

Example Report

Measuring the Quality of Community Healthcare in Community XYZ

The Management Institute for Quality-of-Life Studies



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Executive Summary

This report provided a profile of quality of community healthcare in community XYZ based on survey data collected. The survey captures five sets of constructs (satisfaction with the area's healthcare overall, satisfaction with healthcare services, knowledge of healthcare information sources, opinions on general healthcare issues, and personal health), as well as satisfaction with the community at large, satisfaction with other life domains (social life, leisure life, etc.), and satisfaction with life overall.

A random sample of local households in community XYZ (N = 105,550) were contacted by the CEO of ABC Health System in February 2020 by email requesting participation in a quality of community healthcare survey. More than 6,000 (N = 6,004) adult residents completed the survey at the closing date, generating a response rate of 6%, an acceptable response rate given past survey studies with community populations.

The survey results pertaining to residents' **perceived importance of healthcare services** in Community XYZ indicate that women's health services, physical fitness programs and facilities, alcohol and drug rehabilitation programs, diabetes services, psychiatric/mental health services, home health services, overnight/long term hospital care, and emergency/emergency room services are more important than the average. On the other hand, children's health services, elderly health services, out-patient services, cancer services, heart disease services, obstetrics, and physical rehabilitation services were viewed as less important in the community. A majority of respondents knew a friend or family member or had themselves used the healthcare services for all the services surveyed.

In terms of **satisfaction with each of the services**, residents expressed higher than average satisfaction with the physical fitness programs and facilities, alcohol and drug rehabilitation programs, diabetes services, and obstetrics. Residents had less than average satisfaction with women's health services, children's health services, elderly health services, out-patient services, heart disease services, physical rehabilitation services, psychiatric/mental health services, home health services, overnight/long term hospital care, and emergency/emergency room services. Satisfaction with cancer services was approximately equal to the average.

With respect to the **knowledge residents have for these services**, a majority of residents expressed "some" to "a great deal" of knowledge about women's health services, children's health services, physical fitness programs and facilities, out-patient services, alcohol and drug rehabilitation services, heart disease services, diabetes services, obstetrics, physical rehabilitation services, psychiatric/mental health services, overnight/long term hospital care, and emergency/emergency room services. A majority of residents expressed "very little" or no knowledge about elderly health services, cancer services and home health services.

The survey results pertaining to **healthcare information sources** indicate that residents are well-informed about general disease, sickness, and illness, and they are slightly better informed than residents in other communities with respect to preventative, health improvement, and fitness issues and symptoms of stress and methods of stress reduction.

The survey results pertaining to resident **opinions on general healthcare** indicate residents in community XYZ actively seek out information about healthcare issues that concern them, they believe the average person has very little control over the cost of healthcare, what happens to their personal

health is mostly influenced by the actions of doctors and the healthcare system, their personal health is mostly controlled by people in or with medical care, the healthcare providers in the area are very committed to providing high quality care, their health is no one's responsibility but their own, and most people can afford good quality healthcare. On the other hand, they were less likely than average to feel like they have complete control over their personal health care needs, and the healthcare providers in the area care more about making money than providing quality care. The residents responded similar to the overall average that they often find themselves discussing healthcare issues with friends, co-workers, and family, a lot of information that they get from their healthcare provider is confusing, and people like themselves have very little chance of serving their personal interests when they conflict with the health care institution's.

The survey results pertaining to **personal health** of residents in community XYZ indicate most residents describe their overall health as "good" or "excellent", although when asked specifically about physical or mental health a majority describe their physical or mental health as "poor" or "fair." An above average number of residents have physical or emotional problems which interfered with their normal social activities within the last four-week period. Additionally, more than half of residents "rarely" or "never" make a specific effort to eat a healthy diet or exercise. Most do, however, make an effort not to do things which are risky to their health.

The survey results pertaining to **overall healthcare satisfaction** in community XYZ indicate residents are more satisfied than residents in other communities. However, residents perceive their friends and family as being notably less satisfied than people in other communities.

Also, the survey suggests that residents in community XYZ have much greater than average knowledge about **healthcare in general**. Still, only 20% expressed having "a good amount" or "a great deal" of knowledge. Satisfaction with overall quality of healthcare in the community was above average, with 39% of residents reported being "satisfied" or "very satisfied" with the overall quality of healthcare in the area, while only 29% were "dissatisfied" or "very dissatisfied". However, residents perceived the satisfaction of their friends, neighbors, and family as much lower; 66% perceived others as being "dissatisfied" or "very dissatisfied"

The survey results pertaining to **satisfaction in other parts of life** indicate:

- **Job situation** is more important in Community XYZ than in other communities, and the level of satisfaction with job situation is higher as well. Notably, 69% of residents reported that they were "satisfied" or "very satisfied" with their job situation, while only 13% were "dissatisfied" or "very dissatisfied".
- The importance of **family life** and satisfaction with family life in Community XYZ are approximately the same. 48% of residents expressed being "dissatisfied" or "very dissatisfied" with family life.
- **Financial situation** is considered more important in Community XYZ than in other communities, but the level of satisfaction with financial situation is lower. Still, a majority (56%) were either "satisfied" or "very satisfied".
- **Education** is considered less important in Community XYZ than in other communities. Residents are more satisfied with education in Community XYZ than residents in other communities are with the education in their own communities. 50% of the residents in Community XYZ were

“satisfied” or “very satisfied” with the education, while only 11% were “dissatisfied” or “very dissatisfied”.

- **Housing situation** is less important in Community XYZ than in other communities. The overall satisfaction with housing situation is also lower. A majority of residents in Community XYZ (60%) expressed being “dissatisfied” or “very dissatisfied” with their housing situation.
- **Friends and associates** are considered less important in Community XYZ than in other communities, although the level of satisfaction is roughly the same. Satisfaction is high overall, with 49% of residents describing themselves as being “satisfied” or “very satisfied” with their friends and associates.
- **Leisure life** is less important to residents in Community XYZ. However, their satisfaction with leisure life is higher, with 46% describing themselves as “satisfied” or “very satisfied”.
- **Cultural life** is also less important in Community XYZ. Although it is viewed as less important, the residents are on average much more satisfied with their cultural life in Community XYZ. 37% of residents reported being “satisfied” or “very satisfied”, while 29% were “dissatisfied” or “Very dissatisfied”.
- **Social status**, like leisure life and cultural life, is less important in Community XYZ; likewise, the satisfaction is much higher too, with 55% of residents answering that they were “satisfied” or “very satisfied” with their social status.
- **Spiritual life** is considered less important in Community XYZ. Satisfaction with spiritual life is above average. 46% of residents described their satisfaction with spiritual life being “so-so”.
- **Community overall** is considered much more important in Community XYZ than in other communities. Satisfaction with community overall was rated lower in Community XYZ than in other communities, with 52% of residents expressing themselves as being “dissatisfied” or “very dissatisfied” and only 19% as “satisfied” or “very satisfied”.
- **Safety in the community** is less important to residents in Community XYZ than residents in other communities. In addition, satisfaction with safety in the community is lower, with 42% of residents describing their satisfaction as “so-so”.
- **Neighborhood** is more important to residents of Community XYZ than people in other areas. Satisfaction is similarly higher than average. 38% of residents were “satisfied” or “very satisfied”, and 27% were “dissatisfied” or “very dissatisfied”.
- **Local environment** is considered less important in Community XYZ. Satisfaction with local environment is above average. Still, 44% of residents expressed being “dissatisfied” or “very dissatisfied” with the local environment, while only 24% were “satisfied” or “very satisfied”.
- **Community government** is more important to residents of Community XYZ than in other areas. Satisfaction with community government is also above average. A majority of residents (68%) expressed being “satisfied” or “very satisfied” with the community government, while only 11% were “dissatisfied” or “very dissatisfied”.
- **Community non-profits** are considered less important in Community XYZ than in other areas. Satisfaction with community non-profits in Community XYZ is above average. Almost half (48%) of residents were “satisfied” or “very satisfied” with community non-profits, and only 21% were “dissatisfied” or “very dissatisfied”.
- **Community business** is considered more important in Community XYZ than in other areas. Satisfaction with community business is also above average. 54% of residents described being

“satisfied” or “very satisfied” with community business in Community XYZ, and 21% were “dissatisfied” or “very dissatisfied”.

- The importance of **race relations** in Community XYZ is about the same as the average. However, satisfaction with race relations in Community XYZ is above average. A majority (61%) were “satisfied” or “very satisfied” with race relations, and only 9% were “dissatisfied” or “very dissatisfied”.
- **Cost of living** is not considered as important in Community XYZ as in other areas. Satisfaction with cost of living is below average. 32% of residents were either “dissatisfied” or “very dissatisfied”, whereas 31% were “satisfied” or “very satisfied”.
- **Health insurance** is less important to residents of Community XYZ and satisfaction with health insurance is far below average. 60% of residents were either “dissatisfied” or “very dissatisfied” with their health insurance.

The survey results pertaining to **overall life satisfaction** indicate residents of Community XYZ are on average much happier than people from other areas. More than half (53%) “agree” or “strongly agree” that they are generally happy with their lives. Residents of Community XYZ also report that they feel their lives are meaningful much more than average. 57% “agree” or “strongly agree” that they lead a meaningful and fulfilling life. Finally, residents do, on average, feel much better about their lives than residents in other communities. 47% “agree” or “strongly agree” that although they have ups and downs, they generally feel good about their lives.

Introduction

This report provided a profile of quality of community healthcare in community XYZ based on survey data collected.

The survey captures seven major constructs, namely:

1. **Residents' satisfaction with healthcare services** (survey items capturing importance, satisfaction, and knowledge of women's health services, children's health services, elderly health services, physical fitness programs and facilities, out-patient services, cancer services, alcohol and drug rehabilitation services, heart disease services, diabetes services, obstetrics, physical rehabilitation services, psychiatric/mental health services, home health services, overnight/long term hospital care services, emergency/emergency room services);
2. **Residents' knowledge of healthcare information sources** (survey items capturing general knowledge about diseases, sicknesses, and illnesses; general knowledge about preventative, health improvement, or fitness issues; and general knowledge about symptoms of stress and methods of stress reduction);
3. **Residents' opinions on general healthcare issues** (survey items capturing opinions regarding general healthcare issues);
4. **Residents' personal health** (survey items capturing physical, mental, and overall health, and efforts to eat a healthy diet, to exercise, and avoid health risks);
5. **Residents' satisfaction with healthcare overall** (survey items capturing personal satisfaction, satisfaction of friends and family, primary healthcare decision-makers, and frequency of hospital visits);
6. **Residents' satisfaction with other parts of life** (survey items capturing job situation, family life, financial situation, and other indicators related to separate life domains);
7. **Residents' satisfaction with life overall** (survey items capturing life satisfaction).

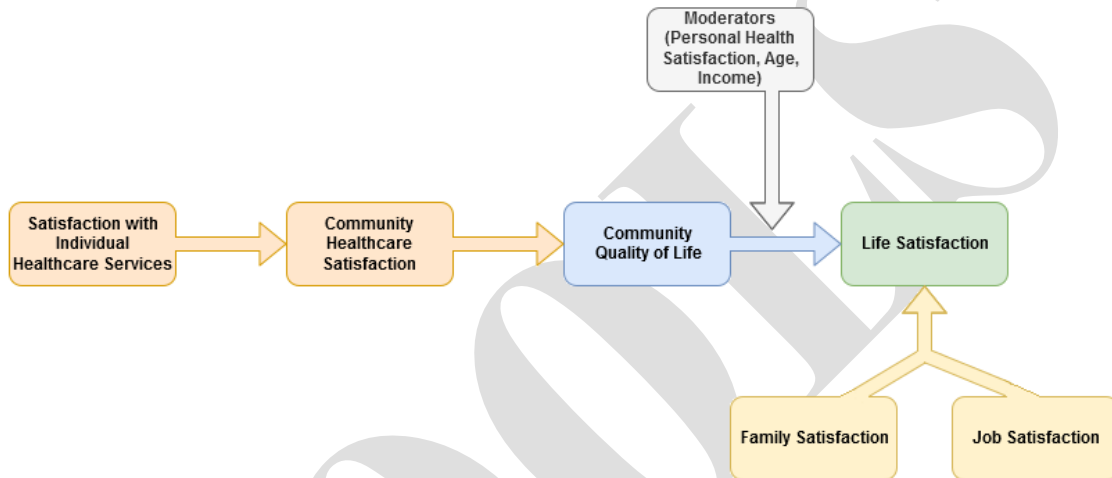
These satisfaction items are compared against statistical norms based on past surveys involving at least 10 localities in nine countries/states. Every time we administer a quality of community healthcare survey, we revise the statistical norms based on the up-to-date survey administration. To read more about the surveyed localities, the statistical norms, and the validation of the study constructs, see the supporting references and publications in Appendix A.

The survey results reported here focus on a specific community whose identity is disguised to protect confidentiality. We call this Community XYZ. We compare the satisfaction scores of Community XYZ against hypothetical statistical norms that should reflect the average of all the scores aggregated across all surveyed localities. We use hypothetical statistical norms in this report only as an example. The actual report for a surveyed community will contain the actual statistical norms from all the surveyed communities to date.

The appendix shows the actual survey questionnaire administered in Community XYZ.

Theoretical Model

Community healthcare satisfaction refers to an overall satisfaction a person may feel toward the general healthcare environment in their community. This overall assessment can be assumed to be a function of the person's perception of a variety of general healthcare programs and services in the community. These programs or services may include: alcohol and drug abuse programs, inpatient hospital care, outpatient hospital care, and elderly health services, among others. These influence community quality of life within different life domains which in turn contributes to the overall life satisfaction.



Description of the Quality-of-Community-Healthcare Survey

The survey is divided into 8 major sections (see survey questionnaire in the appendix).

Section 1 (*residents' satisfaction with healthcare overall in the local area*). In this section, survey participants rate their satisfaction with healthcare, as well as how they perceive the satisfaction of their friends and family. Information about how usually makes healthcare decisions in the household as well as information about frequency of hospital visits is collected in this section. See exact items of this construct in the actual online survey questionnaire shown in the appendix.

Section 2 (*residents' satisfaction with healthcare services in the local area*). In this section, survey participants rate the importance, satisfaction, and knowledge of specific healthcare services such as women's health services and physical fitness programs and facilities. See exact items of this construct in the actual online survey questionnaire shown in the appendix.

Section 3 (*residents' knowledge of healthcare information sources*). In this section, survey participants rate their knowledge of different healthcare information sources. See exact items of this construct in the actual online survey questionnaire shown in the appendix.

Section 4 (*residents' opinions on general healthcare*). In this section, survey participants rate how strongly they agree or disagree with common sentiments expressed with respect to healthcare about a variety of important issues such as quality of care, cost, and how well healthcare needs are being met. See exact items of this construct in the actual online survey questionnaire shown in the appendix.

Section 5 (*residents' satisfaction with personal health*). In this section, survey participants rate their satisfaction with their personal health, including both physical and mental aspects. See exact items of this construct in the actual online survey questionnaire shown in the appendix.

Section 6 (*residents' satisfaction with other parts of life*). In this section, survey participants rate their satisfaction with other domains besides the community such as the job situation, health, education, friends and associations, leisure life, spiritual life, cultural life, and social status. See exact items of this construct in the actual online survey questionnaire shown in the appendix.

Section 7 (*residents' satisfaction with life overall*). In this section, survey participants rate their satisfaction with life at large. See exact items of this construct in the actual online survey questionnaire shown in the appendix.

Section 8 (*demographics*). This section contains demographic items such as age, gender, marital status, full-time vs. part-time employment, etc. See examples of demographic items in the actual online survey questionnaire in the appendix.

Sampling and Data Collection

A random sample of local households in community XYZ (N = 105,550) were contacted by the CEO of ABC Health System in February 2020 by email requesting participation in a quality of community healthcare survey. The importance of this survey was discussed in the e-mail message with an endorsement of the mayor with sales promotion incentives from local stakeholders. Adult residents who were contacted were urged to complete the survey by clicking on the survey link that was embedded in the e-mail message. They were urged to complete the survey in two weeks (a deadline was specified in the e-mail message). Two additional e-mail messages were sent by the CEO of ABC Health System before the deadline urging residents who did not complete the survey to do so before the deadline. More than 6,000 (N = 6,004) adult residents completed the survey at the closing date, generating a response rate of 6%, an acceptable response rate given past survey studies with community populations.

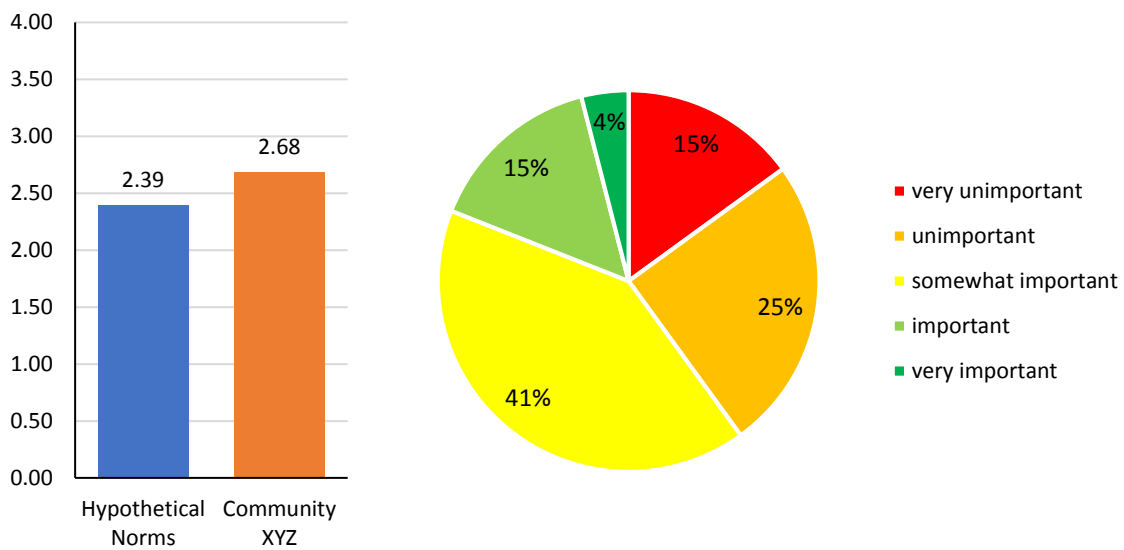
Survey Results

Healthcare Services in the Community

Women’s Health Services

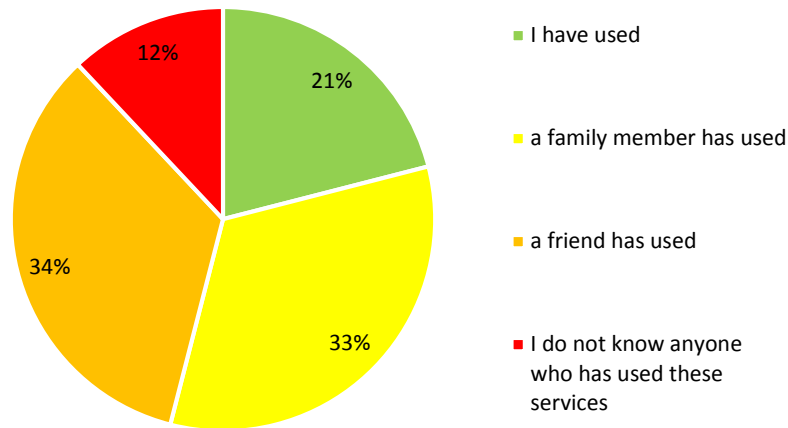
As shown in Figure 1, **importance of women’s health services to residents and their families and friends in Community XYZ** is above average compared to all other localities surveyed. Specifically, 41% of those surveyed described the services as “somewhat important”, while 19% described the services as “important” or “very important”, and 40% described the services as “unimportant” or “very unimportant”.

FIGURE 1: How important are women’s health services to you, your family, and friends in the community?



As shown in Figure 2, most residents have used, or know a friend or family member who has used women’s health services in Community XYZ. Specifically, only 12% of respondents did not know anyone who has used the services, and 21% have made use of the services personally.

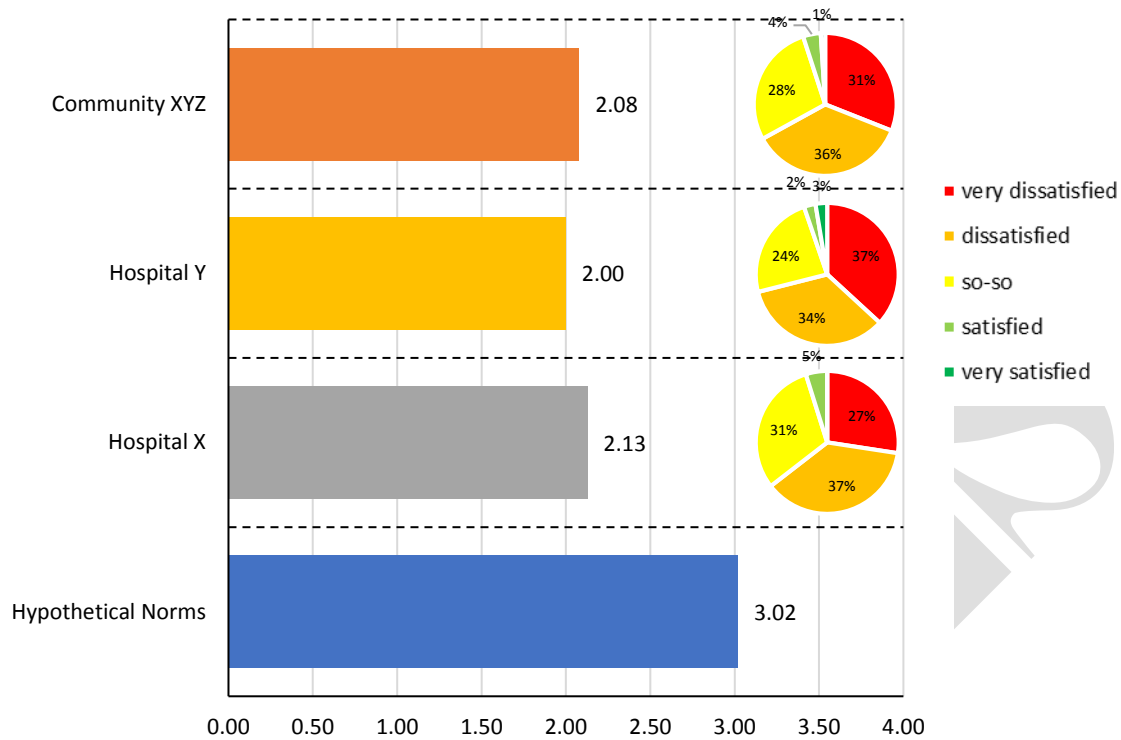
FIGURE 2: Have you, your family, or friends used women’s health services in the area?



As shown in Figure 3, **satisfaction with women’s health services to residents and their families and friends in Community XYZ** is below average (2.08) compared to all other localities surveyed (3.02). Specifically, only 5% of residents described their satisfaction as “very satisfied” or “satisfied”. 28% of residents described their satisfaction as “so-so”, while 67% were “dissatisfied” or “very dissatisfied”.

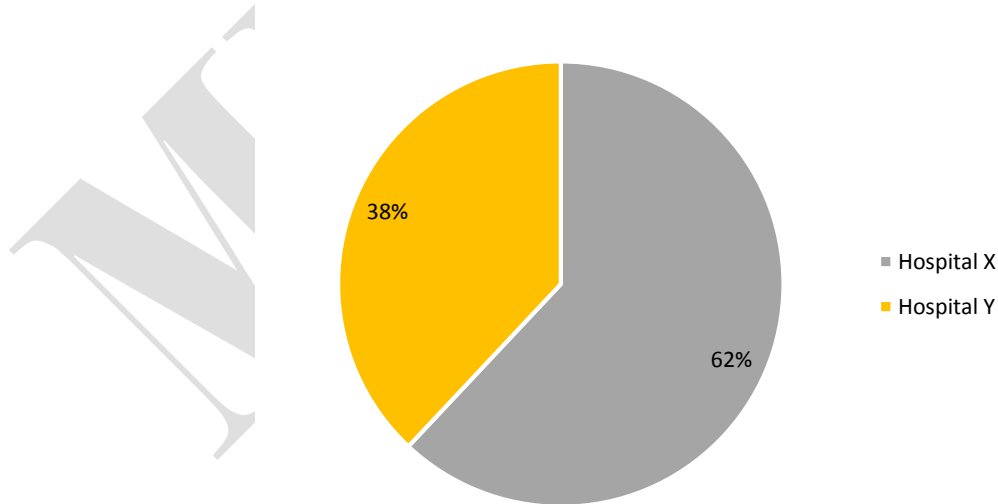
Residents were slightly more satisfied with the services provided by Hospital X (2.13) than Hospital Y (2.00). Even so, a majority of 64% of residents who used Hospital X still were “dissatisfied” or “very dissatisfied” with the service. For both hospitals, residents reported being “satisfied” or “very satisfied” only 5% of the time.

FIGURE 3: How satisfied are you with this health service in your community?



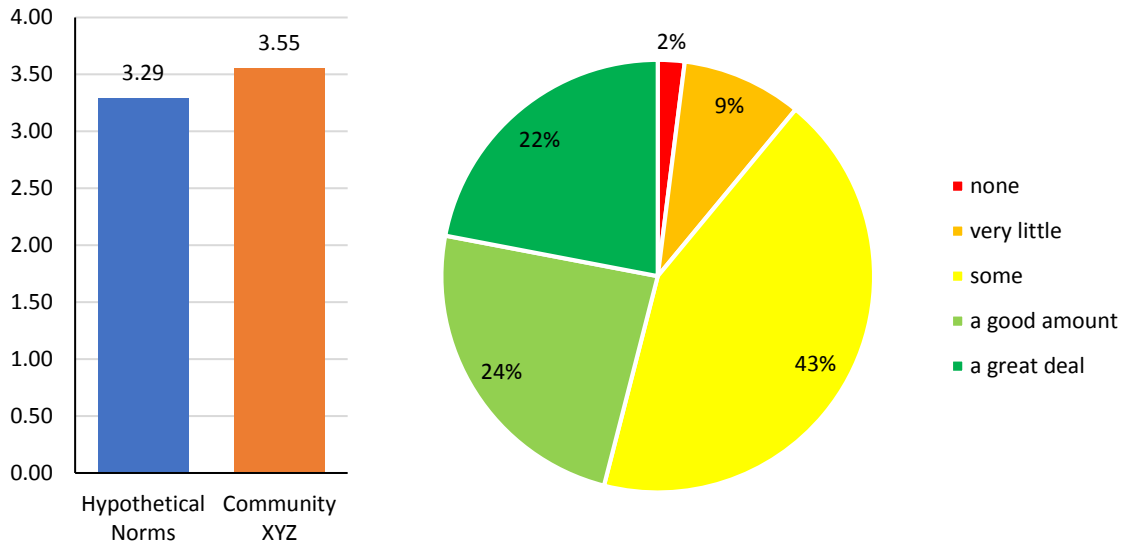
As shown in figure 4, most residents (62%) visited Hospital X for the services. Only 38% visited Hospital Y.

FIGURE 4: Generally, which area facility/system did you or family/friend use?



As shown in figure 5, most residents are knowledgeable about the women’s health services available in Community XYZ. Specifically, 46% of residents said they had a “good amount” or a “great deal” of knowledge about the services, while another 43% expressed “some” knowledge. Only 2% had “none”.

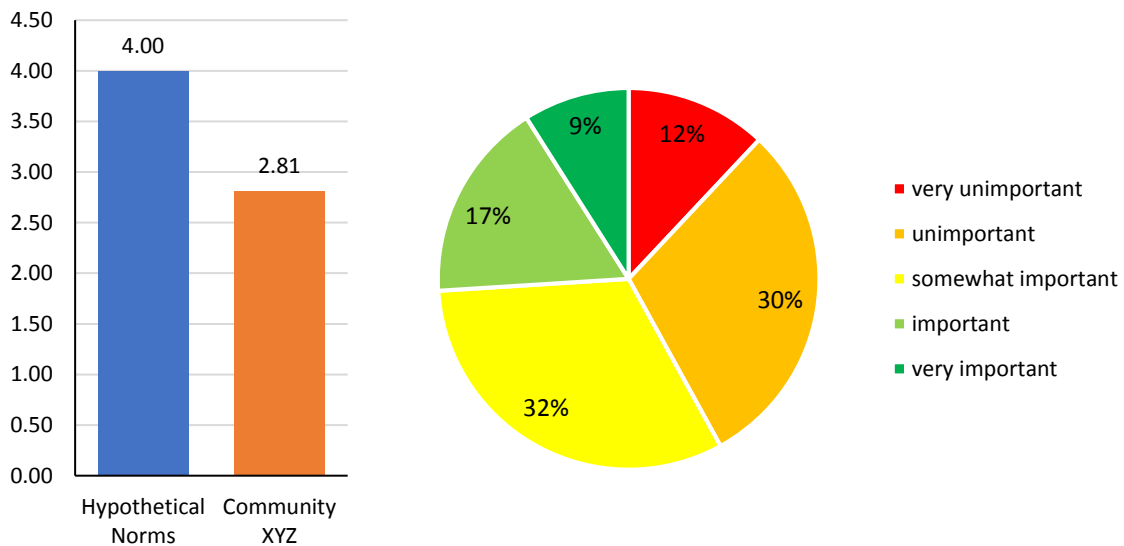
FIGURE 5: How much knowledge do you have about this health service in your community?



Children’s Health Services

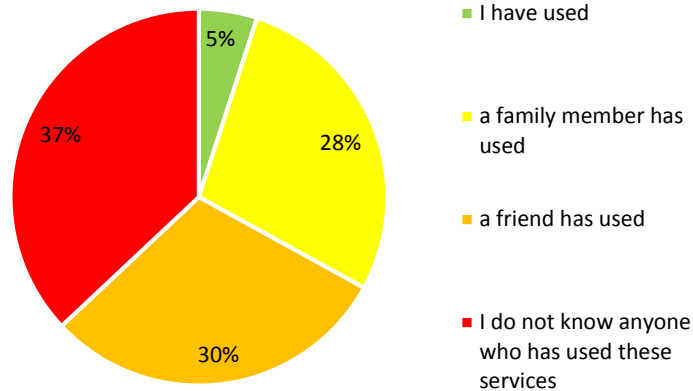
As shown in Figure 6, **importance of children’s health services to residents and their families and friends in Community XYZ** is far below average (2.81) compared to all other localities surveyed (4.00). Specifically, 26% of those surveyed described the services as “important” or “very important”, while 32% described the services as “somewhat important”, and 42% described the services as either “unimportant” or “very unimportant”.

FIGURE 6: How important are children’s health services to you, your family, and friends in the community?



As shown in Figure 7, most residents have used, or know a friend or family member who has used children’s health services in Community XYZ. Specifically, 37% of respondents did not know anyone who had used the services, and 5% had made use of the services personally.

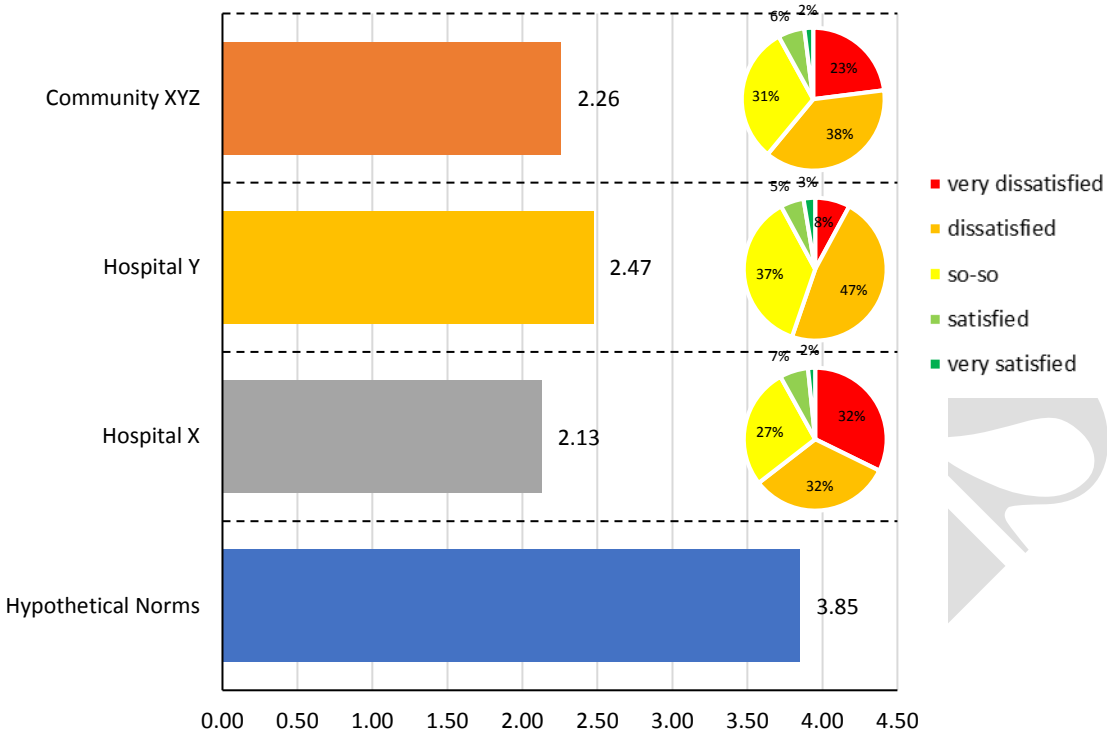
FIGURE 7: Have you, your family, or friends used children’s health services in the area?



As shown in Figure 8, **satisfaction with children’s health services for residents and their families and friends in Community XYZ** is below average (2.26) compared to all other localities surveyed (3.85). Specifically, only 8% of residents described their satisfaction as “very satisfied” or “satisfied”. 31% of residents described their satisfaction as “so-so”, while 61% were “dissatisfied” or “very dissatisfied”.

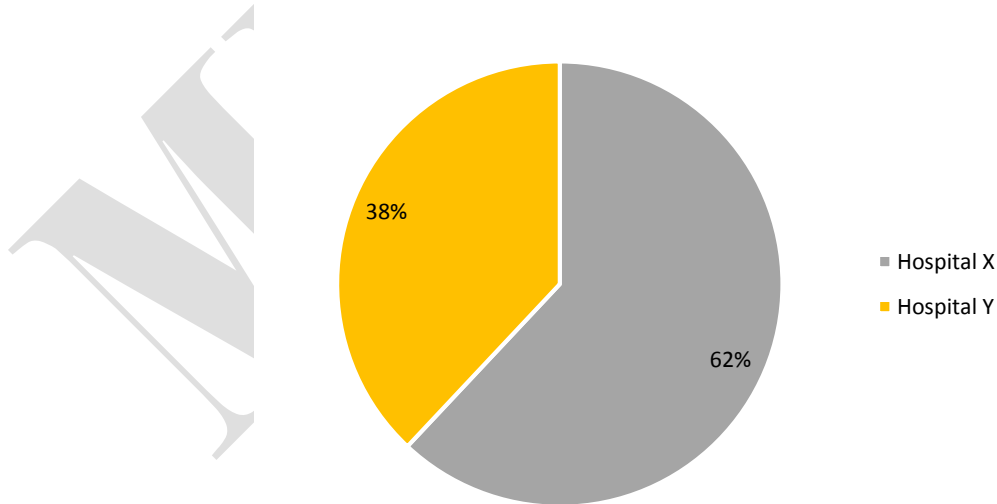
Residents were more satisfied with the services provided by Hospital Y (2.47) than Hospital X (2.13). Even so, a majority (55%) of residents who used Hospital Y still were “dissatisfied” or “very dissatisfied” with the service. For both hospitals, residents reported being “satisfied” or “very satisfied” was under 10% (9% for Hospital X and 8% for Hospital Y).

FIGURE 8: How satisfied are you with this health service in your community?



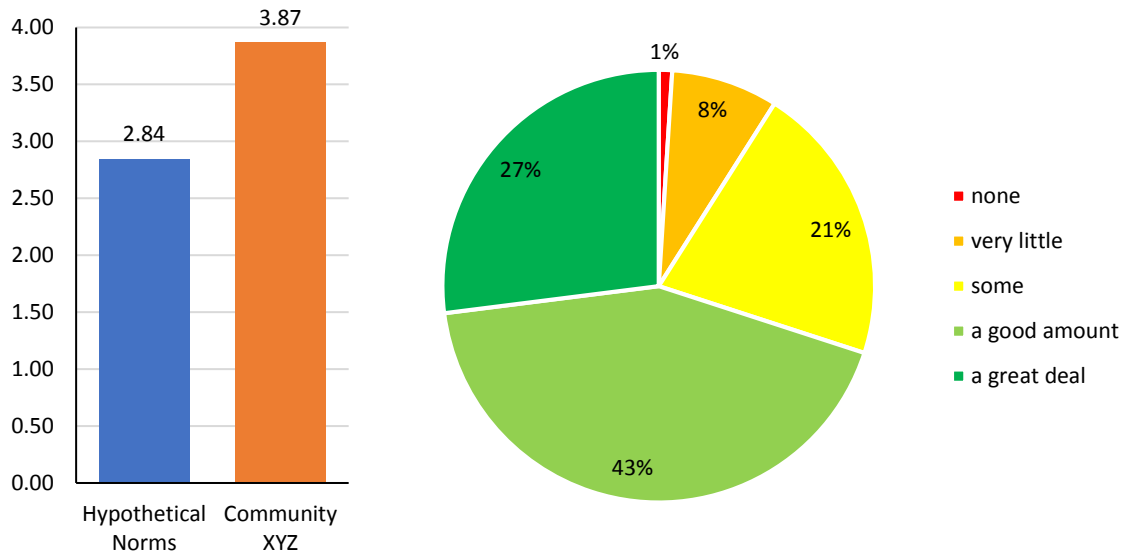
As shown in figure 9, most residents (62%) visited Hospital X for the services. Only 38% visited Hospital Y.

