Health Survey Results for Refugio County Memorial Hospital Community Health Needs Assessment Process

Facilitated by:

National Center for Rural Health Works

Oklahoma State University
Community Health Needs Assessment Template

January 2012



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SURVEY RESULTS Refugio County Memorial Hospital, Refugio County, Texas

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

Response Category	No.	%
Yes	67	72.8%
No	25	27.2%
Totals	92	100.0%

2 At which hospital(s) were services received?

Response Category	No.	%
Refugio County Memorial Hospital, Refugio	59	71.1%
Victoria hospitals	12	14.5%
Corpus Christi hospitals	6	7.2%
Hospitals with no city specified	5	6.0%
College Station hospitals	1	1.2%
Totals	83	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 Refugio County Memorial Hospital. Why did you or your family member choose that/those hospital(s)?

Response Category	No.	%
Availability of specialty services	10	35.7%
Physician referral	8	28.6%
Closer, more convenient	5	17.9%
Insurance	2	7.1%
Quality of care/lack of confidence	1	3.6%
Transferred from RCMH	1	3.6%
Primary care physican in Corpus Christi; do not use local clinics or		
physicians	1	3.6%
Totals	28	100.0%

Some respondents provided more than one answer.

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

Response Category	No.	%
Laboratory	45	31.9%
Emergency Room (ER)	33	23.4%
Radiological imaging	26	18.4%
Physician services	17	12.1%
Other outpatient services	9	6.4%
Inpatient services	4	2.8%
No response	3	2.1%
Specialty clinic services	2	1.4%
Health Fair (Great service to community)	1	0.7%
Shots once a month	1	0.7%
Total	141	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 Refugio County Memorial Hospital? Would you say you were...

Response Category	No.	%
Satisfied	49	83.1%
Dissatisfied	4	6.8%
Both satisfied and dissatisfied	3	5.1%
No response	3	5.1%
Total	59	100.0%

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

Response Category	No.	%
No response	19	24.1%
Quality of care	12	15.2%
Treated well; helpful; friendly	10	12.7%
Convenience; close to home; available	9	11.4%
Timely service	8	10.1%
Services were provided	8	10.1%
Professional service	6	7.6%
Satisfied	2	2.5%
Referred/Sent records to other hospital/physician	2	2.5%
Satisfied with nursing care	1	1.3%
Satisfied with specific physician	1	1.3%
Provide specialists	1	1.3%
Total	79	100.0%

Some respondents provided more than one response.

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

Response Category	No.	%
Dissatisfied with ER physicians	2	28.6%
Needed relief for pain	1	14.3%
No response	1	14.3%
Dissatisfied with services provided in ER	1	14.3%
Dissatisfied with physician care	1	14.3%
Lack of quality	1	14.3%
Total	7	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.	%
None	35	26.3%
Cardiology/Heart (Corpus Christi [10], Victoria [9], Houston [1], no city		
specified [4])	24	18.0%
Orthopedics/Orthopedic surgery (Victoria [9], Corpus Christi [7], Houston		
[3], San Antonio [1], no city specified [4])	24	18.0%
OB-GYN (Corpus Christi [9], Victoria [7], no city specified [1])	17	12.8%
General surgery (Victoria [6], San Antonio [2], Corpus Christi [1], Houston [1],		
no city specified [2])	12	9.0%
Urology (Corpus Christi [3], Victoria [3], Houston [1], no city specified [2])	9	6.8%
Neurology/Neurosurgery (Corpus Christi [2], San Antonio [1])	3	2.3%
Endocrinology (Corpus Christi [1], no city specified [1])	2	1.5%
Podiatry (Refugio [1], Victoria [1])	2	1.5%
Dermatology (Victoria [1])	1	0.8%
ENT (Ear, Nose, & Throat) (Houston [1])	1	0.8%
Ophthalmology (Victoria [1])	1	0.8%
Orthodontic surgery (Houston [1])	1	0.8%
Pediatrics (Victoria [1])	1	0.8%
Total	133	100.0%

Some respondents provided more than one response.

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

Response Category	No	. %
Yes	42	73.7%
No	13	22.8%
No response	1	1.8%
Don't know	1	1.8%
Total	57	100.0%

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

Response Category	No.	%
Corpus Christi	18	37.5%
Victoria	11	22.9%
Refugio	9	18.8%
No city specified	6	12.5%
Houston	2	4.2%
No response	1	2.1%
San Antonio	1	2.1%
Total	48	100.0%

Some respondents indicated more than one city.

