to 20	24
20 to 50	143
50 to 100	11
Over 100	4
Don't use service	4
Total	201

Q17b. How many miles do you travel one way for doctor services?



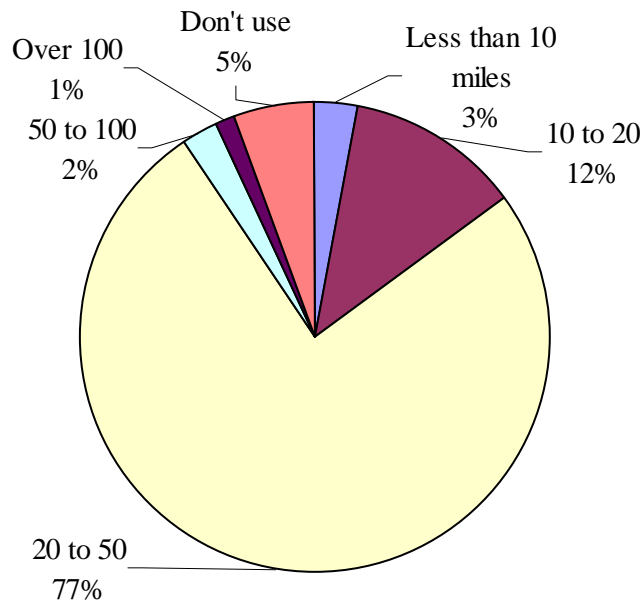
Less than 10 miles	60
10 to 20	34
20 to 50	95
50 to 100	7
Over 100	2
Don't use service	3
Total	201

Q17c. How many miles do you travel one way to visit the dentist?



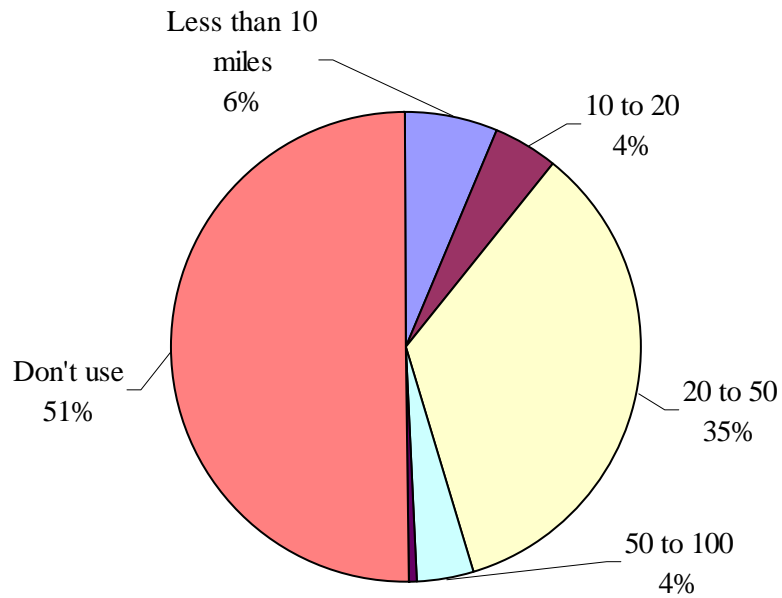
Less than 10 miles	33
10 to 20	45
20 to 50	92
50 to 100	4
Over 100	4
Don't use service	23
Total	201

Q17d. How many miles do you travel one way to go to the pharmacy?



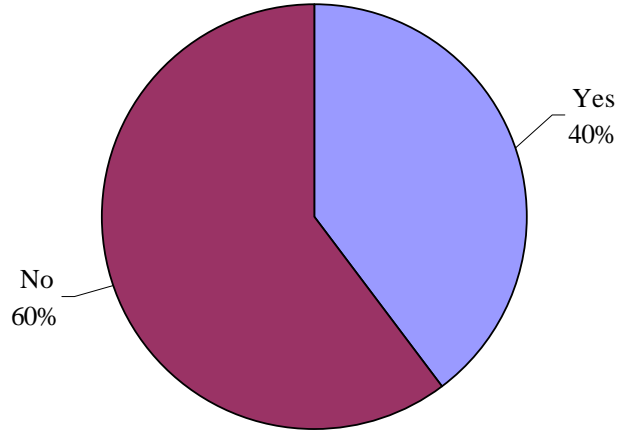
Less than 10 miles	6
10 to 20	24
20 to 50	152
50 to 100	5
Over 100	3
Don't use service	11
Total	201

Q17e. How many miles do you travel one way for durable medical equipment?



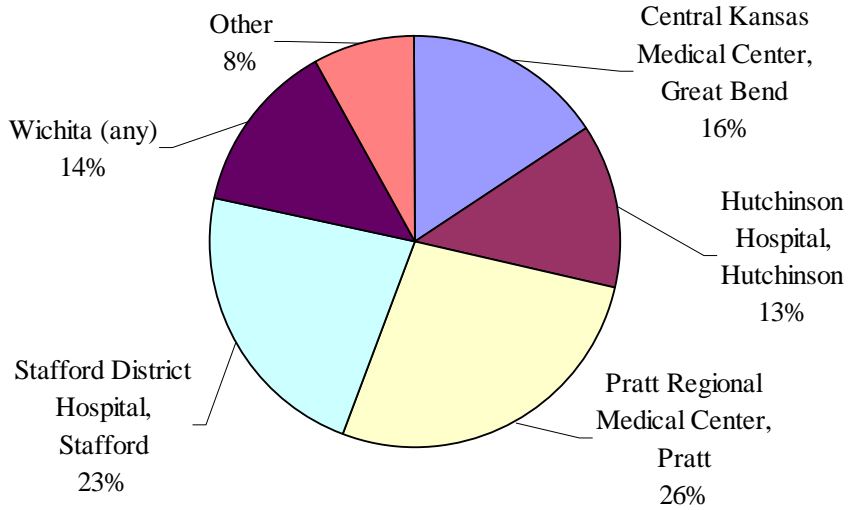
Less than 10 miles	13
10 to 20	9
20 to 50	69
50 to 100	8
Over 100	1
Don't use service	101
Total	201

Q18. Has any member of your household used the services of a hospital in the past 12 months?



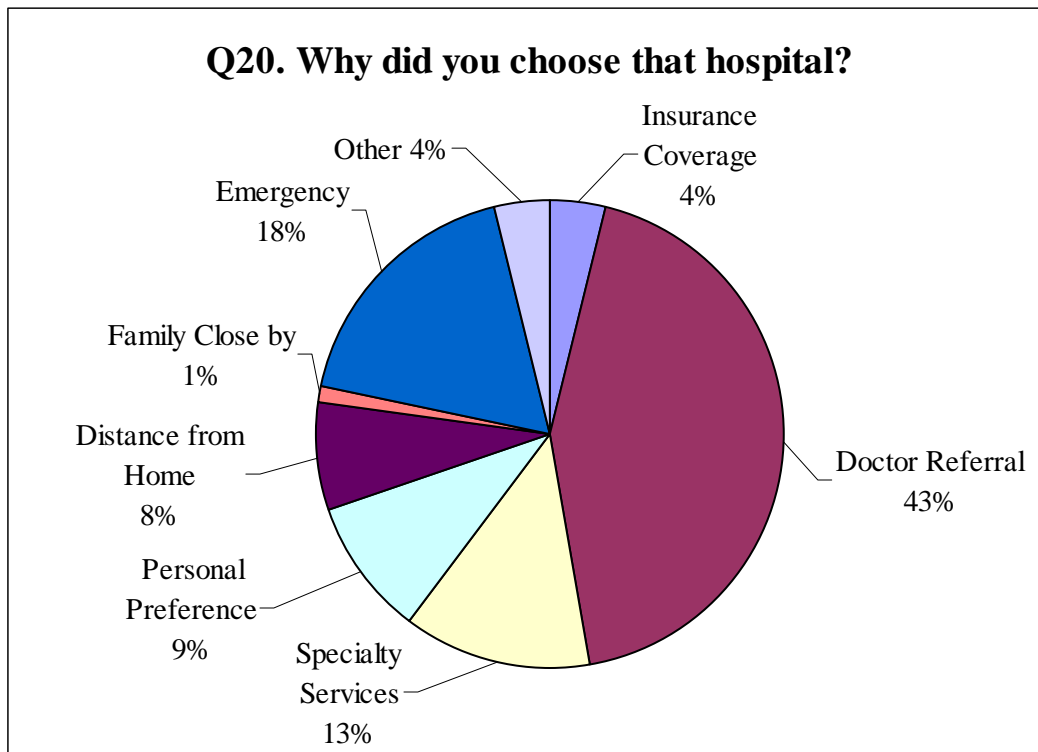
Yes	80
No	121
Total	201

Q19. At which hospital were services received?