FIGURE 9: Generally, which area facility/system did you or family/friend use?



As shown in figure 10, most residents are knowledgeable about the children’s health services available in Community XYZ. Specifically, 70% of residents said they had a “good amount” or a “great deal” of knowledge about the services, while another 21% expressed “some” knowledge. Only 9% had “very little” or “none”.

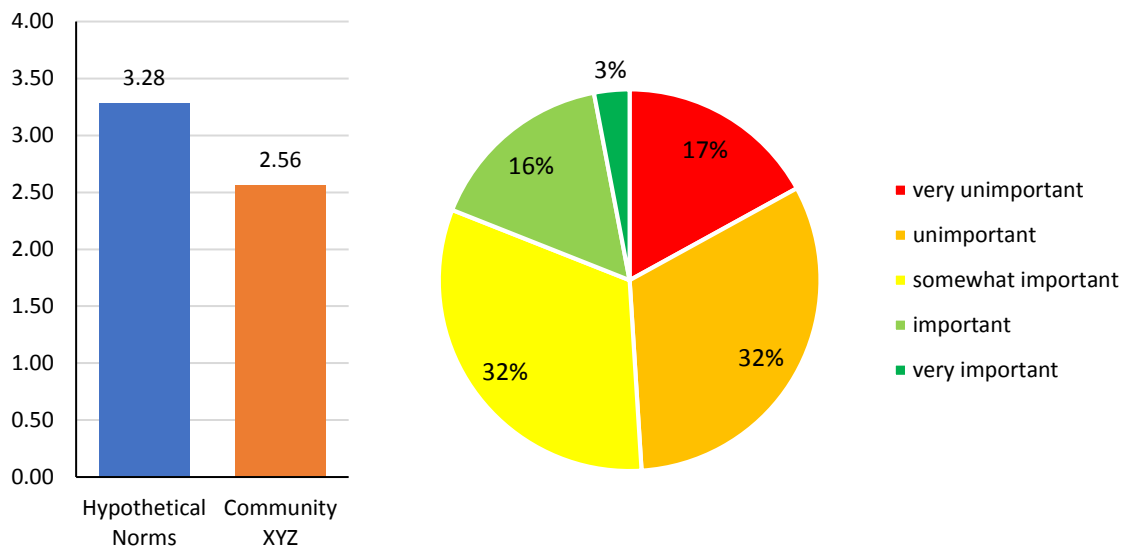
FIGURE 10: How much knowledge do you have about this health service in your community?



Elderly Health Services

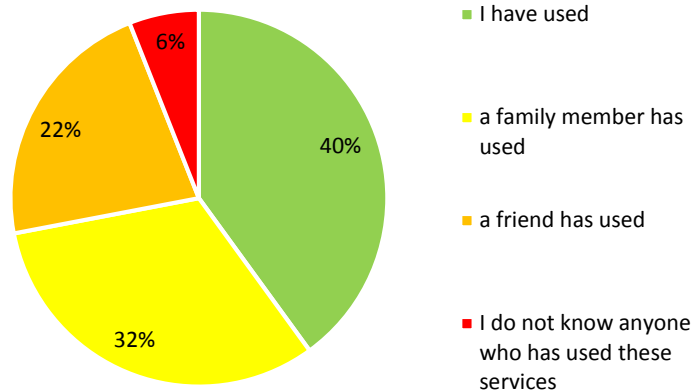
As shown in Figure 1, **importance of elderly health services for residents and their families and friends in Community XYZ** is below average (2.56) compared to all other localities surveyed (3.28). Specifically, 19% of those surveyed described the services as “important” or “very important”, and 49% described the services as “unimportant” or “very unimportant”.

FIGURE 11: How important are elderly health services to you, your family, and friends in the community?



As shown in Figure 12, most residents have used, or know a friend or family member who has used elderly health services in Community XYZ. Specifically, only 6% of respondents did not know anyone who has used the services, and 40% have made use of the services personally.

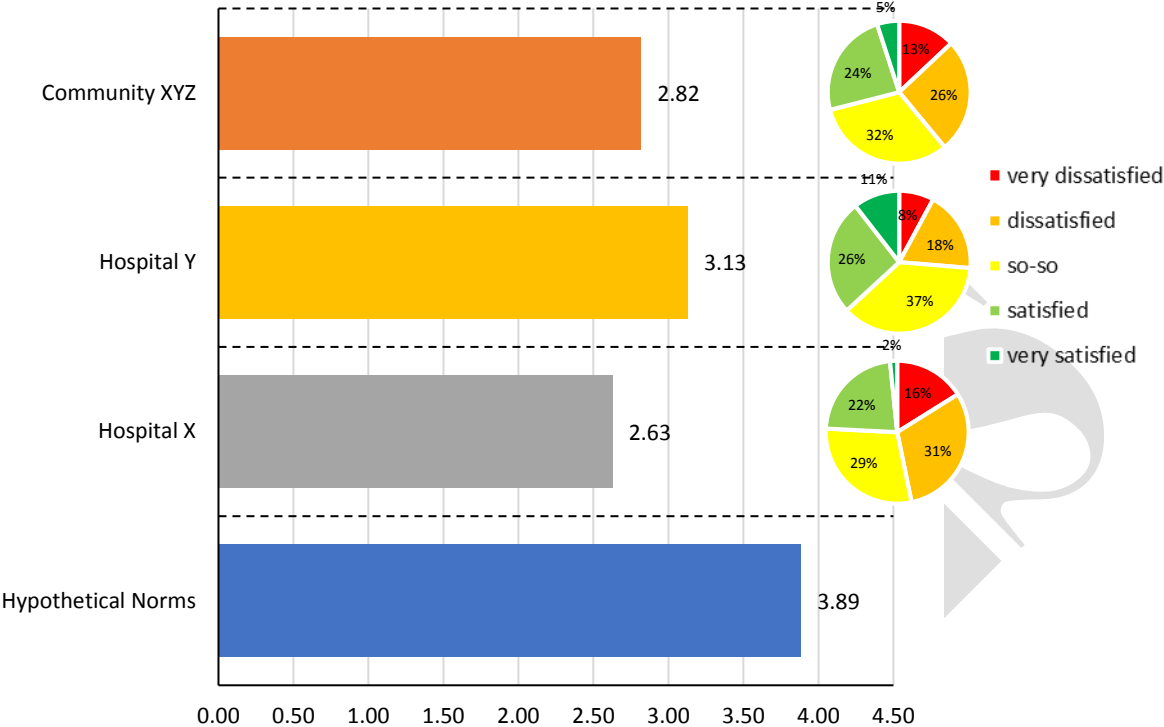
FIGURE 12: Have you, your family, or friends used elderly health services in the area?



As shown in Figure 13, **satisfaction with elderly health services for residents and their families and friends in Community XYZ** is below average (2.82) compared to all other localities surveyed (3.89). Specifically, 29% of residents described their satisfaction as “very satisfied” or “satisfied”, 32% of residents described their satisfaction as “so-so”, and 39% were “dissatisfied” or “very dissatisfied”.

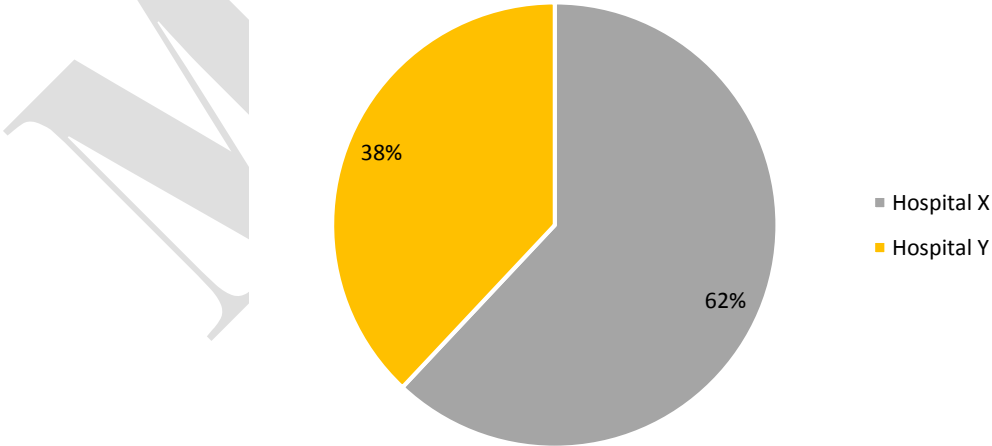
Residents were more satisfied with the services provided by Hospital Y (3.13) than Hospital X (2.63). 37% of residents who used Hospital Y reported being “satisfied” or “very satisfied” while only 24% reported the same for Hospital X. Furthermore, only 26% of residents who used Hospital Y responded that they were “unsatisfied” or “very unsatisfied” compared with 47% for Hospital X.

FIGURE 13: How satisfied are you with this health service in your community?



As shown in figure 14, most residents (62%) visited Hospital X for the services. Only 38% visited Hospital Y.

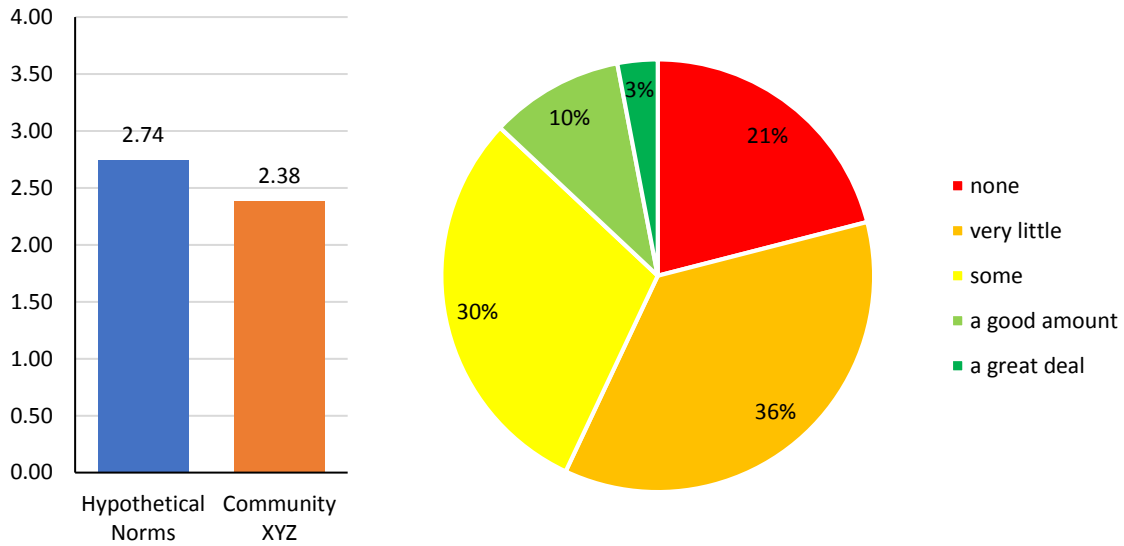
FIGURE 14: Generally, which area facility/system did you or family/friend use?



As shown in figure 15, most residents are not knowledgeable about the elderly health services available in Community XYZ. Specifically, 13% of residents said they had a “good amount” or a “great deal” of

knowledge about the services, while another 30% expressed “some” knowledge. A majority of residents (55%) reported having “very little” or “none”.

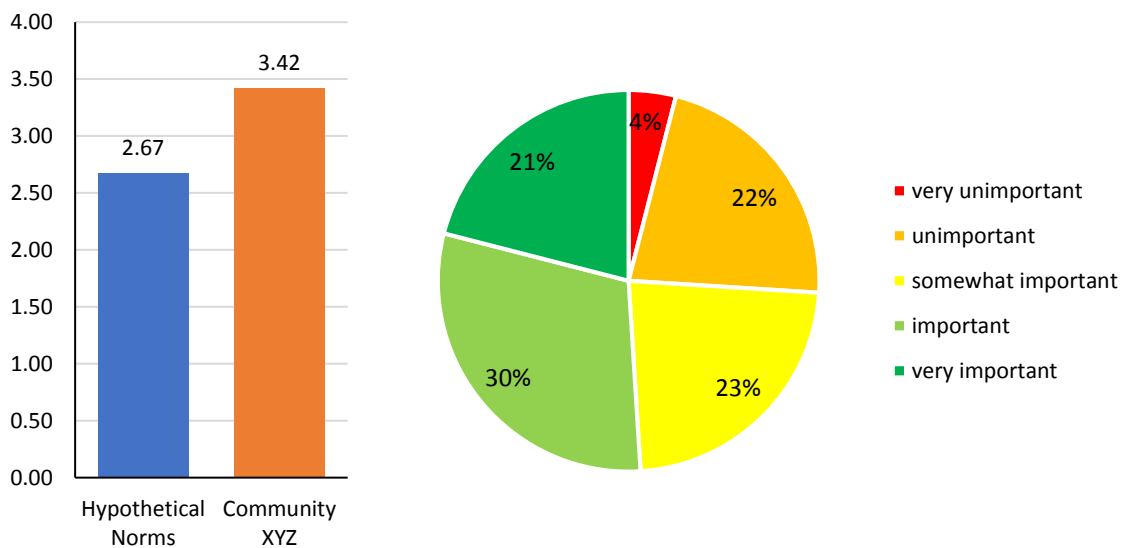
FIGURE 15: How much knowledge do you have about this health service in your community?



Physical Fitness Programs and Facilities

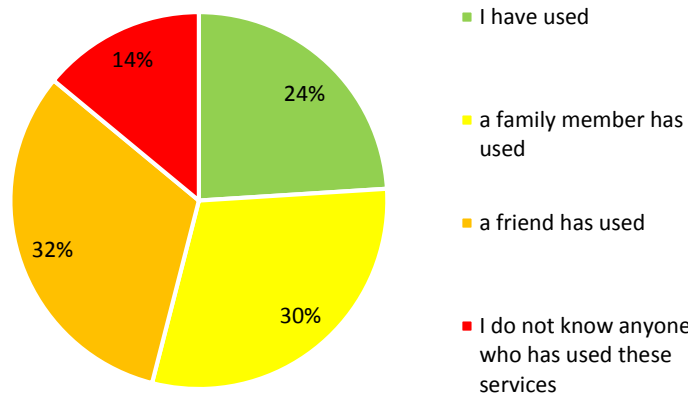
As shown in Figure 16, **importance of physical fitness programs and facilities for residents and their families and friends in Community XYZ** is above average (3.42) compared to all other localities surveyed (2.67). Specifically, 51% of those surveyed described the services as “important” or “very important”, while only 26% described the services as “unimportant” or “very unimportant”.

FIGURE 16: How important are physical fitness programs and facilities to you, your family, and friends in the community?



As shown in Figure 17, most residents have used, or know a friend or family member who has used physical fitness programs and facilities in Community XYZ. Specifically, only 14% of respondents did not know anyone who has used the services, and 24% have made use of the services personally.

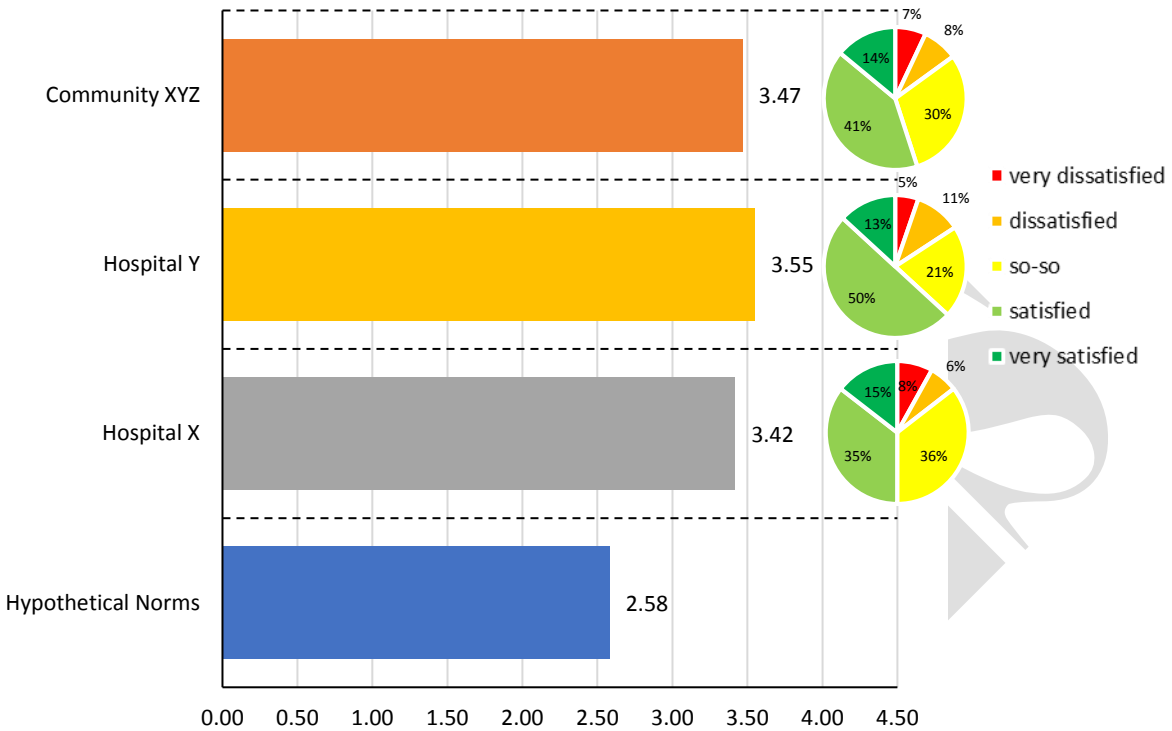
FIGURE 17: Have you, your family, or friends used physical fitness programs and facilities in the area?



As shown in Figure 18, **satisfaction with physical fitness programs and facilities for residents and their families and friends in Community XYZ** is above average (3.47) compared to all other localities surveyed (2.58). Specifically, a majority (55%) of residents described their satisfaction as “very satisfied” or “satisfied”, another 30% of residents described their satisfaction as “so-so”, and only 15% were “dissatisfied” or “very dissatisfied”.

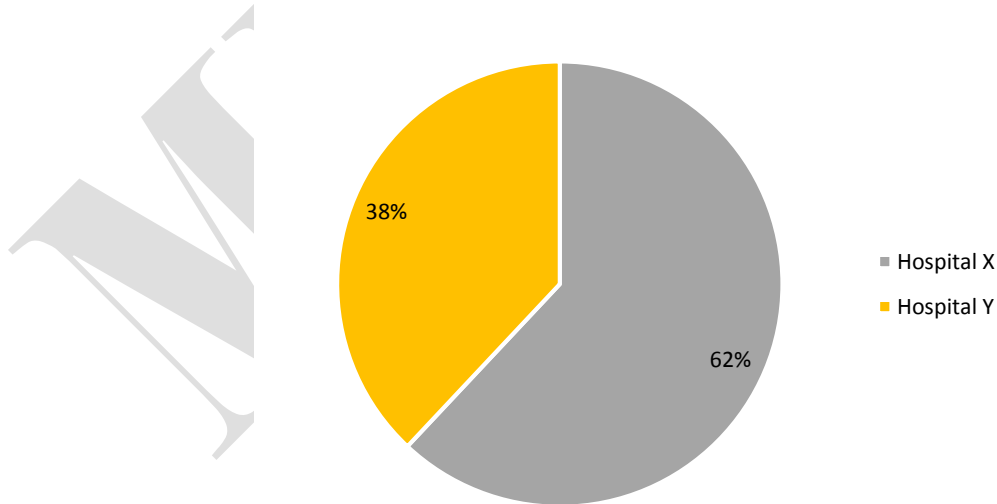
Residents were slightly more satisfied with the services provided by Hospital Y (3.55) than Hospital X (3.42). 63% of residents who used Hospital Y reported being “satisfied” or “very satisfied” while only 50% reported the same for Hospital X. However, 16% of residents who used Hospital Y responded that they were “unsatisfied” or “very unsatisfied” compared with 14% for Hospital X.

FIGURE 18: How satisfied are you with this health service in your community?



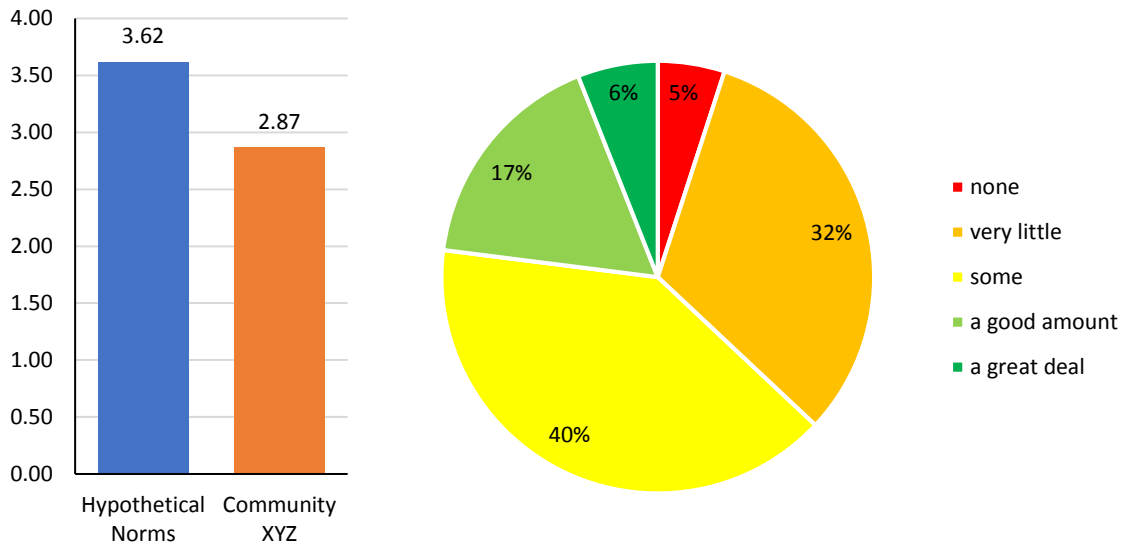
As shown in Figure 19, most residents (62%) visited Hospital X for the services. Only 38% visited Hospital Y.

FIGURE 19: Generally, which area facility/system did you or family/friend use?



As shown in Figure 20, knowledge about physical fitness programs and facilities is below average (2.87) in Community XYZ compared to the average (3.62). Specifically, 23% of residents said they had a “good amount” or a “great deal” of knowledge about the services, while 40% expressed “some” knowledge. 37% reported having “very little” or “none”.

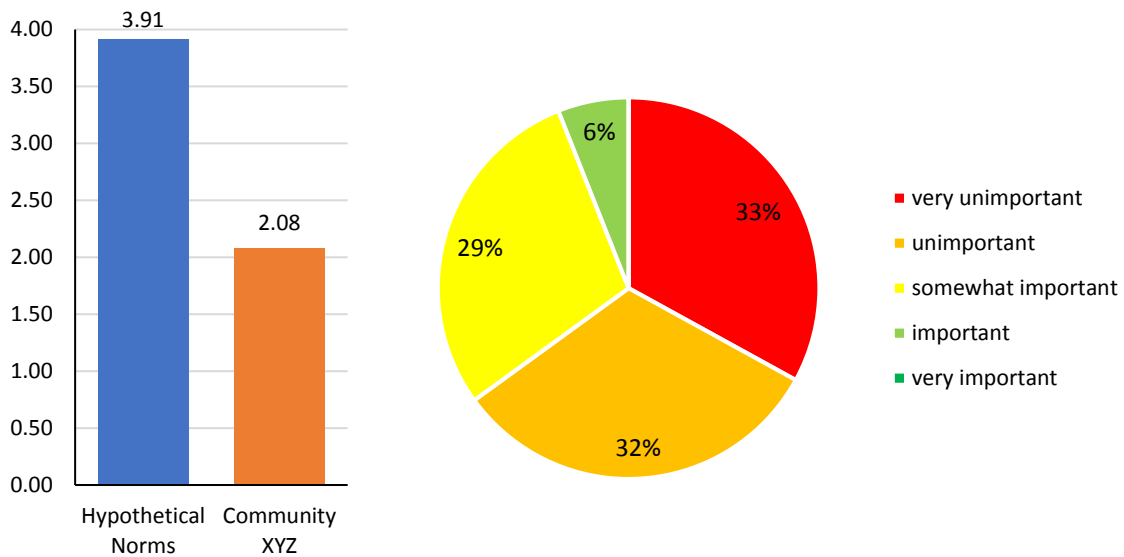
FIGURE 20: How much knowledge do you have about this health service in your community?



Out-Patient Services

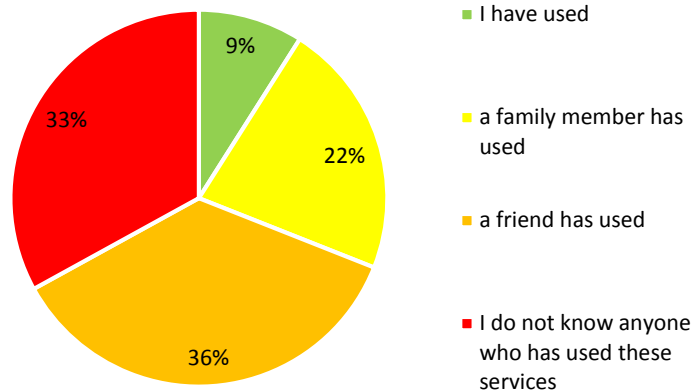
As shown in Figure 21, **importance of out-patient services for residents and their families and friends in Community XYZ** is far below average (2.08) compared to all other localities surveyed (3.91). Specifically, no one considered out-patient services “very important” and only 6% considered them “important”. A majority (65%) described the services as “unimportant” or “very unimportant”.

FIGURE 21: How important are out-patient services to you, your family, and friends in the community?



As shown in Figure 22, most residents have used, or know a friend or family member who has used out-patient services in Community XYZ. Specifically, 33% of respondents did not know anyone who has used the services, and 9% have made use of the services personally.

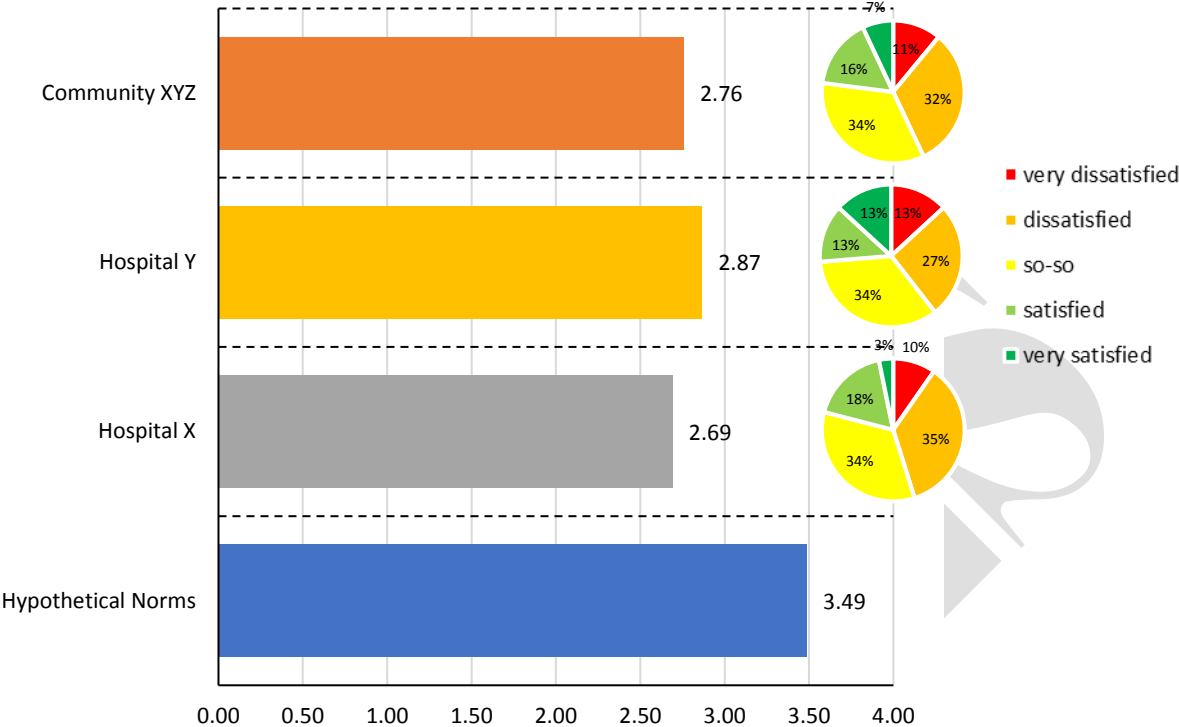
FIGURE 22: Have you, your family, or friends used out-patient services in the area?



As shown in Figure 23, **satisfaction with out-patient services for residents and their families and friends in Community XYZ** is below average (2.76) compared to all other localities surveyed (3.49). Specifically, 23% of residents described their satisfaction as “very satisfied” or “satisfied”, 34% of residents described their satisfaction as “so-so”, and only 43% were “dissatisfied” or “very dissatisfied”.

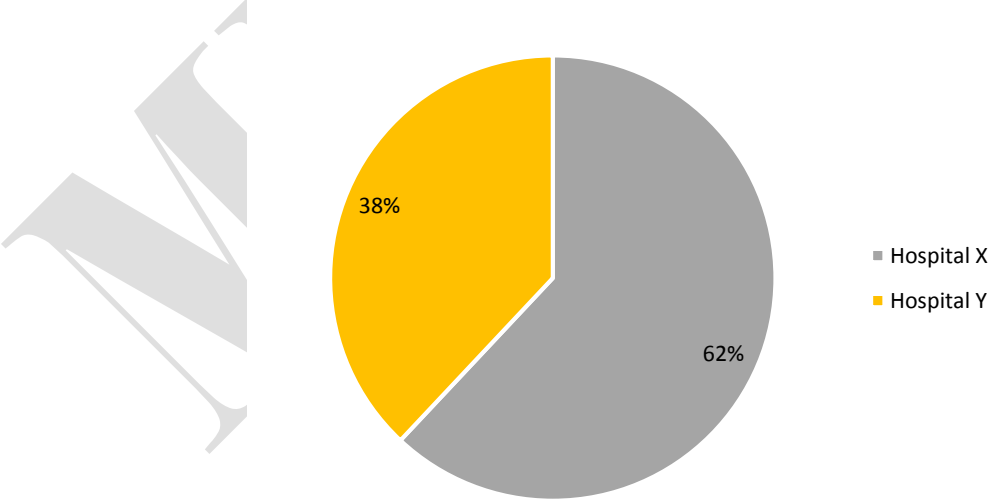
Residents were slightly more satisfied with the services provided by Hospital Y (2.87) than Hospital X (2.69). 26% of residents who used Hospital Y reported being “satisfied” or “very satisfied” while only 21% reported the same for Hospital X. 40% of residents who used Hospital Y responded that they were “unsatisfied” or “very unsatisfied” compared with 45% for Hospital X.

FIGURE 23: How satisfied are you with this health service in your community?



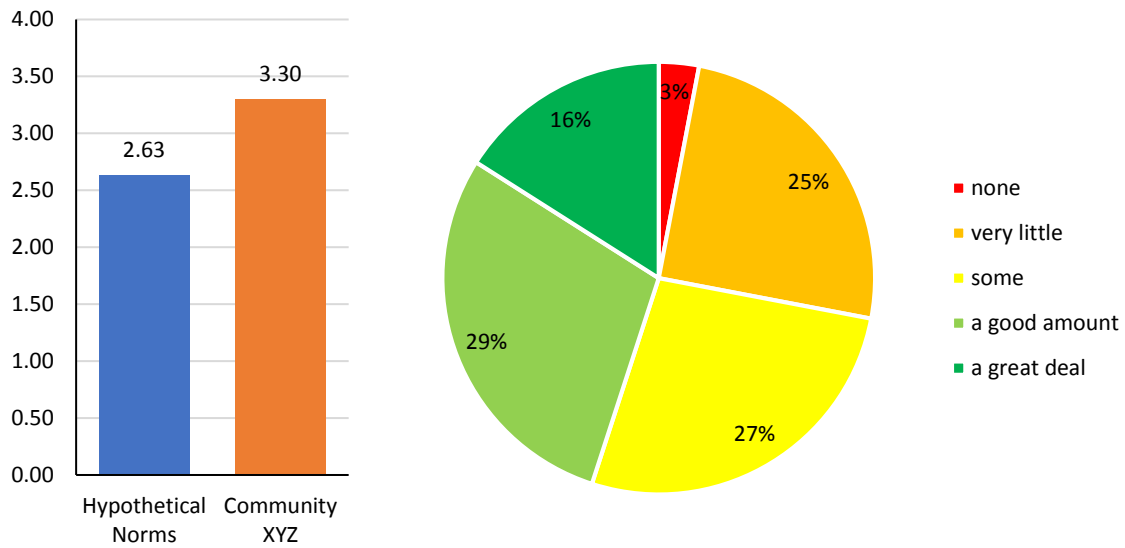
As shown in figure 24, most residents (62%) visited Hospital X for the services. Only 38% visited Hospital Y.

FIGURE 24: Generally, which area facility/system did you or family/friend use?



As shown in Figure 25, knowledge about out-patient services is above average (3.30) in Community XYZ compared to the average (2.63). Specifically, 45% of residents said they had a “good amount” or a “great deal” of knowledge about the services, while 27% expressed “some” knowledge. Only 28% reported having “very little” or “none”.

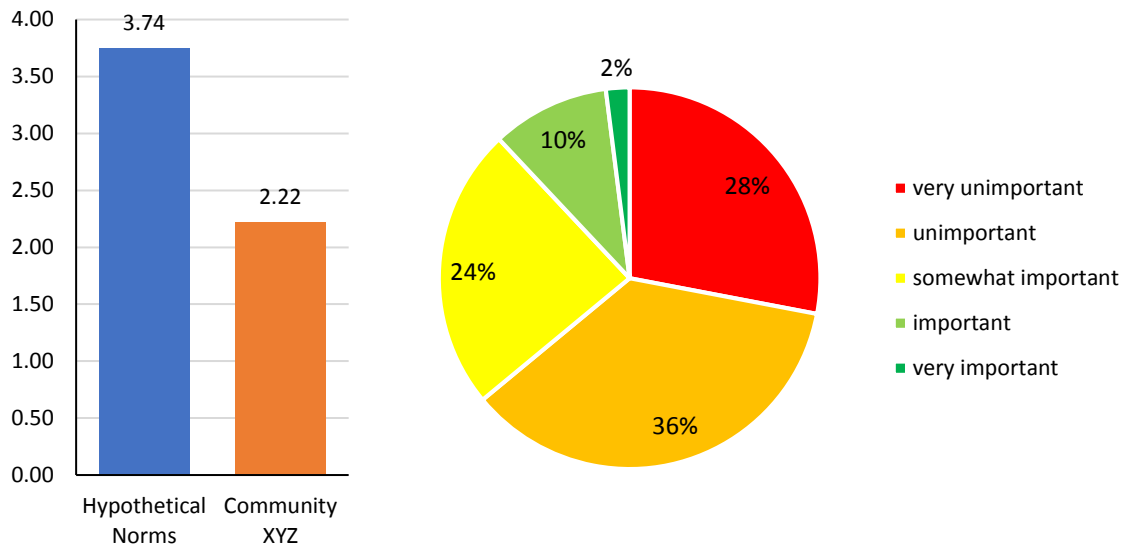
FIGURE 25: How much knowledge do you have about this health service in your community?



Cancer Services

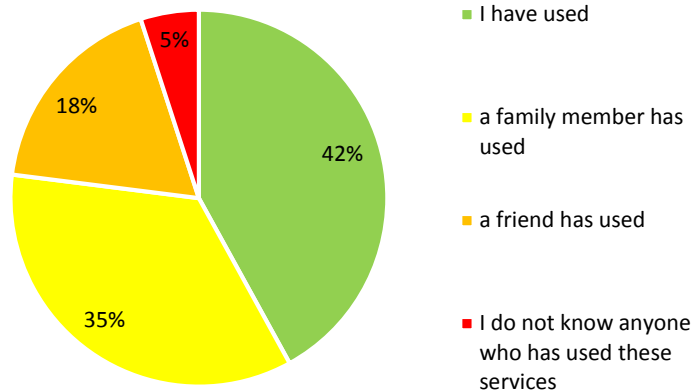
As shown in Figure 26, **importance of cancer services for residents and their families and friends in Community XYZ** is far below average (2.22) compared to all other localities surveyed (3.74). Specifically, only 12% considered cancer services “important” or “very important”. A majority (64%) described the services as “unimportant” or “very unimportant”.

FIGURE 26: How important are cancer services to you, your family, and friends in the community?



As shown in Figure 27, most residents have used, or know a friend or family member who has used cancer services in Community XYZ. Specifically, only 5% of respondents did not know anyone who has used the services, and 42% have made use of the services personally.

