

2016 Chippewa County Health Survey

Conducted by War Memorial Hospital

In Partnership with Western Upper Peninsula Health Department
and Eastern Upper Peninsula Regional Planning & Development Commission

2016 Community Health Survey of Adults in Chippewa County, Michigan

Thank you for your willingness to participate in this survey. Please remember that your answers will be kept strictly *anonymous and confidential*. The opinions and health information you provide will be combined with information received from other adults in Chippewa County and results will only be reported by population group (by age, gender or income group) — never for a specific individual.

IMPORTANT: Who in your household should complete this survey?

Only persons age 18 and older (adults) are eligible to participate.

If no one age 18 or older lives here, your household is not eligible to participate in this survey. Please stop here.

If only one adult lives here, that person should complete the survey.

If more than one adult lives here, the adult with the *next birthday* should complete the survey.

By having *the adult with the next birthday* complete the survey, rather than the most willing adult, we keep our sample as random as possible. This helps make the results of the survey more accurately represent the adult population of Chippewa County.

ENTER TO WIN A \$50 GROCERY CARD: On the mailing label you will find a 4-digit code number between 0001 and 1200, because we have mailed 1,200 surveys. This ID is associated with your mailing address (but not with a name) in our database. Please provide it only if you would like your household to be entered in a random drawing for one of four \$50 grocery cards.

Please print the code here _ _ _ _

Prefer to complete the survey online?
(It's easy and saves us the work of data entry)

This same survey is available at <https://www.surveymonkey.com/r/chippewahealth> for the adult with the next birthday to complete. The first question of the on-line survey will ask the respondent to enter the Household ID. Enter the 4-character code from your mailing label and then proceed to complete the survey.

To complete the paper version of the survey, please turn the page.



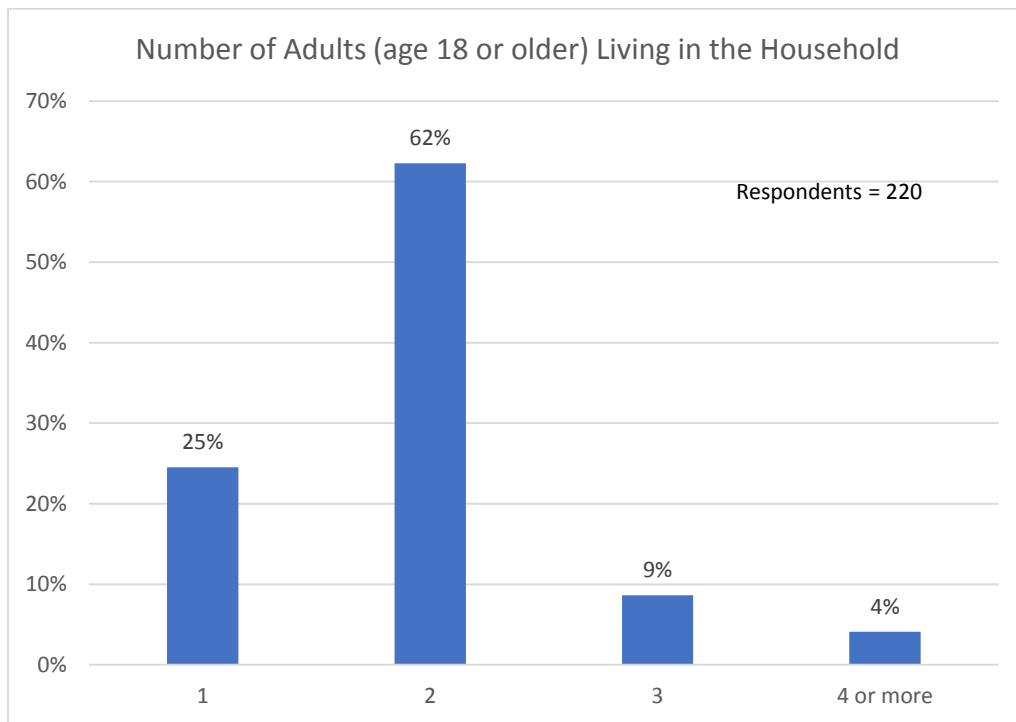
Introduction

War Memorial Hospital (WMH) in Sault Ste. Marie, Michigan, conducted a survey during fall 2016, with technical assistance from Western U.P. Health Department (WUPHD, Hancock), to better understand the health needs of the residents of Chippewa County. Twelve hundred (1,200) surveys were mailed to a list of randomly sampled residential addresses generated by Marketing Systems Group of Horsham, Pennsylvania from a U.S. Postal Service data base. Respondents filled out the survey either on-line or using the mail-in form and business reply envelope provided and had the opportunity to be entered in a drawing for a \$50 grocery gift card. A total of 228 surveys were completed and returned. Data entry into Survey Monkey for mail-in surveys was done by Lake Superior State University student volunteers and by staff of WMH and WUPHD.

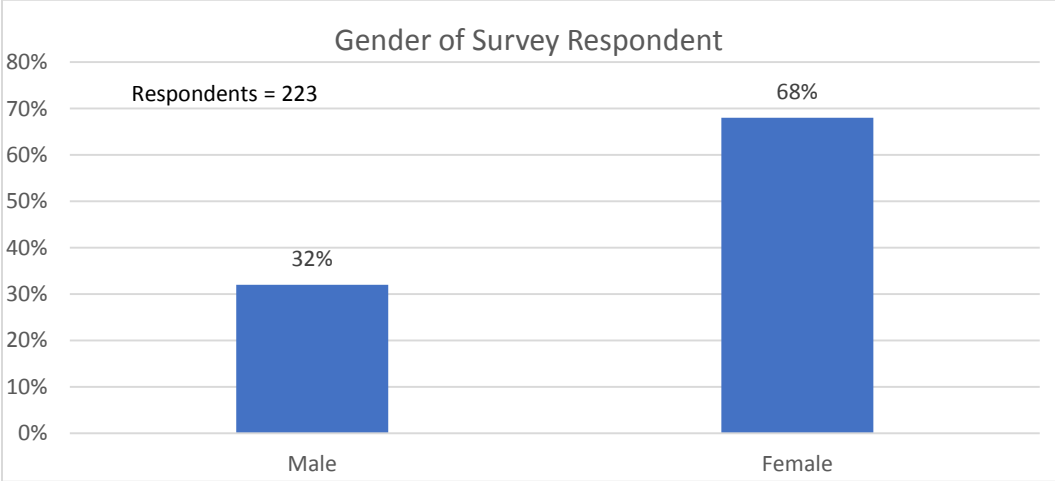
The survey began with a few basic demographics questions, such as age and gender of the person answering the questions, number of adults in the household, and earnings. The next few pages asked respondents to rate community issues and issues experienced in their families. The final section of the survey focused on access to medical care in the area as well as satisfaction level with the care that has been received.

