

R

H

W

Community Health Needs Assessment Template

National Center for Rural Health Works

# **Health Survey Results for Weems Memorial Hospital Community Health Needs Assessment Process**

Facilitated by:

**National Center for Rural Health Works**  
Oklahoma State University  
Community Health Needs Assessment Template

December 2011

R

H W

For additional information on the Community Health Needs Assessment Template, contact  
National Center for Rural Health Works at 405-744-6083 or email [gad@okstate.edu](mailto:gad@okstate.edu).



## SURVEY RESULTS

### Weems Memorial Hospital, Franklin, County, Florida

1 Have you or someone in your household used the services of a hospital in the past 24 months?

Response Category	No.	%
Yes	118	77.6%
No	34	22.4%
Totals	152	100.0%

2 At which hospital(s) were services received?

Response Category	No.	%
Weems Memorial Hospital	92	57.1%
Panama City, FL	19	11.8%
Port St. Joe, FL	19	11.8%
Tallahassee, FL	15	9.3%
Pensacola, FL	7	4.3%
No location specified	5	3.1%
Jacksonville, FL	2	1.2%
Carrollton, GA	1	0.6%
Orlando, FL	1	0.6%
Totals	161	100.0%

Some respondents received services at more than one hospital.

3 You responded that you or someone in your household received care at a hospital other than Weems Memorial Hospital. Why did you or your family member choose that/those

Response Category	No.	%
Availability of specialty care	29	34.5%
Quality of care/lack of confidence	25	29.8%
Physician referral	15	17.9%
Closer, more convenient	7	8.3%
Insurance	2	2.4%
Wait time	2	2.4%
Emergency	1	1.2%
No response	1	1.2%
Privacy	1	1.2%
Their hospital is cleaner	1	1.2%
Totals	84	100.0%

Some respondents provided more than one answer.

4 What hospital service(s) were used at Weems Memorial Hospital?

Response Category	No.	%
Emergency room (ER)	71	41.8%
All radiological imaging	33	19.4%
Laboratory	30	17.6%
Physician services	13	7.6%
Inpatient services	9	5.3%
Other outpatient services	9	5.3%
No response	3	1.8%
Swing Bed	2	1.2%
Total	170	100.0%

Many respondents indicated multiple categories of hospital services.

5 How satisfied were you or someone in your household with the services you received at Weems Memorial Hospital? Would you say you were...

Response Category	No.	%
Satisfied	63	68.5%
Dissatisfied	17	18.5%
Both satisfied and dissatisfied	6	6.5%
No response	3	3.3%
Don't know	3	3.3%
Total	92	100.0%

6a Why were you or someone in your household satisfied with the services received at Weems Memorial Hospital?

Response Category	No.	%
Quality of care and service	27	26.7%
No response	26	25.7%
Good attitude of staff and physicians	12	11.9%
Met needs	12	11.9%
Knowledgeable and professional	11	10.9%
Timeliness of service	9	8.9%
Convenience; close to home	2	2.0%
Satisfied but long wait	1	1.0%
Transferred to another hospital	1	1.0%
Total	101	100.0%

Some respondents provided more than one response.

6b Why were you or someone in your household dissatisfied with the services received at Weems Memorial Hospital?

Response Category	No.	%
Needs not met	5	12.8%
Long wait time	4	10.3%
No Response	4	10.3%
Bad management	3	7.7%
Cost, insurance, billing problems	3	7.7%
Don't seem to know what they are doing	3	7.7%
Physicians rude, slow, unprofessional	3	7.7%
Upgrade facilities; need hot water; rooms dirty	3	7.7%
Wrong diagnosis	3	7.7%
Bad hospital board	1	2.6%
Doctors won't use lab	1	2.6%
Felt encouraged to leave	1	2.6%
Hospital competing with locals	1	2.6%
Hospital does not provide appropriate support	1	2.6%
Limited care	1	2.6%
Poor quality of care	1	2.6%
Radiology incorrect	1	2.6%
Total	39	100.0%