Central Kansas Medical Center, Great Bend	16
Hutchinson Hospital, Hutchinson	13
Pratt Regional Medical Center, Pratt	27
Stafford District Hospital, Stafford	23
Wichita	14
Other	8
Total	101

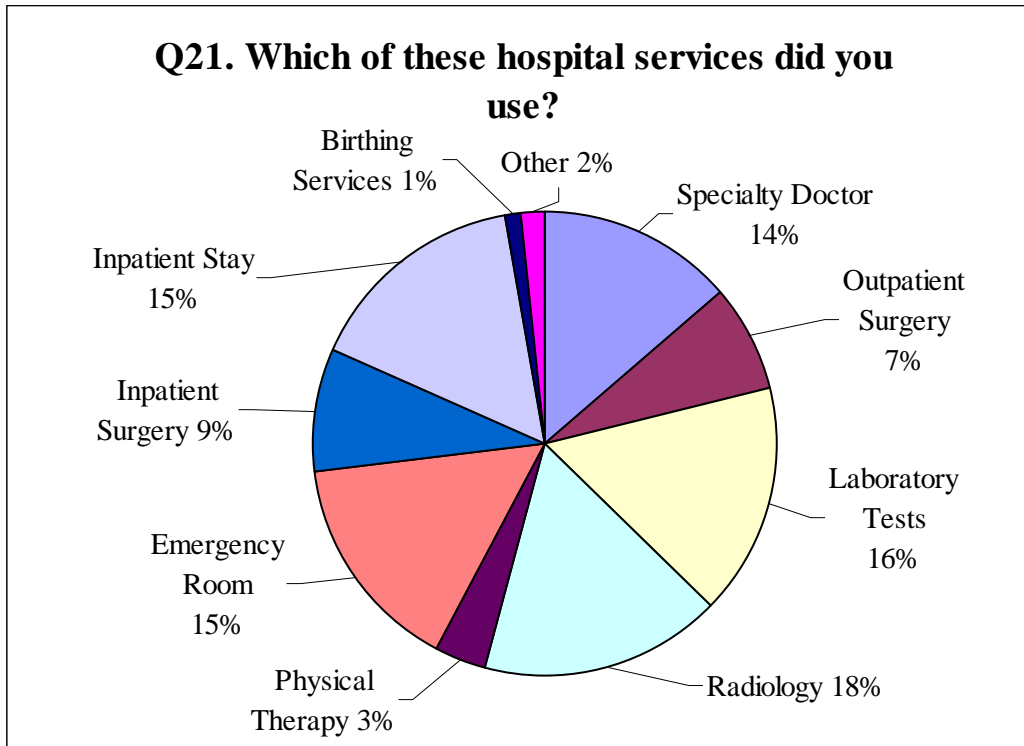
Q19. At which other hospital were services received?	
	Kansas Heart Hospital
	University Of Kansas
	Surgical Center in Great Bend
	Denver
	St. Luke in Overland Park
	Larned
	Surgery Center
	St. Joseph, MO



Insurance coverage	4
Doctor referral	46
Specialty services	14
Personal preference	10
Distance from home	8
Family close by	1
Emergency	19
Other	4
Total	106

Q20. What other reason did you choose that hospital?	
Was closest to them	3
Most qualified hospital	1

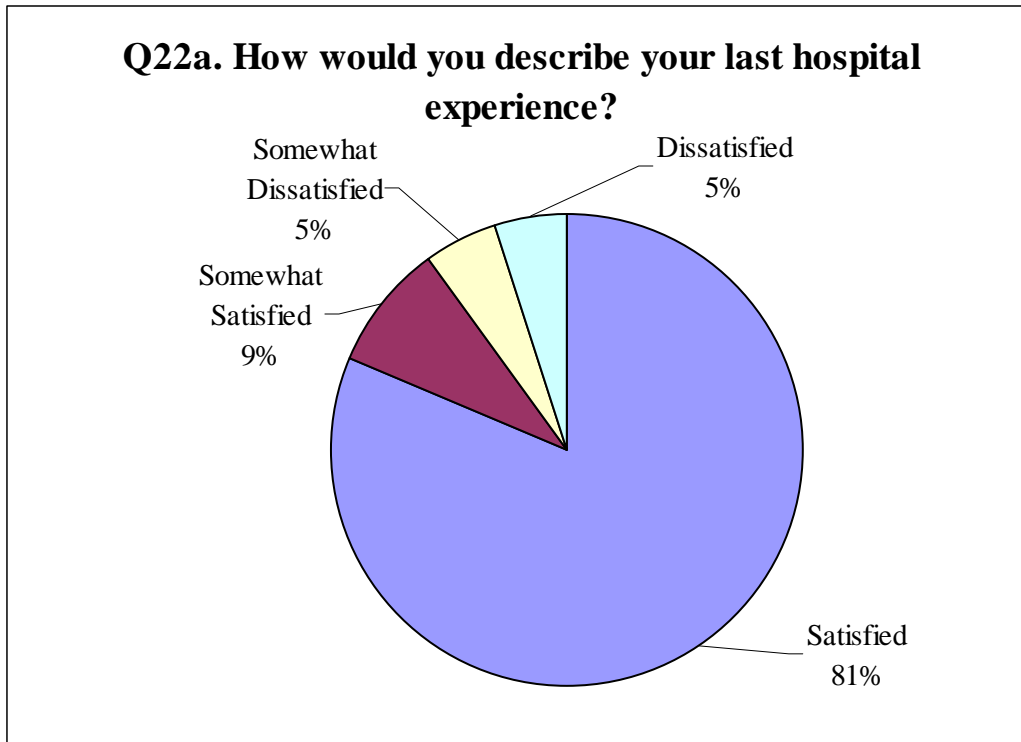
Q20. Stafford District Hospital		
Distance from home	5	25%
Emergency	6	30%
Doctor referral	7	35%
Specialty services	1	5%
Family close by	1	5%
Total	20	100%



Specialty doctor	24
Outpatient surgery	13
Laboratory tests	28
Radiology (x-ray, CT, mammogram)	30
Physical therapy	6
Emergency room	27
Inpatient surgery	15
Inpatient stay	27
Birthing services	2
Other	3
Total	175

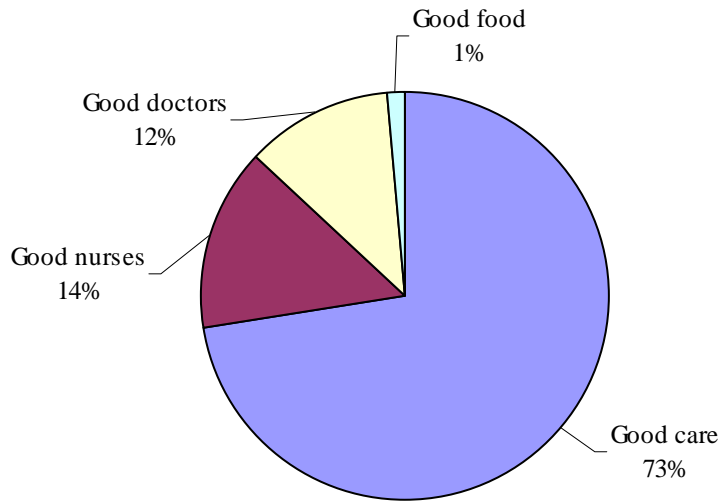
Q21. Which other hospital services did you use?
Needed stitches
MRI
Surgical specialist

Q21. Stafford District Hospital services		
Emergency room	8	40%
Inpatient stay	6	30%
Laboratory tests	2	10%
Inpatient surgery	1	5%
Physical therapy	1	5%
Radiology (x-ray, CT, mammogram)	1	5%
Needed stitches	1	5%
Total	20	100%



Satisfied	65
Somewhat satisfied	7
Somewhat dissatisfied	4
Dissatisfied	4
Total	80

Q22b. Why were you satisfied?



Good care	55
Good nurses	11
Good doctors	9
Good food	1
Total	76

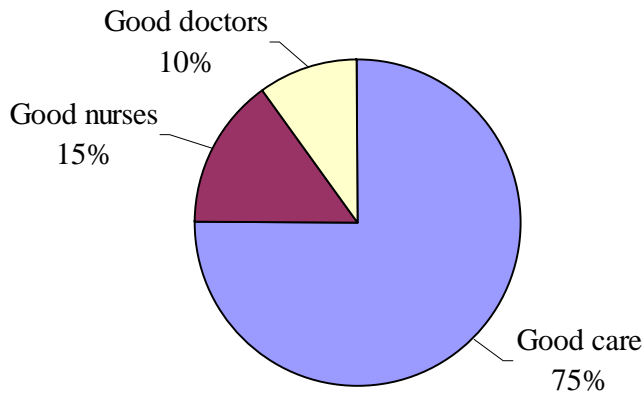
Q22c. Why were you dissatisfied?

Bad care	6	46%
Expensive	2	15%
Rude nurses	2	15%
Refused care	1	8%
Roommate problems	1	8%
General dislike	1	8%
Total	13	100%

Q22a. Stafford District Hospital experience

Satisfied	21	91%
Somewhat dissatisfied	1	4%
Dissatisfied	1	4%
Total	23	100%

Q22b. Why were you satisfied with Stafford District Hospital?