Demographics

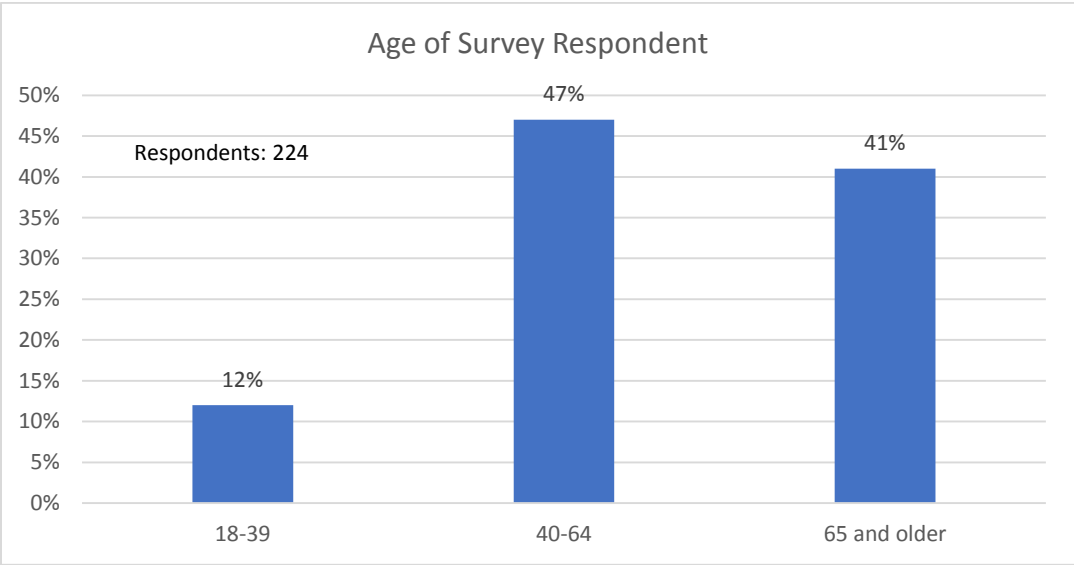
Most respondents to this survey lived in a household with two or more adults. This information is used when correcting for probability of selection if weighted estimates are calculated.



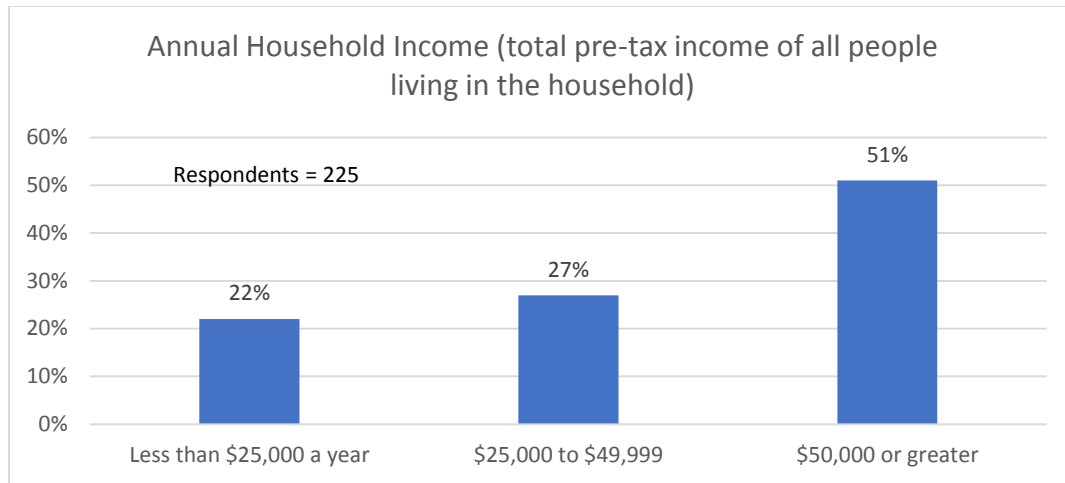
About two-thirds of survey respondents were woman, whereas about half the county population is female when excluding the incarcerated population. This disparity between the survey respondents and county demographics may skew the results of the survey more towards the needs, beliefs or values of women. One reason that demographic information was collected for gender, age and household income was to allow for replicating the survey in the future and weighting results to derive population-based estimates that can be compared for changes over time.



Most individuals who responded to the survey were age 40 or older. About one-quarter of Chippewa County adults are 65 or older, so the percentage of elderly respondents to the survey was higher than the percentage of seniors in the area, another factor to consider when interpreting the results.



The 2017 federal poverty guidelines state that a family of four earning \$24,300 or less is living in poverty. Approximately 20 percent of respondents were living in poverty or very near poverty, depending on the size of their household. More than 50 percent of respondents made more than \$50,000, which was greater than the median household income of \$41,993 in Chippewa County.



Community Issues

In the second section of the survey, respondents ranked community health issues in terms of prevalence or importance. The issues identified as most important (above 3.00 average score on a 4-point scale) are highlighted below in yellow. For other issues, the most popular choice is highlighted in green.

Rate each community issue on how you see the issue impacting your community	Not an Issue	Minor Issue	Moderate Issue	Major Issue	Weighted Average
Unemployment or underemployment	14%	11%	35%	40%	3.03
Poverty	14%	15%	40%	31%	2.89
K-12 education prepares students for workforce	15%	25%	36%	24%	2.70
K-12 education prepares students for higher education	19%	27%	39%	15%	2.51
Higher education and continuing ed	16%	27%	38%	19%	2.59
Availability of skilled trades training	12%	21%	35%	32%	2.88
General water quality or pollution	33%	29%	20%	18%	2.24
Surface water quality at beaches	15%	29%	31%	25%	2.67