7 What type of specialist have you or someone in your household been to and in which city did you receive that care?

Response Category	No.	%
No response	7	4.0%
No specialty care	45	25.6%
<b>OB-GYN</b> (17 Panama City, FL; 15 Tallahassee, FL; two Carrabelle, FL; two Port St. Joe, FL; two No location specified; one Panama City, FL)	39	22.2%
<b>Cardiology</b> (15 Apalachicola, FL; 8 Tallahassee, FL; 8 No location specified; 3 Panama City, FL; one Gainesville, FL; one Orlando, FL; one Port St. Joe, FL; )	37	21.0%
<b>Orthopedics</b> (16 Tallahassee, FL; 5 Panama City, FL; 5 No location specified; two Port St. Joe, FL; one Panama City, FL; one Pensacola, FL)	30	17.0%
<b>General Surgery</b> (13 Panama City, FL; 4 Tallahassee, FL; two No location specified; one Apalachicola, FL; one Jacksonville, FL; one Port St. Joe, FL)	22	12.5%
<b>Urology</b> (6 Tallahassee, FL; 6 Panama City, FL; two No location specified; one Apalachicola, FL; one Pensacola, FL; one Atlanta, GA)	17	9.7%
<b>Gastroenterology</b> (5 Panama City, FL; 4 Tallahassee, FL)	9	5.1%
<b>Endocrinology</b> (3 Panama City, FL; one No location specified)	4	2.3%
<b>Pulmonology</b> (two no location specified; one Tallahassee, FL)	3	1.7%
<b>Dermatology</b> (One Panama City, FL; one No location specified)	2	1.1%
<b>ENT</b> (one Panama City, FL; one No location specified)	2	1.1%
<b>Neurology</b> (one Panama City, FL; one Tallahassee, FL)	2	1.1%
<b>Oncology</b> (one Jacksonville, FL; one Panama City, FL)	2	1.1%
<b>Chiropractor</b> (One Eastpoint, FL)	1	0.6%
<b>Dietitian</b> (one no location specified)	1	0.6%
<b>Kidney Donation</b> (one No location specified)	1	0.6%
<b>Mammogram</b> (one No location specified)	1	0.6%
<b>Other unspecified</b> (one Panama City, FL)	1	0.6%
<b>Podiatry</b> (one Apalachicola, FL)	1	0.6%
<b>Psychiatry</b> (one Panama City, FL)	1	0.6%
<b>Total</b>	<b>176</b>	<b>100.0%</b>

Some respondents provided more than one response.

8 Did the specialist request further testing, laboratory work and/or x-rays?

Response Category	No.	%
Yes	76	76.0%
No	19	19.0%
Don't know	2	2.0%
No Response	3	3.0%
Total	100	100.0%

9 If yes, in which city were the tests or laboratory work performed?

Response Category	No.	%
Tallahassee, FL	25	29.1%
Panama City, FL	21	24.4%
Apalachicola, FL	11	12.8%
Port St Joe, FL	9	10.5%
No response	9	10.5%
Jacksonville, FL	2	2.3%
Gainesville, FL	2	2.3%
Atlanta, GA	2	2.3%
Tyndall Air Force Base	1	1.2%
Pensacola, FL	1	1.2%
Miami, FL	1	1.2%
Crawford, FL	1	1.2%
Carabelle, FL	1	1.2%
Total	86	100.0%

Some respondents received care in more than one city.

10 Do you use a primary care (family) doctor for most of your routine health care?

Response Category	No.	%
Yes	125	82.2%
No	19	12.5%
No response	6	3.9%
Don't know	2	1.3%
Total	152	100.0%

11 If no, then what kind of medical provider do you use for routine care?

Response Category	No.	%
Health Department	10	40.0%
Emergency Room/Hospital	7	28.0%
Community Health Center	3	12.0%
Specialist	3	12.0%
Rural Health Clinic	2	8.0%
Total	25	100.0%

Some respondents provided more than one response.