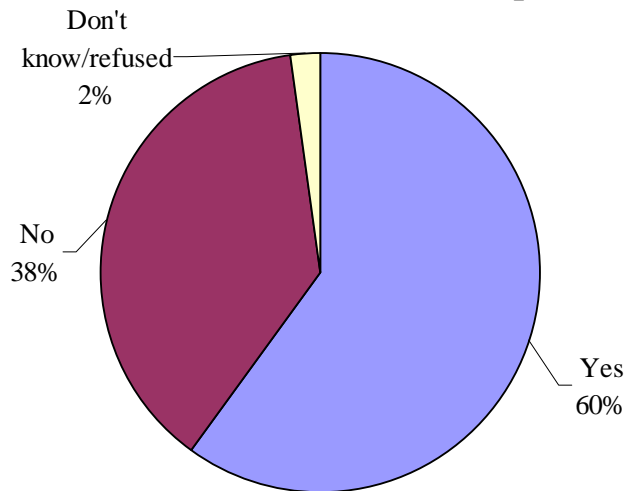


Good care	15
Good nurses	3
Good doctors	2
Total	20

Q22c. Why were you dissatisfied with Stafford District Hospital?

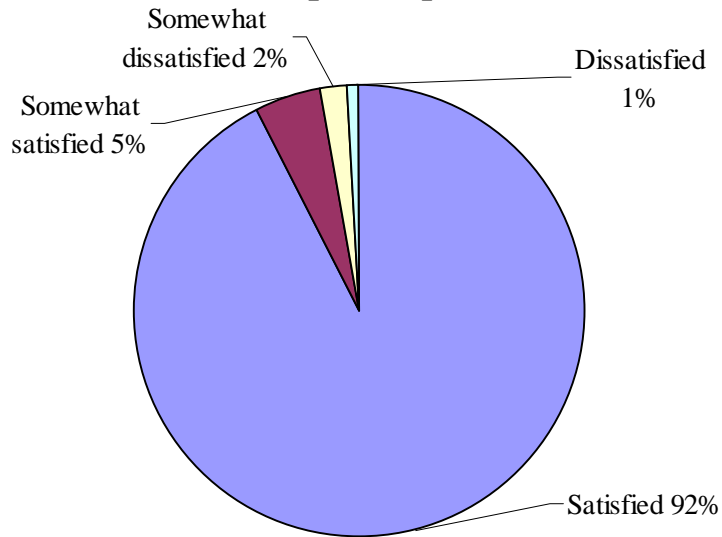
Refused care	1
Rude nurses	1

Q23. Has any member of your household used the services of Stafford District Hospital?



Yes	107
No	67
Don't know/refused	4
Total	178

Q24a. How would you describe your last Stafford District Hospital experience?

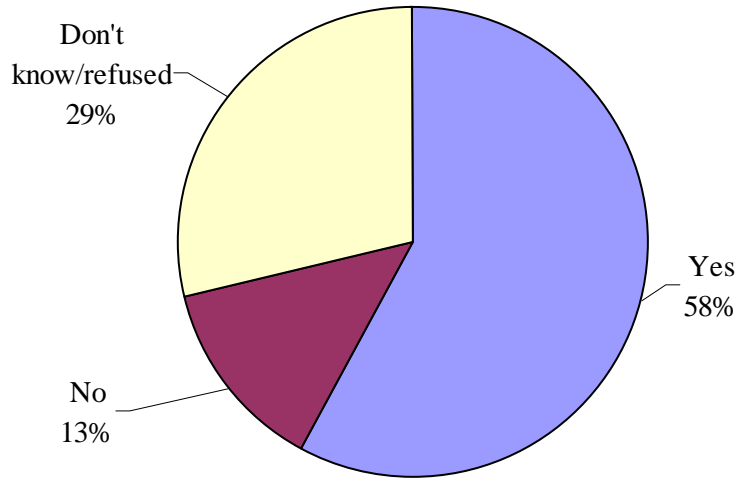


Satisfied	99
Somewhat satisfied	5
Somewhat dissatisfied	2
Dissatisfied	1
Total	107

Q24b. Why were you satisfied with Stafford District Hospital?

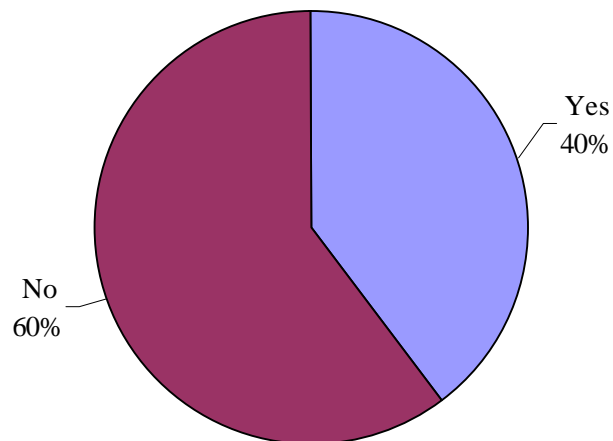
Good care	75	58%
Good nurses	16	12%
Good doctors	12	9%
Good food	1	1%
Clean	2	2%
Can't remember	5	4%
Convenient	2	2%
Nice	9	7%
People from Hutchinson that did physical therapy	1	1%
Refused	1	1%
The only show in town	1	1%
I don't think it is the best hospital	1	1%
I really like it but I need specialty	1	1%
Had to travel	1	1%
The P.A. was great I didn't like the doctor	1	1%
Total	129	100%

Q25. Do you think Stafford District Hospital is meeting the health needs of Stafford County residents?



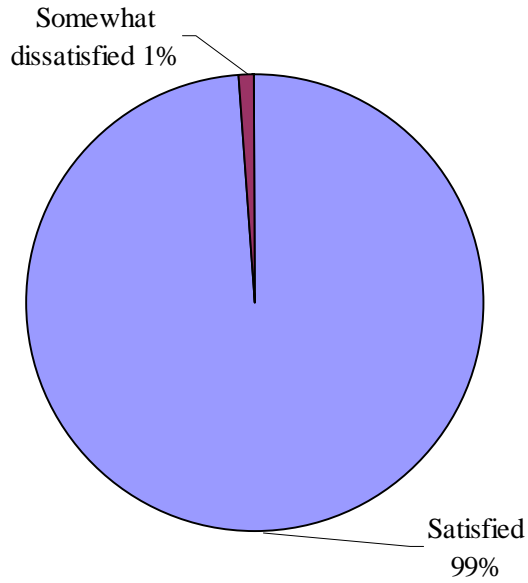
Yes	116
No	27
Don't know/refused	58
Total	201

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



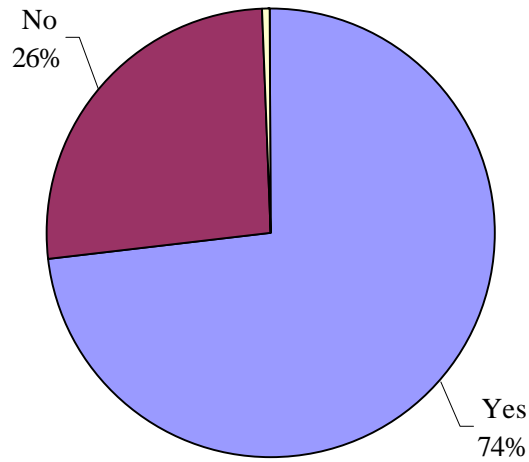
Yes	80
No	121
Total	201

Q27. How did you feel about your visit?



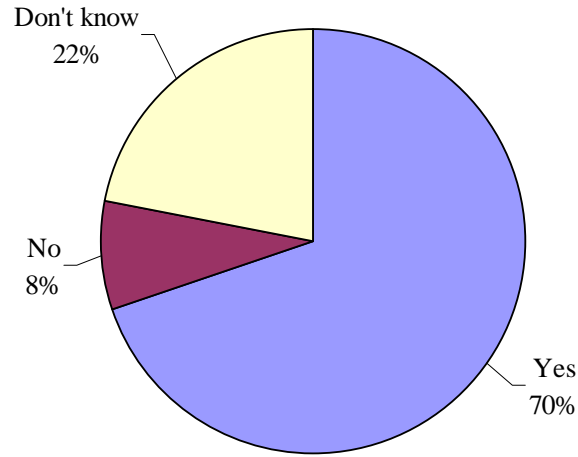
Satisfied	79
Somewhat dissatisfied	1
Total	80

Q28. Have you ever visited a nursing home in Stafford County?