Imported solid waste	24%	22%	20%	34%	2.65
Recycling availability/convenience	36%	28%	20%	16%	2.16
Hazardous waste disposal	22%	26%	25%	27%	2.56
Alcohol abuse	7%	8%	42%	43%	3.20
Tobacco use	7%	16%	39%	38%	3.08
Illegal drug use	5%	6%	27%	62%	3.47
Prescription drug use	5%	11%	30%	54%	3.33
Lack, and/or affordability, of mental health care services	7%	19%	34%	40%	3.08
Lack, and/or affordability, of oral health care (dental) services	11%	26%	33%	30%	2.83
Lack, and/or affordability, of medical care (primary care and specialties)	10%	22%	37%	31%	2.89
Availability of affordable housing	11%	35%	38%	16%	2.58
Substandard housing	11%	33%	41%	15%	2.60
Availability of rental housing	21%	34%	31%	14%	2.38
Homelessness	11%	36%	36%	17%	2.58
Availability of sports/recreational facilities	30%	29%	30%	12%	2.23
Availability of parks and trails	37%	26%	27%	10%	2.11
Crime	7%	31%	39%	23%	2.77
Teen pregnancy	8%	35%	42%	15%	2.64
Racial or ethnic discrimination	21%	40%	27%	12%	2.30
Domestic abuse or child abuse	7%	30%	35%	28%	2.84
Lack of affordable elder care	7%	21%	34%	38%	3.02
Gambling	10%	22%	33%	36%	2.94
Inadequate public transportation	14%	27%	28%	31%	2.76

Survey respondents on average rated unemployment or underemployment; alcohol, tobacco, illegal and prescription drug use; lack and/or affordability of mental health care services; and lack of affordable elder care as the most serious issues from among the 31 choices. Several other issues also had a plurality of votes for “Major Issue” but the other responses were distributed such that the average rating didn’t exceed the 3.00 threshold.

Personal or Household Issues

The table below refers to conditions respondents and the members of their households experienced. Because people were more likely in this survey to rate an issue as “major” on the

community level than to have experienced it in their own household, any answer above a weighted average of 2.00 is highlighted.

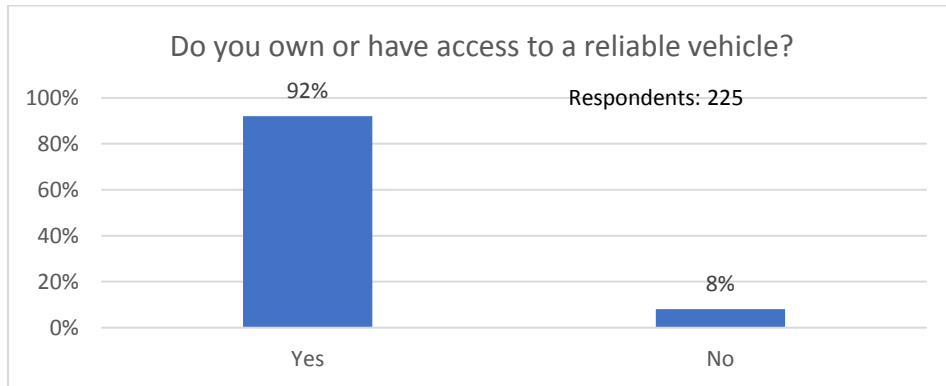
Rating for each issue based on how it has affected anyone in your household.	Not an issue	Minor Issue	Moderate Issue	Major Issue	Weighted Average
Food insecurity (lack of food, hunger)	63%	17%	11%	9%	1.66
Unemployment or underemployment	51%	15%	16%	18%	2.00
Budget difficulties (more expenses than income)	38%	26%	23%	13%	2.12
Significant credit card debt	52%	18%	18%	12%	1.89
Children not safe at school	58%	20%	14%	8%	1.72
Affordable college education	36%	11%	25%	28%	2.45
Home water quality	59%	21%	10%	10%	1.72
Recycling availability and convenience	52%	27%	13%	8%	1.77
Difficulty affording medical bills, prescriptions or health insurance	37%	21%	17%	25%	2.29
Difficulty affording dental care	38%	21%	17%	24%	2.27
Feeling significant anxiety, stress or depression	37%	32%	19%	12%	2.07
Experiencing an alcohol problem	71%	12%	9%	8%	1.54
Experiencing a drug problem	79%	5%	8%	8%	1.46
Tobacco dependency/inability to quit	71%	11%	9%	9%	1.56
Experiencing significant behavioral or emotional issues with children or teenagers	71%	11%	11%	7%	1.54
Living in a house or apartment that needs major repairs	62%	18%	11%	9%	1.67
Difficulty affording mortgage, rent, utilities, taxes or other housing costs	55%	20%	11%	14%	1.87
Homelessness	72%	13%	7%	8%	1.50
Safety in the community	44%	32%	15%	9%	1.88
Unable to get care for a person with a disability or serious illness, or for an elder	57%	16%	15%	12%	1.81
Unable to find or afford child care	71%	14%	9%	6%	1.50
Homebound or need help with everyday tasks like shopping	68%	18%	7%	7%	1.54

Respondents were more likely to have experienced budgetary or affordability problems in their

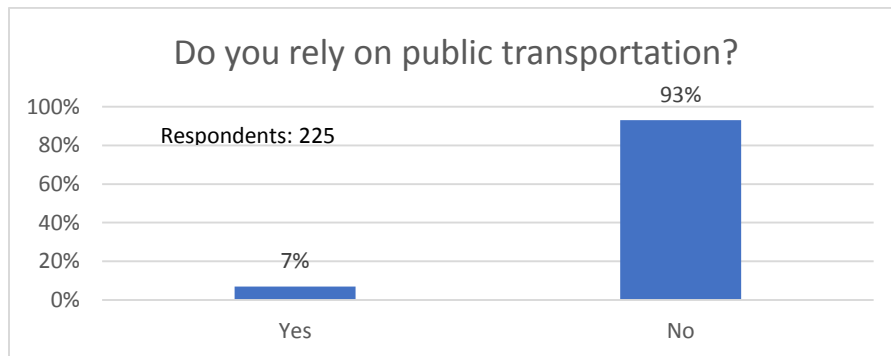
personal lives than the other issues listed. These problems can exacerbate health problems if medical needs go untreated or become more serious due to stress.

Transportation

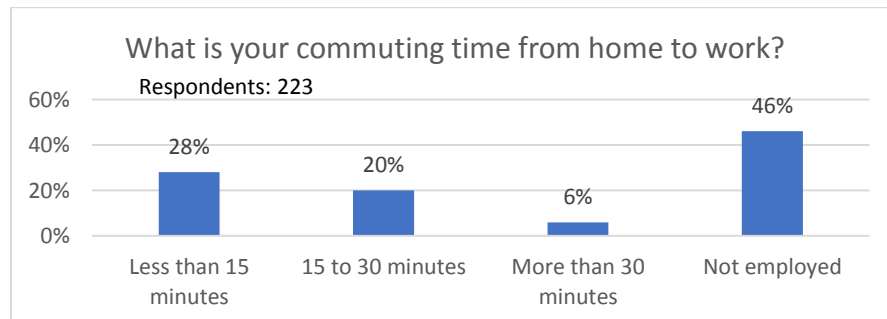
Reliable transportation can have a significant impact on whether an individual or their family members can access health care and other necessities. The clear majority of respondents either owned or had access to a reliable vehicle.