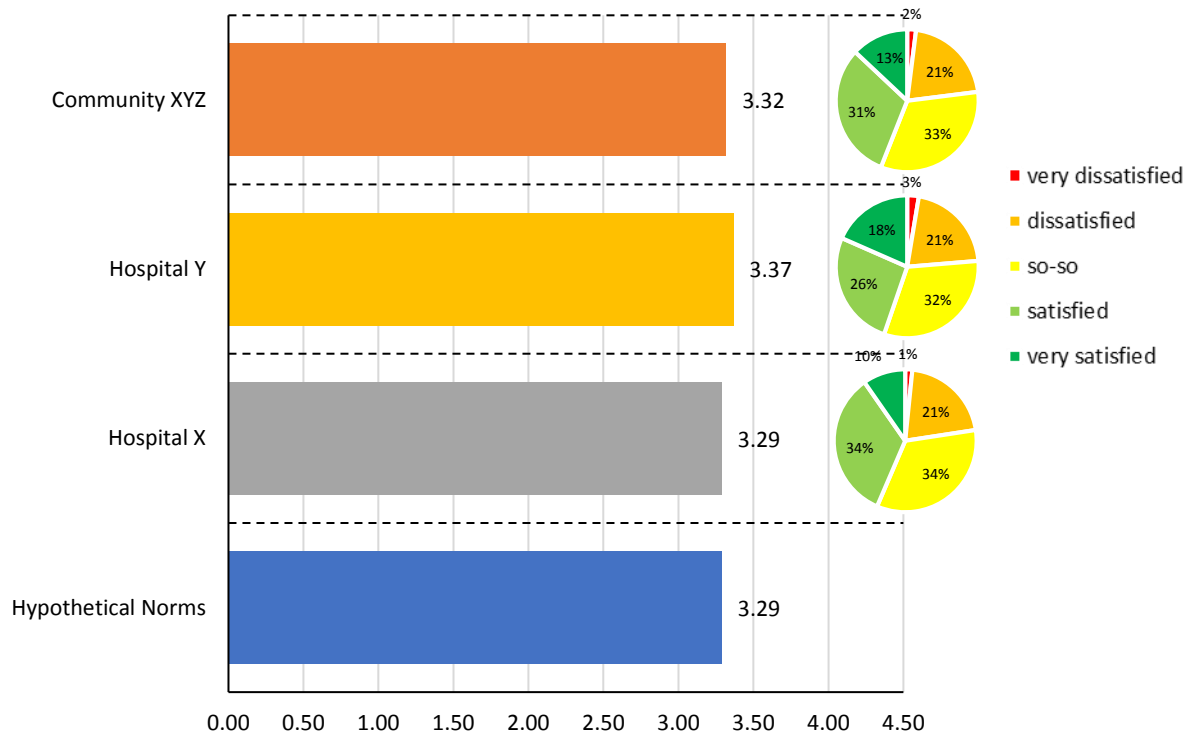
FIGURE 27: Have you, your family, or friends used cancer services in the area?



As shown in Figure 28, **satisfaction with cancer services for residents and their families and friends in Community XYZ** is very close (3.32) compared to all other localities surveyed (3.29). Specifically, 44% of residents described their satisfaction as “very satisfied” or “satisfied”, 33% of residents described their satisfaction as “so-so”, and only 23% were “dissatisfied” or “very dissatisfied”.

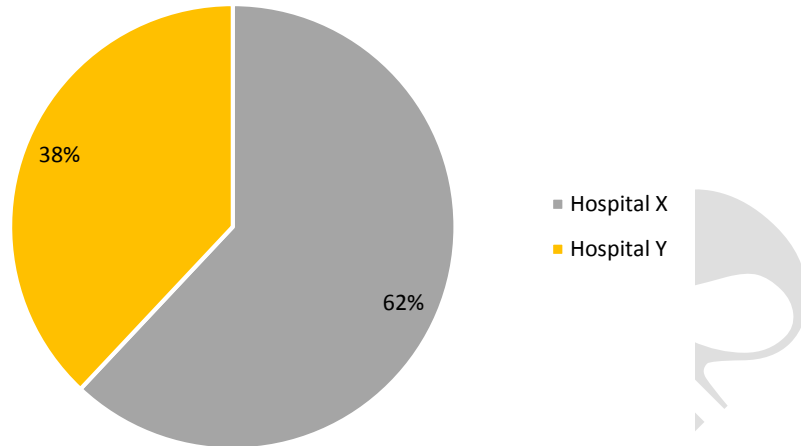
Satisfaction between Hospital X (3.29) and Hospital Y (3.37) were very close to each other as well. Both Hospital X and Hospital Y had a 44% response rate for “satisfied” or “very satisfied”.

FIGURE 28: How satisfied are you with this health service in your community?



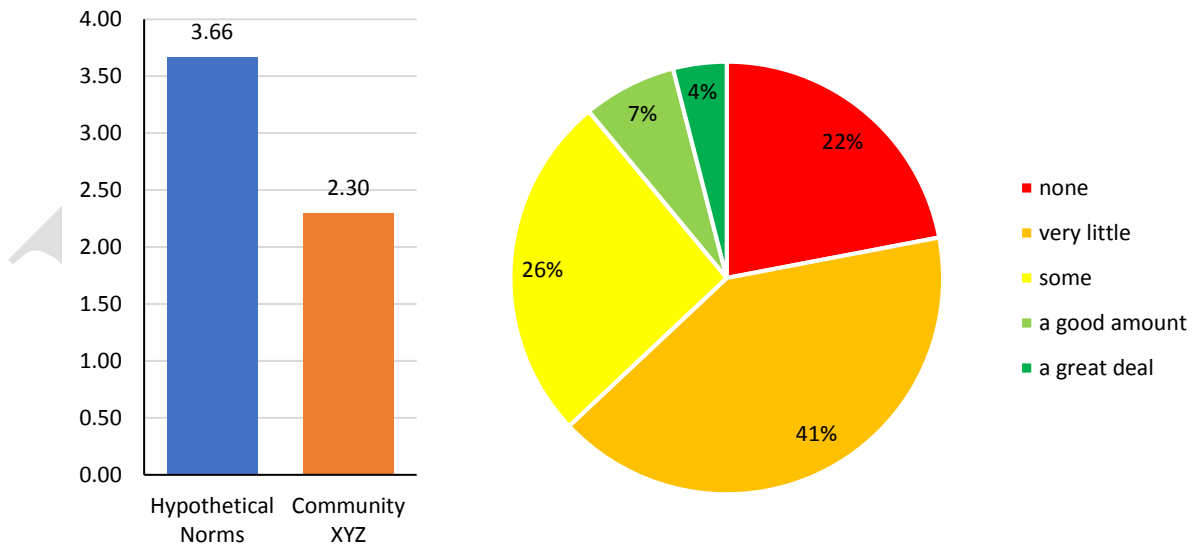
As shown in Figure 29, most residents (62%) visited Hospital X for the services. Only 38% visited Hospital Y.

FIGURE 29: Generally, which area facility/system did you or family/friend use?



As shown in Figure 30, knowledge about cancer services is below average (2.30) in Community XYZ compared to the average (3.66). Specifically, only 11% of residents said they had a “good amount” or a “great deal” of knowledge about the services, while 26% expressed “some” knowledge. A majority (63%) reported having “very little” or “none”.

FIGURE 30: How much knowledge do you have about this health service in your community?

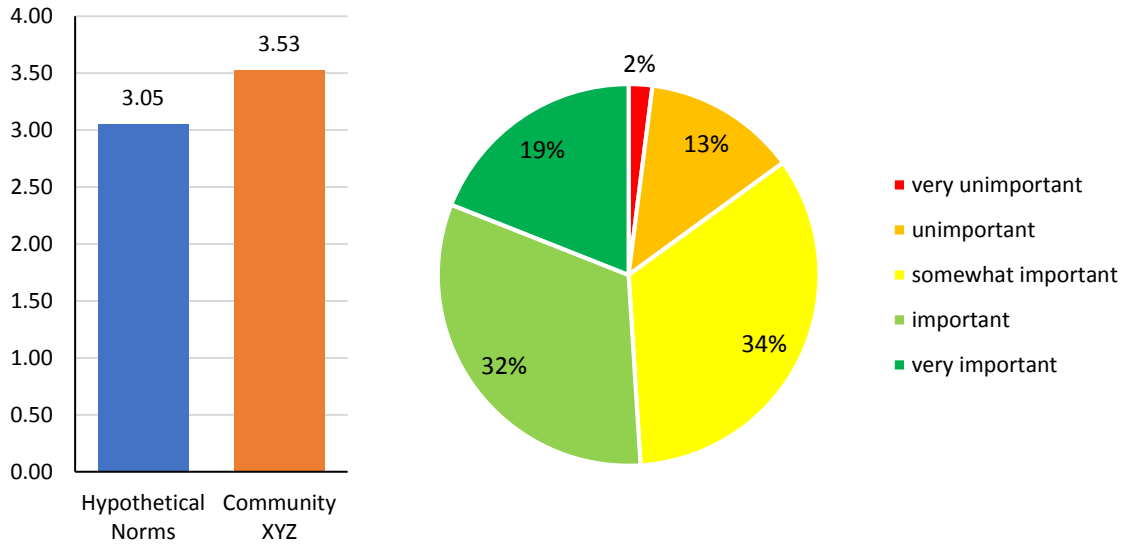


Alcohol and Drug Rehabilitation Services

As shown in Figure 31, **importance of alcohol and drug rehabilitation services for residents and their families and friends in Community XYZ** is above average (3.53) compared to all other localities surveyed

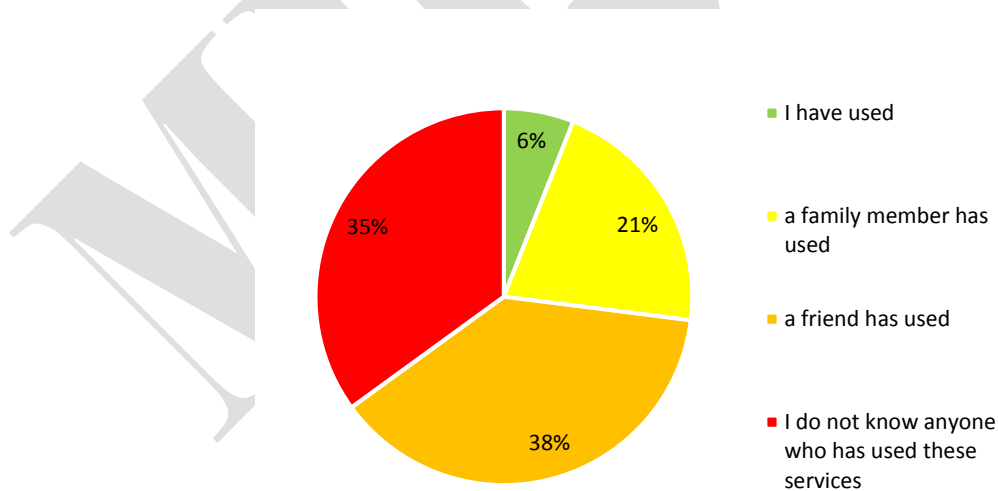
(3.05). Specifically, a majority of residents (51%) considered the services “important” or “very important”. Only 15% described the services as “unimportant” or “very unimportant”.

FIGURE 31: How important are alcohol and drug rehabilitation services to you, your family, and friends in the community?



As shown in Figure 32, most residents have used, or know a friend or family member who has used alcohol and drug rehabilitation services in Community XYZ. However, a sizable 35% did not know anyone who had used the services, while only 6% had made use of the services personally.

FIGURE 32: Have you, your family, or friends used alcohol and drug rehabilitation services in the area?

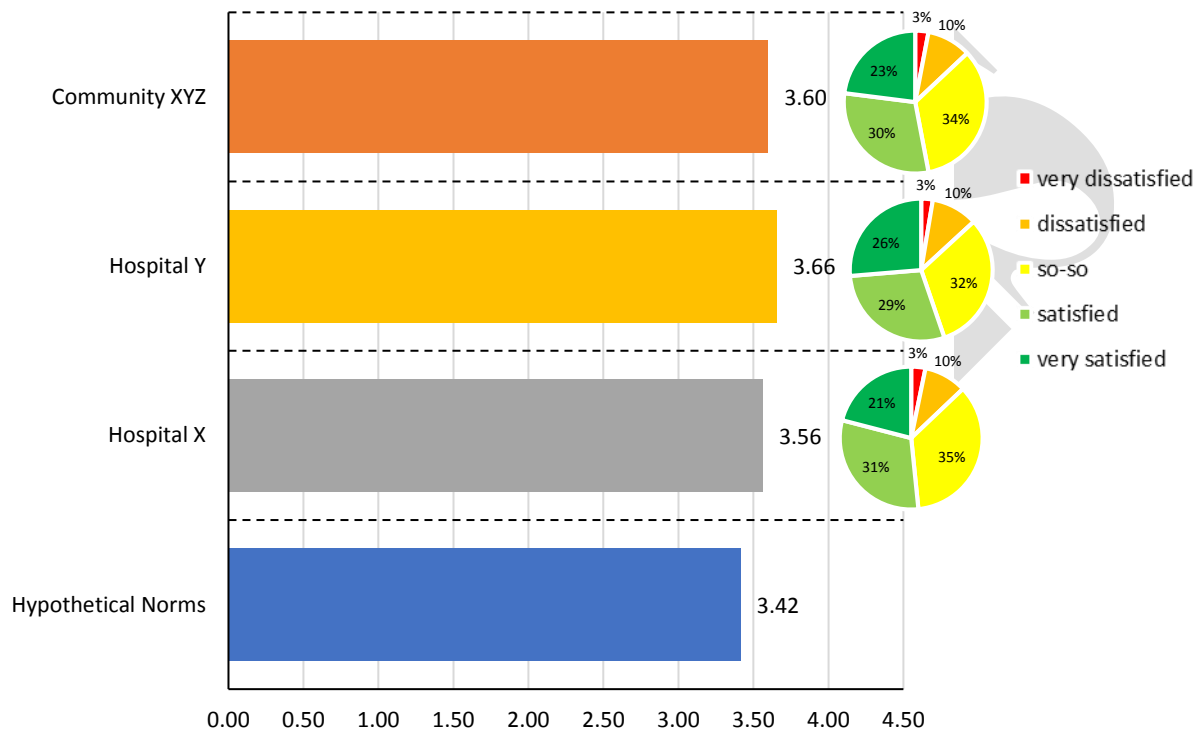


As shown in Figure 33, **satisfaction with alcohol and drug rehabilitation services for residents and their families and friends in Community XYZ** is slightly above average (3.60) compared to all other localities surveyed (3.42). Specifically, 53% of residents described their satisfaction as “very satisfied” or

“satisfied”, 34% of residents described their satisfaction as “so-so”, and only 13% were “dissatisfied” or “very dissatisfied”.

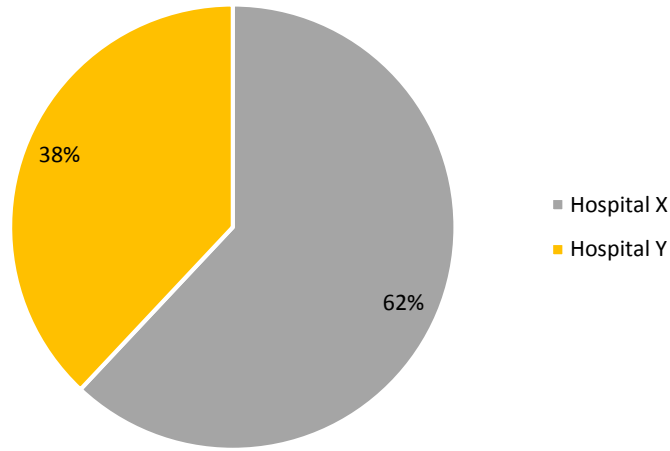
Satisfaction between Hospital X (3.56) and Hospital Y (3.66) were very close to each other as well. Most of both Hospital X (52%) and Hospital Y (55%) described their feelings as being “satisfied” or “very satisfied”. 13% of residents responded with “dissatisfied” or “very dissatisfied” for both hospitals.

FIGURE 33: How satisfied are you with this health service in your community?



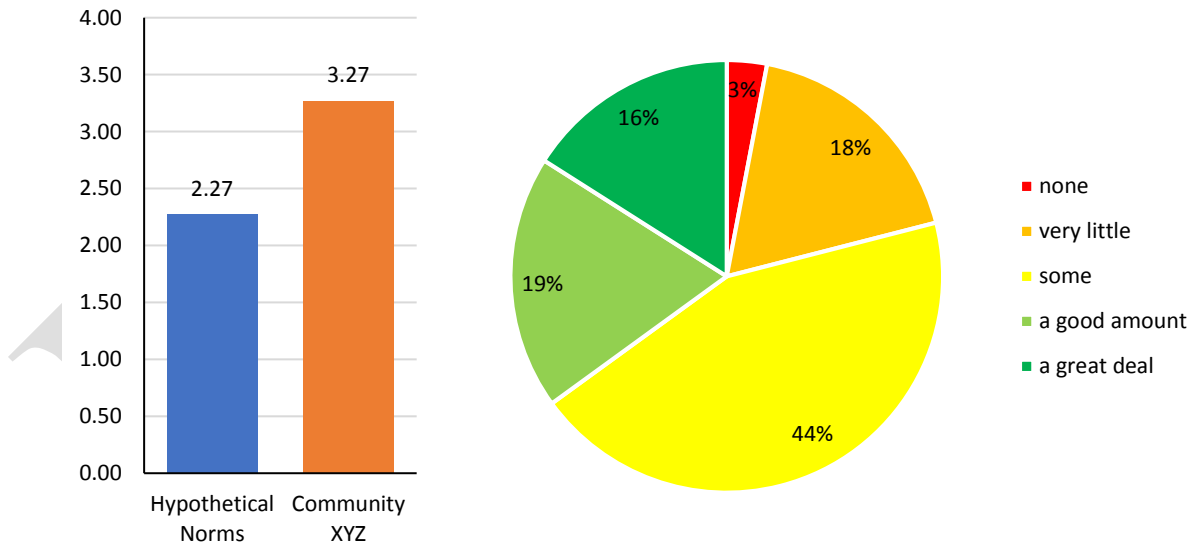
As shown in Figure 34, most residents (62%) visited Hospital X for the services. Only 38% visited Hospital Y.

FIGURE 34: Generally, which area facility/system did you or family/friend use?



As shown in Figure 35, knowledge about alcohol and drug rehabilitation services is above average (3.27) in Community XYZ compared to the average (2.27). Specifically, 35% of residents said they had a “good amount” or a “great deal” of knowledge about the services, while another 44% expressed “some” knowledge. Only 21% reported having “very little” or “none”.

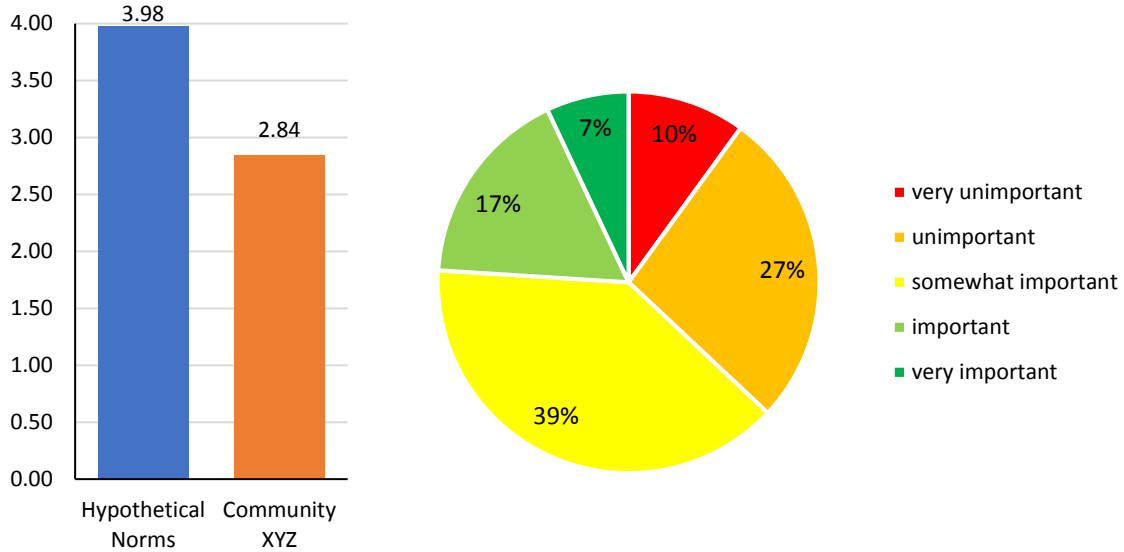
FIGURE 35: How much knowledge do you have about this health service in your community?



Heart Disease Services

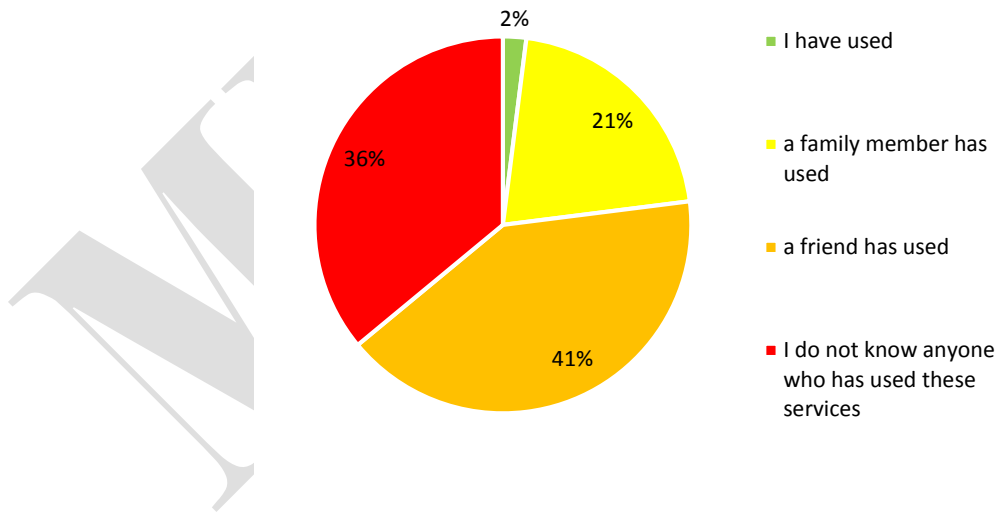
As shown in Figure 36, **importance of heart disease services for residents and their families and friends in Community XYZ** is below average (2.84) compared to all other localities surveyed (3.98). Specifically, 24% of residents considered the services “important” or “very important”, while 37% described the services as “unimportant” or “very unimportant”.

FIGURE 36: How important are heart disease services to you, your family, and friends in the community?



As shown in Figure 37, most residents have used, or know a friend or family member who has used heart disease services in Community XYZ. However, a sizable 36% did not know anyone who had used the services, while only 2% had made use of the services personally.

FIGURE 37: Have you, your family, or friends used heart disease services in the area?

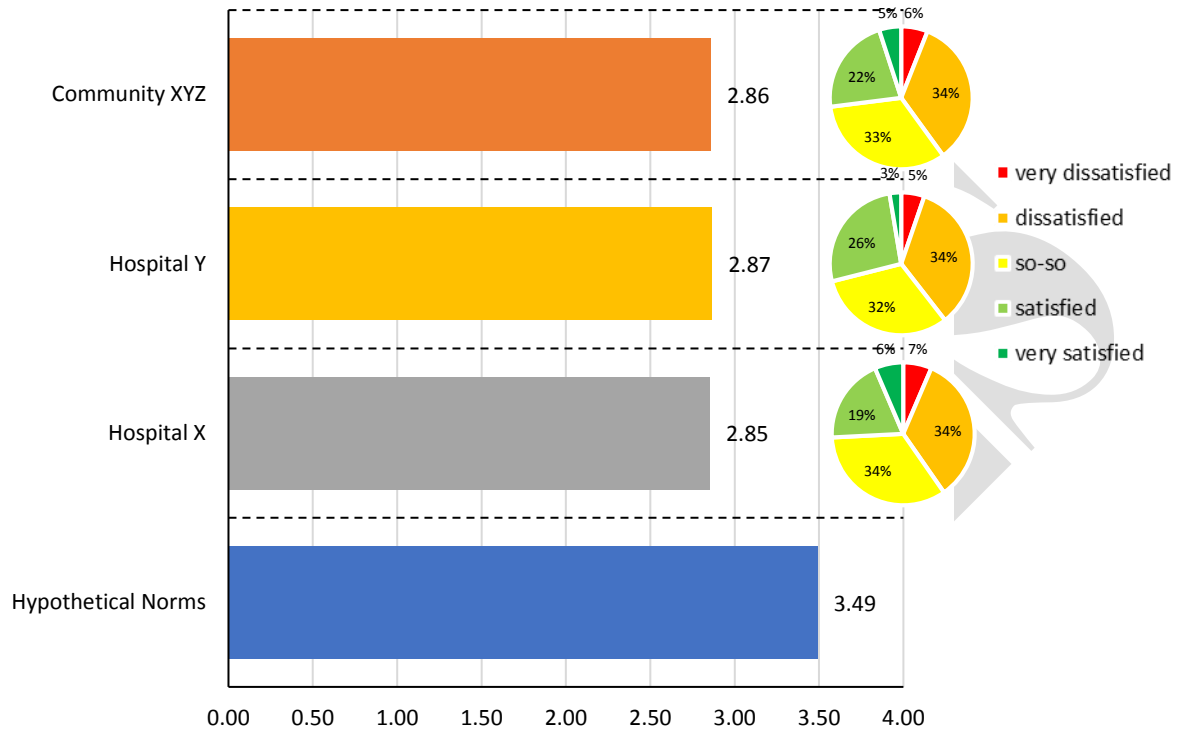


As shown in Figure 38, **satisfaction with heart disease services for residents and their families and friends in Community XYZ** is below average (2.86) compared to all other localities surveyed (3.49). Specifically, 27% of residents described their satisfaction as “very satisfied” or “satisfied”, 33% of residents described their satisfaction as “so-so”, and only 40% were “dissatisfied” or “very dissatisfied”.

Satisfaction between Hospital X (2.85) and Hospital Y (2.87) were approximately equal. 25% of residents who went to Hospital X responded with “satisfied” or “very satisfied”, while 39% responded with

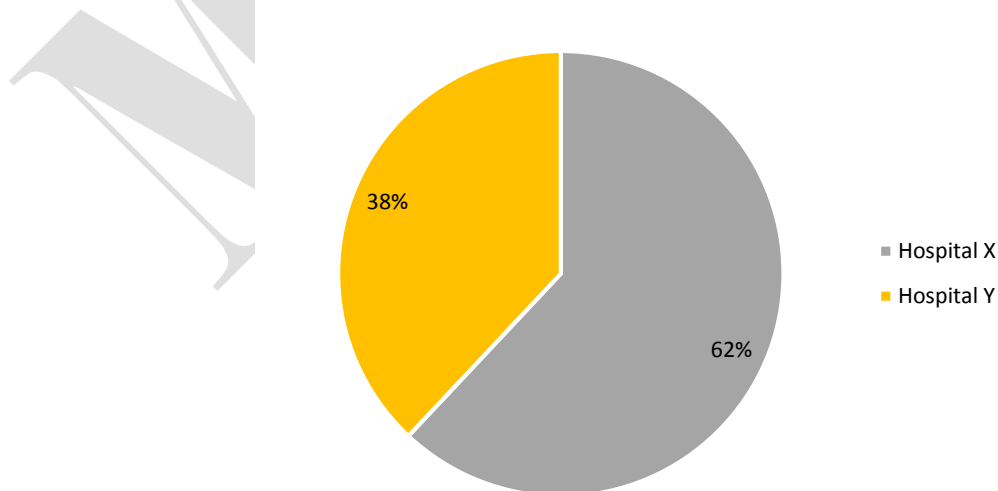
“dissatisfied” or “very dissatisfied”. In the case of Hospital Y, 29% responded with “satisfied” or “very satisfied”, while 39% responded with “dissatisfied” or “very dissatisfied”.

FIGURE 38: How satisfied are you with this health service in your community?



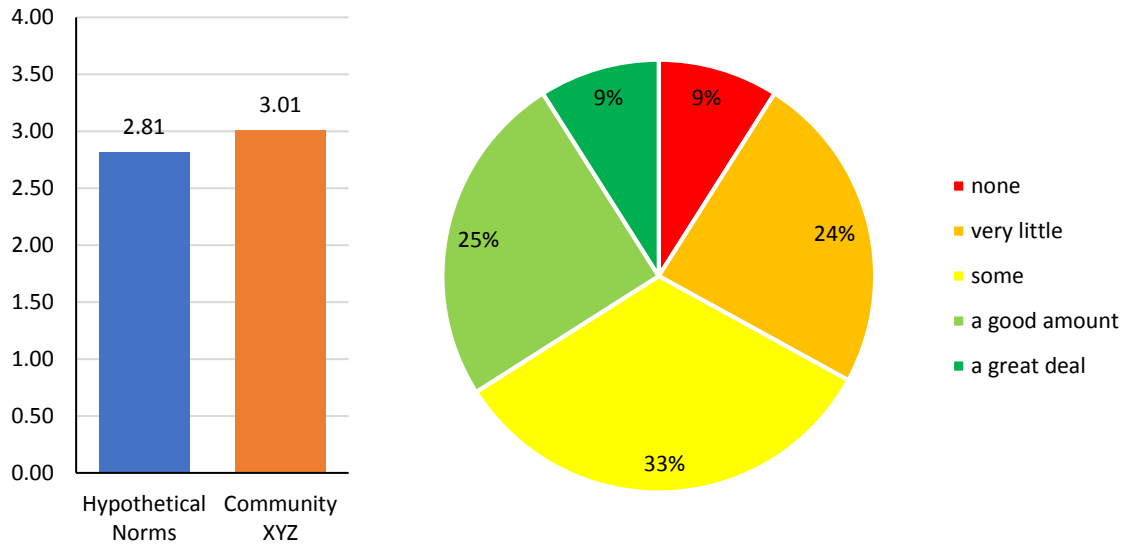
As shown in Figure 39, most residents (62%) visited Hospital X for the services. Only 38% visited Hospital Y.

FIGURE 39: Generally, which area facility/system did you or family/friend use?



As shown in Figure 40, knowledge about heart disease services is slightly above average (3.01) in Community XYZ compared to the average (2.81). Specifically, 34% of residents said they had a “good amount” or a “great deal” of knowledge about the services, while 33% expressed “some” knowledge. Another 33% reported having “very little” or “none”.

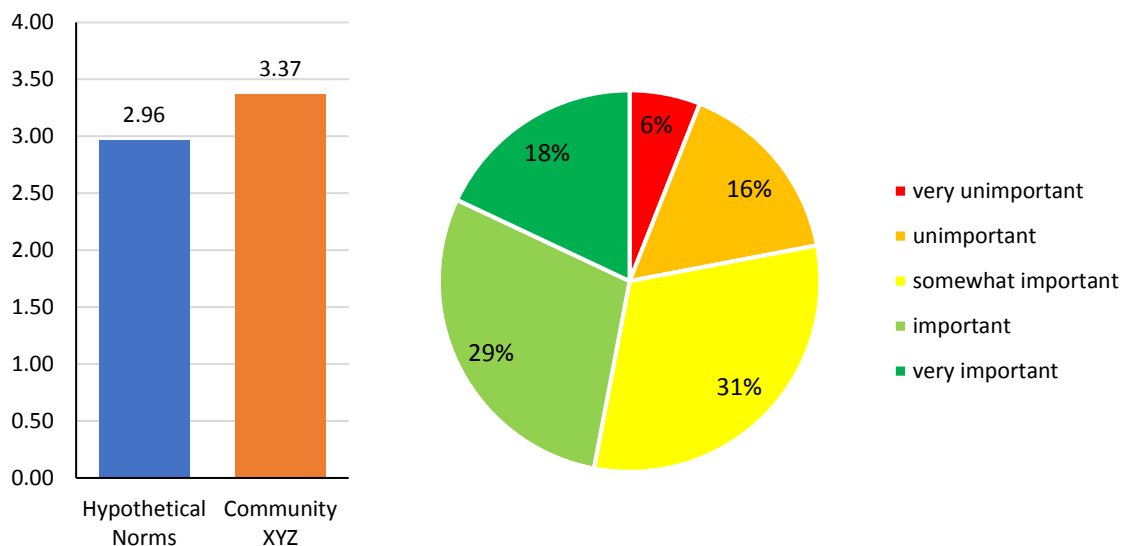
FIGURE 40: How much knowledge do you have about this health service in your community?



Diabetes Services

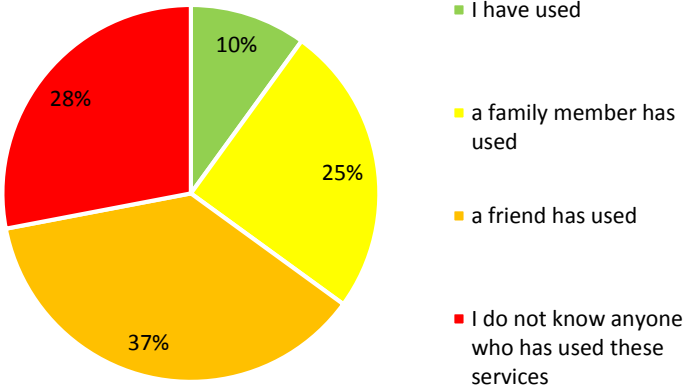
As shown in Figure 41, **importance of diabetes services for residents and their families and friends in Community XYZ** is above average (3.37) compared to all other localities surveyed (2.96). Specifically, 47% of residents considered the services “important” or “very important”, while 22% described the services as “unimportant” or “very unimportant”.

FIGURE 41: How important are diabetes services to you, your family, and friends in the community?



As shown in Figure 42, most residents have used, or know a friend or family member who has used diabetes services in Community XYZ. 28% did not know anyone who had used the services, while only 10% had made use of the services personally.

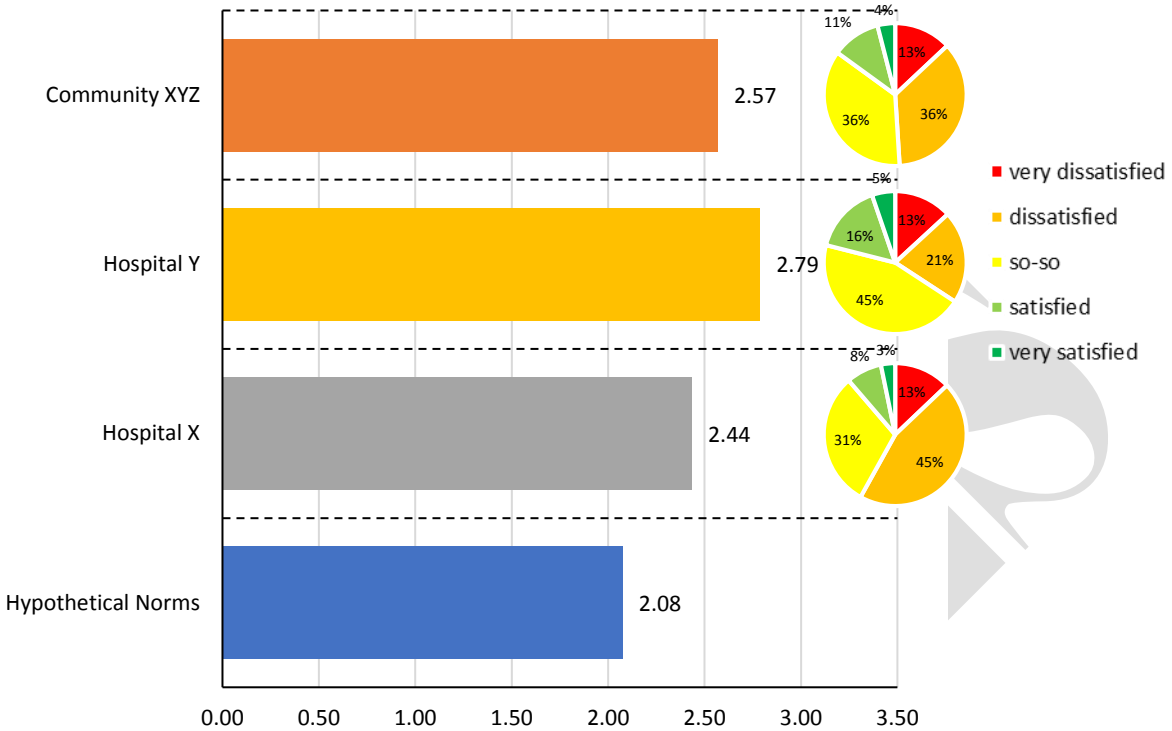
FIGURE 42: Have you, your family, or friends used diabetes services in the area?



As shown in Figure 43, **satisfaction with diabetes services for residents and their families and friends in Community XYZ** is above average (2.57) compared to all other localities surveyed (2.08). Specifically, 15% of residents described their satisfaction as “very satisfied” or “satisfied”, 36% of residents described their satisfaction as “so-so”, and 49% were “dissatisfied” or “very dissatisfied”.