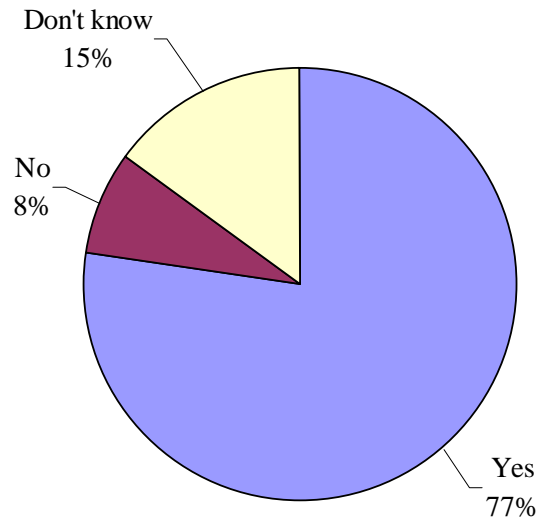
Yes	147
No	53
Don't know	1
Total	201

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



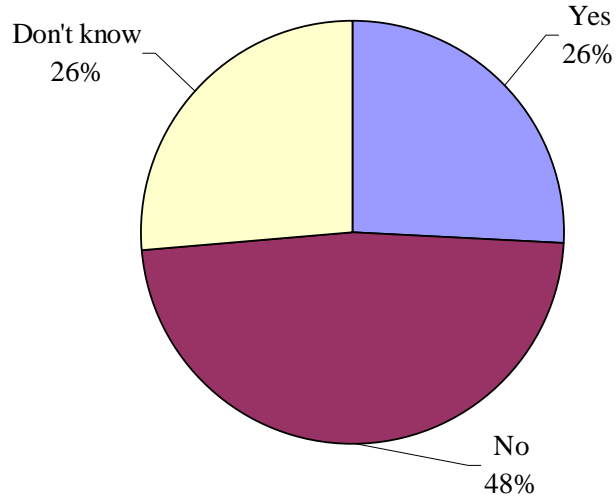
Yes	140
No	17
Don't know	44
Total	201

Q30. Do you feel the EMS service in your area is adequate?



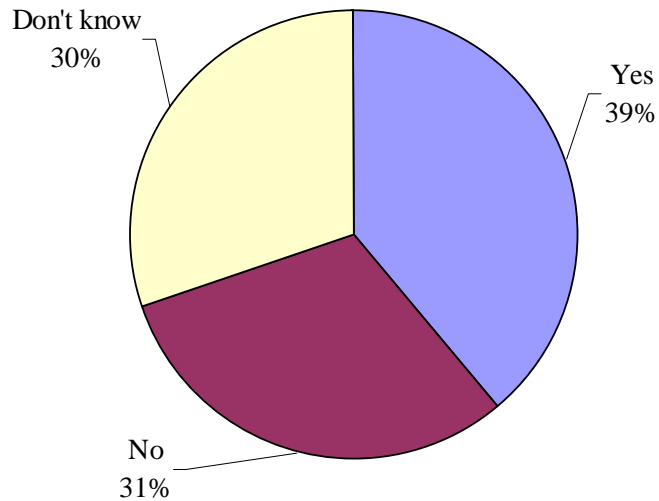
Yes	155
No	16
Don't know	30
Total	201

Q31a. Do you feel that Stafford County provides adequate services for vision care?



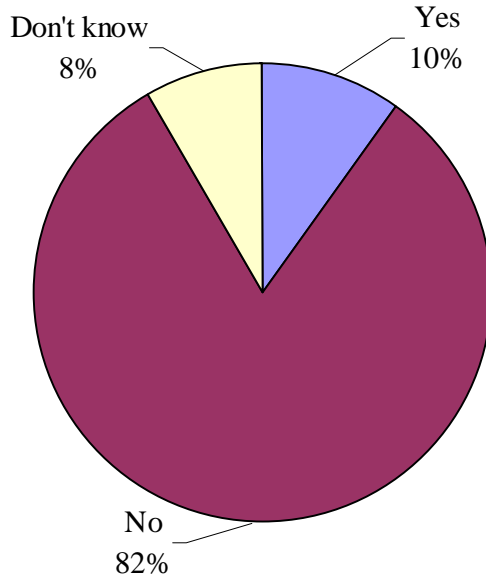
Yes	52
No	96
Don't know	53
Total	201

Q31b. Do you feel that Stafford County provides adequate services for physical fitness?



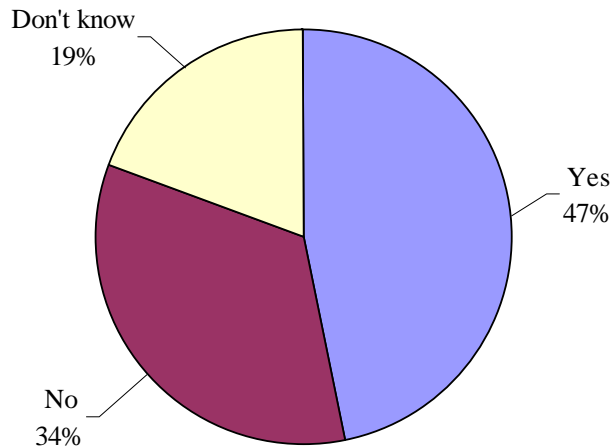
Yes	78
No	62
Don't know	61
Total	201

Q31c. Do you feel that Stafford County provides adequate pharmacy services?



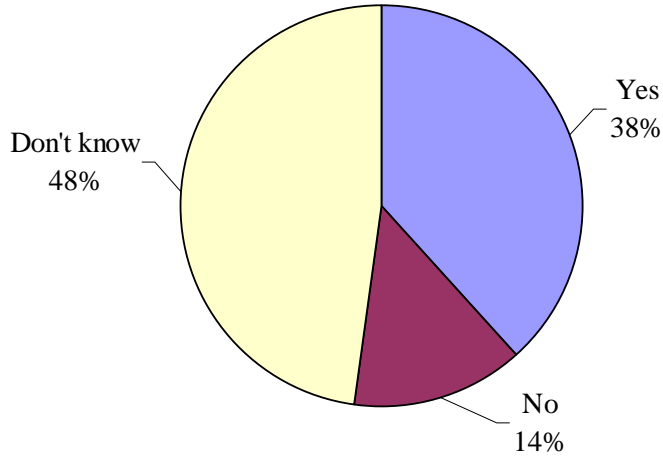
Yes	20
No	164
Don't know	17
Total	201

Q31d. Do you feel that Stafford County provides adequate dental services?



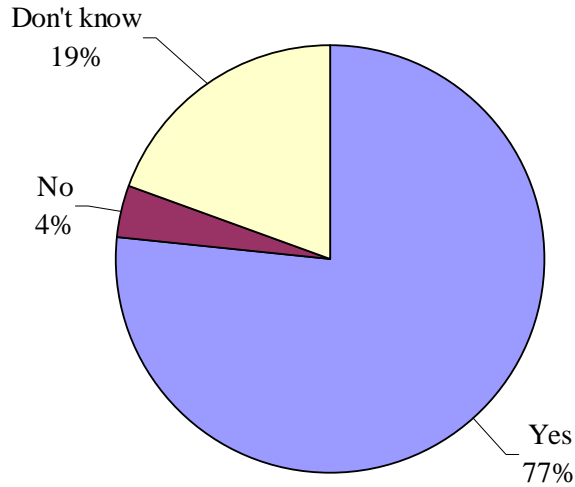
Yes	94
No	68
Don't know	39
Total	201

Q31e. Do you feel that Stafford County provides adequate adult day care services?



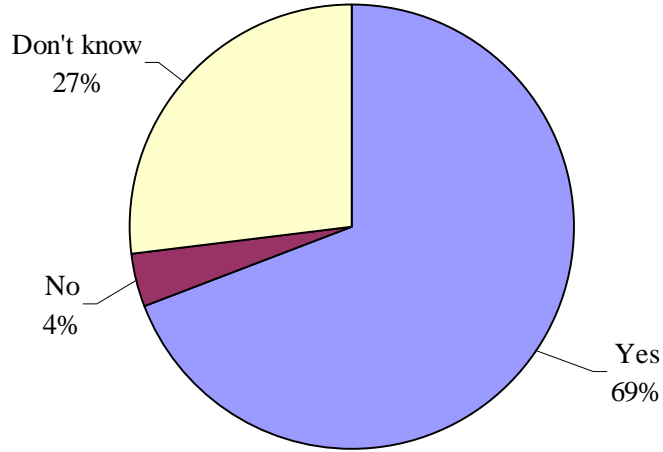
Yes	77
No	28
Don't know	96
Total	201

Q31f. Do you feel that Stafford County provides adequate nursing home care services?



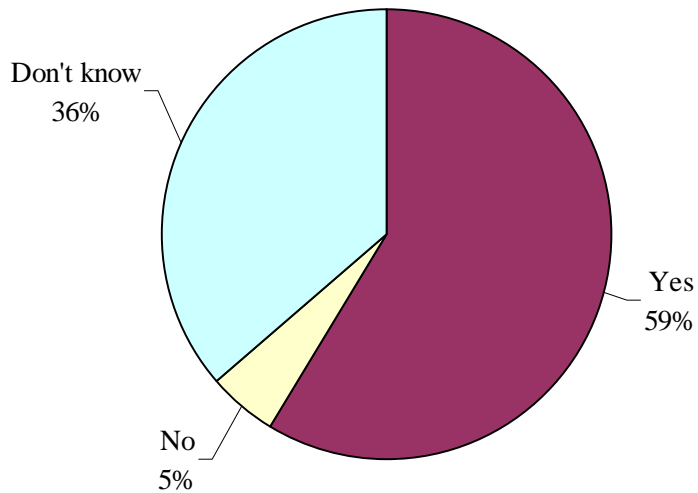
Yes	154
No	8
Don't know	39
Total	201

Q31g. Do you feel Stafford County provides adequate assisted living services?