The fact that only a few of the survey respondents relied on public transportation is not surprising since we know so many of them either owned or had access to a reliable vehicle.

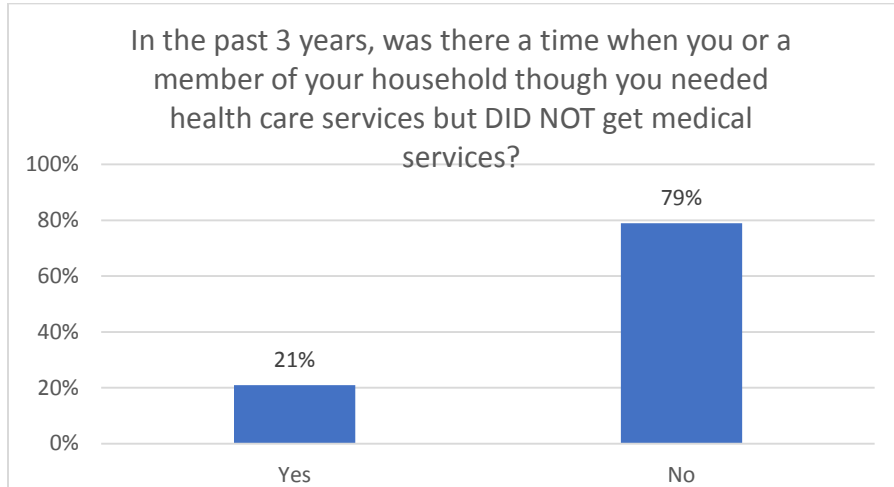


Of the respondents, nearly half were not employed and did not have commute time to work. (Remember that 41 percent were age 65+.) Among commuters, almost 30 percent of the respondents travel less than 15 minutes to work.

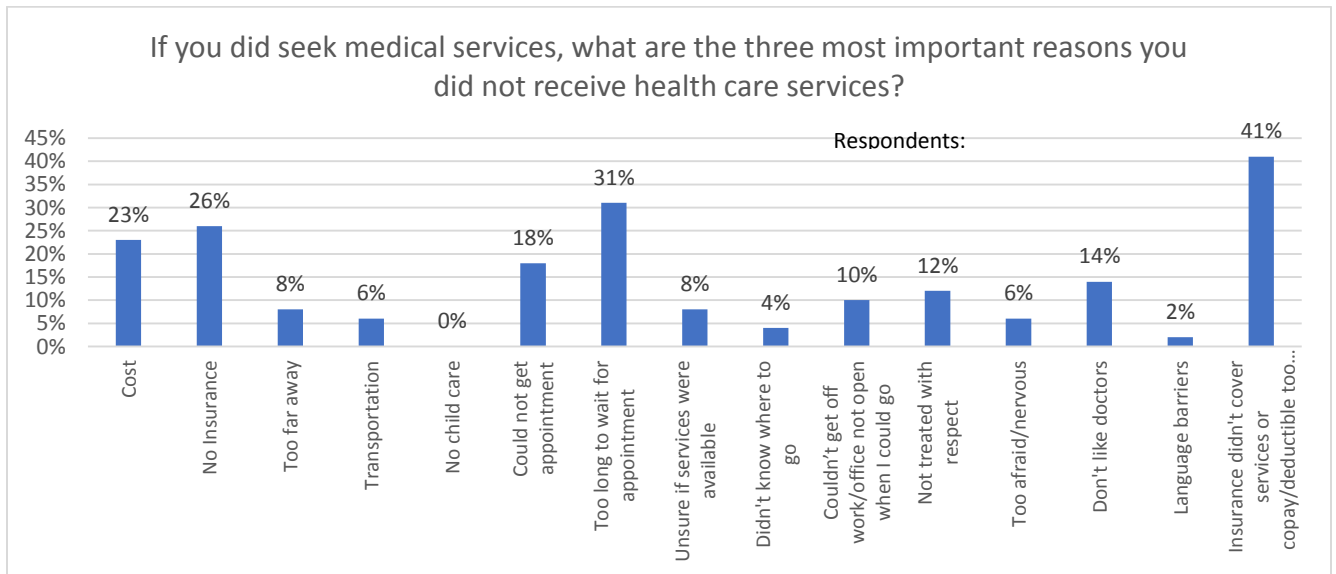


Health Care Services

The last section of the survey focused on where Chippewa County residents access health care and their levels of satisfaction. Approximately 20 percent said they or another member of their household needed health care services in the past three year but not receive care.



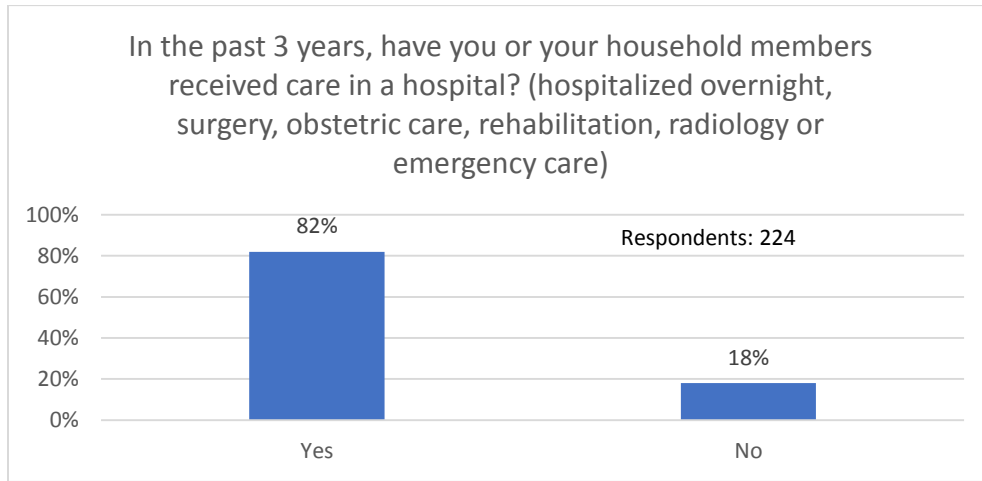
Affordability and access to care were significant reasons that people did not receive necessary medical care.