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

Response Category	No.	%
Yes	84	91.3%
No	6	6.5%
No response	2	2.2%
Total	92	100.0%

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

Response Category	No.	%
Rural Health Clinic	3	50.0%
Specialist	2	33.3%
Legacy Home Health	1	16.7%
Total	6	100.0%

12 Have you or someone else in our household been to a primary care (family) doctor in the Refugio County Memorial Hospital service area?

Response Category	No.	%
Yes	62	67.4%
No	28	30.4%
No response	1	1.1%
Don't know	1	1.1%
Total	92	100.0%

13 How satisfied were you or someone in your household with the quality of physician care received in the Refugio County Memorial Hospital service area? Would you say you were...

Response Category	No.	%
Satisfied	53	85.5%
Dissatisfied	3	4.8%
No response	5	8.1%
Don't know	1	1.6%
Total	62	100.0%

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

Response Category	No.	%
No response	30	46.9%
Personal care; helpful; friendly; compassionate; cordial	7	10.9%
Convenient; easily accessed	6	9.4%
Services were provided	6	9.4%
Professional services	4	6.3%
Quality of care	4	6.3%
Timely service	3	4.7%
Satisfied with specific physician	3	4.7%
Got good referral	1	1.6%
Total	64	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 Refugio County?

Response Category	No.	%
No response	1	33.3%
Lack of knowledge of latest procedures	1	33.3%
Misdiagnosis in ER	1	33.3%
Total	3	100.0%

15 Are you able to get an appointment with your primary care (family) doctor in the Refugio County Memorial Hospital service area when you need one?

Response Category	No	%
Yes	52	83.9%
No	7	11.3%
No response	2	3.2%
Don't know	1	1.6%
Total	62	100.0%

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

Response Category	No.	%
Yes	18	19.6%
No	69	75.0%
No response	4	4.3%
Don't know	1	1.1%
Total	92	100.0%

17 What concerns you most about health care in the Refugio County Memorial Hospital service

Response Category	No.	%
No response	42	44.2%
None	9	9.5%
Physician Concerns (29,30.5%)		
Need more physicians in clinic; need more primary care available; less		
physician turnover	10	10.5%
Lack of confidence in physicians and specialists, especially ER	9	9.5%
Long time to get physican appointment	4	4.2%
Availability of specialty care; more specialty care	4	4.2%
Physicians keeping up with latest medical advances	1	1.1%
Unwillingness of clinic physicians to follow-up	1	1.1%
Hospital Concerns (10, 10.5%)		
Possibility of losing our hospital; community using the services provided;		
continued availability	3	3.2%
Need nurses that care about patients; that are cordial; attitudes and manners		
need changed	2	2.1%
Many tests and procedures unavailable	1	1.1%
Appropriate referrals are made	1	1.1%
Hospital management	1	1.1%
Administration too demanding on payments	1	1.1%
Reputation	1	1.1%
General Concerns (5, 5.3%)		
Services for those without insurance or ability to pay	3	3.2%
Excessive cost of health care	1	1.1%
High insurance co-pays	1	1.1%
Total	95	100.0%

Some respondents provided more than one response.

18 What services would you like to see offered at Refugio County Memorial Hospital?

Response Category	No.	%
No response	51	54.8%
Don't know	6	6.5%
None	5	5.4%
Physician Services (9, 9.7%)		
Choices in physician selection; more physicians; good physicians	4	4.3%
Better access to physicians	2	2.2%
Communication and coordination between ER physicians and Clinic		
physicians	1	1.1%
More specialists in specialty clinic	1	1.1%
Walk-in basis	1	1.1%
Specialty Physician Services (11, 11.8%)		
OB-GYN	3	3.2%
Kidney Dialysis center	2	2.2%
Mammograms	2	2.2%
Nutrition	1	1.1%
Internal Medicine	1	1.1%
Orthopedics	1	1.1%
Pain management	1	1.1%
Hospital Services (4, 4.3%)		
Better service at hospital front desk and phone	1	1.1%
Less wait time in ER	1	1.1%
ER physician attitude and capability; less indifferent to patients	1	1.1%
ER care	1	1.1%
Other Services (7, 7.5%)		
Free/Discount services for those who can't afford it	2	2.2%
Assistance in obtaining insurance	1	1.1%
Provide medicine service to those with no insurance	1	1.1%
Full health care	1	1.1%
Competence	1	1.1%
Spanish speaking workers or handouts	1	1.1%
Total	93	100.0%

One respondent provided more than one response.