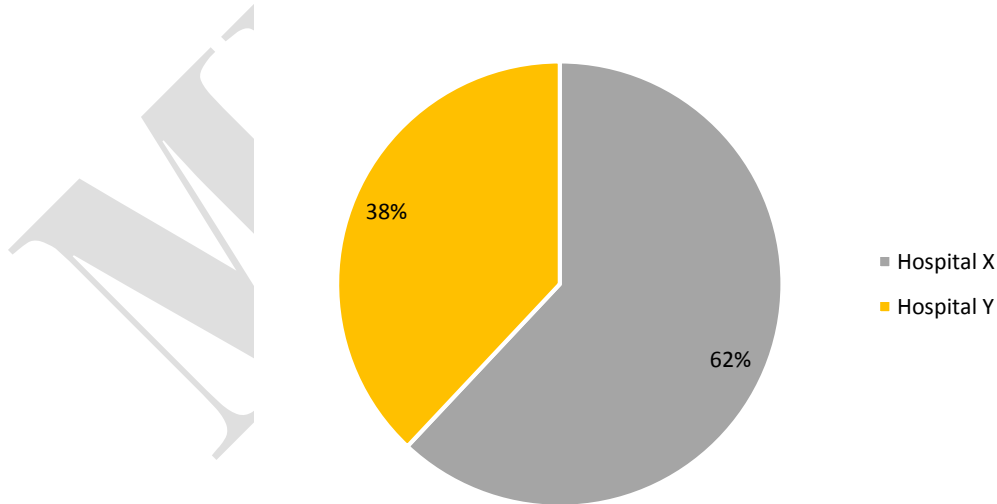
Residents rated satisfaction with Hospital Y (2.79) more highly than Hospital X (2.44). Responses of “satisfied” or “very satisfied” were not too different between the hospitals (21% for Hospital Y and 11% for Hospital X), but there was a substantial difference between the rates of “dissatisfied” or “very dissatisfied” responses (only 34% for Hospital Y, but 58% for Hospital X).

FIGURE 43: How satisfied are you with this health service in your community?



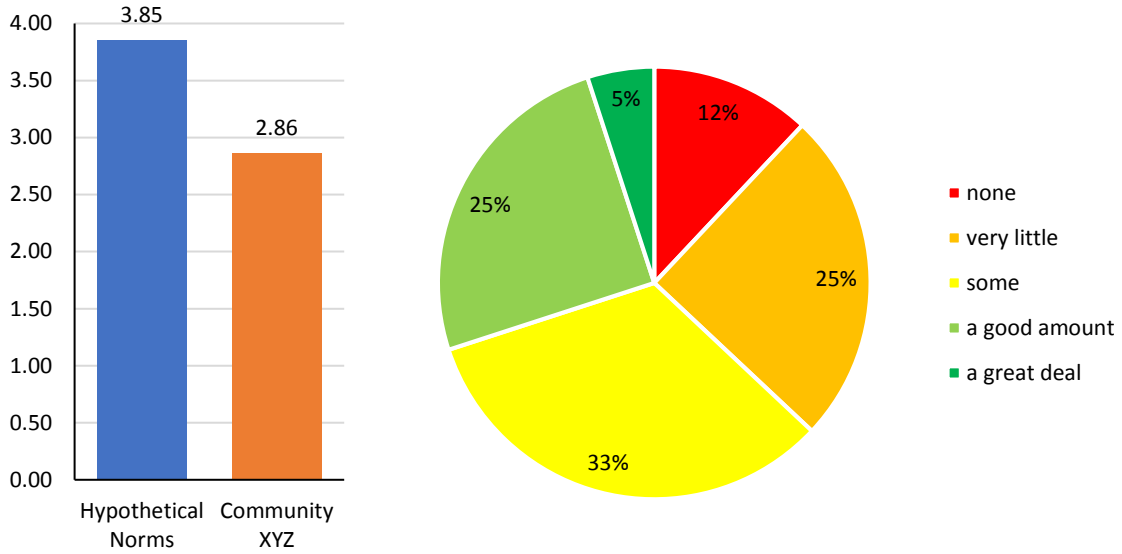
As shown in Figure 44, most residents (62%) visited Hospital X for the services. Only 38% visited Hospital Y.

FIGURE 44: Generally, which area facility/system did you or family/friend use?



As shown in Figure 45, knowledge about diabetes services is below average (2.86) in Community XYZ compared to the average (3.85). Specifically, 30% of residents said they had a “good amount” or a “great deal” of knowledge about the services, while 33% expressed “some” knowledge. Another 37% reported having “very little” or “none”.

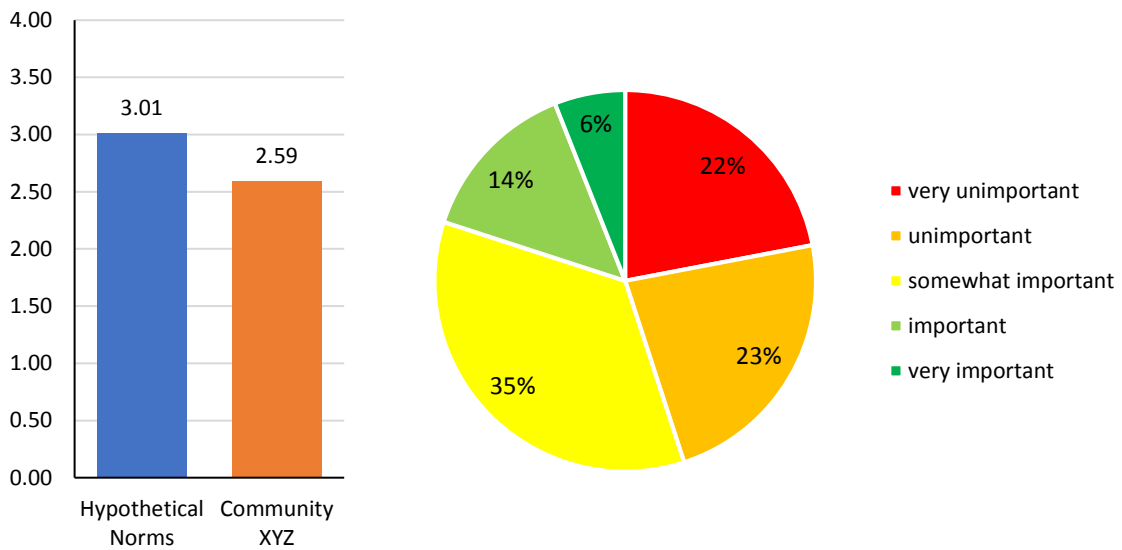
FIGURE 45: How much knowledge do you have about this health service in your community?



Obstetrics

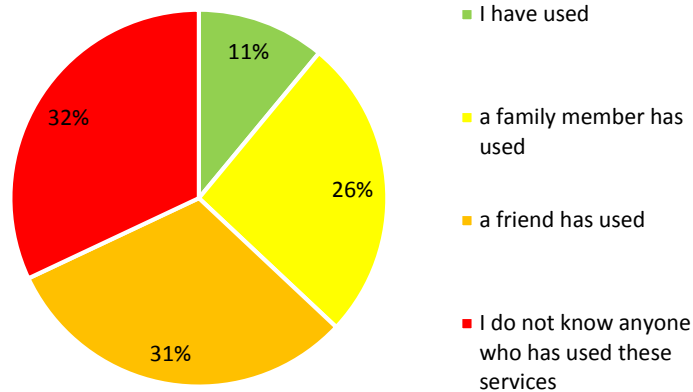
As shown in Figure 46, **importance of obstetrics services for residents and their families and friends in Community XYZ** is below average (2.59) compared to all other localities surveyed (3.01). Specifically, 20% of residents considered the services “important” or “very important”, while 45% described the services as “unimportant” or “very unimportant”.

FIGURE 46: How important are obstetrics to you, your family, and friends in the community?



As shown in Figure 47, most residents have used, or know a friend or family member who has used obstetrics services in Community XYZ. 32% did not know anyone who had used the services, while only 11% had made use of the services personally.

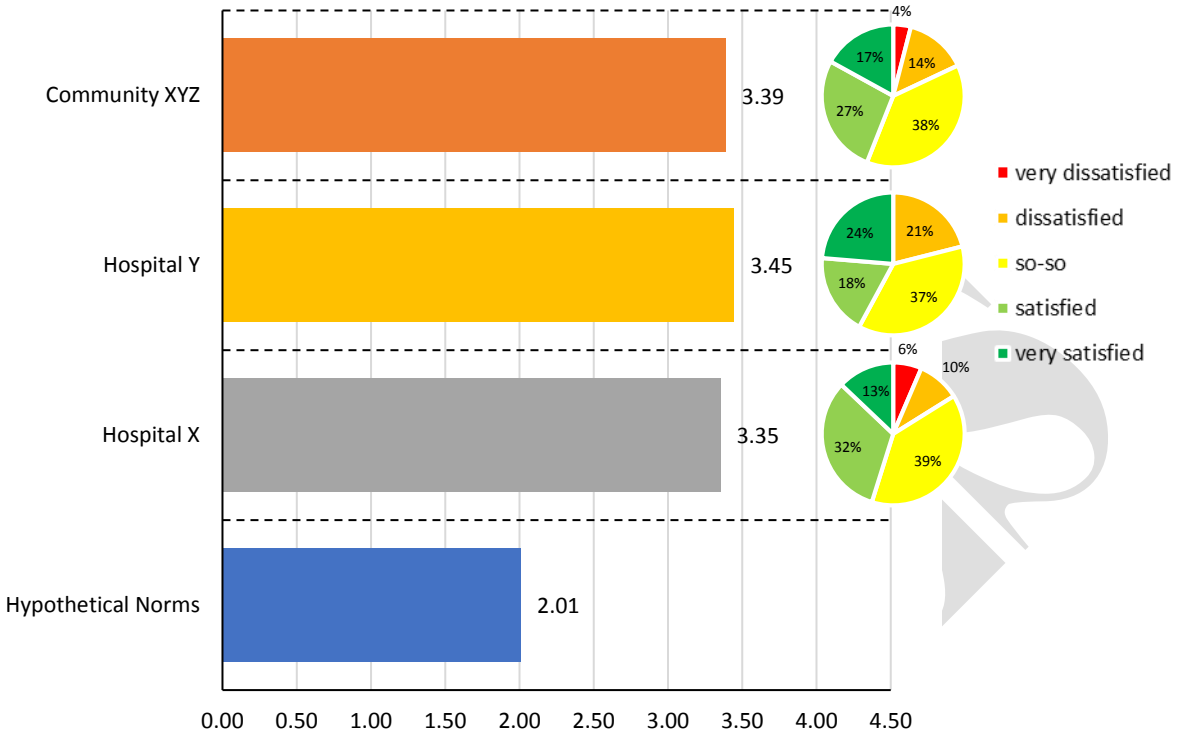
FIGURE 47: Have you, your family, or friends used obstetrics services in the area?



As shown in Figure 48, **satisfaction with obstetrics services for residents and their families and friends in Community XYZ** is above average (3.39) compared to all other localities surveyed (2.01). Specifically, 44% of residents described their satisfaction as “very satisfied” or “satisfied”, 38% of residents described their satisfaction as “so-so”, and only 18% were “dissatisfied” or “very dissatisfied”.

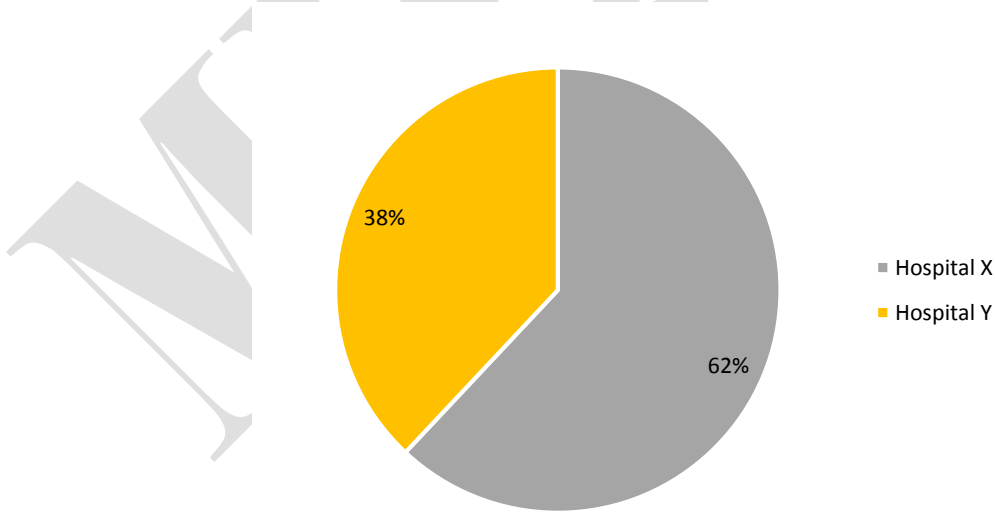
Residents rated satisfaction with Hospital Y (3.45) slightly higher than Hospital X (3.35). Responses of “satisfied” or “very satisfied” were not too different between the hospitals (42% for Hospital Y and 45% for Hospital X), but notably there were no “very dissatisfied” responses used when residents described Hospital Y.

FIGURE 48: How satisfied are you with this health service in your community?



As shown in Figure 49, most residents (62%) visited Hospital X for the services. Only 38% visited Hospital Y.

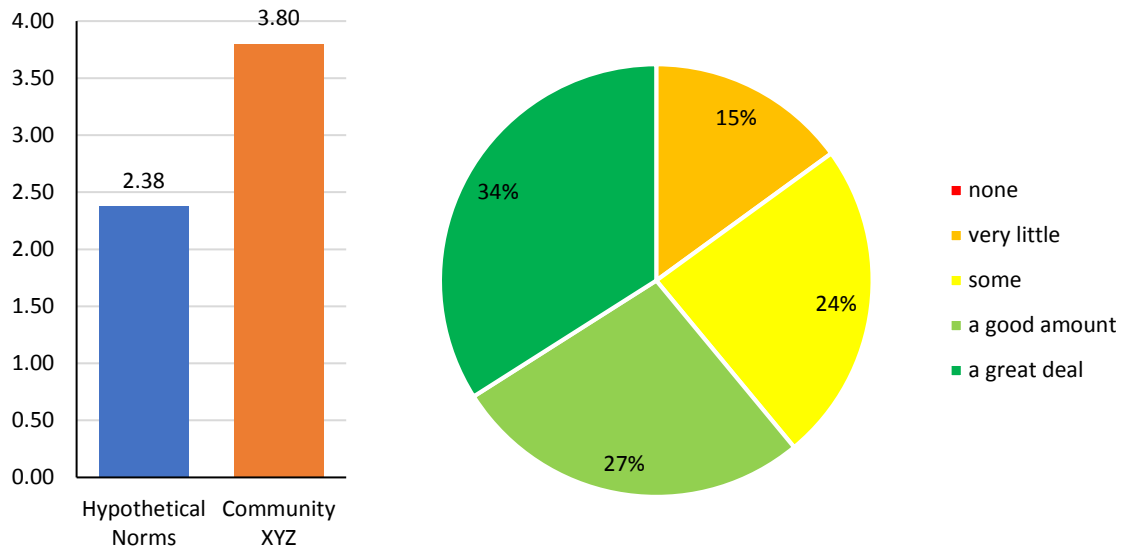
FIGURE 49: Generally, which area facility/system did you or family/friend use?



As shown in Figure 50, knowledge about obstetrics services is above average (3.80) in Community XYZ compared to the average (2.38). Specifically, most residents (61%) said they had a “good amount” or a

“great deal” of knowledge about the services, while 24% expressed “some” knowledge. 15% of residents reported having “very little” knowledge and none were completely unaware.

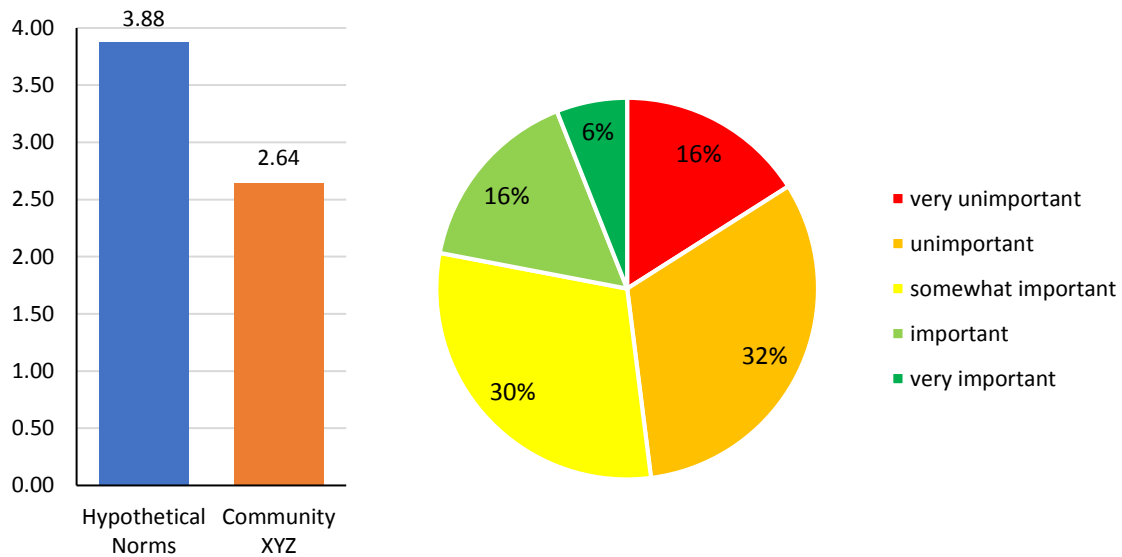
FIGURE 50: How much knowledge do you have about this health service in your community?



Physical Rehabilitation Services

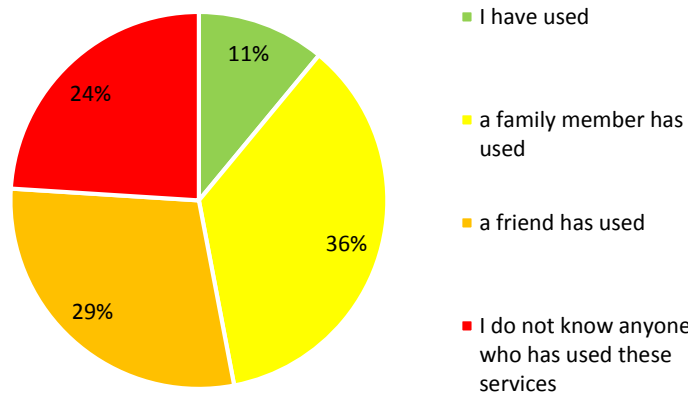
As shown in Figure 51, **importance of physical rehabilitation services for residents and their families and friends in Community XYZ** is far below average (2.64) compared to all other localities surveyed (3.88). Specifically, 22% of residents considered the services “important” or “very important”, while approximately half (48%) described the services as “unimportant” or “very unimportant”.

FIGURE 51: How important are physical rehabilitation services to you, your family, and friends in the community?



As shown in Figure 52, most residents have used, or know a friend or family member who has used physical rehabilitation services in Community XYZ. 24% did not know anyone who had used the services, while 11% had made use of the services personally.

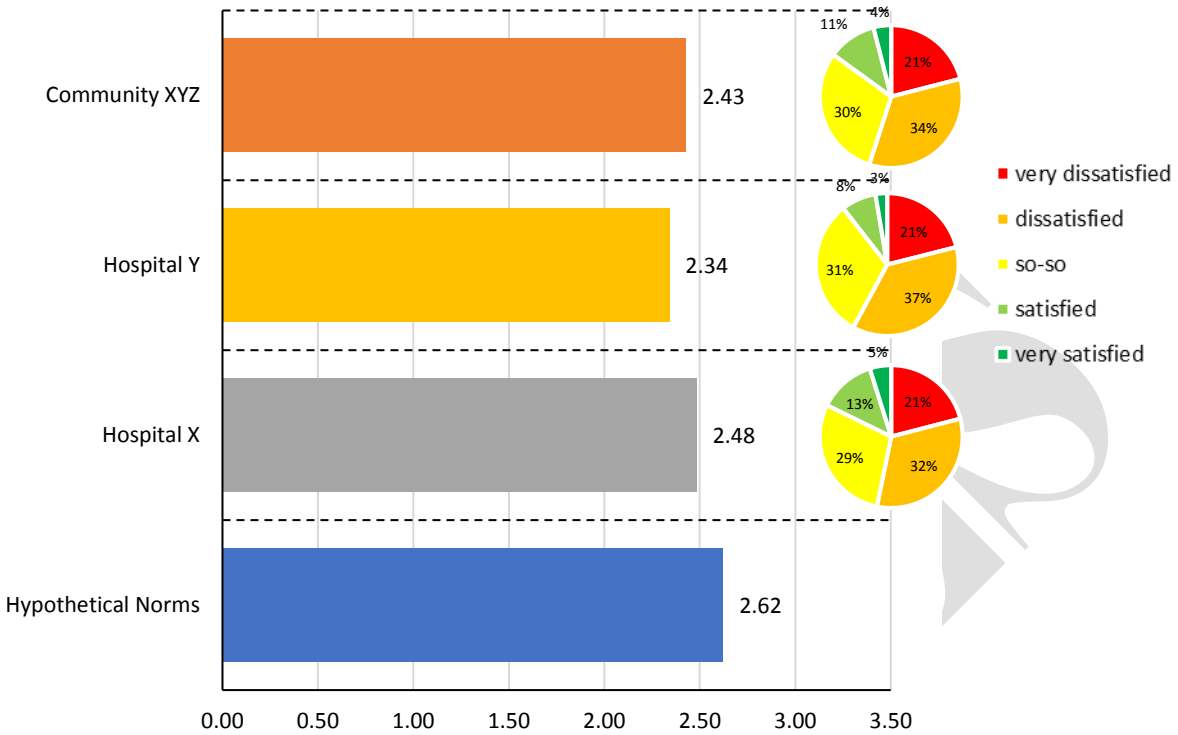
FIGURE 52: Have you, your family, or friends used physical rehabilitation services in the area?



As shown in Figure 53, **satisfaction with physical rehabilitation services for residents and their families and friends in Community XYZ** is slightly below average (2.43) compared to all other localities surveyed (2.62). Specifically, 15% of residents described their satisfaction as “very satisfied” or “satisfied”, 30% of residents described their satisfaction as “so-so”, and a majority (55%) were “dissatisfied” or “very dissatisfied”.

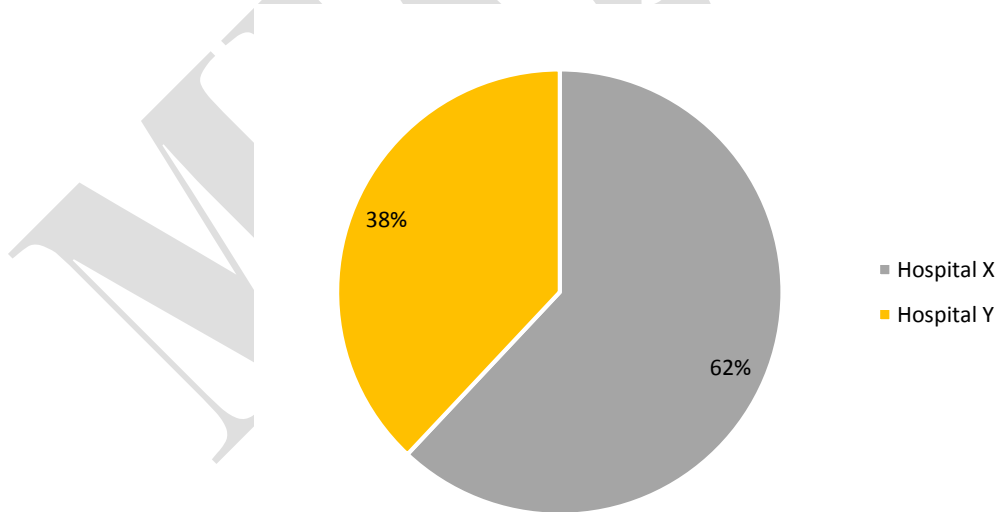
Residents rated satisfaction with Hospital X (2.48) slightly higher than Hospital Y (2.34). Responses of “satisfied” or “very satisfied” were not too different between the hospitals (10% for Hospital Y and 19% for Hospital X), and most residents were “dissatisfied” or “very dissatisfied” with both hospitals (53% for Hospital X and 58% for Hospital Y).

FIGURE 53: How satisfied are you with this health service in your community?



As shown in Figure 54, most residents (62%) visited Hospital X for the services. Only 38% visited Hospital Y.

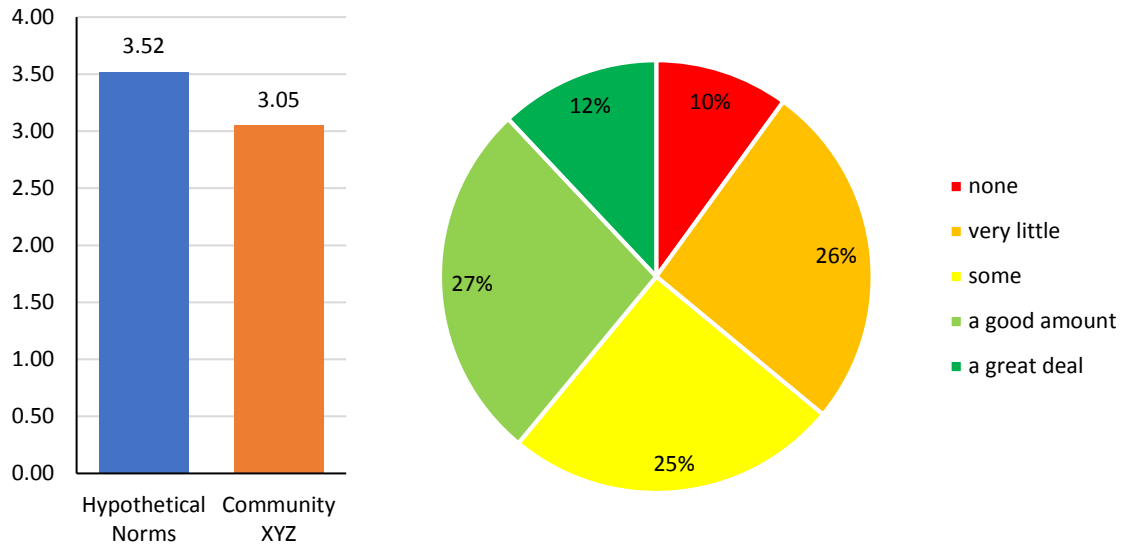
FIGURE 54: Generally, which area facility/system did you or family/friend use?



As shown in Figure 55, knowledge about physical rehabilitation services is below average (3.05) in Community XYZ compared to the average (3.52). Specifically, 39% of residents said they had a “good

amount” or a “great deal” of knowledge about the services, while 25% expressed “some” knowledge. 36% reported having “very little” or “none”.

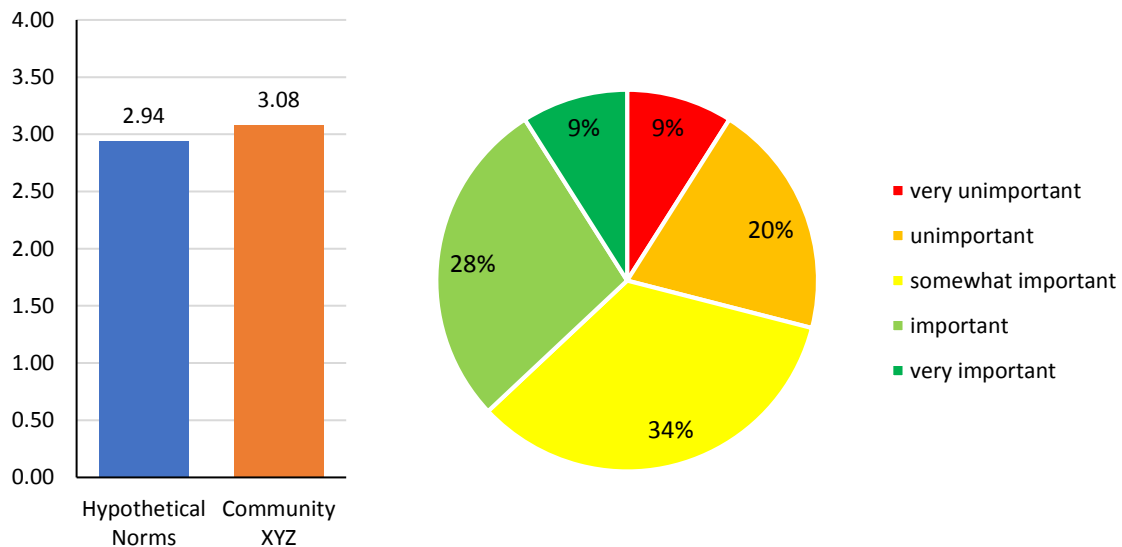
FIGURE 55: How much knowledge do you have about this health service in your community?



Psychiatric/Mental Health Services

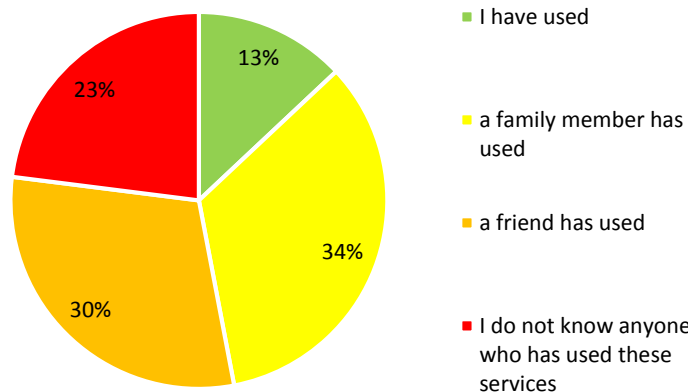
As shown in Figure 56, **importance of psychiatric/mental health services for residents and their families and friends in Community XYZ** is slightly higher (3.08) compared to all other localities surveyed (2.94). Specifically, 37% of residents considered the services “important” or “very important”, while 29% described the services as “unimportant” or “very unimportant”.

FIGURE 56: How important are psychiatric/mental health services to you, your family, and friends in the community?



As shown in Figure 57, most residents have used, or know a friend or family member who has used psychiatric/mental health services in Community XYZ. 23% did not know anyone who had used the services, while 13% had made use of the services personally.

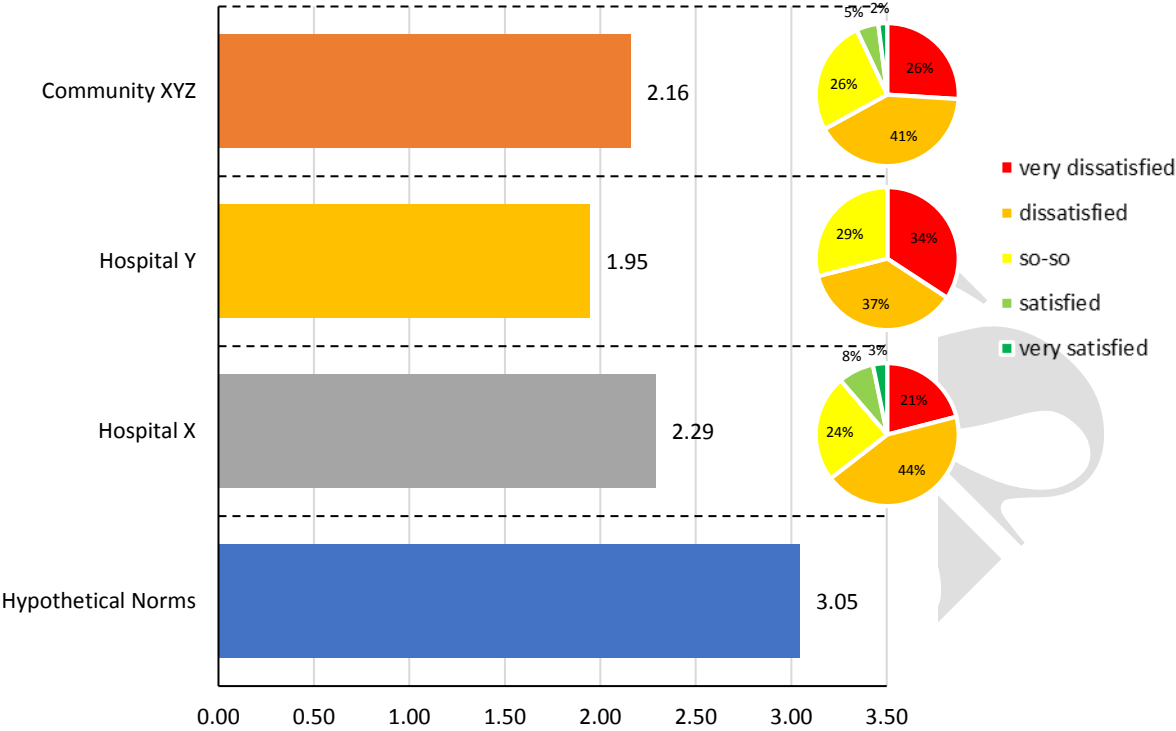
FIGURE 57: Have you, your family, or friends used psychiatric/mental health services in the area?



As shown in Figure 58, **satisfaction with psychiatric/mental health services for residents and their families and friends in Community XYZ** is below average (2.16) compared to all other localities surveyed (3.05). Specifically, only 5% of residents described their satisfaction as “very satisfied” or “satisfied”, 26% of residents described their satisfaction as “so-so”, and a majority (67%) were “dissatisfied” or “very dissatisfied”.

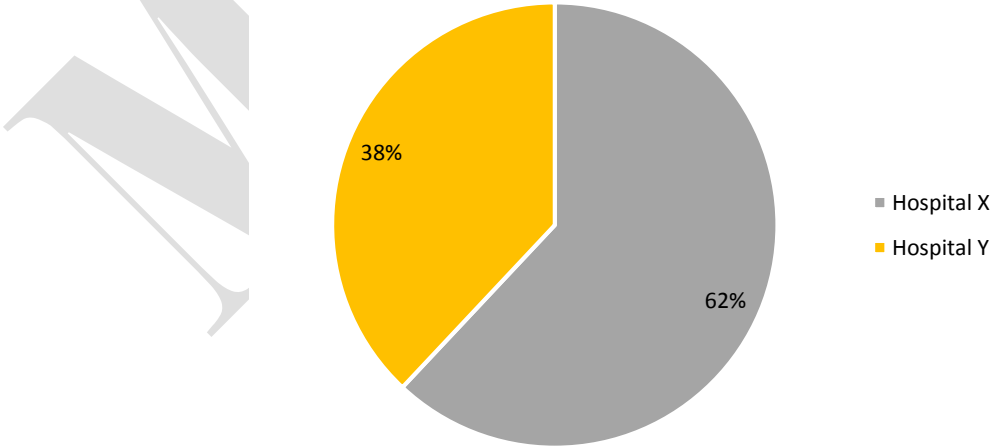
Residents rated satisfaction with Hospital X (2.29) higher than Hospital Y (1.95). 10% of residents who went to Hospital X were “satisfied” or “very satisfied” while none who went to Hospital Y were satisfied. 65% of residents who went to Hospital X were “dissatisfied” or “very dissatisfied”. An enormous 71% of residents who went to Hospital Y reported being “dissatisfied” or “very dissatisfied”.

FIGURE 58: How satisfied are you with this health service in your community?



As shown in Figure 59, most residents (62%) visited Hospital X for the services. Only 38% visited Hospital Y.

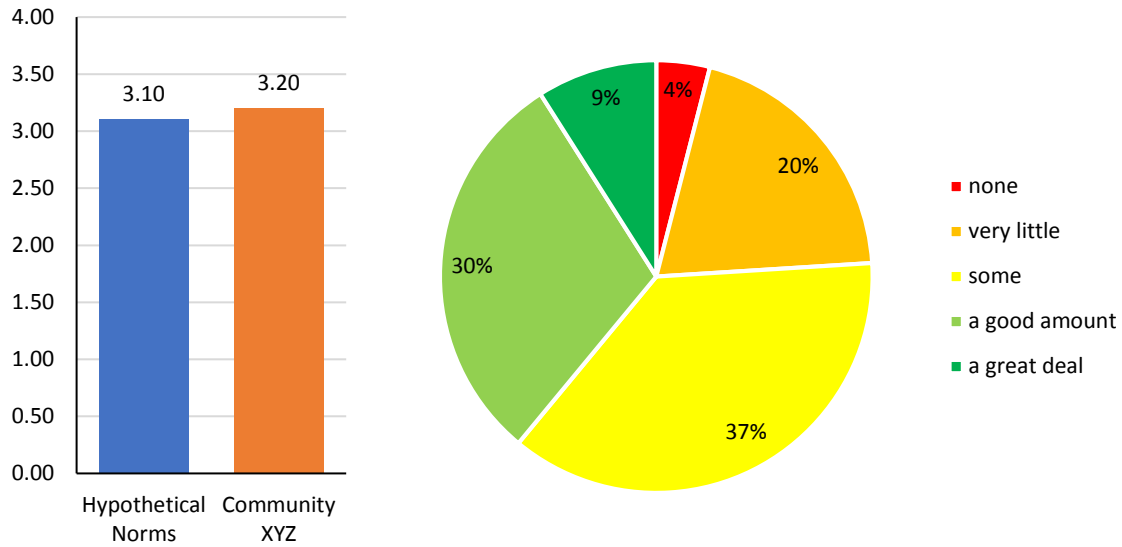
FIGURE 59: Generally, which area facility/system did you or family/friend use?



As shown in Figure 60, knowledge about psychiatric/mental health services is roughly average (3.20) in Community XYZ compared to the average (3.10). Specifically, 39% of residents said they had a “good

amount” or a “great deal” of knowledge about the services, while 37% expressed “some” knowledge. 24% reported having “very little” or “none”.