The four most common reasons for not receiving necessary medical care were:

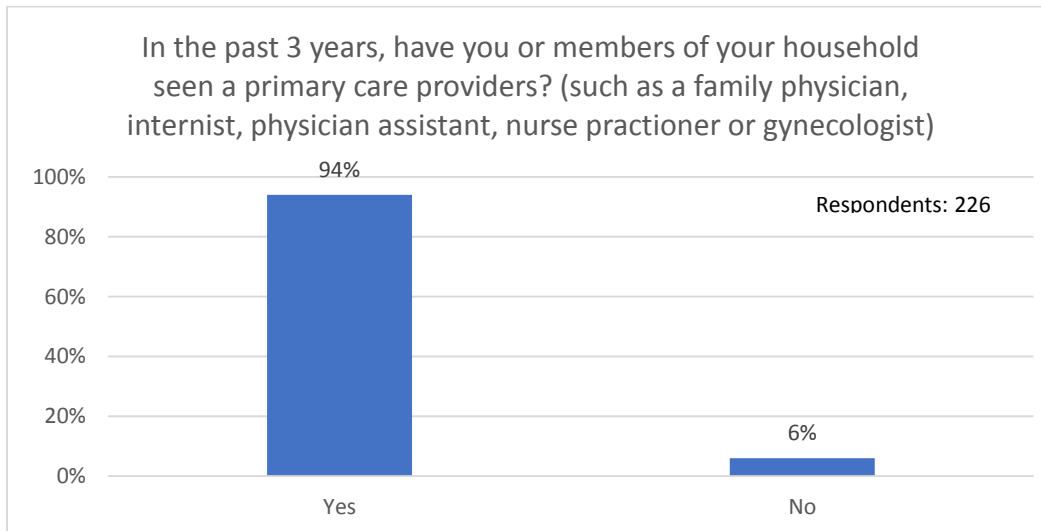
- Insurance didn't cover services or copay/deductible was too high
- Too long to wait for an appointment
- No insurance
- Cost

More than 80 percent of respondents or their housemates received care in a hospital in the last three years. Remember that respondents included more seniors, women, and higher income residents than the adult population of the region as a whole.



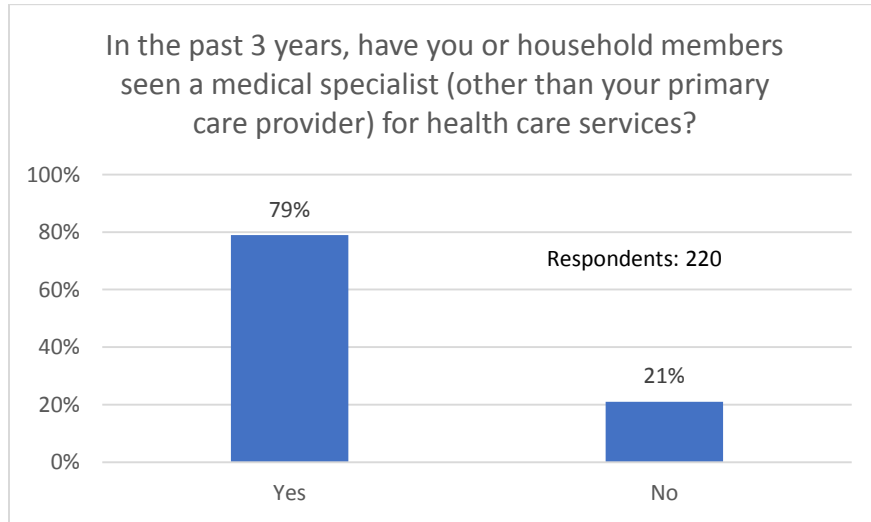
Approximately 85 percent of those who did receive hospital care did so at War Memorial Hospital in Sault Ste. Marie. A small percentage of respondents received care at Munson Medical, Mackinac Straits, Marquette General, McLaren/Petoskey, Helen Newberry Joy or a few other hospitals throughout northern Michigan.

Nearly 95 percent of respondents reported that they or a household member saw a primary care provider in the past three years.



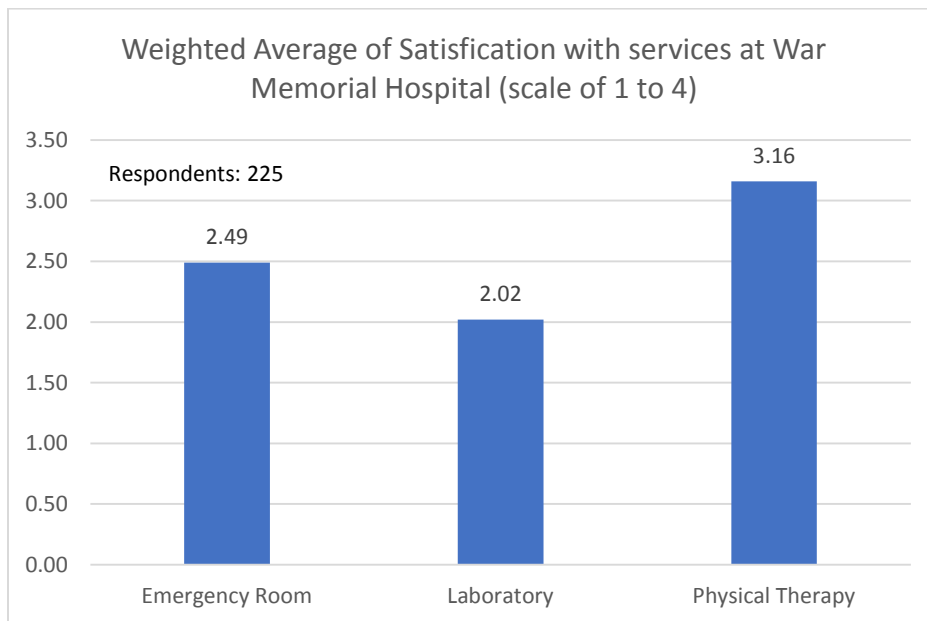
Though most respondents saw their primary care provider in Sault Ste. Marie, respondents also saw PCPs in Cheboygan, Marquette, West Bloomfield, Newberry, Kinross, Cedarville, Pickford, St. Ignace, Houghton, Brimley, Drummond Island, Houghton Lake, Troy, Kincheloe, and Harbor Springs.

