

R

H

W

Community Needs Assessment Template
National Center for Rural Health Works

Health Survey Results for Ocean Beach Hospital and Medical Clinics Community Assessment Process

Facilitated by:

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

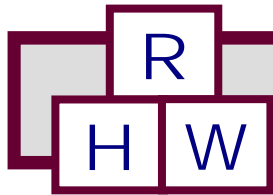
October 2011

R

H

W

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



Ocean Beach Hospital and Medical Clinics SURVEY RESULTS

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

Response Category	No.	%
Yes	131	86.2%
No	20	13.2%
Don't Know	1	0.7%
Totals	152	100.0%

2 At which hospital(s) were services received?

Response Category	No.	%
Ocean Beach Hospital	103	56.3%
Astoria, OR	42	23.0%
Portland, OR	20	10.9%
Vancouver, WA	9	4.9%
Longview, WA	6	3.3%
Las Vegas, NV	1	0.5%
Tacoma, WA	1	0.5%
Oysterville, WA	1	0.5%
Totals	183	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 Ocean Beach Hospital. Why did you or your family member choose that/those hospital(s)?

Response Category	No.	%
No response	1	1.0%
Physician referral	28	28.9%
Quality of care/Lack of confidence	28	28.9%
Availability of specialty care	28	28.9%
Closer, more convenient	8	8.2%
Insurance/Cost	3	3.1%
Past bad experiences with Ocean Beach	1	1.0%
Totals	97	100.0%

Some respondents provided more than one answer.

4 What hospital service(s) were used at Ocean Beach Hospital?

Response Category	No.	%
No response	1	0.5%
Laboratory	54	24.3%
Emergency room (ER)	52	23.4%
All radiological imaging	47	21.2%
Physician services	34	15.3%
Other outpatient services	15	6.8%
Rural health clinic	10	4.5%
Inpatient services	7	3.2%
Outreach classes	2	0.9%
Total	222	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 Ocean Beach Hospital? Would you say you were...

Response Category	No.	%
Satisfied	78	75.7%
Dissatisfied	13	12.6%
Satisfied and Dissatisfied	11	10.7%
Don't Know	1	1.0%
Total	103	100.0%

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

Response Category	No.	%
No response	26	21.8%
Good, quality care	21	17.6%
Caring/Friendly/Courteous staff	19	16.0%
Professional/Knowledgeable staff	18	15.1%
Prompt services	13	10.9%
Needs met/Problem solved	8	6.7%
ER services were good	6	5.0%
Closeness/Convenience	3	2.5%
Personalized services	3	2.5%
Liked the new mammography machine	2	1.7%
Total	119	100.0%

Some respondents provided more than one response.

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

Response Category	No.	%
No response	1	3.4%
Staff was rude/Uninformative/Unhelpful	7	24.1%
Inadequate treatment	7	24.1%
Slow	3	10.3%
Lack of cleanliness/Unsanitary	2	6.9%
Past disappointment	1	3.4%
Inadequate facility	1	3.4%
Large turnover	1	3.4%
Billing process	1	3.4%
Dropped patient	1	3.4%
Lack of attentiveness	1	3.4%
Need to update records to computer	1	3.4%
Lack of confidentiality	1	3.4%
Trouble getting referral	1	3.4%
Total	29	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	23	10.6%
No specialty care	29	13.3%
General Surgery (Astoria, OR [11], Bakersfield, CA [1], Chehalis, WA [1], Ilwaco, WA [5], Longview, WA [1], Portland, OR [9], No city specified [3])	31	14.2%
Orthopedics/Orthopedic Surgery (Astoria, OR [8], Hillsboro, OR [1], Ilwaco, WA [3], Longview, WA [2], Olympia, WA [1], Portland, OR [7], Seattle, WA [1], Vancouver, WA [4], No city specified [3])	30	13.8%
Cardiology/Heart (Astoria, OR [9], Ocean Beach [1], Portland, OR [16], Seattle, WA [1], Tacoma, WA [1], Vancouver, WA [2] Yakima, WA [1], No city specified [2])	28	12.8%
OB/GYN (Astoria, OR [14], Ilwaco, WA [1], Longview, WA [2], Vancouver, WA [1], Yakima, WA [1], No city specified [1])	20	9.2%
Urology (Astoria, OR [10], Portland, OR [4])	14	6.4%
Neurology (Longview, WA [1], Portland, OR [4], No city specified [4])	9	4.1%
Gastroenterology (Astoria, OR [1], Columbia, WA [1], Portland, OR [1], No city specified [2])	5	2.3%
Oncology (Astoria, OR [1], Longview, WA [1], No city specified [2])	4	1.8%
Dermatology (Portland, OR [1], No city specified [2])	3	1.4%
Endocrinology (Astoria, OR [1], No city specified [2])	3	1.4%
Ophthalmology (Astoria, OR [1], Vancouver, WA [1], No city specified [1])	3	1.4%
Allergist (Astoria, OR [1], Portland, OR [2])	3	1.4%
Radiology (Astoria, OR [1], Portland, OR [1], No city specified [1])	3	1.4%
Pediatrics (Astoria, OR [2])	2	0.9%
Podiatry (Portland, OR [1], No city specified [1])	2	0.9%
ENT (Astoria, OR [1], Portland, OR [1])	2	0.9%
Somnology (Sleep Disorder) (Astoria, OR [1])	1	0.5%
Chiropractor (Portland, OR [1])	1	0.5%
Nephrology (Astoria, OR [1])	1	0.5%
Psychiatry (Longview, WA [1])	1	0.5%
Total	218	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.	%
No response	4	4.0%
Don't know	2	2.0%
Yes	81	81.0%
No	13	13.0%
Total	100	100.0%