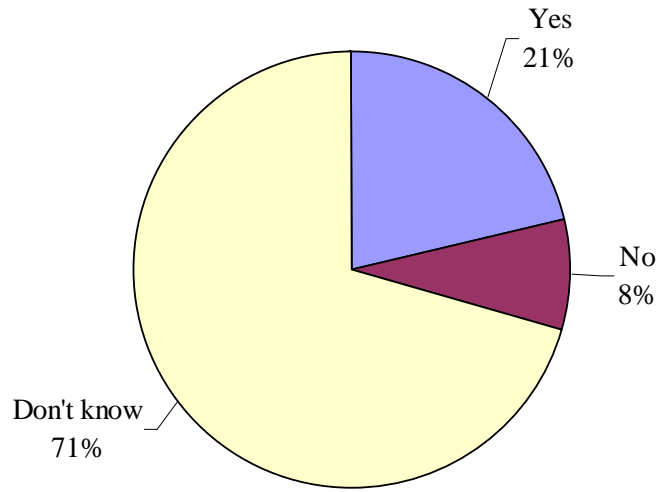
Yes	139
No	8
Don't know	54
Total	201

Q31h. Do you feel Stafford County provides adequate home health care services?



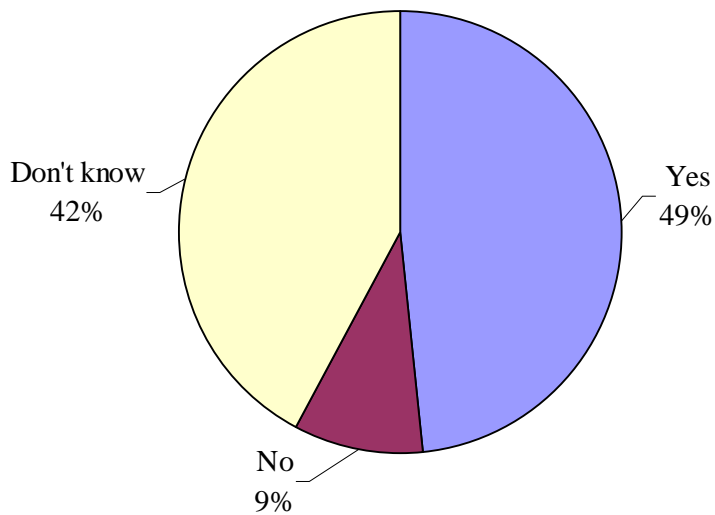
Yes	118
No	10
Don't know	73
Total	201

Q31i. Do you feel Stafford County provides adequate speech therapy services?



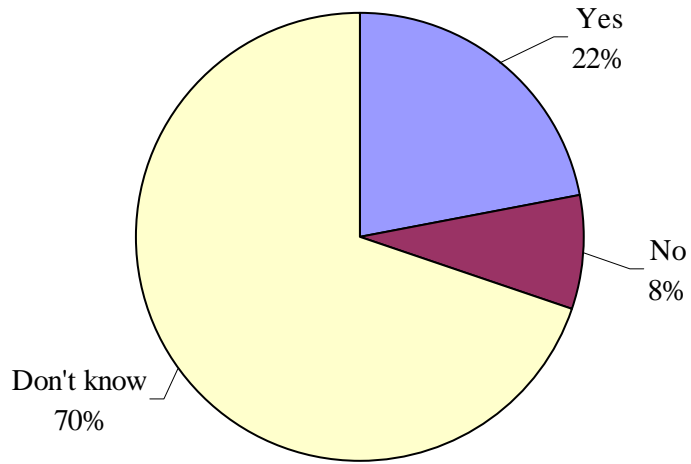
Yes	43
No	16
Don't know	142
Total	201

Q31j. Do you feel Stafford County provides adequate physical therapy services?



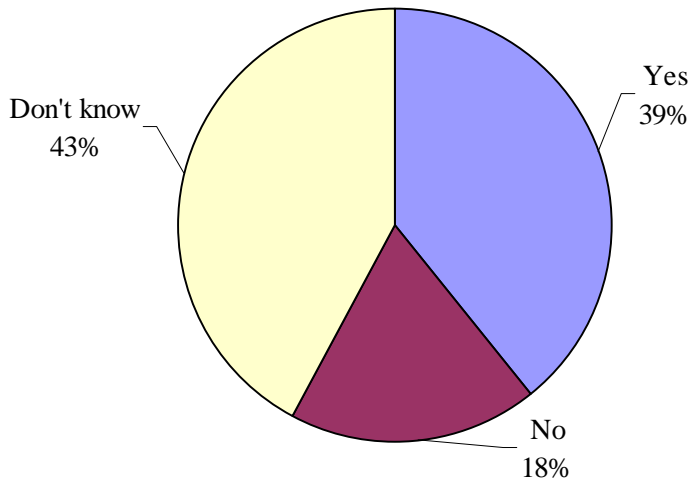
Yes	97
No	19
Don't know	85
Total	201

Q31k. Do you feel Stafford County provides adequate occupational therapy services?



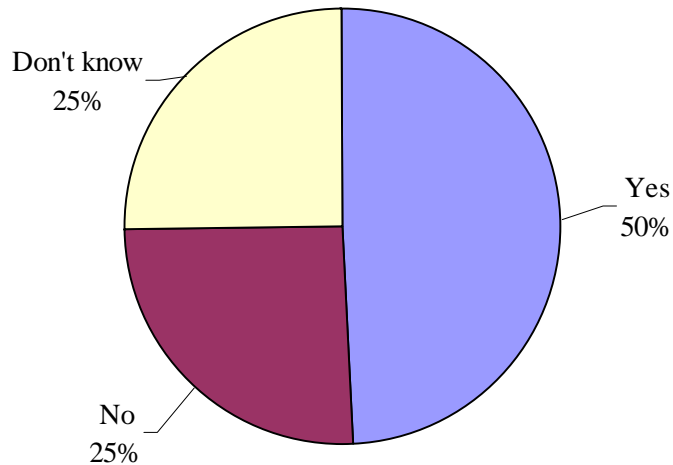
Yes	44
No	17
Don't know	140
Total	201

Q32a. Do you feel Stafford County needs additional resources/education about non-emergency medical transport?



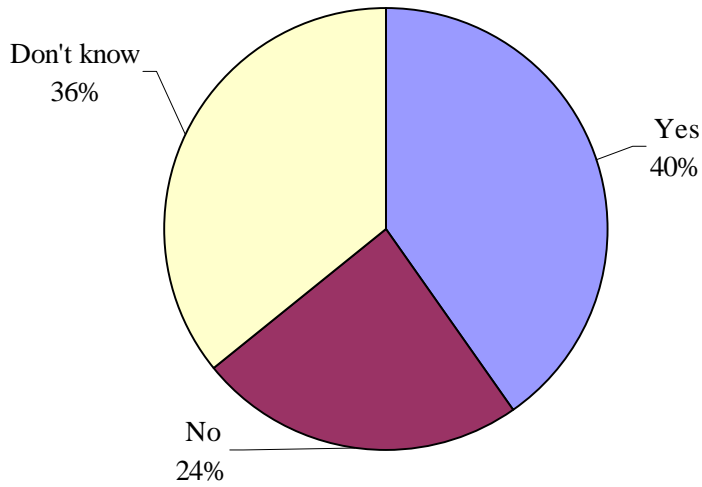
Yes	79
No	37
Don't know	85
Total	201

Q32b. Do you feel Stafford County needs additional resources/education about emergency medical transport?



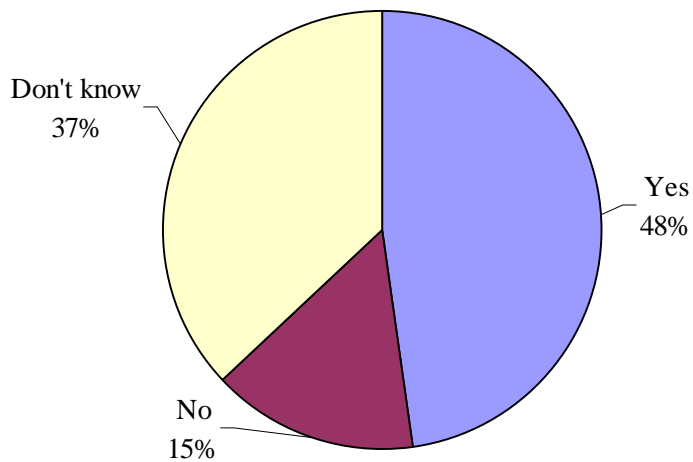
Yes	99
No	51
Don't know	51
Total	201

Q32c. Do you feel Stafford County needs additional resources/information about assisted living?