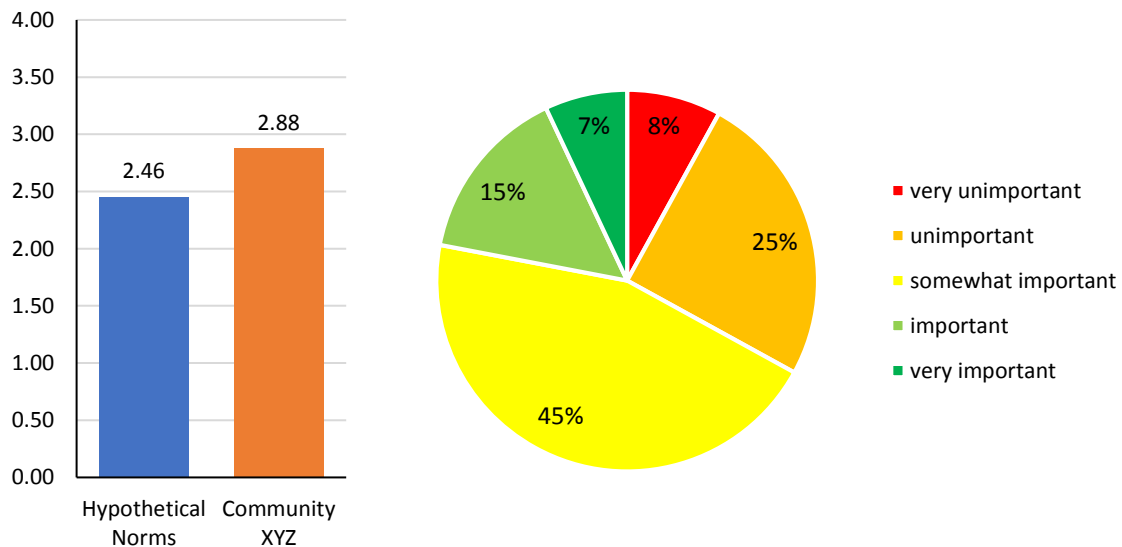
FIGURE 60: How much knowledge do you have about this health service in your community?



Home Health Services

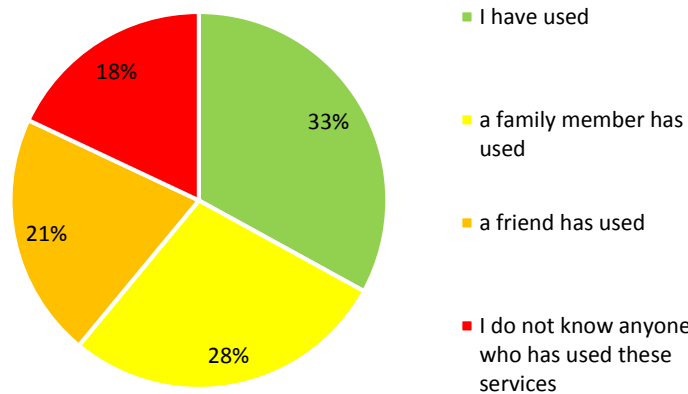
As shown in Figure 61, **importance of home health services for residents and their families and friends in Community XYZ** is above average (2.88) compared to all other localities surveyed (2.46). Specifically, 22% of residents considered the services “important” or “very important”, while 33% described the services as “unimportant” or “very unimportant”.

FIGURE 61: How important are home health services to you, your family, and friends in the community?



As shown in Figure 62, most residents have used, or know a friend or family member who has used home health services in Community XYZ. 18% did not know anyone who had used the services, while 33% had made use of the services personally.

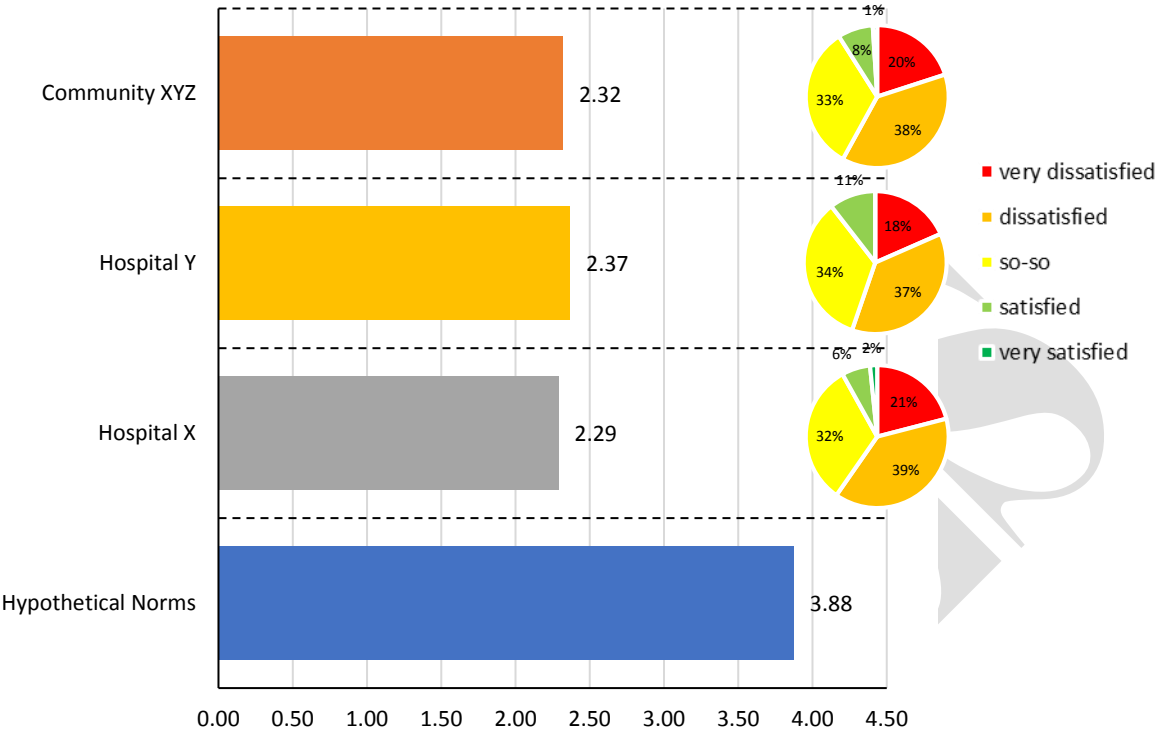
FIGURE 62: Have you, your family, or friends used home health services in the area?



As shown in Figure 63, **satisfaction home health services for residents and their families and friends in Community XYZ** is far below average (2.32) compared to all other localities surveyed (3.88). Specifically, only 9% of residents described their satisfaction as “very satisfied” or “satisfied”, 33% of residents described their satisfaction as “so-so”, and a majority (58%) were “dissatisfied” or “very dissatisfied”.

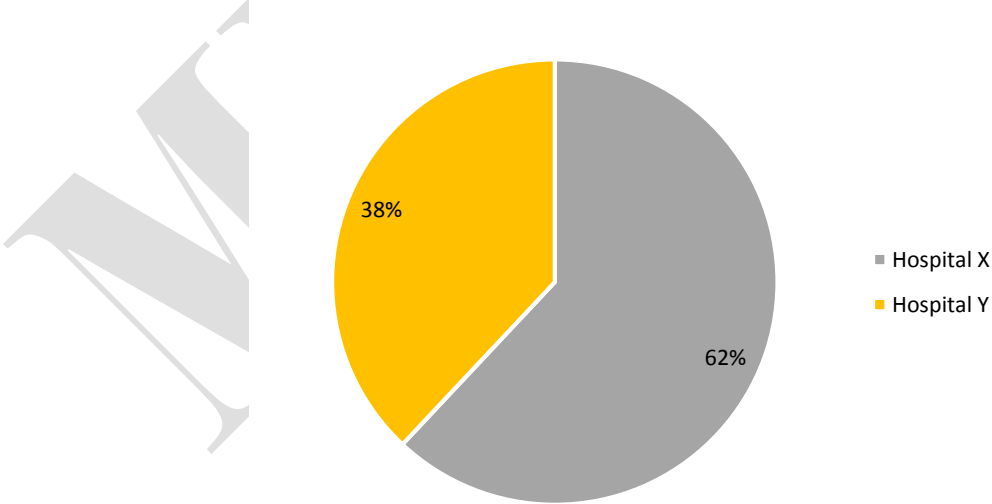
Residents rated satisfaction with Hospital X (2.29) a little lower than Hospital Y (2.37). 8% of residents who went to Hospital X were “satisfied” or “very satisfied” while 11% who went to Hospital Y were “satisfied”. 60% of residents who went to Hospital X were “dissatisfied” or “very dissatisfied” while 55% of residents who went to Hospital Y reported the same.

FIGURE 63: How satisfied are you with this health service in your community?



As shown in Figure 64, most residents (62%) visited Hospital X for the services. Only 38% visited Hospital Y.

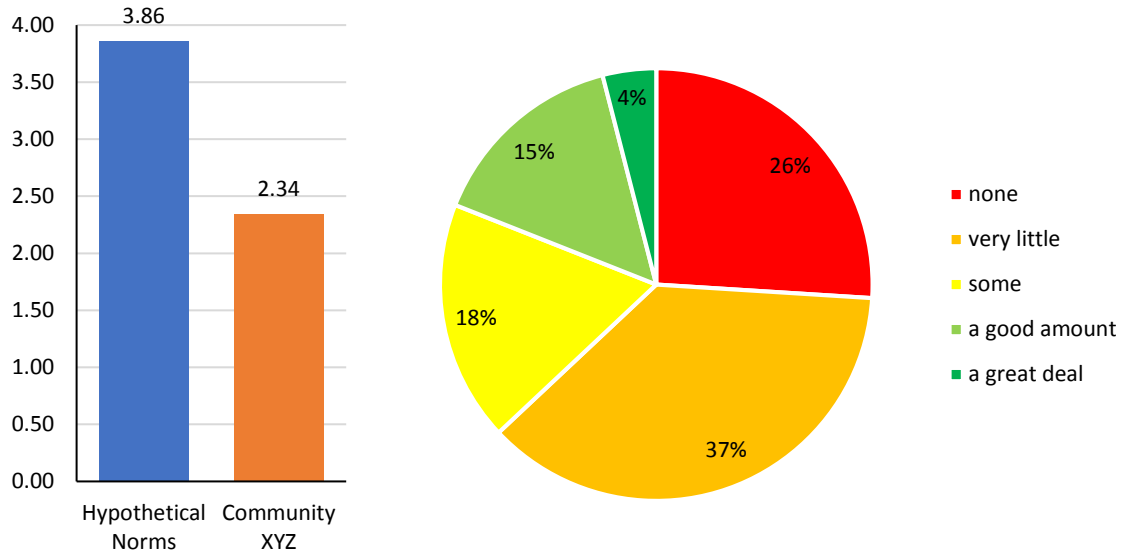
FIGURE 64: Generally, which area facility/system did you or family/friend use?



As shown in Figure 65, knowledge about home health services is far below average (2.34) in Community XYZ compared to the average of other localities (3.86). Specifically, 19% of residents said they had a

“good amount” or a “great deal” of knowledge about the services, while 18% expressed “some” knowledge. A majority (63%) reported having “very little” or “none”.

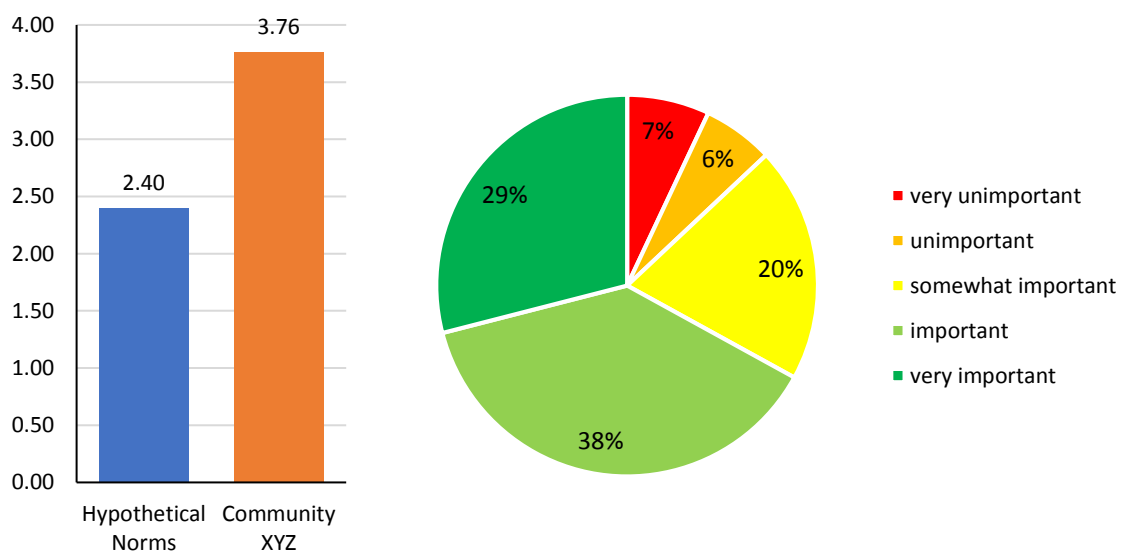
FIGURE 65: How much knowledge do you have about this health service in your community?



Overnight/Long Term Hospital Care

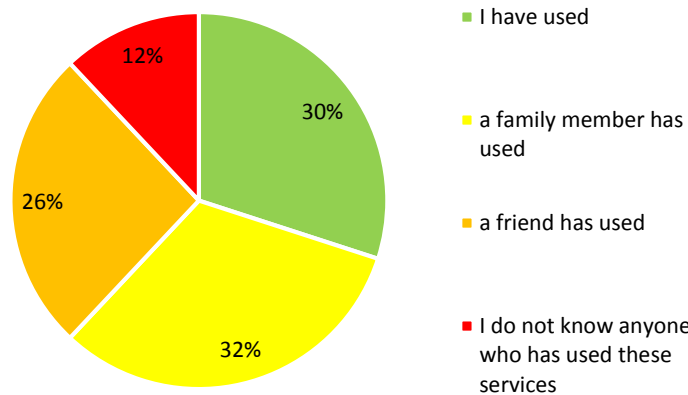
As shown in Figure 66, **importance of overnight/long term hospital care services for residents and their families and friends in Community XYZ** is above average (3.76) compared to all other localities surveyed (2.40). Specifically, most (67%) residents considered the services “important” or “very important”, while only 13% described the services as “unimportant” or “very unimportant”.

FIGURE 66: How important are overnight/long term hospital care to you, your family, and friends in the community?



As shown in Figure 67, most residents have used, or know a friend or family member who has used overnight/long term hospital care services in Community XYZ. 12% did not know anyone who had used the services, while 30% had made use of the services personally.

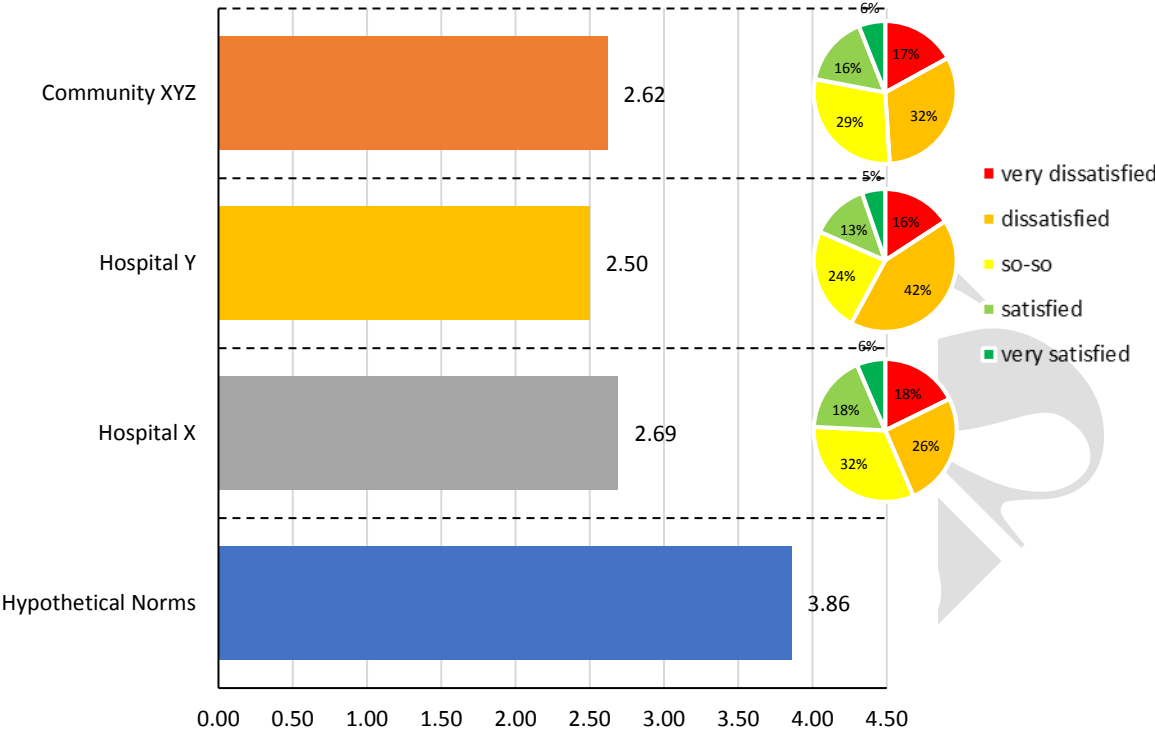
FIGURE 67: Have you, your family, or friends used overnight/long term hospital care services in the area?



As shown in Figure 68, **satisfaction with overnight/long term hospital care services for residents and their families and friends in Community XYZ** is far below average (2.62) compared to all other localities surveyed (3.86). Specifically, 22% of residents described their satisfaction as “very satisfied” or “satisfied”, 29% of residents described their satisfaction as “so-so”, and nearly half (49%) were “dissatisfied” or “very dissatisfied”.

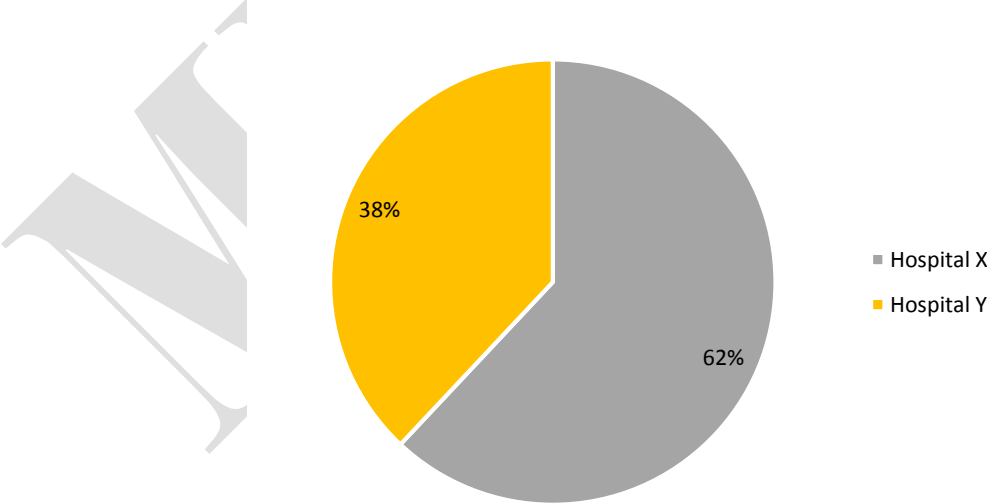
Residents rated satisfaction with Hospital X (2.69) a little higher than Hospital Y (2.50). 24% of residents who went to Hospital X were “satisfied” or “very satisfied” while 18% who went to Hospital Y were “satisfied” or “very satisfied”. 44% of residents who went to Hospital X were “dissatisfied” or “very dissatisfied” while 58% of residents who went to Hospital Y reported the same.

FIGURE 68: How satisfied are you with this health service in your community?



As shown in Figure 69, most residents (62%) visited Hospital X for the services. Only 38% visited Hospital Y.

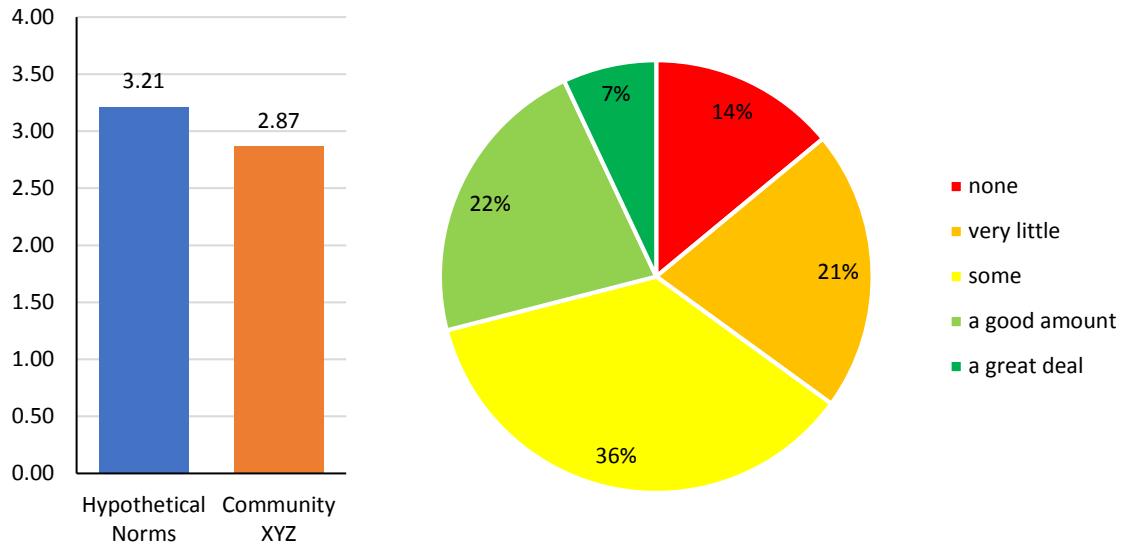
FIGURE 69: Generally, which area facility/system did you or family/friend use?



As shown in Figure 70, knowledge about overnight/long term hospital care services is below average (2.87) in Community XYZ compared to the other localities surveyed (3.21). Specifically, 29% of residents

said they had a “good amount” or a “great deal” of knowledge about the services, while 36% expressed “some” knowledge, and 35% reported having “very little” or “none”.

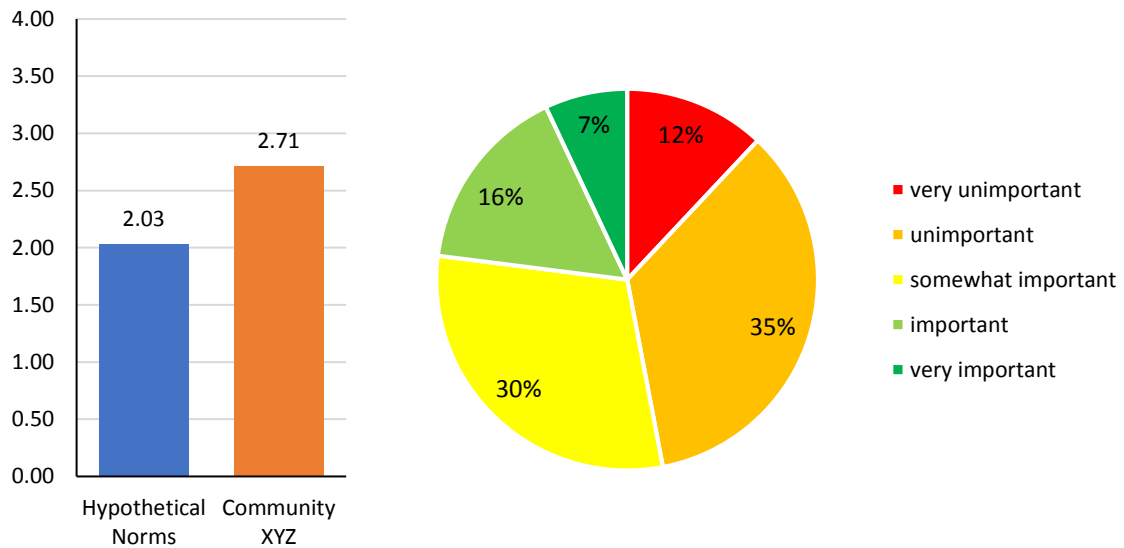
FIGURE 70: How much knowledge do you have about this health service in your community?



Emergency/Emergency Room Services

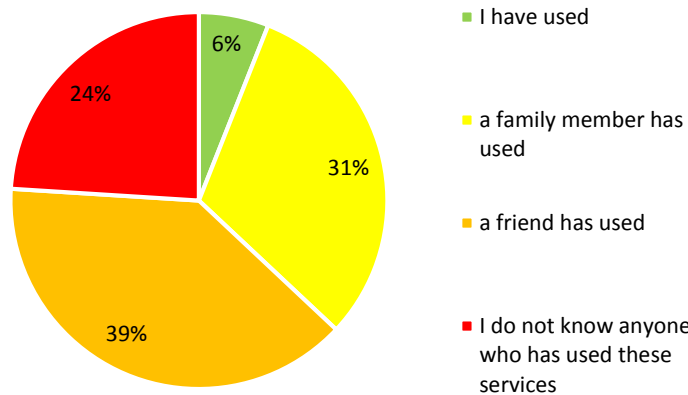
As shown in Figure 71, **importance of emergency/emergency room services for residents and their families and friends in Community XYZ** is above average (2.71) compared to all other localities surveyed (2.03). Specifically, 23% of residents considered the services “important” or “very important”, while almost half (47%) described the services as “unimportant” or “very unimportant”.

FIGURE 71: How important are emergency/emergency room services to you, your family, and friends in the community?



As shown in Figure 72, most residents have used, or know a friend or family member who has used emergency/emergency room services in Community XYZ. 24% did not know anyone who had used the services, while 6% had made use of the services personally.

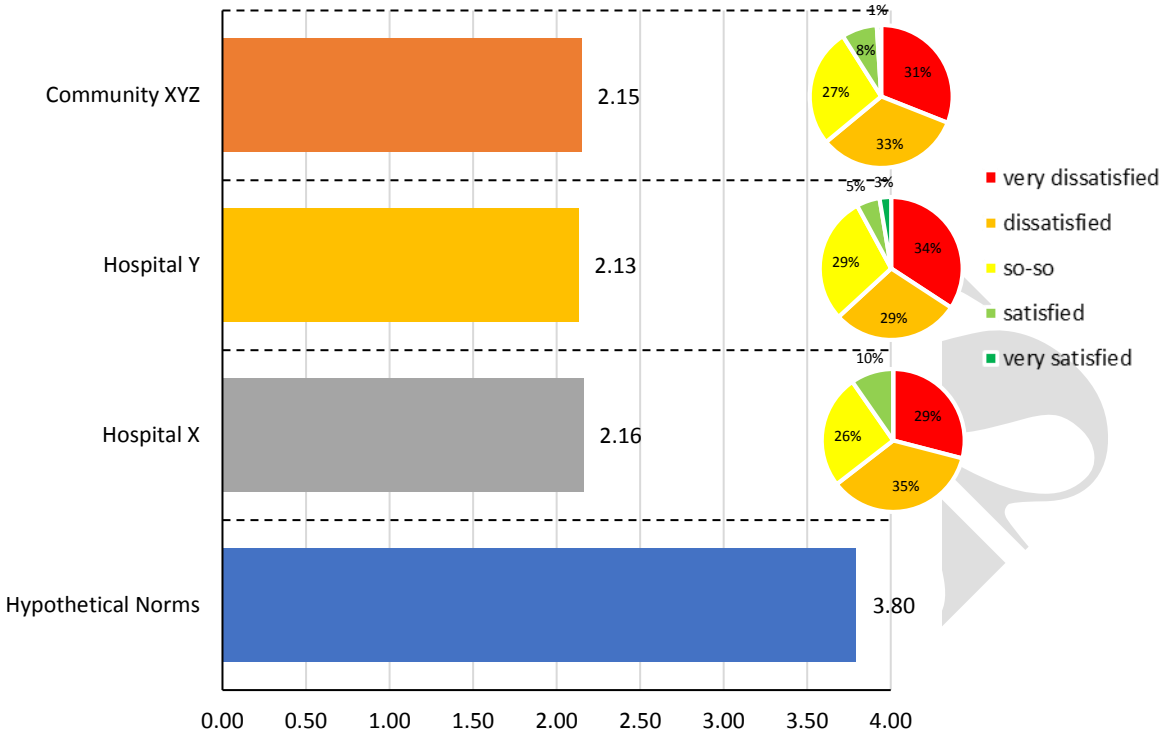
FIGURE 72: Have you, your family, or friends used emergency/emergency room services in the area?



As shown in Figure 73, **satisfaction with emergency/emergency room services for residents and their families and friends in Community XYZ** is far below average (2.15) compared to all other localities surveyed (3.80). Specifically, only 9% of residents described their satisfaction as “very satisfied” or “satisfied”, 27% of residents described their satisfaction as “so-so”, and most (64%) were “dissatisfied” or “very dissatisfied”.

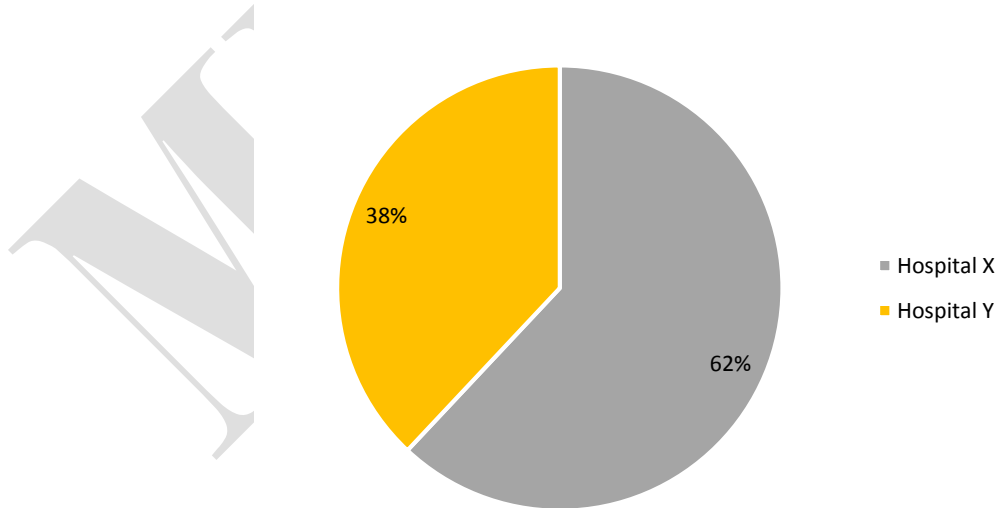
Residents rated satisfaction with Hospital X (2.16) approximately equal to Hospital Y (2.13). 10% of residents who went to Hospital X were “satisfied” (none were “very satisfied”) while 8% who went to Hospital Y were “satisfied” or “very satisfied”. 64% of residents who went to Hospital X and 63% of residents who went to Hospital Y were “dissatisfied” or “very dissatisfied”.

FIGURE 73: How satisfied are you with this health service in your community?



As shown in Figure 74, most residents (62%) visited Hospital X for the services. Only 38% visited Hospital Y.

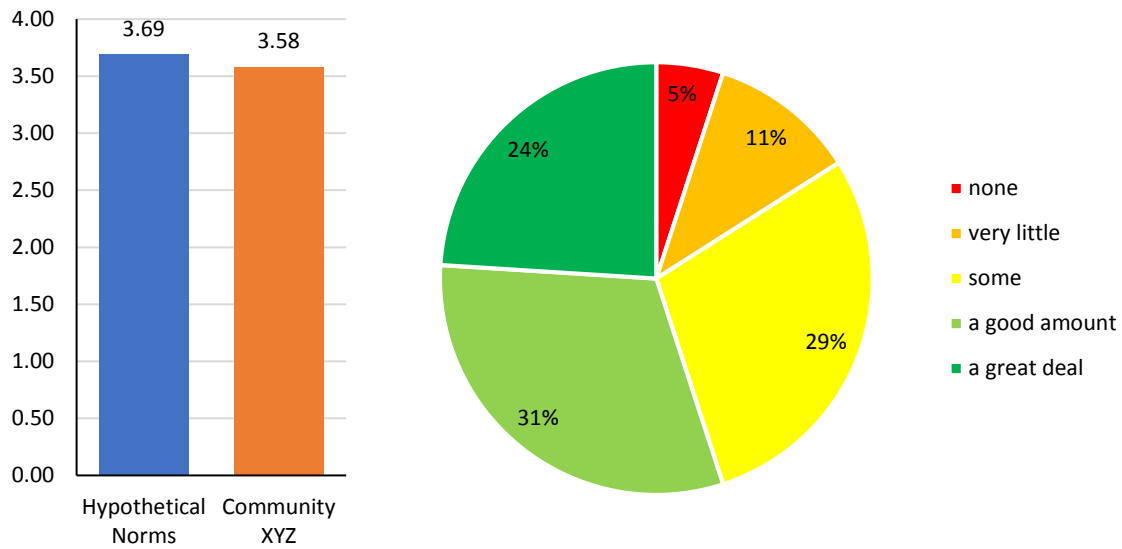
FIGURE 74: Generally, which area facility/system did you or family/friend use?



As shown in Figure 75, knowledge about emergency/emergency room services is slightly below average (3.58) in Community XYZ compared to the other localities surveyed (3.69). Specifically, most (55%) of

residents said they had a “good amount” or a “great deal” of knowledge about the services, while 29% expressed “some” knowledge, and 16% reported having “very little” or “none”.

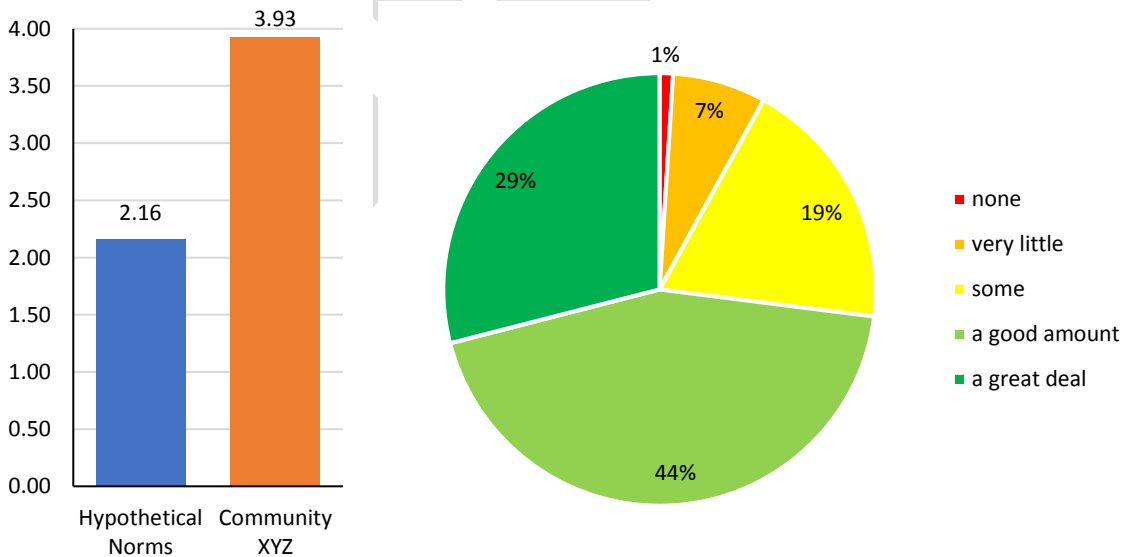
FIGURE 75: How much knowledge do you have about this health service in your community?



Healthcare Information Sources

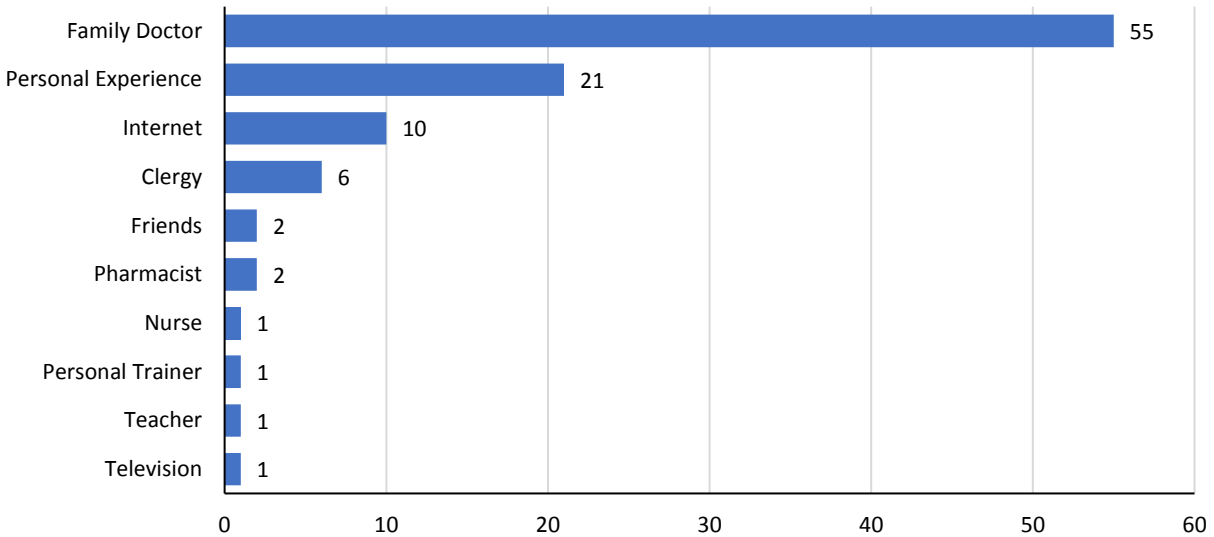
As shown in Figure 76, knowledge about general diseases, sicknesses, or illnesses is far above average (3.93) in Community XYZ compared to the other localities surveyed (2.16). Specifically, most (73%) residents said they had a “good amount” or a “great deal” of knowledge about the services, while 19% expressed “some” knowledge, and only 8% reported having “very little” or “none”.