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

Response Category	No.	%
No response	18	19.1%
Don't know	2	2.1%
Ocean Beach Hospital	6	6.4%
Ilwaco, WA	17	18.1%
Longview, WA	6	6.4%
Portland, OR	19	20.2%
Astoria, OR	25	26.6%
Tacoma, WA	1	1.1%
Total	94	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	129	84.9%
No	14	9.2%
No response	9	5.9%
Total	152	100.0%

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

Response Category	No.	%
Community Health Center	1	6.7%
Health Department	1	6.7%
Emergency Room/Hospital	4	26.7%
Rural Health Clinic	4	26.7%
Specialist	5	33.3%
Total	15	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 the Ocean Beach Hospital service area?

Response Category	No.	%
Yes	97	63.8%
No	36	23.7%
No response	14	9.2%
Don't know	5	3.3%
Total	152	100.0%

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

Response Category	No.	%
Satisfied	74	76.3%
Dissatisfied	12	12.4%
No response	3	3.1%
Don't know	3	3.1%
Satisfied and dissatisfied	5	5.2%
Total	97	100.0%

14a Why were you or someone in your household satisfied with the quality of physician care received in the Ocean Beach Hospital service area?

Response Category	No.	%
No response	23	19.8%
Good, quality care	21	18.1%
Caring/Friendly/Courteous staff	11	9.5%
Prompt services	4	3.4%
Long term relationship	3	2.6%
Personalized services	9	7.8%
Easy to communicate with	9	7.8%
Professional/Knowledgeable staff	14	12.1%
Closeness/Convenience	7	6.0%
Addressed concerns/Solved problem	12	10.3%
Good follow-up	3	2.6%
Total	116	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 the Ocean Beach Hospital service area?

Response Category	No.	%
Unsatisfied with services overall	2	7.1%
Staff had bad attitude/didn't listen	4	14.3%
Staff was uncaring	2	7.1%
Unsatisfied with staff	4	14.3%
Unprofessional staff	1	3.6%
No communication	3	10.7%
Long wait or inability to get appmt	3	10.7%
No follow-up	2	7.1%
Charged for services not received	1	3.6%
Unhappy with women's clinic	1	3.6%
Refused care/palliative care	2	7.1%
Staff don't pay attention	1	3.6%
Privacy concerns	1	3.6%
Turnover	1	3.6%
Total	28	100.0%

Some respondents provided more than one response.

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

Response Category	No.	%
Yes	70	72.2%
No	15	15.5%
No response	7	7.2%
Don't know	5	5.2%
Total	97	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	34	22.4%
No	96	63.2%
No response	19	12.5%
Don't know	3	2.0%
Total	152	100.0%

17 What concerns you most about health care in the Ocean Beach Hospital service area?

Response Category	No.	%
No response	31	14.8%
No concerns	9	4.3%
Physician turnover	26	12.4%
Concern with quality of care	19	9.0%
Service is slow	10	4.8%
Lack of specialists	10	4.8%
Concerned with staff/physician quality	9	4.3%
Poor Reputation/Perception of low quality/Lack of community awareness	8	3.8%
Misdiagnosis	7	3.3%
Service is inconsistent	7	3.3%
Availability o physicians	6	2.9%
Customer service	6	2.9%
Poor billing practices	5	2.4%
Lack of professionalism	5	2.4%
Poor mgmt of resources & money by hospital admin	5	2.4%
Lack of appropriate administration/Administrative Turnover	5	2.4%
Lack of insurance/Inability to pay for care	4	1.9%
Can't get appmt with preferred practitioner	4	1.9%
Inability to schedule appmts when needed	4	1.9%
Keeping the hospital/clinic open	3	1.4%
Privacy concerns	3	1.4%
Poor ER Management	2	1.0%
Inconsistent care by ER physicians	2	1.0%
No follow up	2	1.0%
Financial stability	2	1.0%
No on-call services other than ER	2	1.0%
Not enough physicians	1	0.5%
Lack of clinic	1	0.5%
Appearance	1	0.5%
More female doctors	1	0.5%
Competition of other hospitals	1	0.5%
Health caps in adult dental care	1	0.5%
Concern with cleanliness	1	0.5%
Lack of preventative services	1	0.5%
Lack of palliative care options	1	0.5%
Lack of respect for elderly patients	1	0.5%
Ambulance Service	1	0.5%
Should not be a full-service hospital; should be more of a Triage Center with	1	0.5%
Access to care better in recent years	1	0.5%
Size of hospital limits the equipment and physicians available	1	0.5%
Total	210	100.0%

Some respondents provided more than one response.