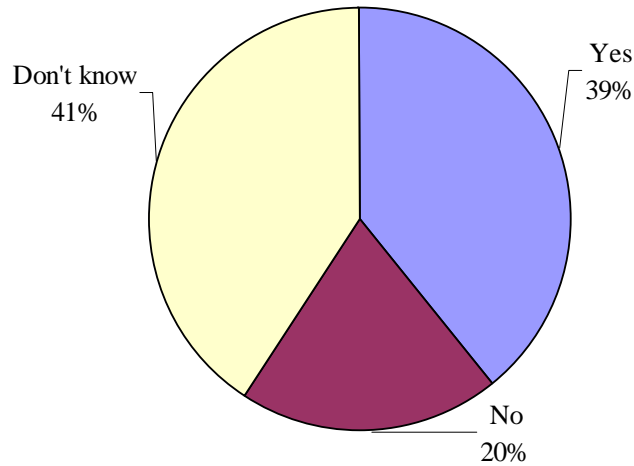
Yes	81
No	48
Don't know	72
Total	201

Q32d. Do you feel Stafford County needs additional resouces/education about teenage pregnancy?



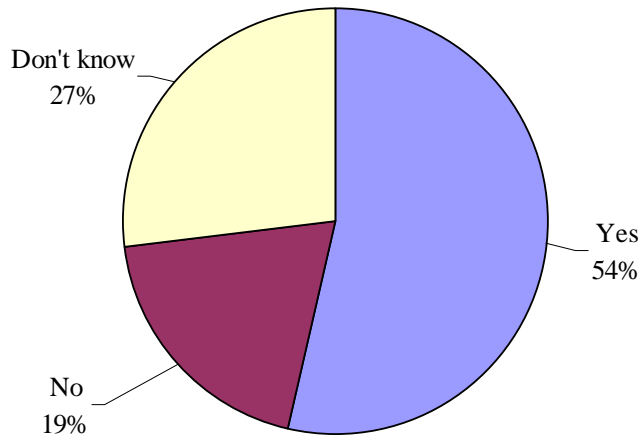
Yes	96
No	31
Don't know	74
Total	201

Q32e. Do you feel Stafford County needs additional resources/education about mental health?



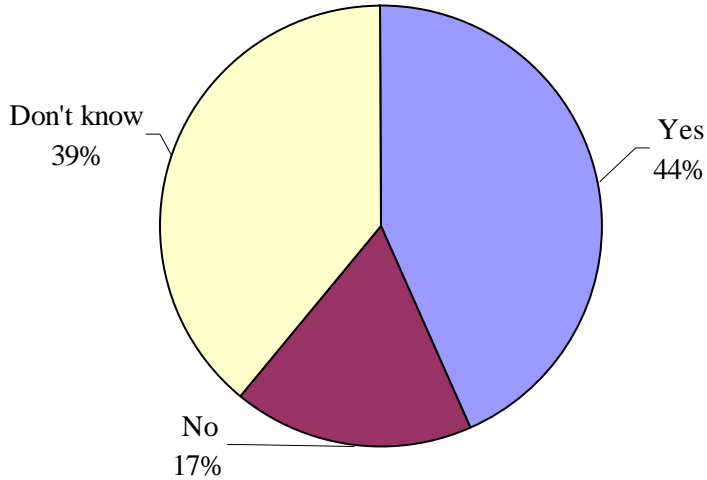
Yes	79
No	40
Don't know	82
Total	201

Q32f. Do you feel Stafford County needs addition resources/education about substance abuse?



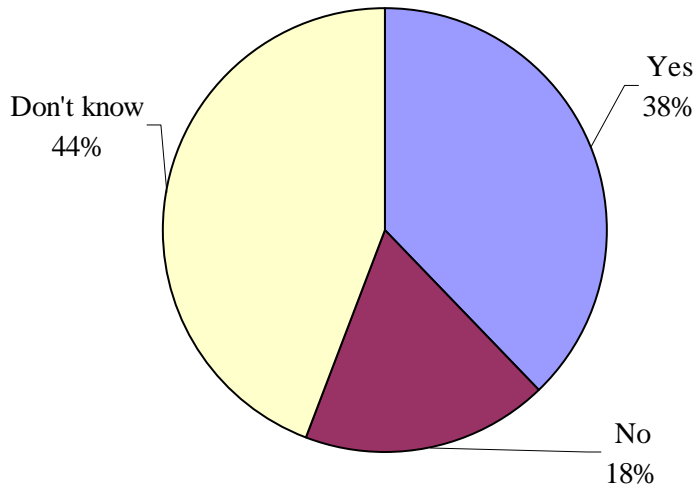
Yes	108
No	39
Don't know	54
Total	201

Q32g. Do you feel Stafford County needs additional resources/education about child abuse?



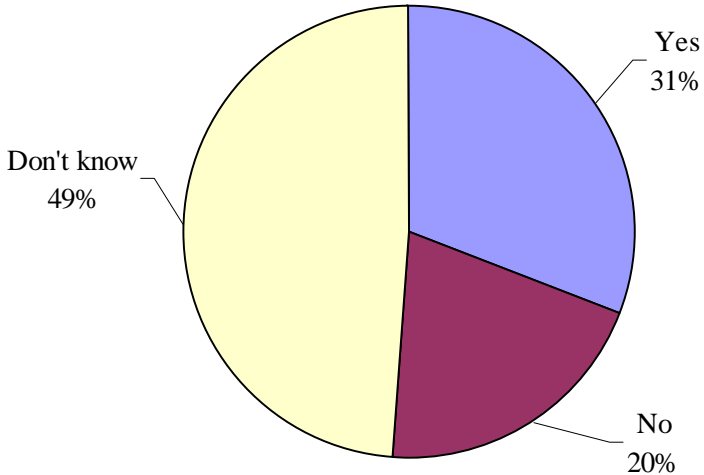
Yes	87
No	35
Don't know	79
Total	201

Q32h. Do you feel Stafford County needs additional resources/education about spouse abuse?



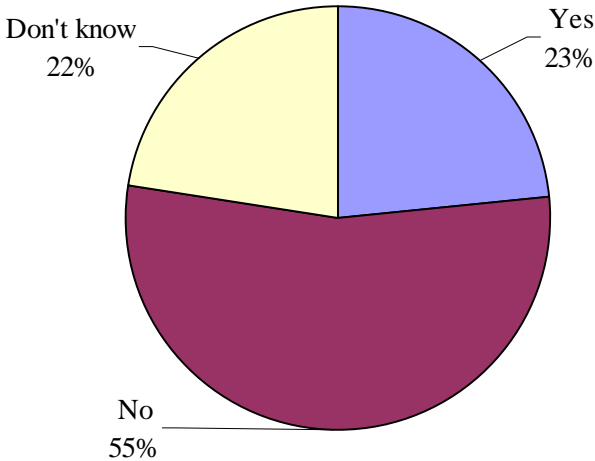
Yes	76
No	36
Don't know	89
Total	201

Q32i. Do you feel Stafford County needs additional resources/education about elderly abuse?



Yes	62
No	41
Don't know	98
Total	201

Q32j. Are there any other medical issues that you feel need additional resources in the Stafford County area?



Yes	47
No	109
Don't know	45
Total	201

Q32k. What other medical services does Stafford County need resources/education about?		
More doctors	13	23%
Emergency medical services/ambulance/ER	6	11%
Pharmacy	5	9%
Dentist	3	5%
Specialist	3	5%
More basic healthcare/medical services	3	5%
Ob/Gyn	2	4%
Eye doctor	1	2%
Adequate day care	1	2%
More district hospitals	1	2%
Substance abuse	1	2%
Don't know	1	2%
Health insurance	1	2%
Fair/equal medical treatment	1	2%
Education on personal health care	1	2%
Alternative medicine	1	2%
More nurses	1	2%
More elderly health information	1	2%
Teen pregnancy	1	2%
Nothing	1	2%
Abortion clinic	1	2%
Obesity	1	2%
Surgeon	1	2%
Hospital funding	1	2%
24 hour medical transport	1	2%
Better police patrol	1	2%
Wellness care	1	2%
More home health care	1	2%
Red Cross training	1	2%
Total	57	100%

Appendix: Verbatim Answers to Open Questions

Q5. For what other reason does your family go outside of Stafford County?
DOESN'T LIVE IN STAFFORD
DOCTOR REFERS TO OTHER DOCTORS OUTSIDE OF STAFFORD
DON'T USE SERVICES
ST JOHNS IS STAFFORD COUNTY
WE ARE CLOSER TO GREAT BEND - JUST HANDIER.
JUST MOVED TO STAFFORD COUNTY
DR REFERRAL
RIGHT IN THE MIDDLE
LIVE CLOSER TO GREAT BEND
ST. JOHN IS IN STAFFORD COUNTY
PRATT IS IN STAFFORD COUNTY.
WE DON'T LIVE CLOSE TO STAFFORD
DOCTOR BOLD IS GOING TO RETIRE SOON
JUST RECENTLY MOVED THERE.
LIVES IN STAFFORD AND SHE ALSO USES A DOCTOR IF NEEDED.
I LIVE IN RENO NOT STAFFORD
ALWAYS BEEN THE TOWN I GO TO.
AGE RANGE
ST. JOHNS IS IN STAFFORD COUNTY
IN STAFFORD COUNTY
IN STAFFORD COUNTY
ST JOHN IS IN STAFFORD
HOUSE IN KC
LIVES IN RENO COUNTY
LIVES IN AREA OF LARNED
LIVE NEAR COUNTY LINE.
ST. JOHN IDS IN STAFFORD COUNTY
CLOSER TO PRATT COUNTY LINE.
LIVE CLOSER TO HUTCH.
LIVES IN RENO COUNTY