Almost 80 percent of respondents (or a member of their household) saw a medical specialist for health care services in the past three years.



Most specialists were seen in Sault Ste Marie, but patients also traveled to: Petoskey, Traverse City, Marquette, Ann Arbor, Iron Mountain, Tampa, Grand Rapids, Grayling, Kinross, Charlevoix, Gaylord, St. Ignace, Minnesota, West Branch, Port Huron, Sawar, Ft. Meyers, and Kincheloe.

Patients who received care at War Memorial Hospital ranked their satisfaction level with the emergency room, laboratory, and physical therapy. Physical therapy received the highest weighted average of satisfaction at WMH (on a scale of 1 to 4, with 4 being the most satisfied).



When asked to rate other services at WMH, respondents gave there was a variety of answers listed on the next page:

- Pain clinic = poor
- Cafeteria = poor
- Nurses = excellent (mentioned more than once)
- Speech and occupational therapy = excellent
- Surgery = excellent
- Outpatient colonoscopy = excellent
- Emergency room doctor = poor
- Walk-in clinic = poor
- Inpatient = rated as both excellent and fair
- Radiology = excellent (by many respondents), poor by one
- Obstetrics = good or excellent
- Urgent Care = poor
- Overnight = fair
- Intensive Care Unit = excellent
- Long Term Care = good
- Massage = fair
- Women's Health = excellent

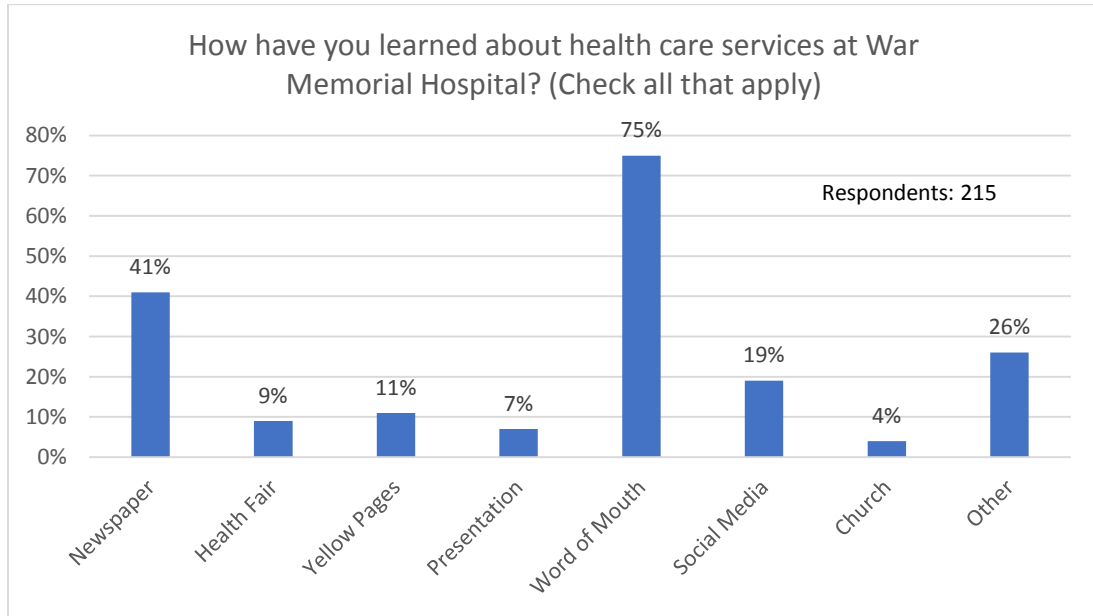
Though the responses varied, it will be difficult for WMH to make strategic changes without pointed follow-up questions about patient concerns and needs related to specific services and areas of the hospital.

When asked what kind of additional services the respondents wanted to see locally, the list was long and varied.

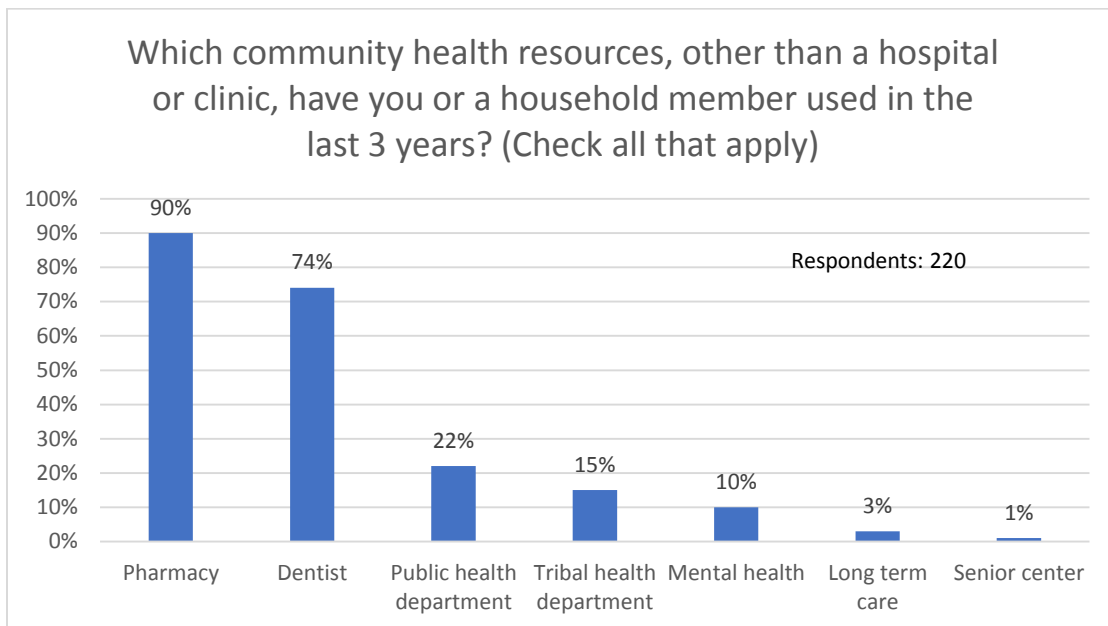
- Dental/oral surgeon
- Gastroenterologist
- Open MRI
- Full-time dermatologist
- Specialists in autism, ADHD, etc.
- More internal medicine doctors
- Community gym/wellness center
- Pediatric dentistry
- Pediatric endocrinology
- Better primary care
- Eye care that takes federal employee insurance
- Hearing/vision
- Mental health
- Allergist
- Cardiological diagnostics
- Rheumatologist
- Better rehabilitation services and centers
- Pediatrics
- Neurology
- Geriatrics
- Knowledgeable surgeons
- Specialized orthopedics (hands)
- Acupuncture
- Podiatrist
- Radiation therapy/Cancer treatments
- Cardiologist
- Ear/Nose/Throat specialist
- Elderly transportation
- Elderly care services
- Inpatient psychiatry
- Endocrinologist