FIGURE 76: How much knowledge about general diseases, sicknesses, or illnesses do you have?



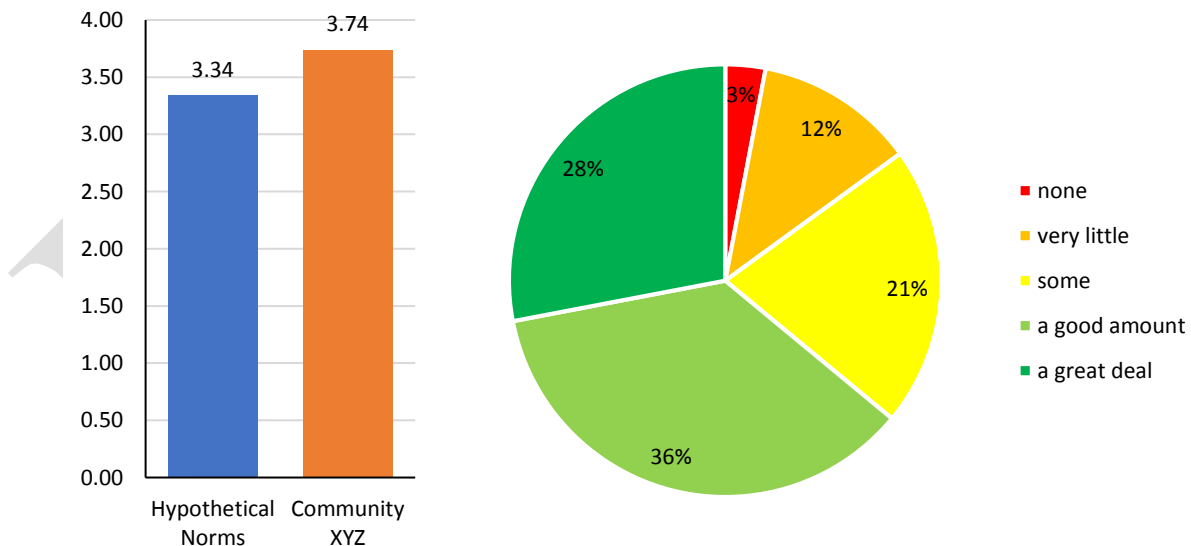
As shown in Figure 77, most residents (55%) turn to their family doctor for education or information about a disease, illness, or sickness. A sizable number also rely on personal experience (21%) or the internet (10%).

FIGURE 77: Where would you turn for education or information about a disease, illness or sickness? Most important sources.



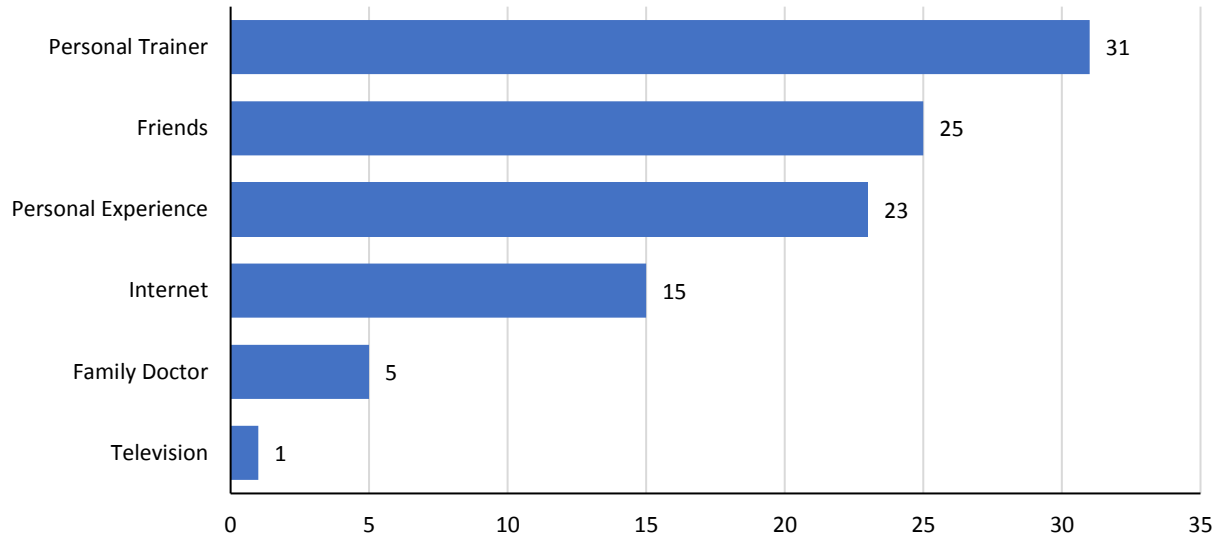
As shown in Figure 78, knowledge about preventative, health improvement, or fitness issues is above average (3.74) in Community XYZ compared to the other localities surveyed (3.34). Specifically, most (64%) residents said they had a “good amount” or a “great deal” of knowledge about the services, while 21% expressed “some” knowledge, and only 15% reported having “very little” or “none”.

FIGURE 78: How much knowledge about preventative, health improvement, or fitness issues do you have?



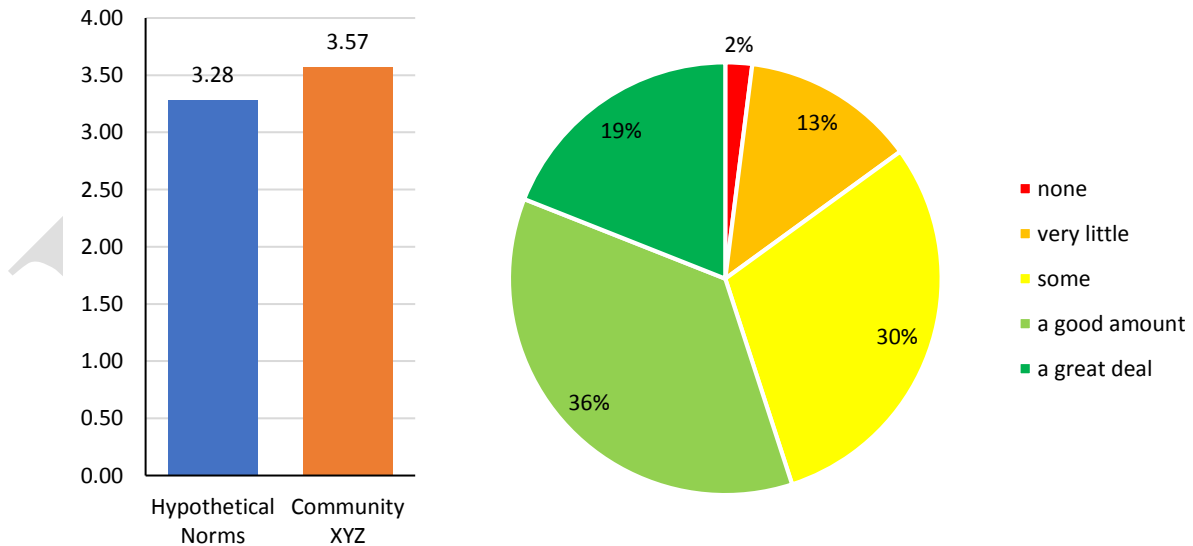
As shown in Figure 79, 31% of residents turn to their personal trainer for education or information about preventative, health improvement, or fitness issues. A sizable number also rely on friends (25%), personal experience (23%), or the internet (15%).

FIGURE 79: Where would you turn for education or for information to use when making choices about preventative, health improvement, or fitness issues?



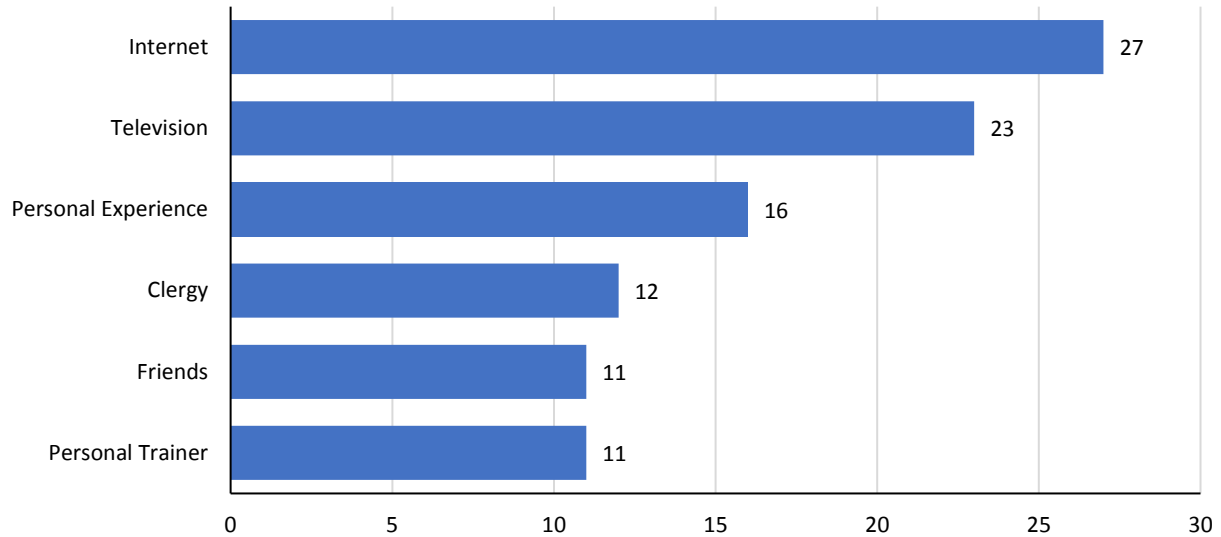
As shown in Figure 80, knowledge about symptoms of stress or methods of stress reduction is above average (3.57) in Community XYZ compared to the other localities surveyed (3.28). Specifically, most (55%) residents said they had a “good amount” or a “great deal” of knowledge about the services, while 30% expressed “some” knowledge, and only 15% reported having “very little” or “none”.

FIGURE 80: How much knowledge about symptoms of stress or methods of stress reduction do you have?



As shown in Figure 81, 27% of residents used the internet for education or information about symptoms of stress or methods of stress reduction. A sizable number also rely on television (23%) and personal experience (16%).

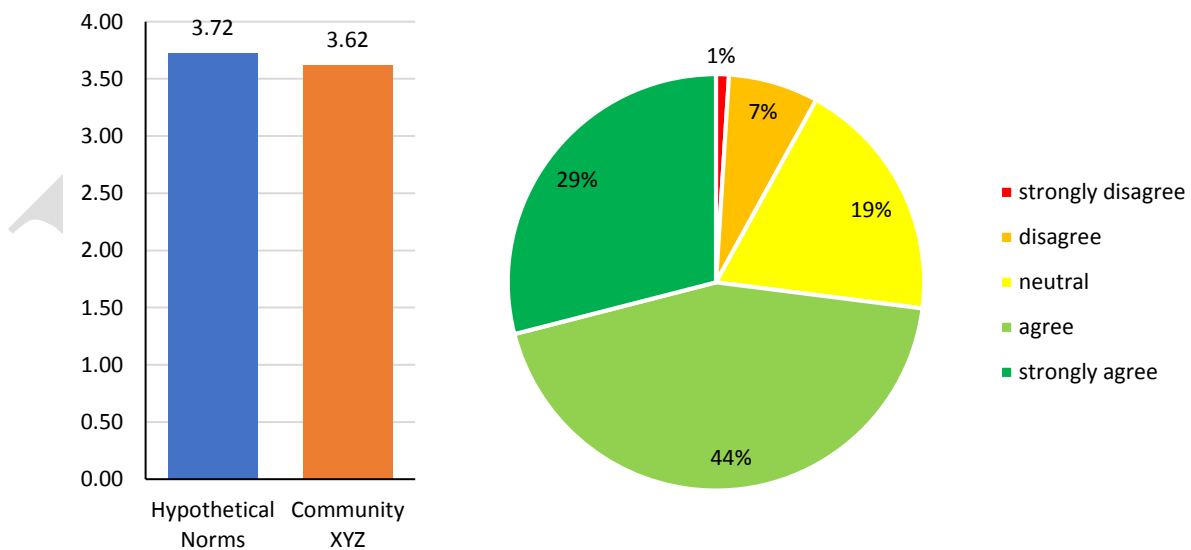
FIGURE 81: Where would you turn for education or information related to symptoms of stress or methods of stress reduction?



Opinions on General Healthcare Issues

As shown in Figure 82, residents of Community XYZ agreed with the statement “I often find myself discussing health care issues with my friends, co-workers, and family” slightly less (3.62) than other localities surveyed (3.72). Specifically, 73% of residents said they “agree” or “strongly agree” with the statement, while only 8% “disagree” or “strongly disagree”.

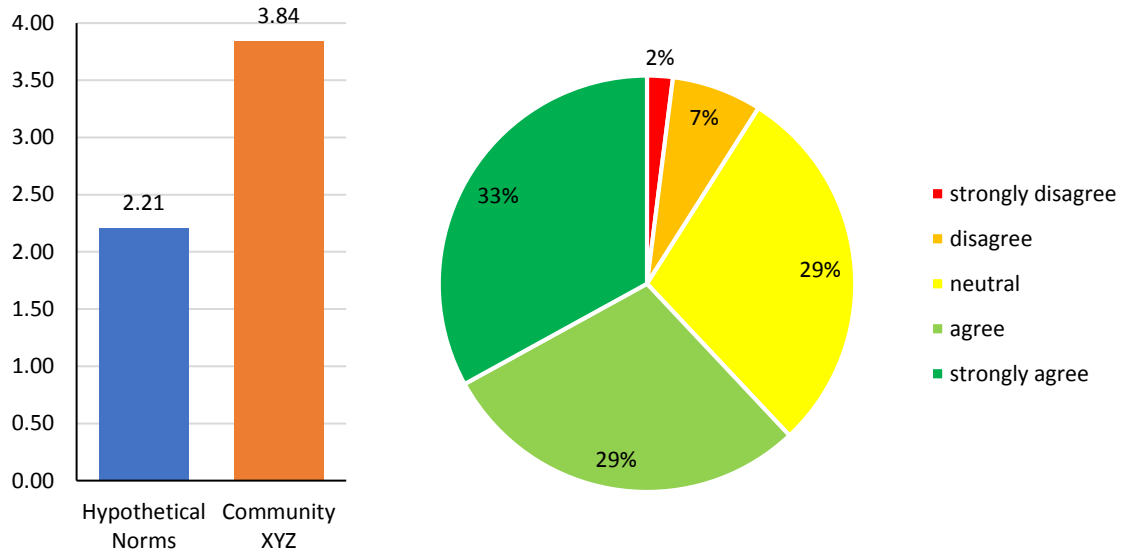
FIGURE 82: I often find myself discussing health care issues with my friends, co-workers, and family.



As shown in Figure 83, residents of Community XYZ agreed with the statement “I actively seek out information about any health care issue that concerns me” much more (3.84) than other localities

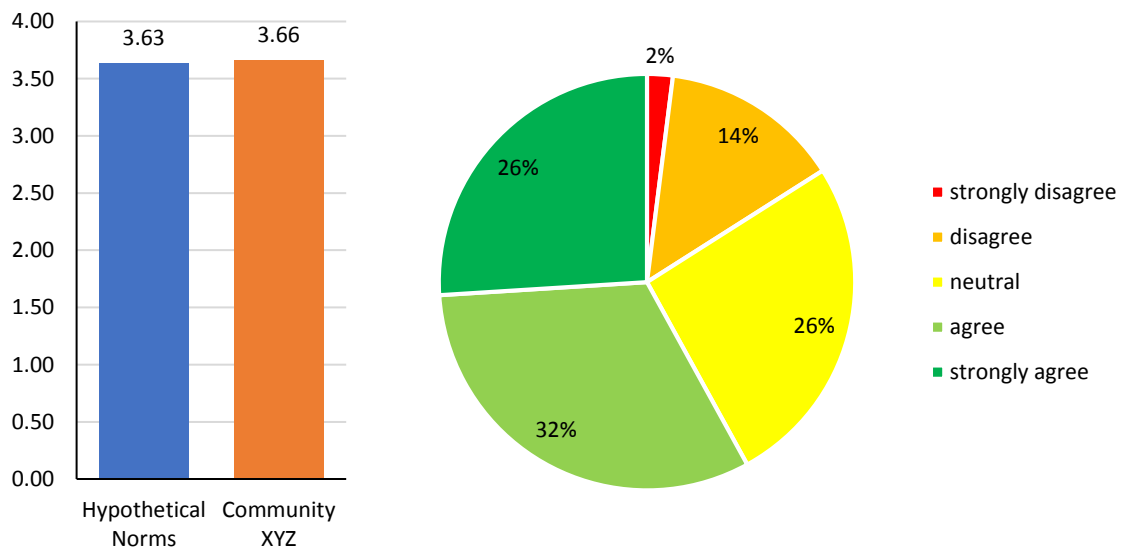
surveyed (2.21). Specifically, 52% of residents said they “agree” or “strongly agree” with the statement, while only 9% “disagree” or “strongly disagree”.

FIGURE 83: I actively seek out information about any health care issue that concerns me.



As shown in Figure 84, residents of Community XYZ agreed with the statement “generally, a lot of information that I get from area health care providers is confusing” approximately the same (3.66) as other localities surveyed (3.63). Specifically, 58% of residents said they “agree” or “strongly agree” with the statement, while 16% “disagree” or “strongly disagree”.

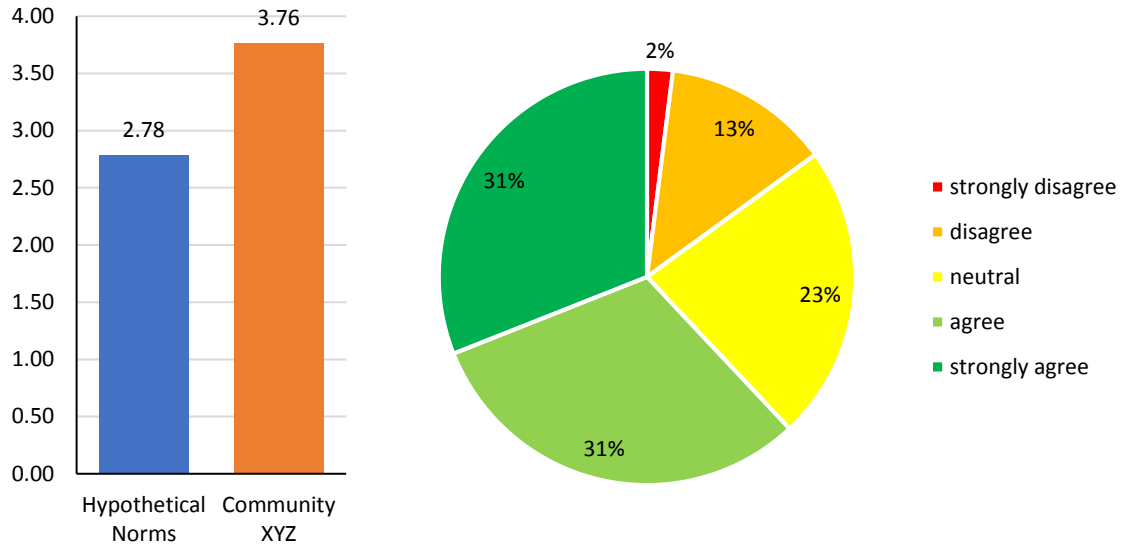
FIGURE 84: Generally, a lot of the information that I get from area health care providers is confusing.



As shown in Figure 85, residents of Community XYZ agreed with the statement “the average person can do very little to control the cost of their personal health care” more (3.76) than other localities surveyed

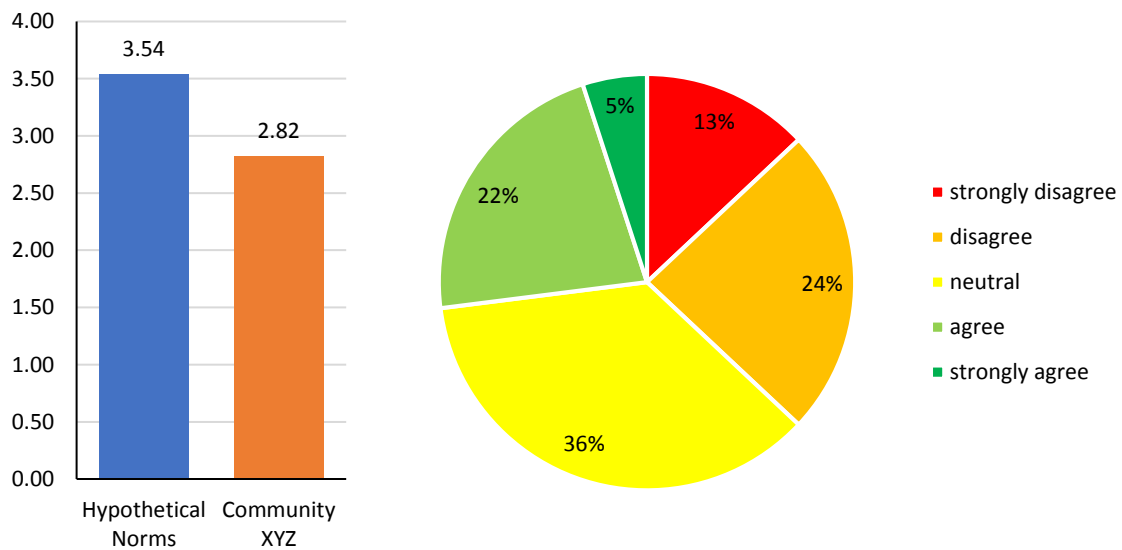
(2.78). Specifically, 62% of residents said they “agree” or “strongly agree” with the statement, while 15% “disagree” or “strongly disagree”.

FIGURE 85: The average person can do very little to control the cost of their personal health care.



As shown in Figure 86, residents of Community XYZ agreed with the statement “I feel like I have complete control over my personal health care needs” less (2.82) than other localities surveyed (3.54). Specifically, 27% of residents said they “agree” or “strongly agree” with the statement, while 37% “disagree” or “strongly disagree”.

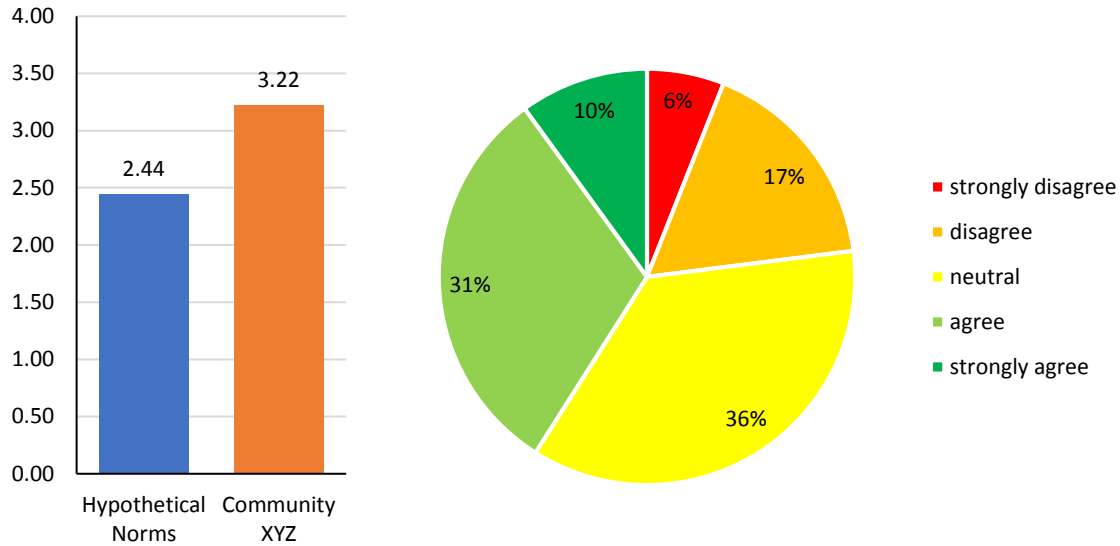
FIGURE 86: I feel like I have complete control over my personal health care needs.



As shown in Figure 87, residents of Community XYZ agreed with the statement “I feel like what happens to my personal health is mostly influenced by the actions of the doctors and the health care system”

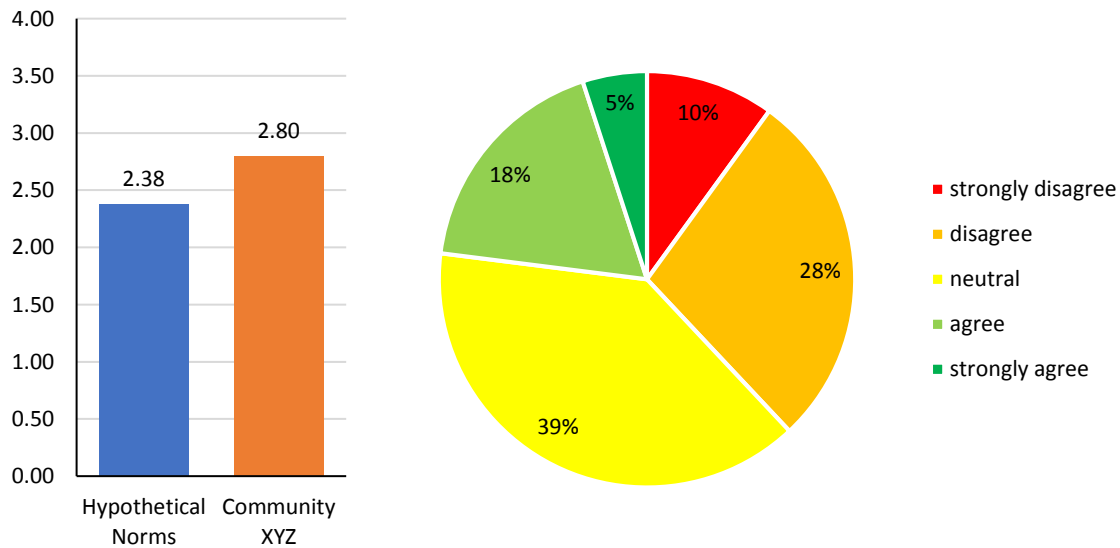
more (3.22) than other localities surveyed (2.44). Specifically, 41% of residents said they “agree” or “strongly agree” with the statement, while 23% “disagree” or “strongly disagree”.

FIGURE 87: I feel like what happens to my personal health is mostly influenced by the actions of the doctors, and the health care system.



As shown in Figure 88, residents of Community XYZ agreed with the statement “my personal health is mostly controlled by the people who are involved in or with medical care” more (2.80) than other localities surveyed (2.38). Specifically, 23% of residents said they “agree” or “strongly agree” with the statement, while 38% “disagree” or “strongly disagree”.

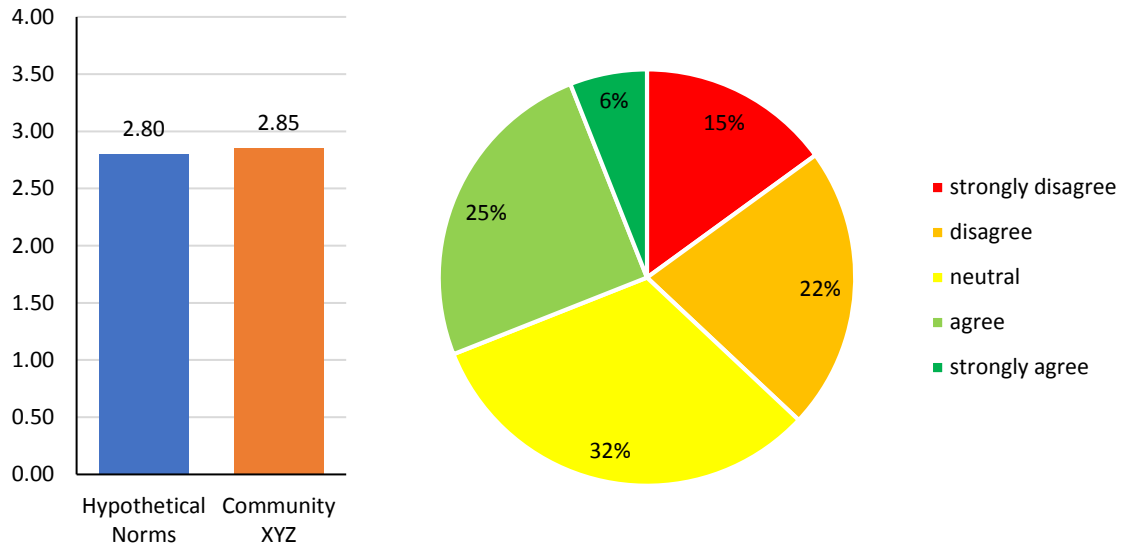
FIGURE 88: My personal health is mostly controlled by the people who are involved in or with medical care.



As shown in Figure 89, residents of Community XYZ agreed with the statement “people like myself have very little chance of serving our personal interests when they conflict with those of the health care

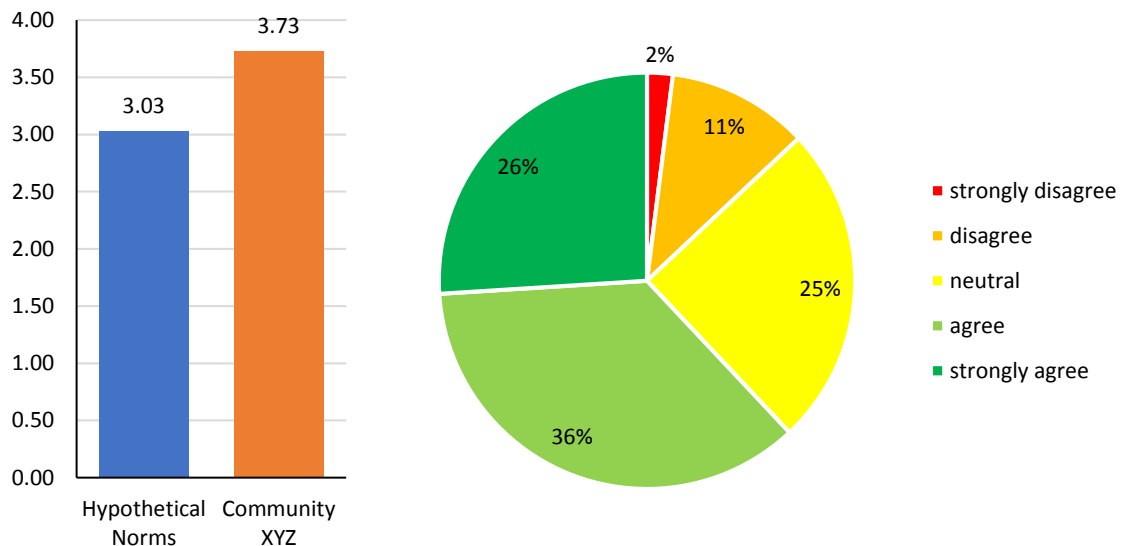
institution” approximately the same (2.85) as other localities surveyed (2.80). Specifically, 31% of residents said they “agree” or “strongly agree” with the statement, while 37% “disagree” or “strongly disagree”.

FIGURE 89: People like myself have very little chance of serving our personal interests when they conflict with those of the health care institution.



As shown in Figure 90, residents of Community XYZ agreed with the statement “the health care providers in my area are very committed to giving high quality care” more (3.73) than other localities surveyed (3.03). Specifically, 62% of residents said they “agree” or “strongly agree” with the statement, while only 13% “disagree” or “strongly disagree”.

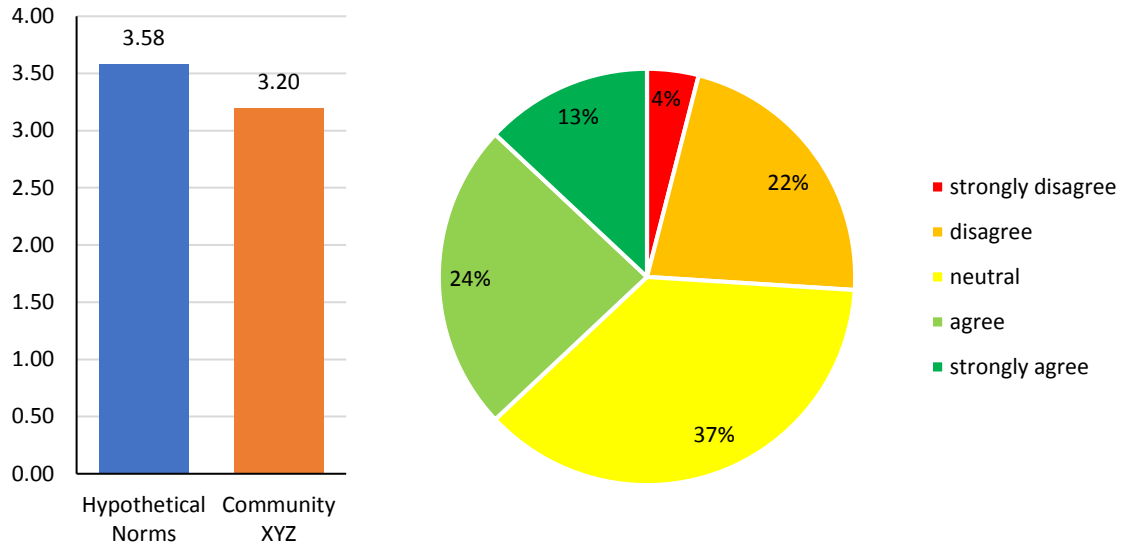
FIGURE 90: The health care providers in my area are very committed to giving high quality care.



As shown in Figure 91, residents of Community XYZ agreed with the statement “the health care providers in my area are more concerned about making money than about giving quality care to people

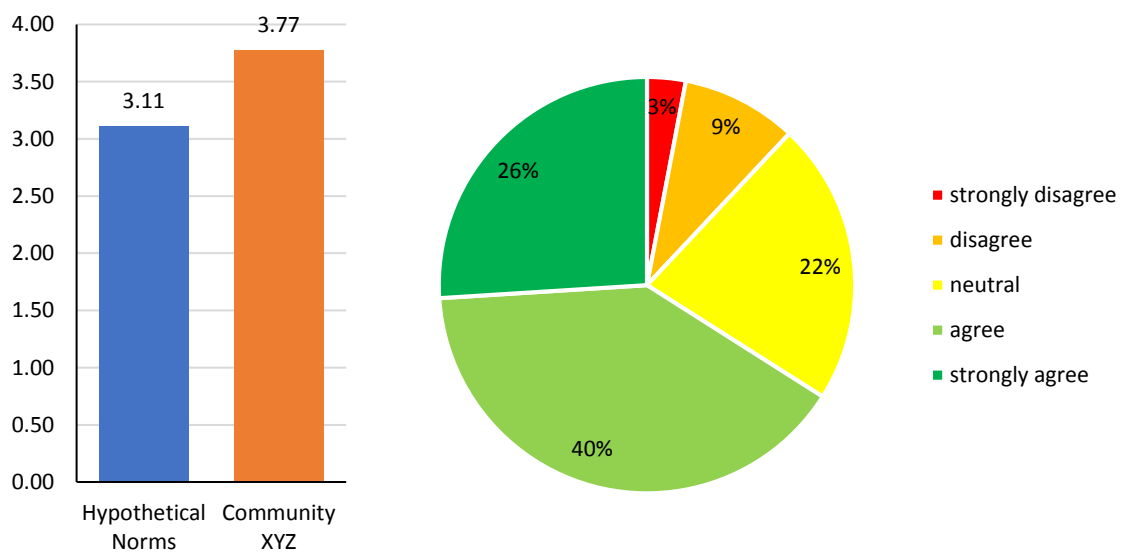
they serve” less (3.20) than other localities surveyed (3.58). Specifically, 37% of residents said they “agree” or “strongly agree” with the statement, while 26% “disagree” or “strongly disagree”.

FIGURE 91: The health care providers in my area are more concerned about making money than about giving quality care to people they serve.



As shown in Figure 92, residents of Community XYZ agreed with the statement “my health is no one’s responsibility but my own” more (3.77) than other localities surveyed (3.11). Specifically, 66% of residents said they “agree” or “strongly agree” with the statement, while only 12% “disagree” or “strongly disagree”.