12 Have you or someone else in our household been to a primary care (family) doctor in Franklin County?

Response Category	No.	%
Yes	106	69.7%
No	41	27.0%
Don't know	3	2.0%
No response	2	1.3%
Total	152	100.0%



13 How satisfied were you or someone in your household with the quality of physician care received in Franklin County? Would you say you were...

Response Category	No.	%
Satisfied	85	80.2%
Dissatisfied	9	8.5%
Both satisfied and dissatisfied	5	4.7%
No response	4	3.8%
Don't know	3	2.8%
Total	106	100.0%

14a Why were you or someone in your household satisfied with the quality of physician care received in Franklin County?

Response Category	No.	%
No Response	42	36.5%
Physician professional, knowledgeable	18	15.7%
Quality of care	15	13.0%
Attentive to personal issues	11	9.6%
Friendly, courteous	9	7.8%
Met needs	9	7.8%
Timeliness	3	2.6%
Satisfied with Health Dept	2	1.7%
Have too many doctors	1	0.9%
Satisfied but can't get appointment	1	0.9%
Satisfied but go to Health Dept	1	0.9%
Satisfied but need long-term medical presence	1	0.9%
Satisfied with private primary care physician	1	0.9%
Will send to other physician when appropriate	1	0.9%
Total	115	100.0%

Some respondents provided more than one response.

14b Why were you or someone in your household dissatisfied with the quality of physician care received in Franklin County?

Response Category	No.	%
No response	4	21.1%
No time spent	3	15.8%
Needs not met	2	10.5%
Dissatisfied with Weems hospital physicians	1	5.3%
Lack of compassion	1	5.3%
Lack of professionalism	1	5.3%
Lack of timely reports	1	5.3%
Need more doctors	1	5.3%
Never see same physician	1	5.3%
No privacy from office staff	1	5.3%
Only good care some days	1	5.3%
Poor quality of care	1	5.3%
Staff rude	1	5.3%
Total	19	100.0%

Some respondents provided more than one response.

15 Are you able to get an appointment with your primary care (family) doctor in Franklin County

Response Category	No.	%
Yes	79	74.5%
No	19	17.9%
Don't know	4	3.8%
No response	4	3.8%
Total	106	100.0%

16 Have you or someone in your household delayed health care due to lack of money and/or insurance?

Response Category	No.	%
No	80	52.6%
Yes	60	39.5%
No response	7	4.6%
Don't know	5	3.3%
Total	152	100.0%

17 What concerns you most about health care in Franklin County?

Response Category	No.	%
No response	47	24.0%
Nothing	7	3.6%
Don't know	1	0.5%
Healthy county	1	0.5%
Keep up good work	1	0.5%
Satisfied	1	0.5%
<b>Physician Concerns</b>		
Need more local doctors and better doctors	24	12.2%
Physician availability	11	5.6%
Same physicians regularly; stability of physicians	7	3.6%
Concern with appointment times	3	1.5%
Privacy at primary care provider	2	1.0%
Concern with people at front desk	1	0.5%
Overworked physicians	1	0.5%
Physician reputation of misdiagnosis or "pill doctors"	1	0.5%
<b>Hospital Concerns</b>		
Lack of advanced/updated technology, equipment, facilities	4	2.0%
Weems bad management; bad hospital	3	1.5%
TMH getting rid of local doctors/staff	2	1.0%
"Real" emergency care	1	0.5%
Educate public on services offered at hospital	1	0.5%
Keep hospital open	1	0.5%
Leadership issues at hospital	1	0.5%
Need involvement with other hospitals	1	0.5%
TMH poor management	1	0.5%
Understaffed hospital	1	0.5%
<b>Specialty Physician Needs</b>		
Need more specialists	12	6.1%
Lack of pediatric care	2	1.0%
Dermatology	1	0.5%
Gynecology	1	0.5%
Mental health	1	0.5%
More dental care	1	0.5%
Need Surgeons/Surgical OR	1	0.5%
Urology	1	0.5%
<b>Health Department Issues</b>		
Closing the Health Dept in Carabelle and Apalachicola	3	1.5%
Use Health Dept for primary care	2	1.0%
Concern with Health Dept reducing services to students	1	0.5%
Concern with quality of care at Health Dept for kids	1	0.5%