When asked how they heard about health care services at WMH, most respondents cited word-

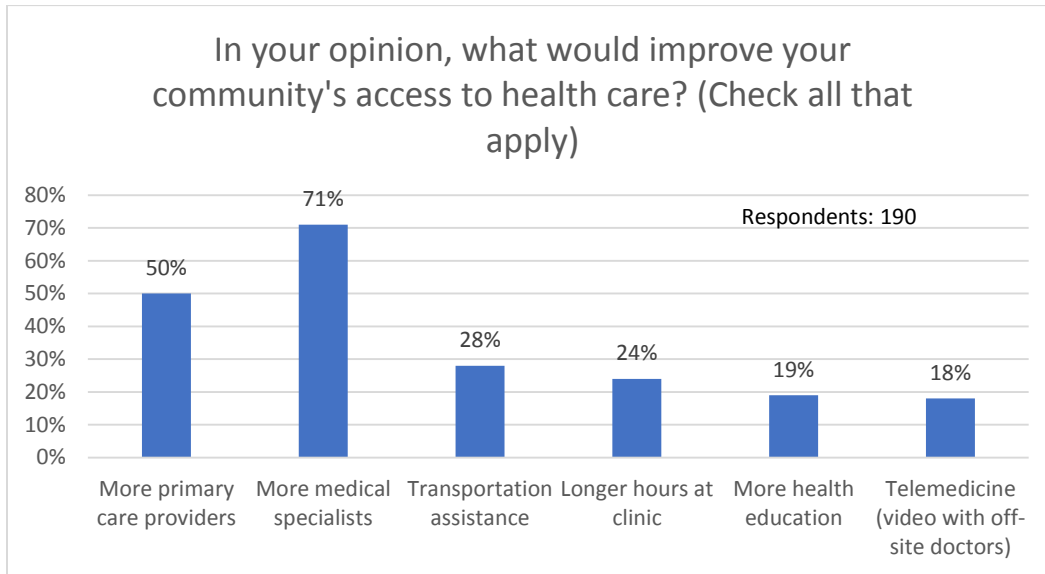
of-mouth. Those who choose “other” were most likely to credit the mailers/newsletters from WMH as well as the website.



The survey asked about other community health resources available to residents in Chippewa County. Ninety percent of survey respondents used a pharmacy in the last 3 years while almost 75 percent accessed a dentist. Other community health resources were used but at a much lower rate.



When asked what would improve Chippewa County’s access to health care, the most common answer was more medical specialists. The second most common response was more primary care providers.



The survey of residents in Chippewa County provided insights into what community residents are hoping to see from the local hospital and community in general. Some highlights include:

- The biggest community concerns include tobacco, alcohol and drug use, employment problems and lack of access to affordable care.
- Respondents personally experienced problems with unemployment/underemployment, budgetary issues, and difficulties affording medical care. Survey respondents also stated that they had personally experienced problems with depression, anxiety, and stress.
- Most respondents had received medical care of some type over the past three years, and received that care at WMH. However, there is a list of other locations where community members received medical care. Follow-up surveys with patients might reveal the specific reasons for receiving care elsewhere.
- Satisfaction rankings from respondents were generally in the “good” range. However, without follow up questions to what caused either satisfaction or dissatisfaction with care, it is difficult to predict the specific changes that WMH needs to make to improve these ratings.
- When asked what would improve the overall access to health care in Chippewa County, overwhelmingly respondents noted more medical specialists.

For your reference, the survey is reproduced in slightly altered form on the next 9 pages.

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(It's easy and saves us the work of data entry)

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To complete the paper version of the survey, please turn the page.

Instructions for Completing the Survey

These instructions will show you how to answer each type of question found in this survey. Feel free to answer in pen or pencil, whichever you prefer.

- Some questions are answered by checking only one choice, or more than one choice as instructed, from a list. You answer the question by checking a box, like this (or by coloring in the box completely):

Yes

No

- Some questions are answered by entering numbers into one or more boxes. You answer the question by filling in one digit per box:

0 4

Number of adults

- Some questions will ask you to write a name, word or phrase on the line provided. Please print clearly.
- You will sometimes be instructed to skip one or more future questions based on how you answer the current question. In the example, if your choice is 'Yes', the next question you should answer is 4.6. If your choice is 'No', the next question you should answer is 4.7.

Yes ➔ **Go to Question 4.6**

No ➔ **Skip to Question 4.7**

If you have any questions about the survey, please call **survey designer Ray Sharp at 906-482-7382, ext. 163.**

Please begin the survey with Section 1: About You and Your Household

And please complete the entire survey, all pages and questions, to help War Memorial Hospital, Chippewa County Health Department and their partners in health, education, human services and government better understand the county's health needs.

Again, thank you!

Section 1: About You and Your Household **(Questions begin at the top of the next page.)**

IMPORTANT: The following four questions are only for the purpose of making standard statistical calculations so that the responses we get from hundreds of individuals can be weighted to create estimates based on the population characteristics of all adults in Chippewa County.

In order to make useful statistical estimates, we need to know the number of adults in your household in order to adjust for probability of selection, and we need to know your gender, age group and approximate household income so that we can weight the survey results to match the demographics of the county. **No one will ever connect your answers to a name or address.**

Please answer the following four questions completely and accurately so that we can include your responses in community health statistics.

1.1 Including yourself, how many adults (age 18 or older) currently live in this household?

Number of adults

1.2 What is YOUR gender?

- Male
- Female

1.3 What is your current age?

- 18-39
- 40-64
- 65 and older

1.4 What is your annual household income, the total pre-tax income of all people living in your household? (It is okay to estimate or guess based on your previous tax returns or current salary. Please remember that individual survey responses are anonymous and will NEVER be reported to anyone.)

- Less than \$25,000
- \$25,000 to \$49,999
- \$50,000 or greater

Section 2: Community Issues and Challenges

People sometimes experience issues, challenges or problems in the community where they live. For each issue listed in Section 2, please indicate whether you think it is not an issue, a minor issue, a moderate issue, or a major issue ***affecting people living in your community***. Your answer may be based on your perception of the importance of the issue locally, the scale and severity of the challenge or problem, or its impact on people and the community. ***After this section, you will be asked about your own household.***

IMPORTANT: Please check one box per row.