Q22b. Why were you satisfied/dissatisfied with you hospital experience?
WE DON'T HAVE ANY TYPE OF DENTAL OR VISION WHERE WE LIVE
I FELT LIKE OUR CARE HAD BEEN EXCELLENT WHEN MY HUSBAND WAS HERE THE TREATMENT WAS VERY COMPASSIONATE
I WAS SATISFIED WITH SERVICES RENDERED
I WAS SATISFIED WITH DOCTORS & NURSES
I GOT THE CARE I NEEDED. EXCELLENT CARE
PRETTY GOOD SERVICE
I WAS TREATED FAIRLY
THEY WERE VERY THOROUGH
I JUST WAS IMPRESSED BY THE CARE OF THE STAFF
REASON I WAS IN HOSPITAL WAS NOT VERY PLEASANT
HAD EMERGENCY AND TOOK CARE OF ME RIGHT AWAY
I JUST LIKE THE WAY THEY TREATED ME
EXCELLENT CARE THERE
HAD GOOD NURSES & DOCTORS
SURGERY WAS GOOD & NURSES WERE GOOD
WE BOTH HAD REAL GOOD CARE
BECAUSE THEY GOT HER ASTHMA UNDER CONTROL
THEY DID A DAMN GOOD JOB ON ME
HOSPITAL WAS VERY NICE IN SERVICES
I KNEW EVERYONE AND THEY TREATED QUITE WELL
THEY WERE GOOD TO HIM
EXPENSIVE
THE NURSES WOULD NOT LET HER IN BECAUSE SHE WAS SICK. SHE GOT IN BECAUSE THE DR MADE THEM LET HER IN.
PRATT THEY TREATED HER REAL GOOD
WE DID NOT HAVE ANY PROBLEMS WITH STAFF
I WASN'T THRILLED ABOUT IT, BUT I WAS OKAY WITH IT.
BECAUSE DOCTORS & NURSES WERE KIND
THEY HAVE GOOD NURSES
I THOUGHT THE NURSES WERE KIND OF RUDE.
VERY COMFORTABLE PEOPLE WERE VERY GOOD
SERVICE WAS PROMPT
HAD GOOD RESULTS W/PATIENTS
MY MOTHER WAS HAPPY WITH SERVICES
GOOD SERVICE
I DON'T LIKE GOING TO A HOSPITAL. I THINK THEY OVERCHARGE.
WE GOT BETTER.
THEY TAKE CARE OF THEM REAL WELL AND SHE NEVER COMPLAINED ABOUT ANYTHING.
TOOK GOOD CARE OF ME
STAFF WAS VERY NICE

MY HUSBAND WAS TAKEN CARE OF BY THE STAFF
STAFF WAS VERY NICE
I WAS TREATED CORRECTLY AND GOT OUT REALLY GOOD.
GIRLS WERE REAL NICE TOOK CARE OF HER
THEY WERE GOOD TO ME
SOME ARE BETTER THAN OTHER
THEY TOOK GOOD CARE OF ME "FOOD WAS GOOD"
EVERYTHING WENT FINE.
EVERYTHING WAS HANDLED PROPERLY
THEY TREATED ME REALLY NICE AND I DIDN'T FEEL LONELY EVEN IF THOUGH I WAS IN THE HOSPITAL AND HAD NO FAMILY.
YOU CAN ALWAYS FIND SOMETHING WRONG BUT FOR THE MOST PART IT WAS OKAY.
I WAS TREATED WELL ABOUT MY HUBBY.
GOT VERY GOOD CARE
I THINK I SHOULD HAVE BEEN CHECKED OUT MORE THE LADY JUST LOOKED AT ME I WAS IN THE WORST PAIN.
ROOM MATE PROBLEMS
VERY GOOD CARE WAS GIVEN
THEY TREATED ME VERY GOOD.
I DIDN'T LIKE HOW THE NURSES TREATED ME.
I WAS TREATED GREAT OH MY GOSH.
IT WAS GOOD SERVICE
THE NURSES AIDS WERE VERY POLITE AND GREAT SERVICE
THE TREATED AS I WAS THEIR OWN.
GOOD PEOPLE
WELL I GUESS THEY DIDN'T PAY ATTENTION TO THE DIET THAT MY HUSBAND WAS SUPPOSE TO BE ON A DIET AND SO FORTH.
I WAS SATISFIED WITH THE CARE I RECEIVED.
THEY DID A GOOD JOB
THEY TREATED ME GOOD.
THEY TREATED ME WELL AND MY FAMILY
THE ALL AROUND CARE AND ATTITUDE IN GENERAL.
I DIDN'T LIKE THE WHOLE THING.
GOT GOOD CARE KNEE SURGERY
THEY DID NOT GIVE MY HUSBAND X RAYS AFTER A CAR WRECK
THEY TREATED ME GOOD FOR THE MOST PART.
THEY HAVE GOOD CARE FOR MEMBERS
I JUST HAD A BABY IT WAS GREAT.
JUST THE WAY TIME TOOK FOR LACK OF CARE. EVERYTHING IN GENERAL.
WHENEVER IT SEEM LIKE IT TOOK THEM A LOT OF TIME GETTING ME IN.
THEY DID NOT KNOW WHAT WAS GOING ON DUE TO MEDICAL SERVICES ARE IN KC
DID A GOOD JOB
KEPT US IN THE LOOP
WE JUST HAD TO DO TEST.

Q24b. Why were you satisfied with Stafford District Hospital?
THEY ARE VERY ATTENTIVE AND THEY KNEW WHAT THEY WERE DOING AND IT WAS CLEAN BEING IN A SMALLER HOSPITAL IS BETTER TO HAVE ONE ON ONE PERSONAL CARE WITH NURSES
I DON'T HAVE ANY COMPLAINTS I HAD GOOD CARE
I THINK THEY HAVE GOOD NURSES
WE JUST HAD NO PROBLEMS AND THE CARE WAS FINE
I THINK NURSES & DOCTORS ARE CARING ABOUT PATIENTS HAPPY SMILING & GET TO KNOW PATIENTS BETTER
TREATED US GOOD
BECAUSE I HAD NO PROBLEMS WITH THE CARE I RECEIVED
OUTSTANDING GROUP OF NURSES
CAME BACK ALIVE
GOOD TO US
OH, I CANT REMEMBER
THE TYPE OF SERVICE & TYPE OF STAFF CONVENIENT
VERY PLEASANT
WE GOT TAKEN CARE FOR WHAT WE WENT FOR
I HAD CONGESTIVE HEART FAILURE & THEY WERE ABLE TO TAKE CARE OF IT
DID A GOOD JOB GOT US IN AND GOT US OUT IN A TIMELY MANNER
PEOPLE FROM HUTCHINSON THAT DID PHYSICAL THERAPY
TOOK CARE OF ME QUITE WELL
JUST TOOK CARE OF WHAT I NEEDED
THEY TOOK CARE OF US IN A TIMELY MANNER
THEY TREATED MY MOM IN LAW VERY WELL
FOOD WAS GOOD NURSES WERE GOOD
SATISFIED WITH DOCTORS & NURSES
PERSONAL CARE WAS GOOD
NURSES WERE GOOD TO HIM
TOOK GOOD CARE OF ME
TOOK CARE OF US REALLY WELL
DID A GOOD JOB ON SURGERY
ITS OKAY
TOOK OF ME QUITE WELL
FELT LIKE SERVICES WERE GOOD
EXPLAINED THINGS TO US
DECLINED
WAS WITH HOSPITAL PROCEDURE
DAUGHTER WAS IN THERE BEFORE SHE WAS GROWN AND SHE'S 41
I WAS VERY SICK AND MY DR VISITED ME 3 TIMES IN 18 HRS TO MAKE SURE I WAS IMPROVING AND THE NURSES WERE VERY HELPFUL AND FRIENDLY
GOT IN & DOCTOR WAS THERE & HE TOOK CARE OF US
THEY WERE WILLING TO HELP AND THEY ARE REAL FRIENDLY
BECAUSE A SMALL HOSPITAL AND THE TAKE CARE OF YOU