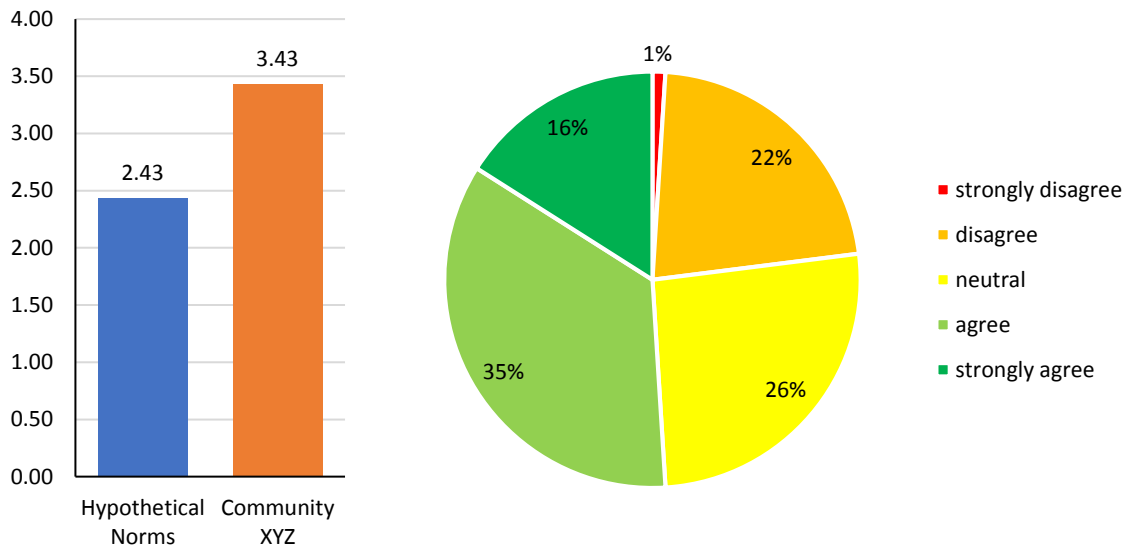
FIGURE 92: My health is no one’s responsibility but my own.



As shown in Figure 93, residents of Community XYZ agreed with the statement “most people today can afford good quality health care” more (3.43) than other localities surveyed (2.43). Specifically, 51% of

residents said they “agree” or “strongly agree” with the statement, while only 23% “disagree” or “strongly disagree”.

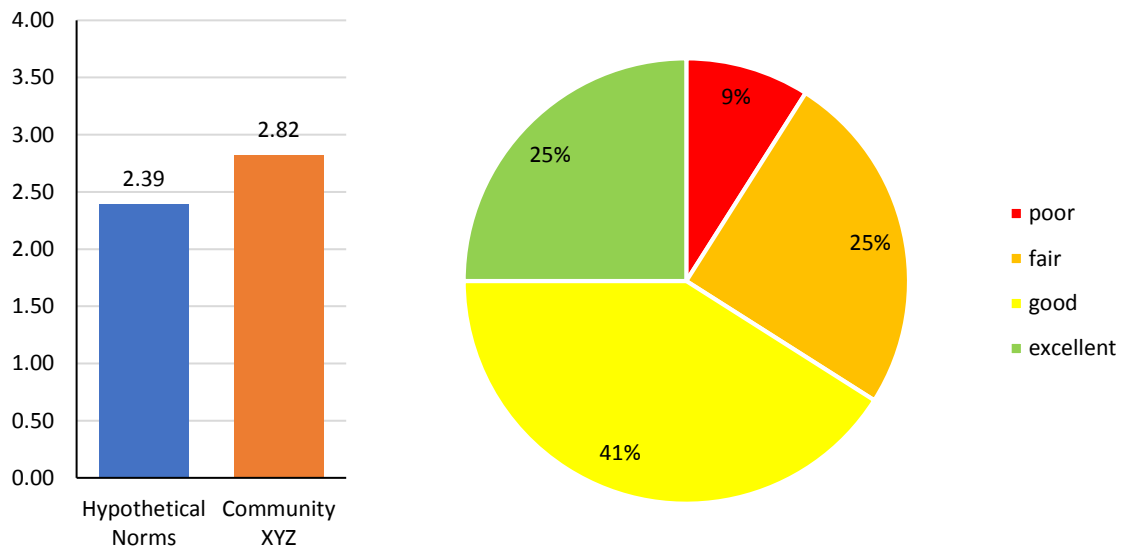
FIGURE 93: Most people today can afford good quality health care.



Personal Health

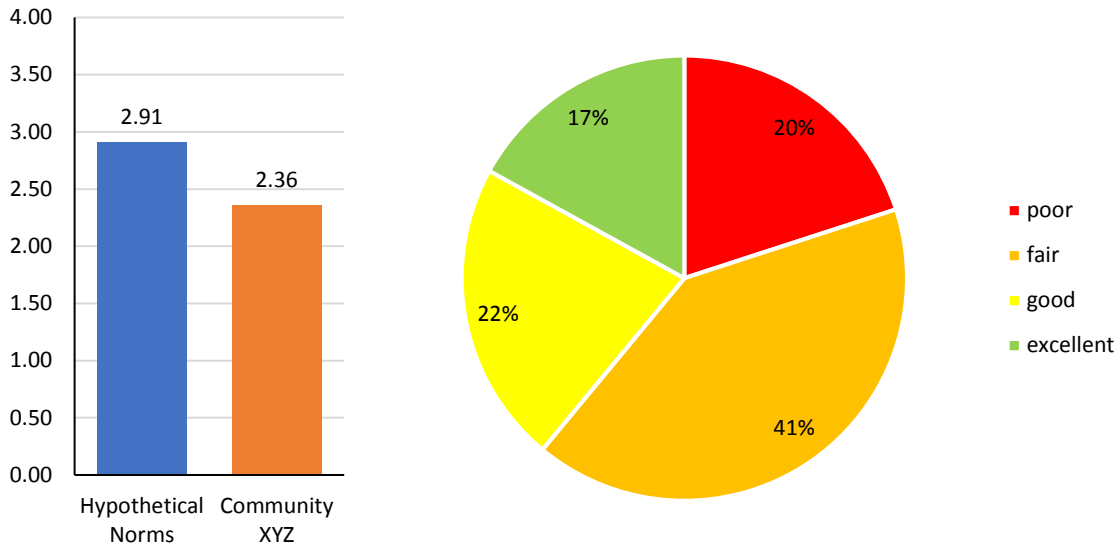
As shown in Figure 94, residents in Community XYZ reported having better current overall health (2.82) than residents of other localities surveyed (2.39). Specially, 66% described their current overall health as “good” or “excellent”, and only 9% described their health as “poor”.

FIGURE 94: In general, would you say your *current overall* health is:



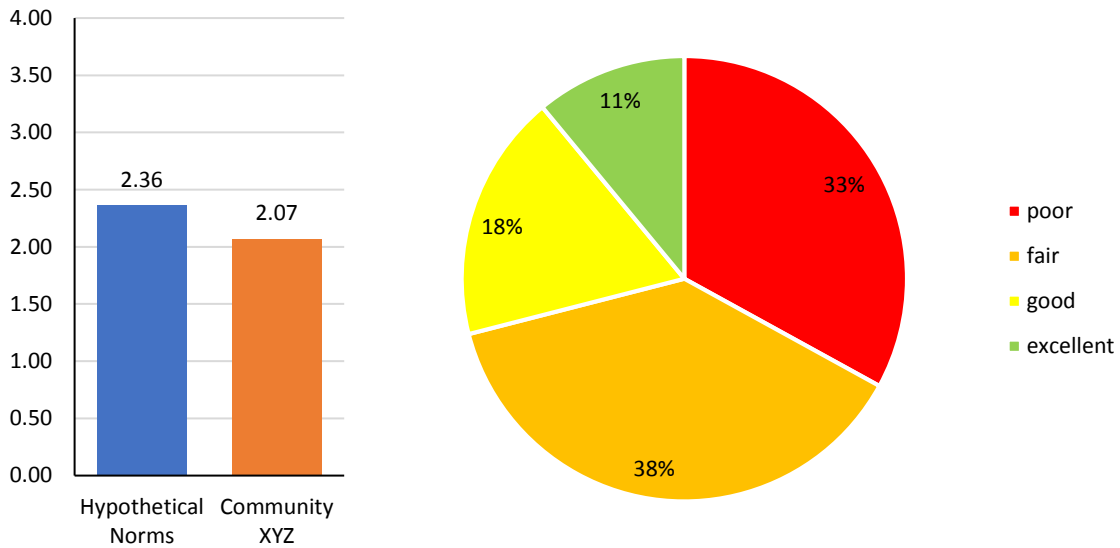
As shown in Figure 95, residents in Community XYZ reported having worse current physical health (2.36) than residents of other localities surveyed (2.91). Specially, 39% described their current physical health as “good” or “excellent”, and 20% described their physical health as “poor”.

FIGURE 95: In general, would you say your *current physical health* is:



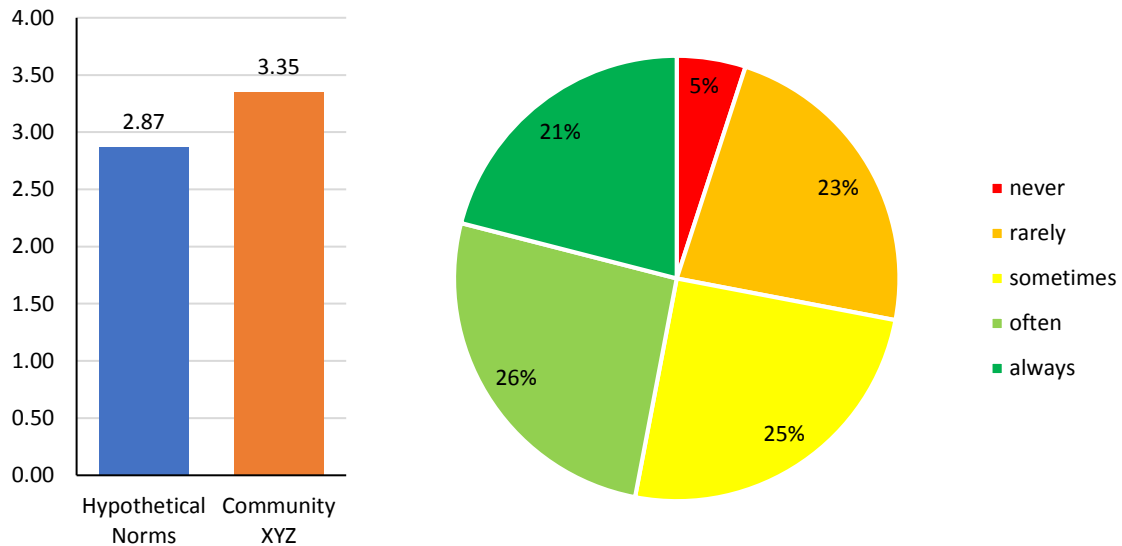
As shown in Figure 96, residents in Community XYZ reported having worse current mental health (2.07) than residents of other localities surveyed (2.36). Specially, 29% described their current physical health as “good” or “excellent”, and 33% described their physical health as “poor”.

FIGURE 96: In general, would you say your *current mental health* is:



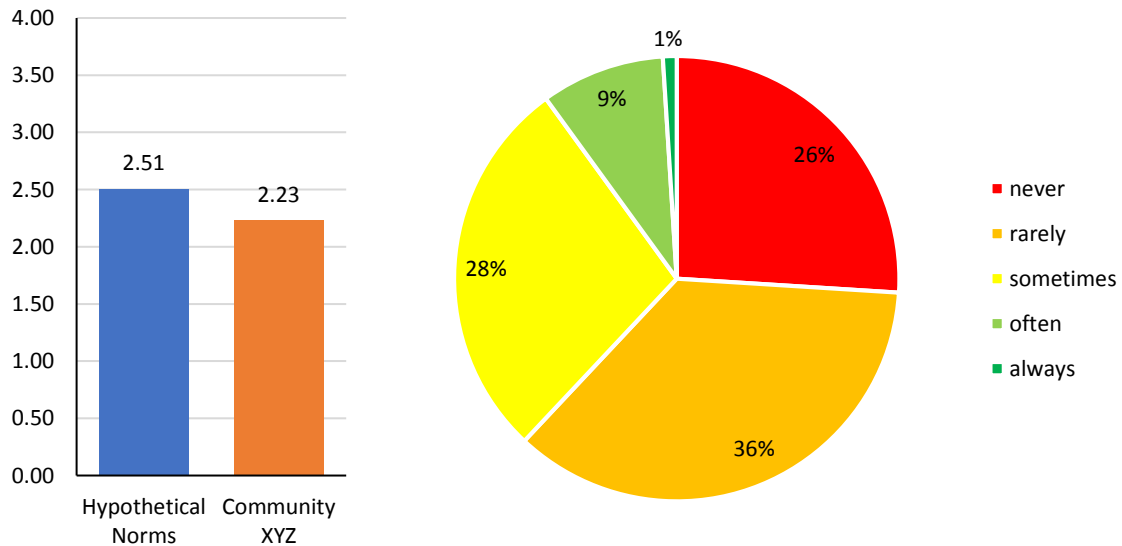
As shown in Figure 97, residents in Community XYZ reported that their physical health or emotional problems interfered with normal social activities more (3.35) than residents in other surveyed localities (2.87). Specifically, 47% answered that interference occurred “often” or “always”, and 28% described the interference occurring “rarely” or “never”.

FIGURE 97: During the past 4 weeks, to what extent has your physical health or emotional problems interfered with your normal social activities involving family, friends, neighbors, or groups?



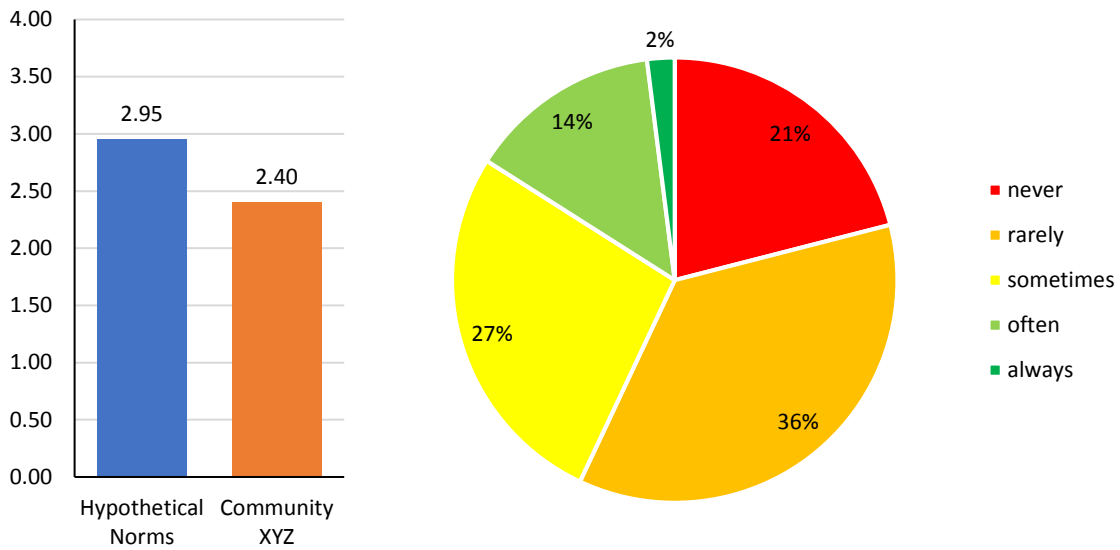
As shown in Figure 98, residents in Community XYZ reported making special efforts to eat a healthy diet at a lower rate (2.23) than other localities surveyed (2.51). Specifically, only 10% reported “often” or “always” making an effort to eat healthy, while more than half (62%) answered that they “rarely” or “never” tried to eat healthy.

FIGURE 98: Generally, I make a special effort in trying to eat a healthy diet:



As shown in Figure 99, residents in Community XYZ reported making special efforts to exercise or work-out regularly at a lower rate (2.40) than other localities surveyed (2.95). Specifically, 16% reported “often” or “always” making an effort, while more than half (57%) answered that they “rarely” or “never” tried.

FIGURE 99: Generally, I make a special effort to exercise (work-out) regularly:



As shown in Figure 100, residents in Community XYZ reported making special efforts to avoid doing things that are risky to their health at a higher rate (3.19) than other localities surveyed (2.78). Specifically, 40% reported “often” or “always” making an effort, while more than half (57%) answered that they “rarely” or “never” tried.

FIGURE 100: Generally, I make a special effort to avoid doing things that are risky to my health:

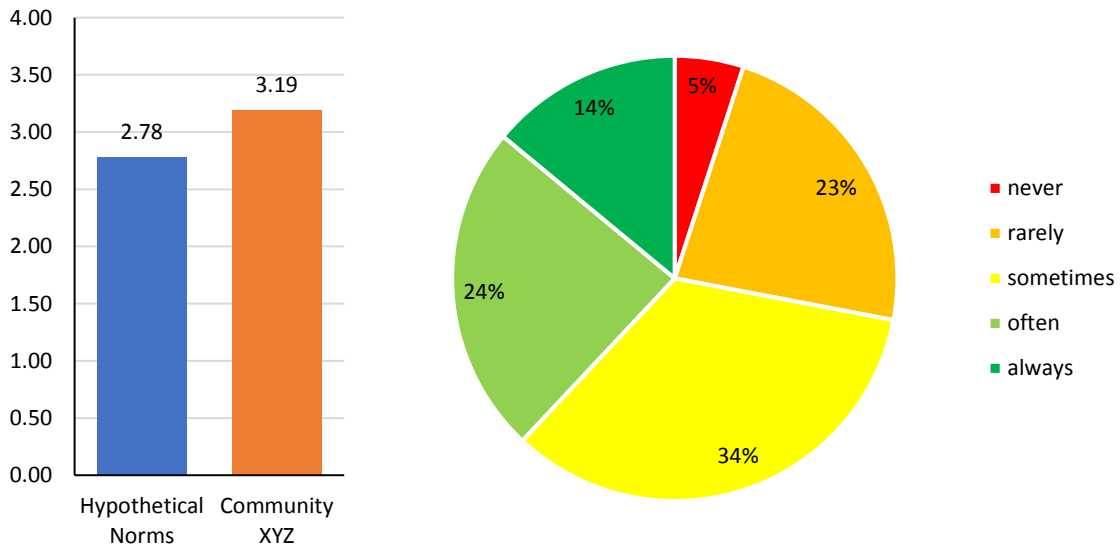
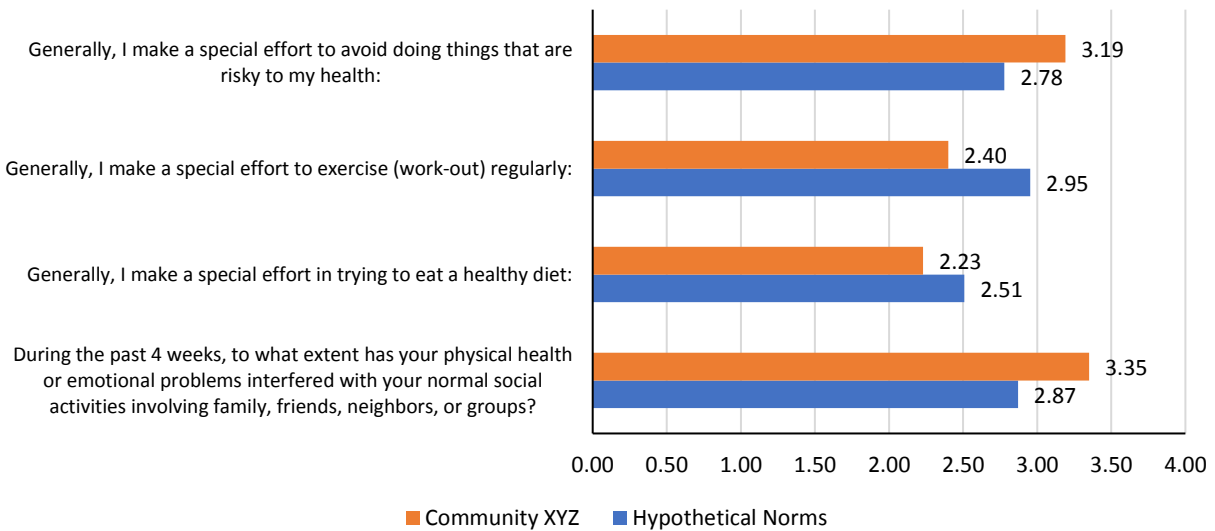
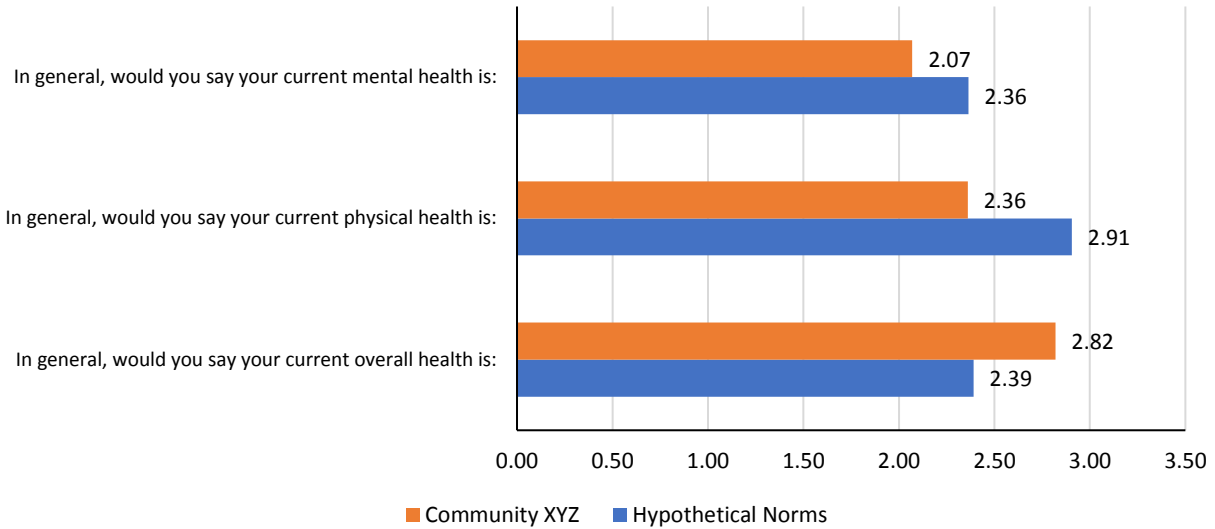


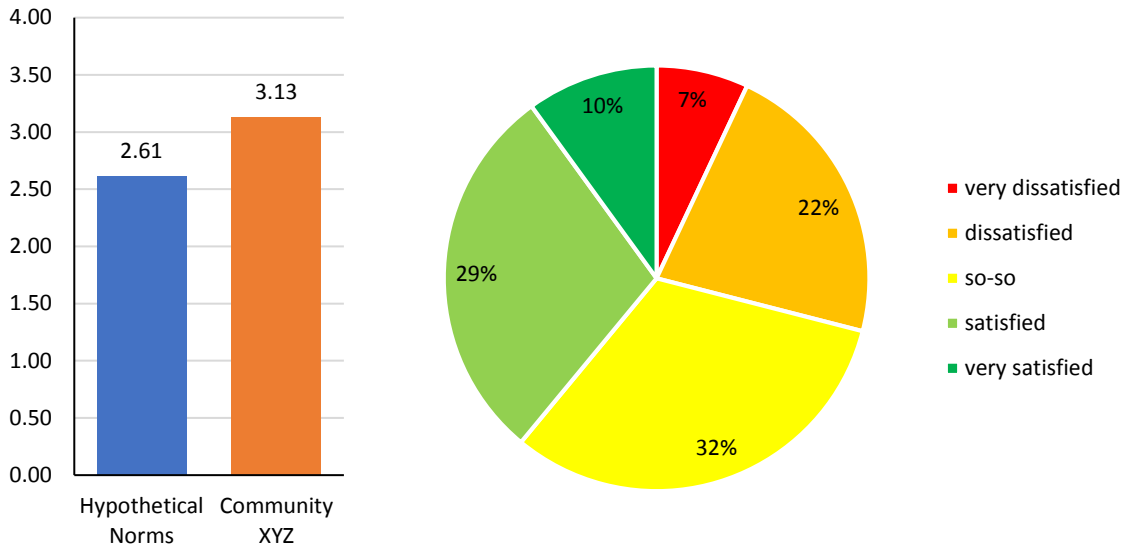
FIGURE 101: Overall Personal Health



Overall Ratings of Healthcare

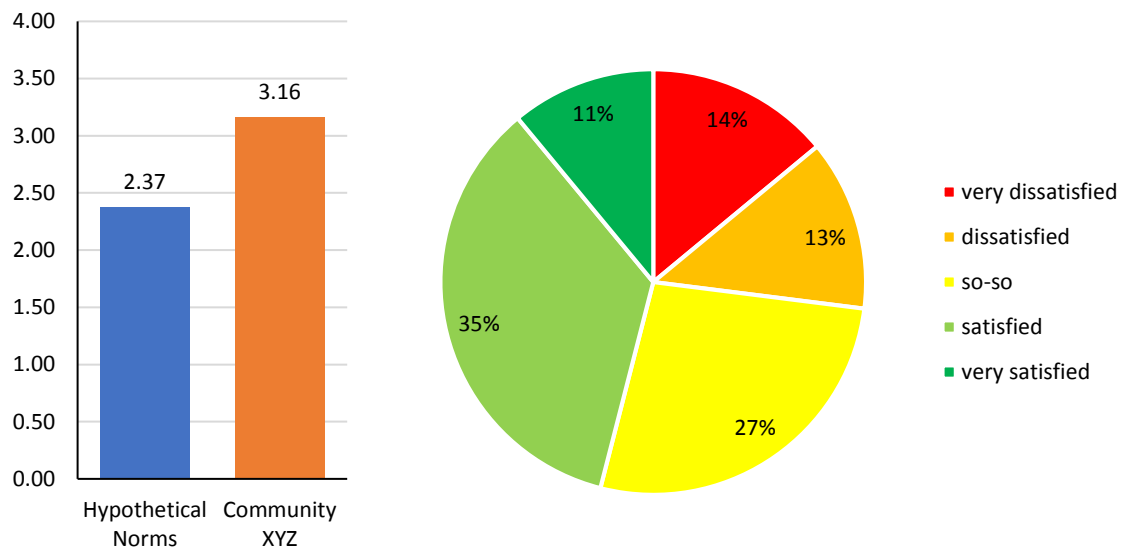
As shown in Figure 102, residents in Community XYZ were more satisfied (2.61) with the overall quality of health care available than residents of other localities surveyed (2.61). Specifically, 39% said they were “satisfied” or “very satisfied”, and 29% were “dissatisfied” or “very dissatisfied”.

FIGURE 102: In general, how satisfied are you with the overall quality of health care available in this area?



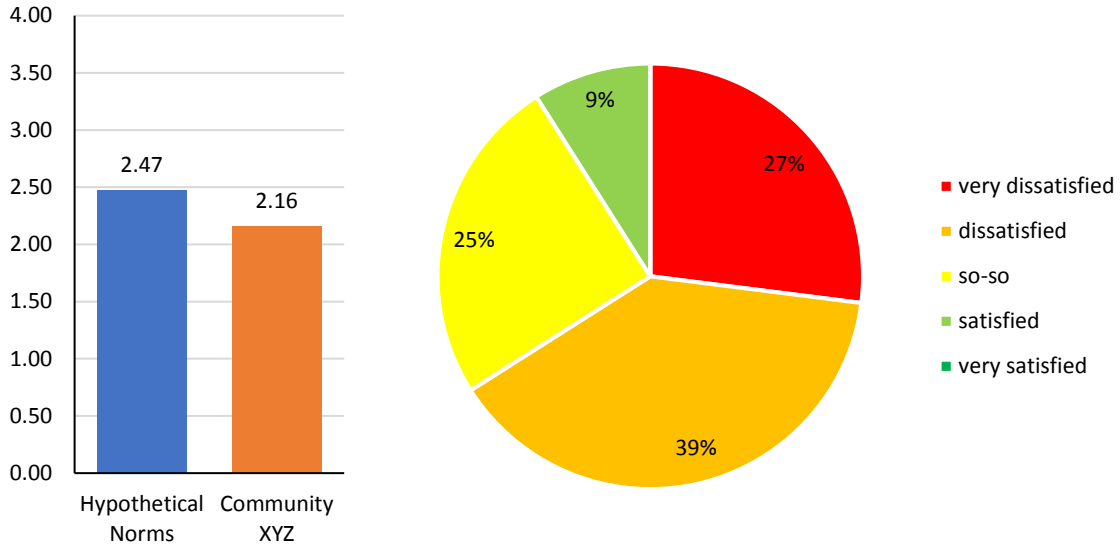
As shown in Figure 103, residents in Community XYZ were more satisfied (3.16) with the overall quality of health care personally received than residents of other localities surveyed (2.37). Specifically, 46% said they were “satisfied” or “very satisfied”, and 27% were “dissatisfied” or “very dissatisfied”.

FIGURE 103: How satisfied are you with the overall quality of health care that you personally have received in the area?



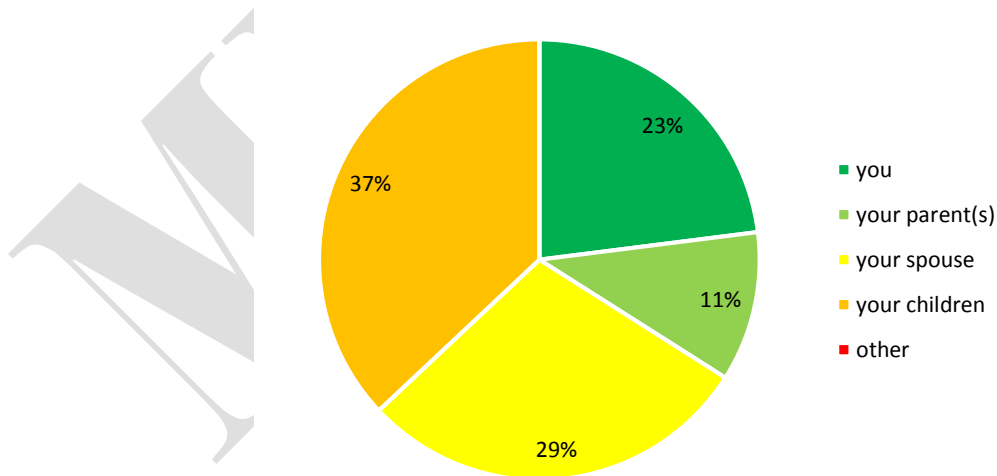
As shown in Figure 104, residents in Community XYZ thought their friends, neighbors, and other family members living in the area were less satisfied (2.16) with the overall quality of health care than residents of other localities surveyed (2.47). Specifically, 34% said their friends, neighbors, and other family members were “satisfied” or “very satisfied”, and most (66%) were “dissatisfied” or “very dissatisfied”.

FIGURE 104: How satisfied, would you say, most of your friends, neighbors, and other family members living in the area are with the overall quality of health care available in this area?



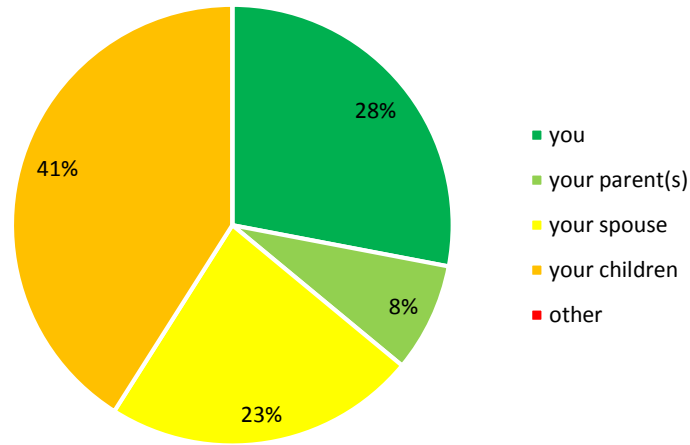
As shown in Figure 105, healthcare decisions for residents in Community XYZ were usually made by their children (37%). Only 23% of residents made their own healthcare decisions, and 29% had their decisions taken care of by their spouse. A small minority (11%) had their healthcare decisions made by their parents.

FIGURE 105: For your own PERSONAL health care needs who is USUALLY the primary decision maker concerning treatment?



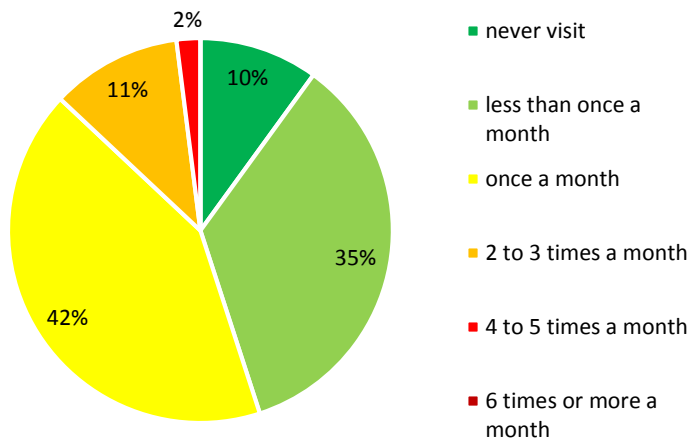
As shown in Figure 106, residents in Community XYZ reported that the healthcare decisions in their households were usually made by their children (41%). Only 28% made their own decisions for their household, and 23% had their household's decisions handled by their spouse. A small minority (8%) had their healthcare decisions made by their parents.

FIGURE 106: Who USUALLY makes the health care decisions in your household?



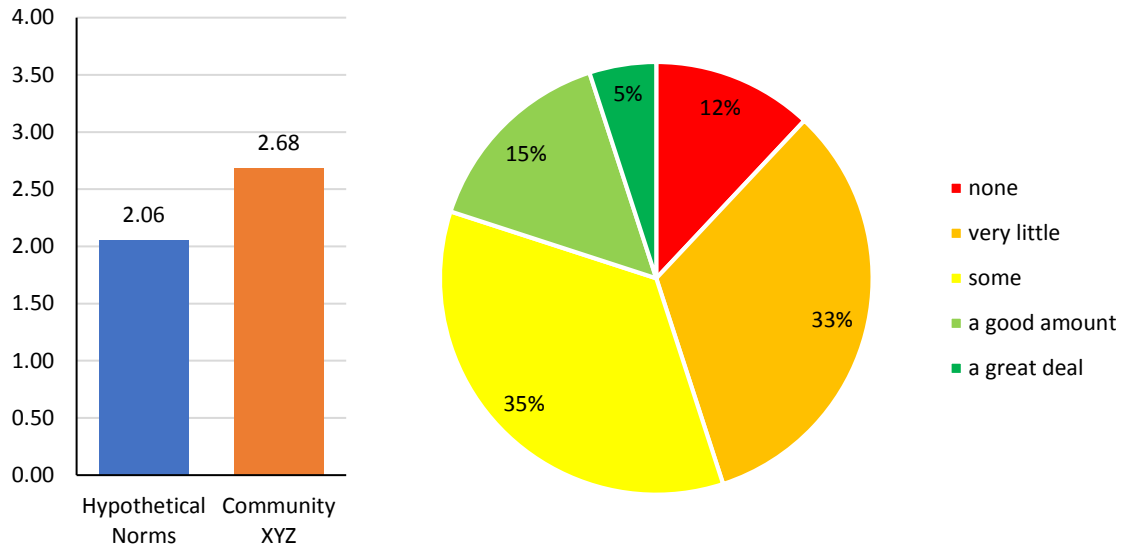
As shown in Figure 107, most residents in Community XYZ (77%) reported personally visiting a health care provider “once a month” or “less than once a month”. A small number reported that they “never visit” (10%) or visit 2-5 times a month (13%). No residents reported visiting a health care provider “6 times or more a month”.

FIGURE 107: On average, how many times a month do you personally (or with a family member) visit a health care provider (doctor’s office, hospital, etc.) in the area?



As shown in Figure 108, general knowledge about health care is above average (2.68) in Community XYZ compared to the other localities surveyed (2.06). Specifically, 20% of residents said they had a “good amount” or a “great deal” of knowledge about the services, while 35% expressed “some” knowledge, and 45% reported having “very little” or “none”.

FIGURE 108: How much general knowledge would you say you have about health care in your community?

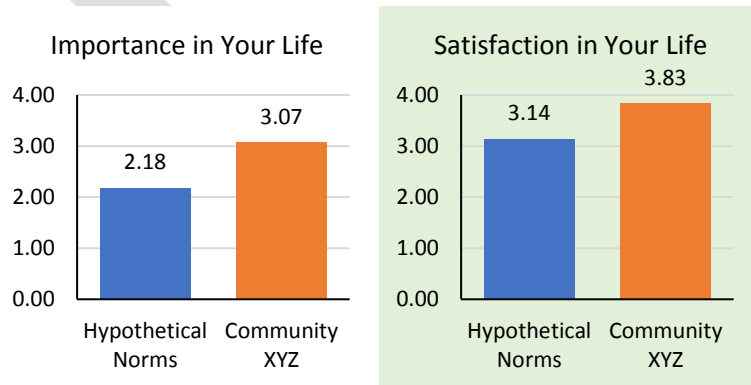


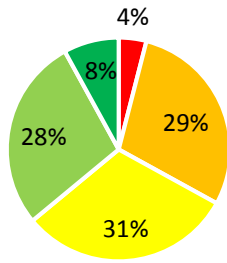
Satisfaction in Other Parts of Life

As shown in Figure 109, job situation is rated as more important in Community XYZ (3.07) than other localities surveyed (2.18). Satisfaction with job situation is also rated more highly (3.83 in Community XYZ versus the average 3.14).