		Not An Issue	Minor Issue	Moderate Issue	Major Issue
<i>Economic Issues</i>					
2.1	Unemployment or underemployment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2	Poverty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Educational Issues

2.3	K-12 education prepares student for workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4	K-12 education prepares student for higher education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5	Higher education and continuing ed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6	Availability of Skilled Trades training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Environmental Issues

2.7	General water quality or pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8	Surface water quality at beaches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.9	Imported solid waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.10	Recycling availability/convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.11	Hazardous waste disposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Community Health Issues (Impact on the population of Chippewa County, not on your family)

2.12	Alcohol abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.13	Tobacco use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.14	Illegal drug abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.15	Prescription drug abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.16	Lack, and/or affordability, of mental health care services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.17	Lack, and/or affordability, of oral health (dental) care services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.18	Lack, and/or affordability, of medical care (primary care and specialties)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Housing Issues

- | | | | | | |
|------|------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 2.19 | Availability of affordable housing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.20 | Substandard housing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.21 | Availability of rental housing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.22 | Homelessness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Leisure-time Activity Issues

- | | | | | | |
|------|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 2.23 | Availability of sports/recreational facilities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.24 | Availability of parks and trails | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Social Issues

- | | | | | | |
|------|---------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 2.25 | Crime | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.26 | Teen pregnancy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.27 | Racial or ethnic discrimination | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.28 | Domestic abuse or child abuse | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.29 | Lack of affordable elder care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.30 | Gambling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Transportation

- | | | | | | |
|------|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 2.31 | Inadequate public transportation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|------|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

Section 3: Household Issues and Challenges

In this section, you will be asked about challenges and issues for which people and families often seek help. These issues can affect people of all ages. Please consider whether each topic has been an issue or challenge ***for you or anyone in your household over the past 12 months***, and please indicate whether you think it has been not an issue, a minor issue, a moderate issue, or a major issue for anyone in your household.

IMPORTANT: Please check one box per row.

		Not An Issue	Minor Issue	Moderate Issue	Major Issue
<i>Economic Issues</i>					
3.1	Food insecurity (lack of food, or hunger)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2	Unemployment or underemployment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3	Budget difficulties (more expenses than income)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4	Significant credit card debt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Educational Issues</i>					
3.5	Children not safe at school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.6	Affordable college education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Environmental Issues</i>					
3.7	Home water quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.8	Recycling availability and convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Health Issues</i>					
3.9	Difficulty affording medical bills, prescriptions or health insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.10	Difficulty affording dental care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.11	Feeling significant anxiety, stress or depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.12	Experiencing an alcohol problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.13	Experiencing a drug problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.14	Tobacco dependency/inability to quit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 3.15 Experiencing significant behavioral or emotional issues with children or teenagers

Housing Issues

- 3.16 Living in a house or apartment that needs major repairs

- 3.17 Difficulty affording mortgage, rent, utilities, taxes, or other housing costs

- 3.18 Homelessness

Social Issues

- 3.19 Safety in the community

- 3.20 Unable to get care for a person with a disability or serious illness, or for an elder

- 3.21 Unable to find or afford child care

- 3.22 Homebound or need help with everyday tasks like shopping

Transportation Issues

- 3.23 Do you own or have access to a reliable vehicle? Yes No

- 3.24 Do you rely on public transportation? Yes No

- 3.25 Time/distance from home to work minutes less than 15 minutes 15-30 minutes
 employed more than 30 minutes Not

Section 4: Health Care Services

- 4.1 In the past 3 years, was there a time when you or a member of your household thought you needed health care services but ***DID NOT*** get medical services?

- Yes ➔ **Go to Question 4.2** No ➔ **Skip to Question 4.3**

- 4.2 If you answered yes to Question 4.1, what were the three most important reasons you did not receive health care services? (**check up to 3 answers**)

- Cost
- No insurance
- Too far away
- Transportation
- No child care services/
copay/deductible too high
- Could not get appointment
- Too long a wait for appointment
- Unsure if services were available
- Didn't know where to go
- Couldn't get off work/
office not open when I could go
- Not treated with respect
- Too afraid/nervous
- Don't like doctors
- Language barrier
- Insurance didn't cover

4.3 In the past three years, have you or your household members received care in a hospital? (Hospitalized overnight, surgery, obstetric care, rehabilitation, radiology or emergency care.)
 Yes ➔ **Go to Question 4.4** No ➔ **Skip to Question 4.5**

4.4 If you answered yes to Question 4.3, which hospital does your household use **MOST** for hospital care?

Name of Hospital: _____

4.5 In the past three years, have you or your household members seen a primary care provider? (Such as a family physician, internist, physician assistant, nurse practitioner, or gynecologist.)
 Yes ➔ **Go to Question 4.6** No ➔ **Skip to Question 4.7**

4.6 If you answered yes to question 4.5, where was that primary care provider located?

Name of town or city where primary care provider was seen:

4.7 In the past three years, have you or your household members seen a medical specialist (other than your primary care provider) for health care services?
 Yes ➔ **Go to Question 4.8** No ➔ **Skip to Question 4.9**

4.8 If you answered yes to question 4.7, where was that specialty care provider located?

Name of town or city where specialist was seen: _____

4.9 The following services are available at War Memorial Hospital. Please rate the overall quality of each service by marking or circling the appropriate number. (Please mark **DK** if you haven't used the service.)

	Excellent	Good	Fair	Poor	Don't know
Emergency Room	4	3	2	1	DK
Laboratory	4	3	2	1	DK
Physical Therapy	4	3	2	1	DK
Other _____	4	3	2	1	DK

4.10 What additional health care services would you use if they were available locally?

4.11 How have you learned about health care services at War Memorial Hospital? **(Check all that apply)**

- Newspaper Yellow Pages Word of mouth Church
 Health fair Presentation Social media Other
-

4.12 Which community health resources, other than a hospital or clinic, have you or a household member used in the last three years? **(Check all that apply)**

- Pharmacy Dentist Public health department Tribal health department
 Mental health Long term care Senior center Other
-

4.13 In your opinion, what would improve your community's access to health care? **(Check all that apply)**

- More primary care providers More medical specialists Transportation assistance
 Longer hours at clinics More health education Telemedicine (Video with off-site doctors)

Other: _____

You have reached the end of the survey. Please place the completed survey in the pre-paid return envelope and mail it back to us as soon as possible. Thank you for your time and participation!