17 What concerns you most about health care in Franklin County? (CONTINUED)

Response Category	No.	%
<b>Access To Care Issues</b>		
Cost of health care; affording health care; lack of insurance	9	4.6%
Lack of health care services; lack of options	8	4.1%
Need good, qualified, competent care	7	3.6%
Availability; more availability for elderly	3	1.5%
Distance for medical care	3	1.5%
Cost	2	1.0%
Lack of health care in Carabelle	2	1.0%
Losing our health care	2	1.0%
Capital to keep health care local	1	0.5%
Few choices for real good health care	1	0.5%
Local care no good; go out of town	1	0.5%
Location	1	0.5%
Losing Physician Assistants	1	0.5%
Need for immediate/urgent care in east Franklin County	1	0.5%
Need school nurse for FCLC	1	0.5%
No decent health care in Franklin County	1	0.5%
Trust	1	0.5%
<b>Total</b>	<b>196</b>	<b>100.0%</b>

Some respondents provided more than one response.

18 What services would you like to see offered in Franklin County?

Response Category	No.	%
No response	62	30.5%
Don't know	4	2.0%
None	2	1.0%
<b>Physician Concerns</b>		
Local doctors; more, quality, stability	19	9.4%
Doctors do procedures and tests locally	1	0.5%
Friendly service at front desk	1	0.5%
Not sure need more doctors	1	0.5%
Spend more time with patients	1	0.5%
<b>Hospital Concerns</b>		
Clean, up-to-date hospital	4	2.0%
Modern hospital care	3	1.5%
Get rid of TMH; use local doctors at Weems	2	1.0%
Less waiting time	2	1.0%
No problem with hospital service	2	1.0%
County take back Weems	1	0.5%
Good ambulance	1	0.5%
Other hospital involvement	1	0.5%
Pay local doctors at Weems	1	0.5%
Professionally run hospital	1	0.5%
Stop Weems competing with local doctors	1	0.5%
Use other hospitals; i.e., Tallahassee, Port St. Joe, and Panama City	1	0.5%
<b>Specialty Physician Needs</b>		
More specialty care	6	3.0%
Dental services; low cost/sliding fees	10	4.9%
Eye specialist; eye care	6	3.0%
Dermatology	4	2.0%
Dialysis and/or mobile dialysis	4	2.0%
MRI, EKG, Cat Scan	3	1.5%
Pediatric Care	3	1.5%
ENT	2	1.0%
Gastroenterology	2	1.0%
Geriatric services; more elderly services	2	1.0%
OB-GYN; women's health issues	2	1.0%
Diabetic services	1	0.5%
Drug Rehab	1	0.5%
Endocrinology	1	0.5%
Mental health, psychiatry	1	0.5%
Oncology	1	0.5%

18 What services would you like to see offered in Franklin County? (CONTINUED)

Response Category	No.	%
<b>Specialty Physician Needs (CONTINUED)</b>		
Orthopedic	1	0.5%
Respiratory	1	0.5%
Ultrasound	1	0.5%
Weight loss programs	1	0.5%
<b>Health Department Issues</b>		
Keep Carabelle Health Dept	5	2.5%
Keeping Health Dept open	4	2.0%
Need urgent care center in Carabelle staffed by physician; then no need for Health Dept.	1	0.5%
<b>Access to Care Issues</b>		
Concern with cost of health care; affordable health insurance	7	3.4%
More and better health care services; more basic health care	7	3.4%
More options for uninsured	4	2.0%
All services	3	1.5%
True urgent care in east Franklin County	2	1.0%
Walk-in clinics	2	1.0%
Distance to health care	1	0.5%
Helicopter	1	0.5%
Pharmacy available on weekends	1	0.5%
Wellness services	1	0.5%
<b>Total</b>	<b>203</b>	<b>100.0%</b>

Some respondents provided more than one response.