PROMPT SERVICES
BECAUSE I WAS. THEY TOOK CARE OF ME WHILE I WAS THERE. I KNOW MOST OF THE DR AND NURSES BY FIRST NAME AND THEY TOOK CARE OF ME UNTIL THEY DECIDED TO AMPUTATE MY LEG.
GREAT CARE PEOPLE ARE VERY NICE CONSULTANTS COME TO YOU
WELL THERE'S JUST A GREAT BUNCH OF PEOPLE THAT WORK OVER THERE. THEY ARE VERY CONCERNED, VERY COMPASSIONATE. MY HUSBAND DIED OF LUNG CANCER AND STAFFORD DID ALL THE THINGS THEY COULD.
TOOK CARE OF PROBLEM GOOD JOB
GOOD CARE GOOD PEOPLE
TOOK GOOD CARE DUE TO NON CROWDED
TREAT YOU RIGHT THEY HAVE GOOD HELP
THEY TOOK GREAT CARE OF ME. MY DR. DIDN'T TAKE VERY LONG TO GET THERE AND THEY WERE NICE.
SENT TO HUTCHINSON HOSPITAL THEY WERE PRETTY GOOD
THE SERVICE WAS PROMPT. THEY TOOK ME RIGHT AWAY. THEY WERE PLEASANT AND IT WAS EASY TO GET IN AND OUT.
THEY GIVE GOOD CARE HAVE GOOD NURSES
GOOD SERVICE
WE WERE PLEASED WITH THE SERVICE.
WELL THE DOCTOR TOOK HIS WIFE OFF SEVERAL MEDS. IT REALLY HURT HER CONDITION
VERY GOOD
I DID NOT FEEL LIKE THE SERVICE WAS NOT THERE A WASTE OF TIME
QUESTIONABLE NOT ALWAYS TOO SWEET
TOOK GOOD CARE OF ME REAL HELPFUL
WELL THEY WERE REAL NICE AND THEY WERE THERE FOR ME
BEING A SMALL TOWN KNOW ALL PEOPLE PERSONALLY GOOD PEOPLE
THE ONLY SHOW IN TOWN
BECAUSE THEY HAVE GOOD SERVICE
THEY TREATED ME WELL TO BE SO OLD.
WIFE GOT CARE THAT SHE NEEDED STAFF WAS GOOD
THEY TREATED ME WELL
VERY FAST SERVICES
THEY WERE GREAT TO ME I HAD MY CHILDREN THERE AND MY HUSBAND WAS TREATED THERE BEFORE HE DIED.
HAVE FANTASTIC CARE THERE
I DON'T THINK IT IS THE BEST HOSPITAL
THINK PARENTS WERE OK WITH THE SERVICES
I REALLY LIKE IT BUT I NEED SPECIALTY.
REALLY CANT SEE A DOCTOR
GOT THE CARE HE NEEDED
I GOT IN AND GOT OUT.
PROXIMITY TO US
THEY WERE FRIENDLY AND VERY HELPFUL

IT WAS NICE AND SO WERE THE PEOPLE.
NO WAITING RESULT WAS DELIVERED IN A TIMELY MANOR
THEY WERE NICE.
THE LAST I HAD A HEART ATTACK I DIDN'T LIKE HOW THEY TREATED ME.
GOOD CARE THERE
IT IS SUPER AND EVERYONE KNOWS YOU.
WE HAVE A GOOD HOSPITAL AND THEY TREATED ME NICE.
THEY DID GOOD
HAD TO TRAVEL.
GOOD SERVICE IN AND OUT
1960 WAS THE LAST TIME
BECAUSE I WORK THERE AND THEY ARE GOOD
FAST SERVICES
HUSBAND SAID HE WAS
THEY TREATED ME NICE.
I WAS SATISFIED IT WAS 40 YEARS AGO.
IT WAS YEARS AGO BUT I WAS SATISFIED.
I T WAS OKAY I GUESS.
THEY ARE VERY GOOD PEOPLE
THEY ARE REALLY NICE
IT WAS ALRIGHT I GUESS.
I WAS WELL KEPT.
THE P.A. WAS GREAT I DIDN'T LIKE THE DOCTOR.
THEIR OK
THEY TOOK CARE OF MY SPOUSE
MY DAUGHTER HAD BAD ALLERGIES AND THEY TREATED US OKAY YET BAD.
I GOT 5 STITCHES THEY GOT THERE IN TIME.
THEY DID A GOOD JOB
EVEN THOUGH I FOUND OUT THAT I HAD CANCER IT WAS OKAY.
DID A GOOD JOB
MY SON SPRAINED HIS ANKLE AND WE WERE TREATED ME WELL.

Q32k. What other medical services does Stafford County need additional resources/education about?
THEY ONLY HAVE ONE DOCTOR NO EYE DOCTOR NO DENTIST
I THINK WE NEED MORE DOCTORS THEY USUALLY HAVE TO SEND YOU TO OTHER PLACES SO YOU CAN GET SPECIALIZED CARE. STAFFORD HAS ABOUT 1000 TO 1200 PEOPLE.
YES BASIC HEALTHCARE ALL WE HAVE IN THIS TOWN IS OLD TIMERS THEY DON'T KEEP UP WITH ANYTHING THEY ALWAYS SEND YOU OUT OF COUNTY THEY DON'T HAVE RESOURCES
THE ONE THING THAT ISN'T AVAILABLE IN STAFFORD COUNTY WE DON'T HAVE ADEQUATE DAY CARE FOR CHILDREN IN STAFFORD AND ST. JOHN MOSTLY
NEED MORE DISTRICT HOSPITALS ALL OF COUNTY IN DISTRICT
THEY NEED MORE SPECIALISTS IN STAFFORD PEOPLE HAVE TO GO OUTSIDE OF STAFFORD TO SEE SPECIALISTS
SUBSTANCE ABUSE EVERY FACET NEEDS HELP
I THINK IT'S AVAILABLE BE NICE TO HAVE A YOUNG DOCTOR
CANT THINK OF ANYTHING THAT WE HAVE MENTIONED
DOCTOR NEED THEM
AVAILABILITY OF HEALTH INSURANCE
PHARMACY AND MORE DOCTORS
MAYBE AN OB/GYN SOMEWHERE IN STAFFORD COUNTY.
PEOPLE NEED TO BE TAUGHT TO TAKE BETTER CARE OF THEMSELVES. THE MEDICAL COMMUNITY COULD BE MORE ACCEPTING. IF YOU DON'T HAVE THE RIGHT KIND OF INSURANCE THEN THEY DON'T WANT TO WORK WITH YOU. IT SHOULD BE FAIR AND EQUAL TREATMENT.
ALTERNATIVE MEDS.
COULD USE MORE HELP IN THE NURSING FIELDS
PERSONALLY I NEED AN ALLERGIST.
EMERGENCY MEDICAL. THEY NEED TO HAVE AN IV TRAINED PERSON ON-BOARD THE AMBULANCES. THEY NEED TO KNOW WHERE THEY'RE GOING. THEY NEED TO KNOW HOW PEOPLE OUT IN THE COUNTY ARE ADDRESSED.
THE AMBULANCE SERVICE VOLUNTEERS -- THERE IS A DEFINITE SHORTAGE POSSIBLY BECAUSE OF COMPENSATION AND/OR BEING ALLOWED TO LEAVE THEIR EMPLOYMENT. CERTAIN ONES KNOW HOW TO DO A LOT AND OTHERS KNOW HOW TO ASSIST.
NEEDS TO BE MORE INFO TO THE ELDERLY WHEN IT COMES TO HEALTH CARE OTHER THAN THE PHARMACY, NO.
AMBULANCE/EMERGENCY ASSISTANCE. RENO COUNTY NEEDS TO ALLOW STAFFORD COUNTY TO COME INTO THEIR COUNTY TO GET A PERSON AND TAKE THEM TO THE CLOSEST HOSPITAL. A RECENT EXPERIENCE OF A YOUNG GIRL HAVING A BABY AND LEAVING IT FOR DOGS TO FIND SHOWS WE NEED MORE HELP IN TEACHING GIRLS HOW TO SAY NO .
WE NEED MORE DOCTORS

THE FACILITIES FOR A VARIETY OF SERVICES ARE WITHIN A REASONABLE DISTANCE FOR ANYBODY IN THE COUNTY.
MORE ER CARE PERSONNEL
YEAH THEY NEED AN ABORTION CLINIC IN ST. JOHN.
OBESITY
I DO FEEL THAT WE NEED A SURGEON. WE DON'T HAVE ANY DOCTORS THAT DELIVER BABIES. I THINK IT WOULD BE NICE IF WE HAD A DENTIST.
NEED TO WORK ON EMS AMBULANCE SERVICE
MORE DOCTORS
WE COULD USE MORE DOCTORS
MORE FUNDING ON HOSPITALS
NEED MORE DENTAL DOCTORS
MEDICAL TRANSPORTATION IS NOT 24 HOURS "MACKSVILLE"
NEED MORE DOCTORS
BETTER POLICE PATROL
NEED SOME MORE DOCTORS
NEED MORE MEDICAL SERVICES
A NEW DOCTOR BECAUSE THE ONE WE HAVE I TOWN NEED TO RETIRE.
WELLNESS CARE
NEED MORE MEDICAL SERVICES AND PROGRAMS. CLOSER SERVICES IN SMALLER TOWNS.
THEY COULD USE EXTRA HELP WITH HOME HEALTH CARE
PHARMACIES
WE NEED NEW DOCTORS BECAUSE THE ONE DOCTOR WE HAVE NEEDS TO RETIRE.
PHARMACY
PHARMACY AND ANOTHER DOCTOR.
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