18 What other services would you like to see offered at Ocean Beach Hospital?

Response Category	No.	%
No Reponse	79	42.5%
None	3	1.6%
Dermatology	12	6.5%
Pediatrics	5	2.7%
Cardiology	4	2.2%
Geriatric Care	4	2.2%
OB-GYN	4	2.2%
Drug/Substance Abuse Programs	3	1.6%
Urology	3	1.6%
physical therapy	3	1.6%
Mental health	3	1.6%
Neurologist	3	1.6%
Women's health/Clinic	3	1.6%
More health promotion	2	1.1%
Psychiatry	2	1.1%
More specialized services	2	1.1%
allergist	2	1.1%
basic consistent health care	2	1.1%
Fix current issues before adding new services	2	1.1%
Proper Diagnoses	2	1.1%
Quality health care	2	1.1%
Funeral Care	1	0.5%
Nutrition	1	0.5%
Physical Fitness	1	0.5%
Geriatric long-term care	1	0.5%
Palliative Care	1	0.5%
Develop a Cancer Clinic	1	0.5%
Urgent Care	1	0.5%
psychology	1	0.5%
Cordial	1	0.5%
Better discharge planning; more input from MDs	1	0.5%
female OB-GYN	1	0.5%
Radiation therapy partnering with Astoria & Seaside M.C.'s	1	0.5%
Not Sure	1	0.5%
Better physicians with better bedside manner	1	0.5%
Specialists available on rotating schedule	1	0.5%
Don't need more, just better	1	0.5%
Reduced rates for low income	1	0.5%
More wellness classes	1	0.5%

(Continued on next page.....)

18 (CONTINUED) What other services would you like to see offered at Ocean Beach Hospital?

Response Category	No.	%
Female physicians	1	0.5%
foot care/Podiatry	1	0.5%
Health prevention	1	0.5%
Public Health	1	0.5%
ER physicians more concern for aging	1	0.5%
Better time frame	1	0.5%
Get rid of RENT-A-DOC service from CO	1	0.5%
Cataract Surgery	1	0.5%
Endocrinology/Diabetes Specialist	1	0.5%
MRI	1	0.5%
Responsive general practice	1	0.5%
More long-term services for elderly	1	0.5%
Full-time Radiologist	1	0.5%
Good, strong basic services of primary care and general surgery; Too small	1	0.5%
Lab, support and clinic services; not much specialty care	1	0.5%
Internal Medicine MDs	1	0.5%
More alternative health practice options	1	0.5%
Expand lab services	1	0.5%
Oncology support staff	1	0.5%
Radiation treatment for cancer	1	0.5%
Responsive, caring ER staff	1	0.5%
Asthma breathing treatments	1	0.5%
Sleep studies	1	0.5%
Total	186	100.0%

Some respondents provided more than one response.

19 Do you have any kind of healthcare coverage, such as health insurance through an employer or a government plan such as Medicare?

Response Category	No.	%
Yes	127	83.6%
No	16	10.5%
No response	9	5.9%
Total	152	100.0%

20 Have you received a seasonal flu shot within the last year?

Response Category	No.	%
Yes	79	52.0%
No	64	42.1%
No response	9	5.9%
Total	152	100.0%

21 Has a health professional ever told you that you have diabetes?

Response Category	No.	%
Yes	18	11.8%
No	125	82.2%
No response	9	5.9%
Total	152	100.0%

22 Has a health professional ever told you that you have angina or coronary heart disease?

Response Category	No.	%
Yes	9	6.0%
No	130	86.1%
No response	12	7.9%
Total	151	100.0%

23 Has a health professional ever told you that you have cancer?

Response Category	No.	%
Yes	28	18.4%
No	114	75.0%
No response	10	6.6%
Total	152	100.0%

24 During the past month, other than your regular job, did you participate in any physical activity or exercises such as running, walking, golf, or gardening?

Response Category	No.	%
Yes	133	87.5%
No	9	5.9%
No response	10	6.6%
Total	152	100.0%

25 Do you use tobacco products?

Response Category	No.	%
Yes	11	7.2%
No	132	86.8%
No response	9	5.9%
Total	152	100.0%

26 Have you ever had a Prostate-Specific Antigen (PSA) Test?

Response Category	No.	%
Yes	37	47.4%
No	30	38.5%
No response	11	14.1%
Total	78	100.0%

27 Have you had a mammogram within the past two years?

Response Category	No.	%
Yes	75	61.5%
No	36	29.5%
No response	11	9.0%
Total	122	100.0%

28 Have you had a pap smear within the past three years?

Response Category	No.	%
Yes	68	55.3%
No	44	35.8%
No response	11	8.9%
Total	123	100.0%

29 Have you ever had a bone density test for osteoporosis?

Response Category	No.	%
Yes	52	42.3%
No	60	48.8%
No response	11	8.9%
Total	123	100.0%