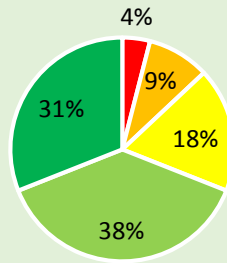
Specifically, 36% of residents in Community XYZ described job situation as “important” or “very important”, and 33% described job situation as “unimportant” or “very unimportant”. A large majority (69%) of residents reported being “satisfied” or “very satisfied” with their job situation, and only a small 13% were “dissatisfied” or “very dissatisfied”.

FIGURE 109: Job Situation





- very unimportant
- unimportant
- somewhat important
- important
- very important

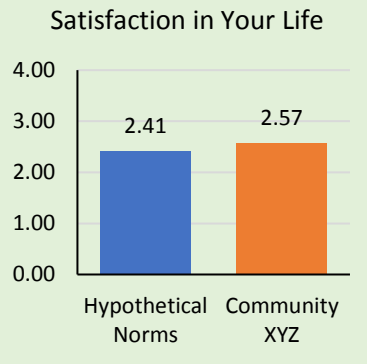
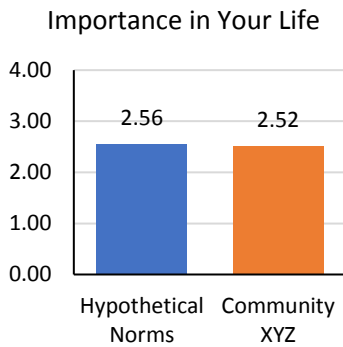


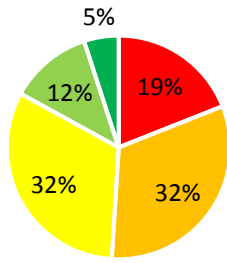
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 110, importance of family life is rated approximately the same in Community XYZ (2.52) as other localities surveyed (2.56). Satisfaction with family life is rated slightly higher (2.57 in Community XYZ versus the average 2.41).

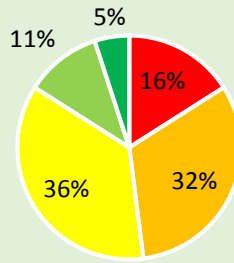
Specifically, 17% of residents in Community XYZ described family life as “important” or “very important”, and 52% described job situation as “unimportant” or “very unimportant”. 16% of residents reported being “satisfied” or “very satisfied” with their family life, and 48% were “dissatisfied” or “very dissatisfied”.

FIGURE 110: Family Life





- very unimportant
- unimportant
- somewhat important
- important
- very important

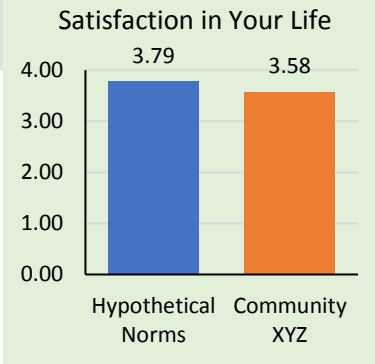
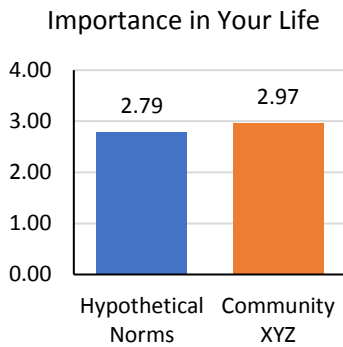


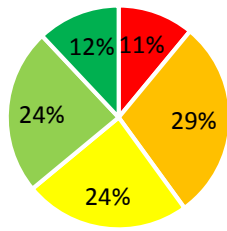
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 111, financial situation is rated as slightly more important in Community XYZ (2.97) than other localities surveyed (2.79). However, satisfaction with financial situation is rated lower (3.58) than in other communities (3.79).

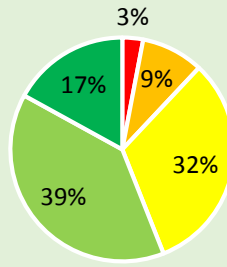
Specifically, 36% of residents in Community XYZ described financial situation as “important” or “very important”, and 40% described it as “unimportant” or “very unimportant”. A majority (56%) of residents reported being “satisfied” or “very satisfied” with their financial situation, and only 12% were “dissatisfied” or “very dissatisfied”.

FIGURE 111: Financial Situation





- very unimportant
- unimportant
- somewhat important
- important
- very important

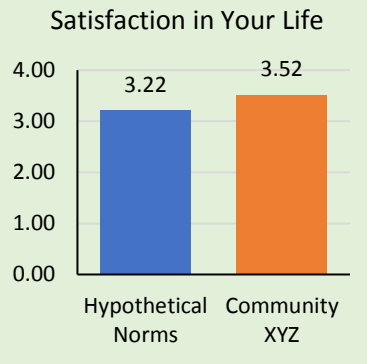
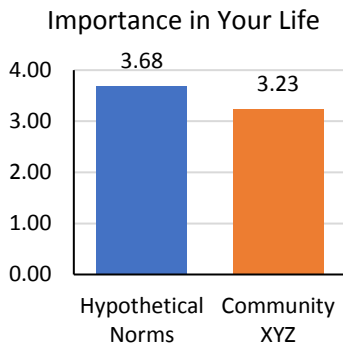


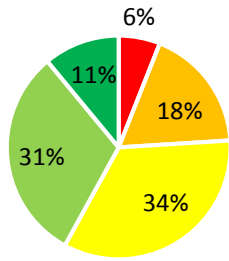
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 112, education is rated as less important in Community XYZ (3.23) than other localities surveyed (3.68). However, satisfaction with education is rated higher (3.52) than in other communities (3.22).

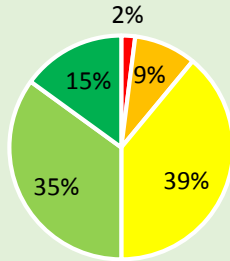
Specifically, 42% of residents in Community XYZ described education as “important” or “very important”, and 24% described it as “unimportant” or “very unimportant”. 50% of residents reported being “satisfied” or “very satisfied” with their education, and only 11% were “dissatisfied” or “very dissatisfied”.

FIGURE 112: Education





- very unimportant
- unimportant
- somewhat important
- important
- very important

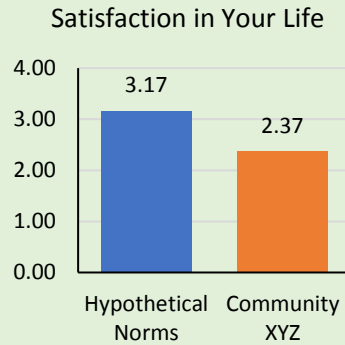
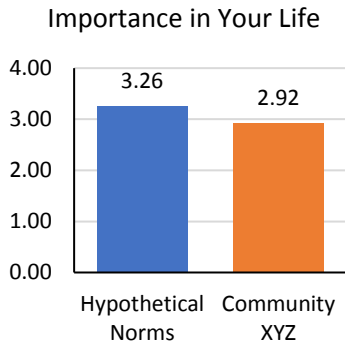


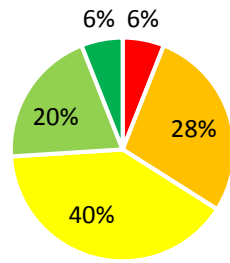
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 113, housing situation is rated as less important in Community XYZ (2.92) than other localities surveyed (3.26). Satisfaction with housing situation is also lower (2.37) than in other communities (3.17).

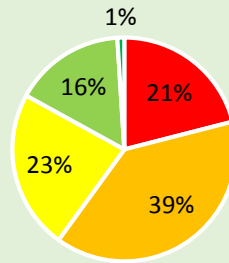
Specifically, 26% of residents in Community XYZ described housing as “important” or “very important”, and 34% described it as “unimportant” or “very unimportant”. Only 17% of residents reported being “satisfied” or “very satisfied” with their housing situation, while a majority (60%) were “dissatisfied” or “very dissatisfied”.

FIGURE 113: Housing Situation





- very unimportant
- unimportant
- somewhat important
- important
- very important

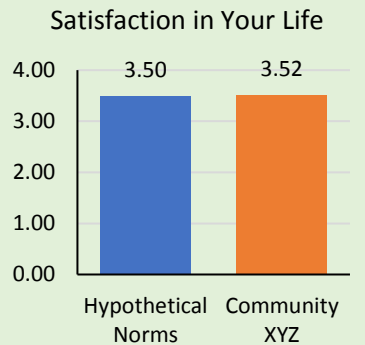
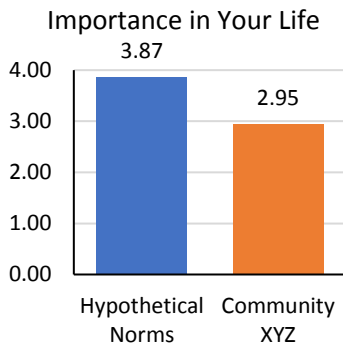


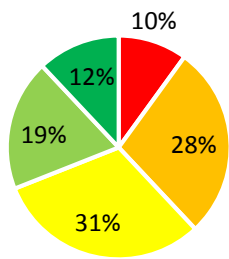
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 114, friends and associates are rated as less important in Community XYZ (2.95) than other localities surveyed (3.87). Satisfaction, however, is rated roughly the same (3.52) as in other communities (3.50).

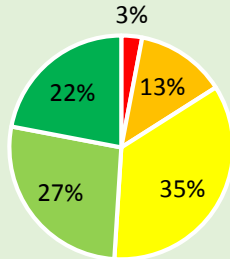
Specifically, 31% of residents in Community XYZ described friends and associates as “important” or “very important”, and 38% described them as “unimportant” or “very unimportant”. Almost half (49%) of residents reported being “satisfied” or “very satisfied” with their friends and associates, and 16% were “dissatisfied” or “very dissatisfied”.

FIGURE 114: Friends and Associates





- very unimportant
- unimportant
- somewhat important
- important
- very important

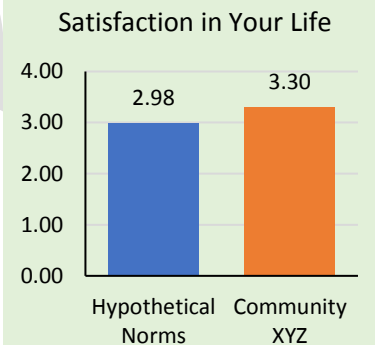
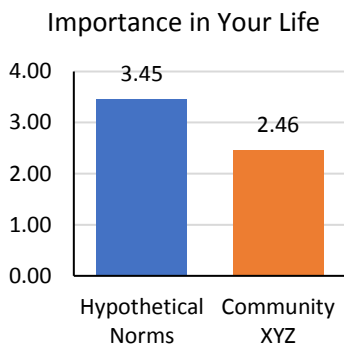


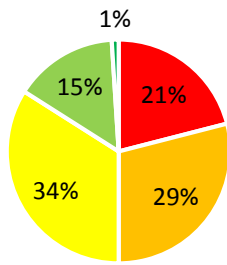
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 115, leisure life is rated as less important in Community XYZ (2.46) than in other localities surveyed (3.45). Satisfaction, however, is rated higher (3.30) than in other communities (2.98).

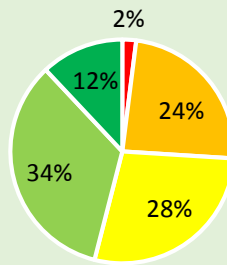
Specifically, 16% of residents in Community XYZ described leisure life as “important” or “very important”, and 50% described it as “unimportant” or “very unimportant”. 46% of residents reported being “satisfied” or “very satisfied” with their leisure life, and 26% were “dissatisfied” or “very dissatisfied”.

FIGURE 115: Leisure Life





- very unimportant
- unimportant
- somewhat important
- important
- very important

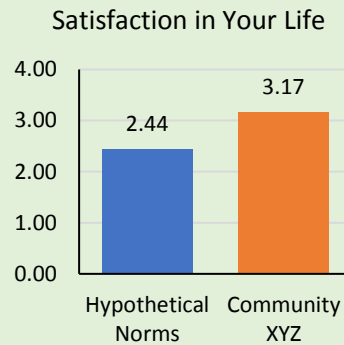
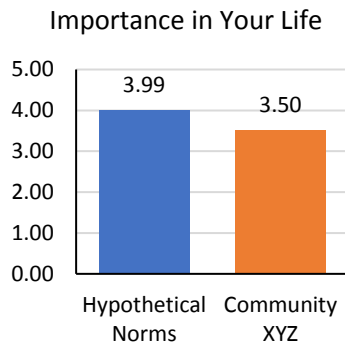


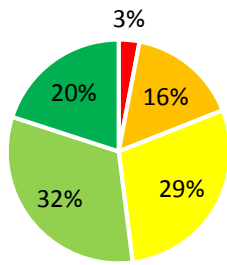
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 116, cultural life is rated as less important in Community XYZ (3.50) than in other localities surveyed (3.99). Satisfaction, however, is rated higher (3.17) than in other communities (2.44).

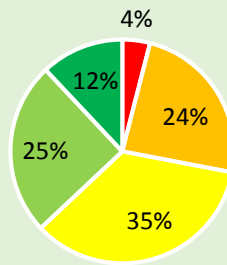
Specifically, 52% of residents in Community XYZ described cultural life as “important” or “very important”, and 19% described it as “unimportant” or “very unimportant”. 37% of residents reported being “satisfied” or “very satisfied” with their cultural life, and 26% were “dissatisfied” or “very dissatisfied”.

FIGURE 116: Cultural Life





- very unimportant
- unimportant
- somewhat important
- important
- very important

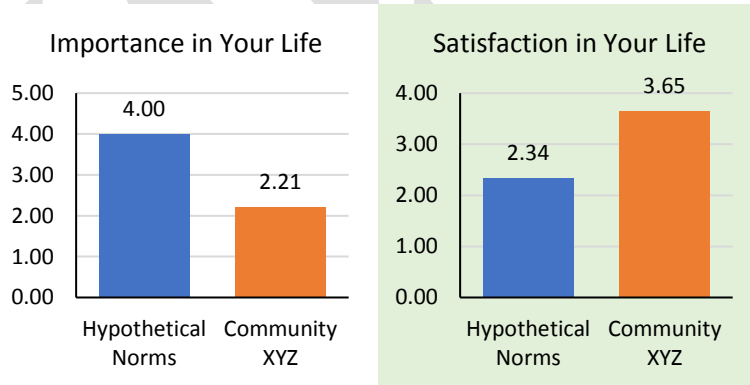


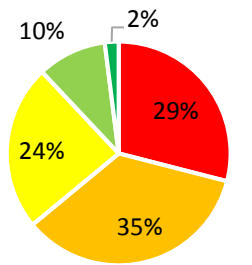
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 117, social status is rated as much less important in Community XYZ (2.21) than in other localities surveyed (4.00). Satisfaction with social status, however, is rated much higher (3.65) than in other communities (2.34).

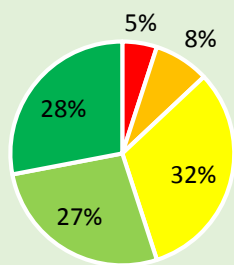
Specifically, 12% of residents in Community XYZ described social status as “important” or “very important”, and 64% described it as “unimportant” or “very unimportant”. 55% of residents reported being “satisfied” or “very satisfied” with their social status, and 13% were “dissatisfied” or “very dissatisfied”.

FIGURE 117: Social Status





- very unimportant
- unimportant
- somewhat important
- important
- very important

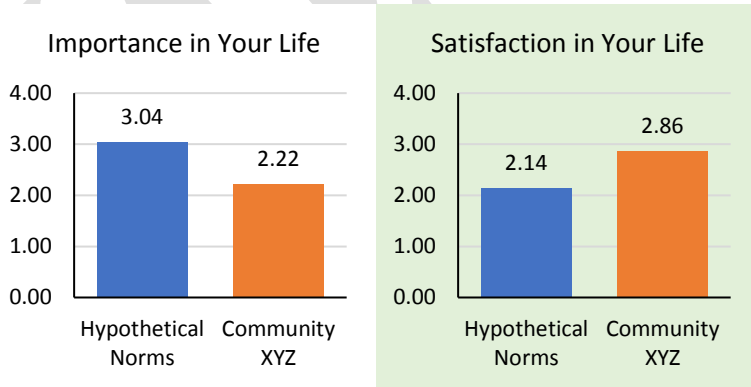


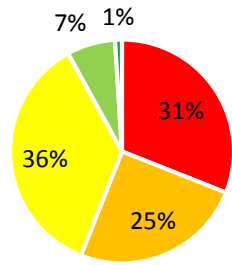
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 118, spiritual life is rated less important in Community XYZ (2.22) than in other localities surveyed (3.04). Satisfaction with spiritual life, however, is rated higher (2.86) than in other communities (2.14).

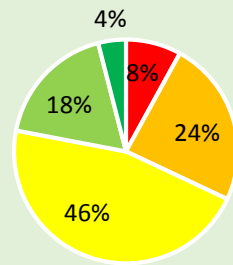
Specifically, 8% of residents in Community XYZ described spiritual life as “important” or “very important”, and 56% described it as “unimportant” or “very unimportant”. 22% of residents reported being “satisfied” or “very satisfied” with their spiritual life, and 32% were “dissatisfied” or “very dissatisfied”.

FIGURE 118: Spiritual Life





- very unimportant
- unimportant
- somewhat important
- important
- very important

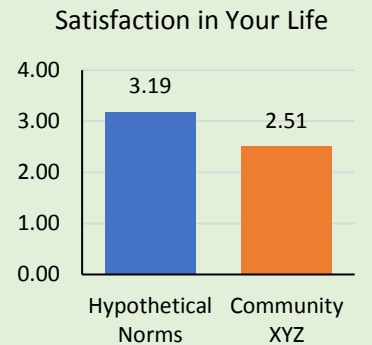
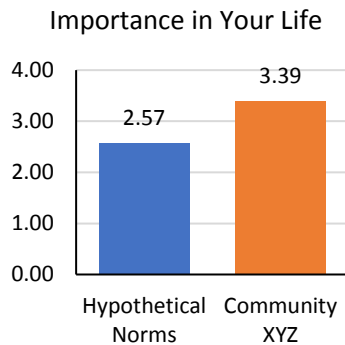


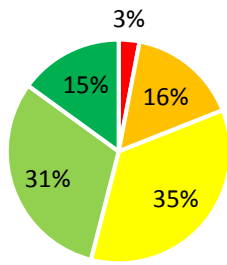
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 118, overall community is rated more important in Community XYZ (3.39) than in other localities surveyed (2.57). Satisfaction with overall community, however, is rated lower (2.51) than in other communities (3.19).

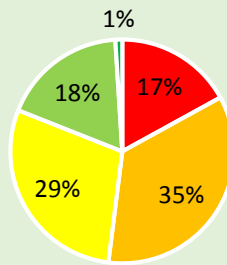
Specifically, 46% of residents in Community XYZ described the overall community as “important” or “very important”, and 19% described it as “unimportant” or “very unimportant”. 19% of residents reported being “satisfied” or “very satisfied” with their overall community, and 52% were “dissatisfied” or “very dissatisfied”.

FIGURE 119: Overall Community





- very unimportant
- unimportant
- somewhat important
- important
- very important

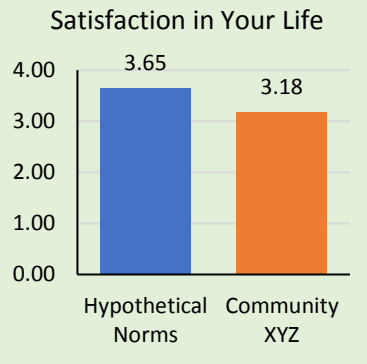
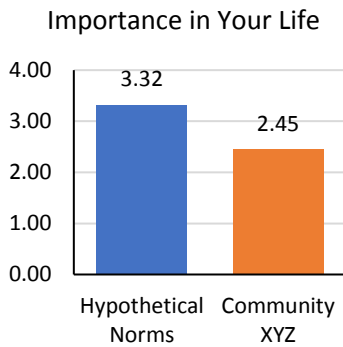


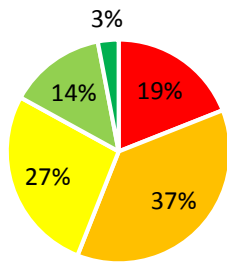
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 120, safety in community is rated less important in Community XYZ (2.45) than in other localities surveyed (3.32). Satisfaction with safety in community is also rated lower (3.18) than in other communities (3.65).

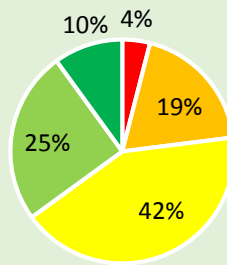
Specifically, 17% of residents in Community XYZ described safety in community as “important” or “very important”, and 56% described it as “unimportant” or “very unimportant”. 35% of residents reported being “satisfied” or “very satisfied” with safety in their community, and 23% were “dissatisfied” or “very dissatisfied”.

FIGURE 120: Safety in Community





- very unimportant
- unimportant
- somewhat important
- important
- very important

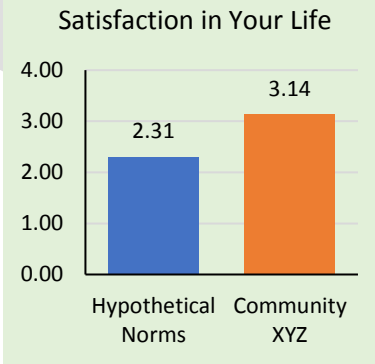
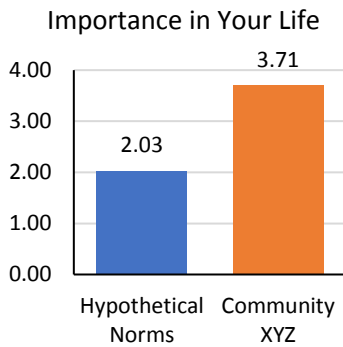


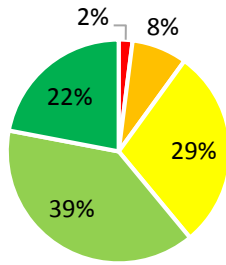
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 121, neighborhood is rated much more important in Community XYZ (3.71) than in other localities surveyed (2.03). Satisfaction with neighborhood is also rated higher (3.14) than in other communities (2.31).

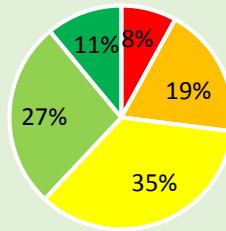
Specifically, 51% of residents in Community XYZ described the neighborhood as “important” or “very important”, and only 10% described it as “unimportant” or “very unimportant”. 38% of residents reported being “satisfied” or “very satisfied” with their neighborhood, and 27% were “dissatisfied” or “very dissatisfied”.

FIGURE 121: Neighborhood





- very unimportant
- unimportant
- somewhat important
- important
- very important

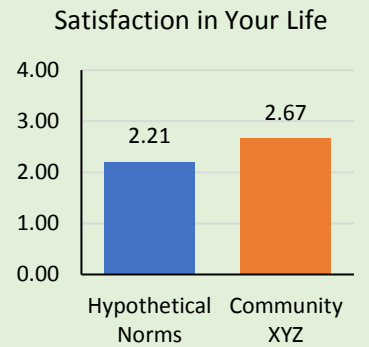
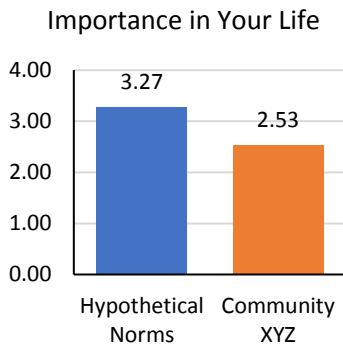


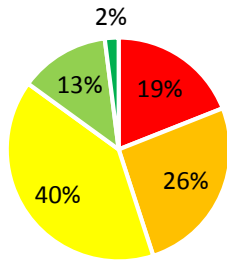
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 122, the local environment is rated less important in Community XYZ (2.53) than in other localities surveyed (3.27). However, satisfaction with the local environment was rated higher (2.67) than in other communities (2.21).

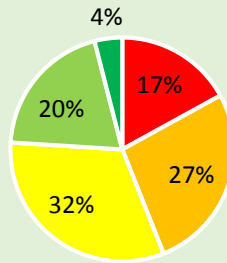
Specifically, 15% of residents in Community XYZ described the local environment as “important” or “very important”, and 45% described it as “unimportant” or “very unimportant”. 24% of residents reported being “satisfied” or “very satisfied” with their local environment, and 44% were “dissatisfied” or “very dissatisfied”.

FIGURE 122: Local Environment





- very unimportant
- unimportant
- somewhat important
- important
- very important

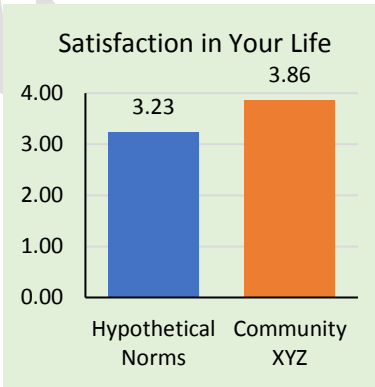
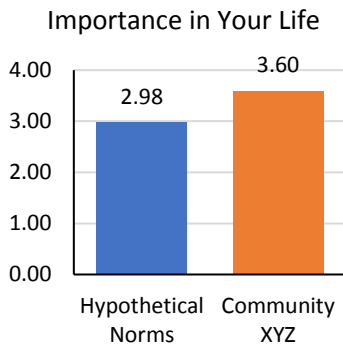


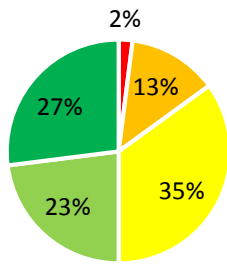
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 123, the community government is rated more important in Community XYZ (3.60) than in other localities surveyed (2.98). Satisfaction with the community government was also rated higher (3.86) than in other communities (3.23).

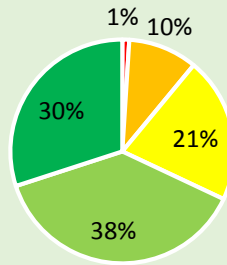
Specifically, 50% of residents in Community XYZ described the community government as “important” or “very important”, and 15% described it as “unimportant” or “very unimportant”. A large majority (68%) of residents reported being “satisfied” or “very satisfied” with their community government, and 11% were “dissatisfied” or “very dissatisfied”.

FIGURE 123: Community Government





- very unimportant
- unimportant
- somewhat important
- important
- very important

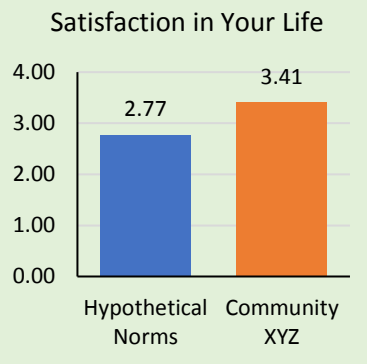
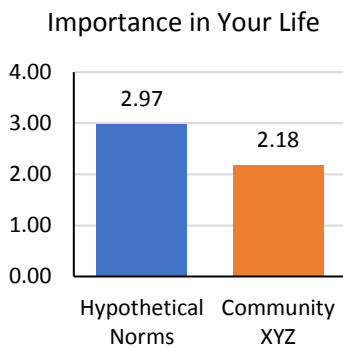


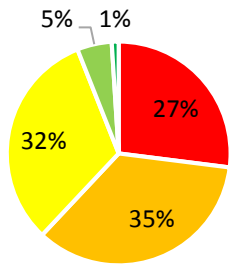
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 124, the community non-profits are rated less important in Community XYZ (2.18) than in other localities surveyed (2.97). Satisfaction with the community non-profits was rated higher (3.41) than in other communities (2.77).

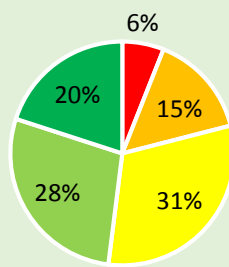
Specifically, only 6% of residents in Community XYZ described the community non-profits as “important” or “very important”, while most (62%) described it as “unimportant” or “very unimportant”. Nearly half (48%) of residents reported being “satisfied” or “very satisfied” with their community non-profits, and 21% were “dissatisfied” or “very dissatisfied”.

FIGURE 124: Community Non-Profits





- very unimportant
- unimportant
- somewhat important
- important
- very important

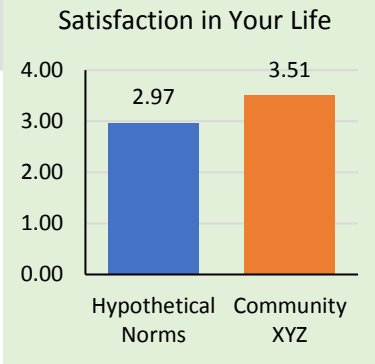
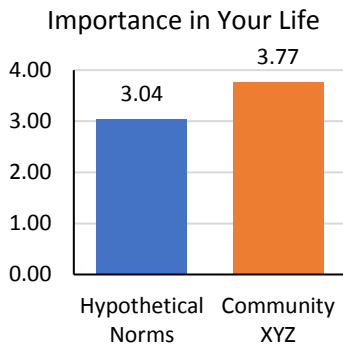


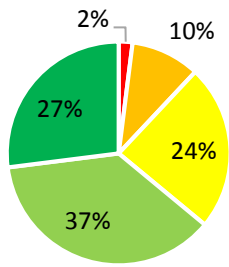
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 125, community business is rated more important in Community XYZ (3.77) than in other localities surveyed (3.04). Satisfaction with community business was also rated higher (3.51) than in other communities (2.97).

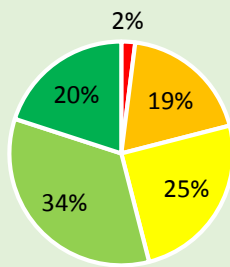
Specifically, 64% of residents in Community XYZ described community business as “important” or “very important”, while only 12% described it as “unimportant” or “very unimportant”. 54% of residents reported being “satisfied” or “very satisfied” with their community business, and 21% were “dissatisfied” or “very dissatisfied”.

FIGURE 125: Community Business





- very unimportant
- unimportant
- somewhat important
- important
- very important

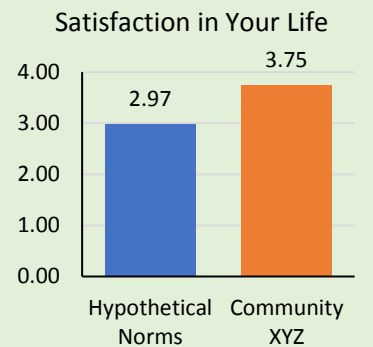
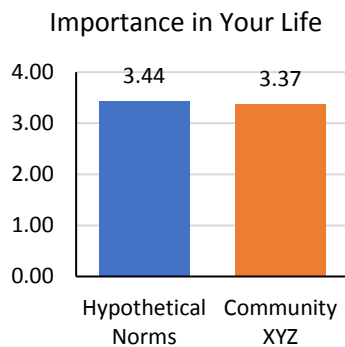


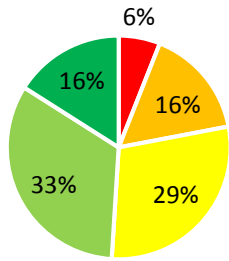
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 126, the importance of community race relations are rated close to the average in Community XYZ (3.37). Satisfaction with community race relations was rated higher (3.75) than in other communities (2.97).

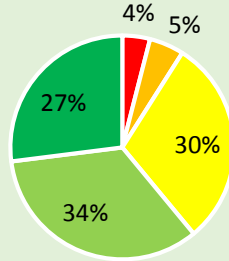
Specifically, 49% of residents in Community XYZ described community race relations as “important” or “very important”, while only 22% described it as “unimportant” or “very unimportant”. 61% of residents reported being “satisfied” or “very satisfied” with their community race relations, and 9% were “dissatisfied” or “very dissatisfied”.

FIGURE 126: Community Race Relations





- very unimportant
- unimportant
- somewhat important
- important
- very important

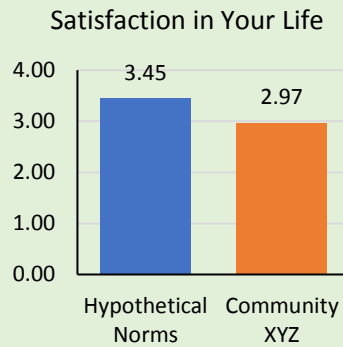
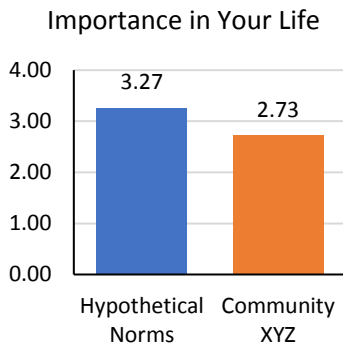


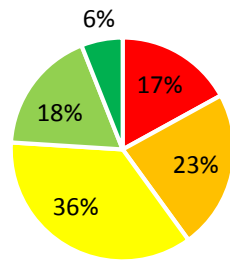
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 127, the importance of local area cost of living is rated lower in Community XYZ (2.73) than in other surveyed localities (3.27). Satisfaction with local area cost of living was also rated lower (2.97) than in other communities (3.45).

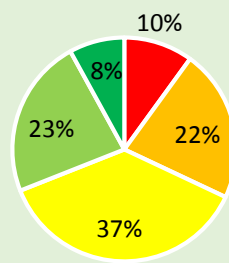
Specifically, 24% of residents in Community XYZ described local area cost of living as “important” or “very important”, while 40% described it as “unimportant” or “very unimportant”. 31% of residents reported being “satisfied” or “very satisfied” with their local area cost of living, and 32% were “dissatisfied” or “very dissatisfied”.

FIGURE 127: Local Area Cost of Living





- very unimportant
- unimportant
- somewhat important
- important
- very important

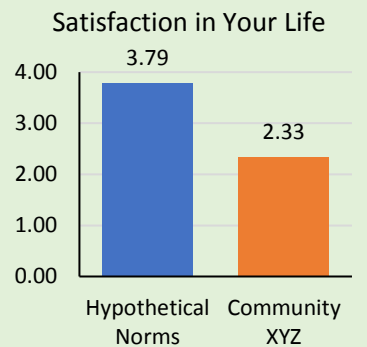
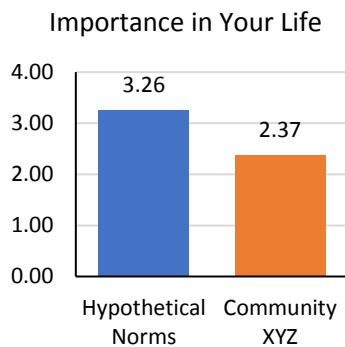


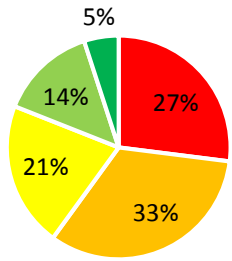
- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

As shown in Figure 128, the importance of health insurance is rated lower in Community XYZ (2.37) than in other surveyed localities (3.26). Satisfaction with health insurance was rated much lower (2.33) than in other communities (3.79).

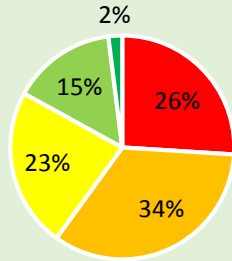
Specifically, 19% of residents in Community XYZ described health insurance as “important” or “very important”, while 60% described it as “unimportant” or “very unimportant”. 17% of residents reported being “satisfied” or “very satisfied” with their health insurance, and 60% were “dissatisfied” or “very dissatisfied”.

FIGURE 128: Health Insurance





- very unimportant
- unimportant
- somewhat important
- important
- very important

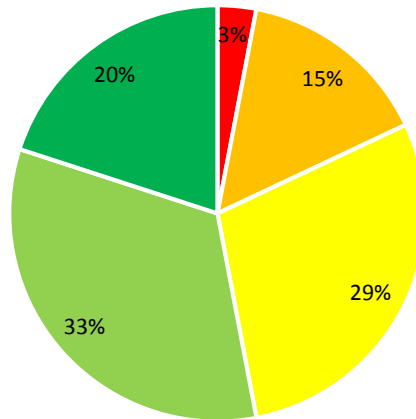
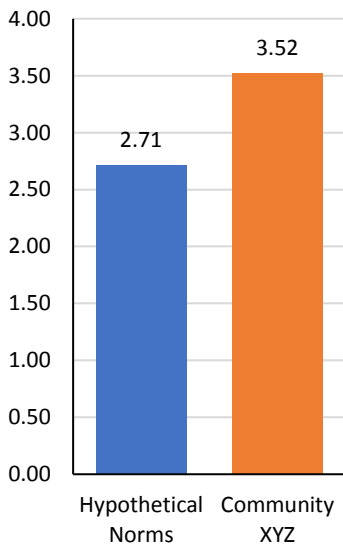


- very dissatisfied
- dissatisfied
- so-so
- satisfied
- very satisfied

Life Satisfaction

As shown in Figure 130, residents of Community XYZ agreed with the statement “I am generally happy with my life” more (3.52) than other localities surveyed (2.71). Specifically, 53% of residents said they “agree” or “strongly agree” with the statement, while only 18% “disagree” or “strongly disagree”.

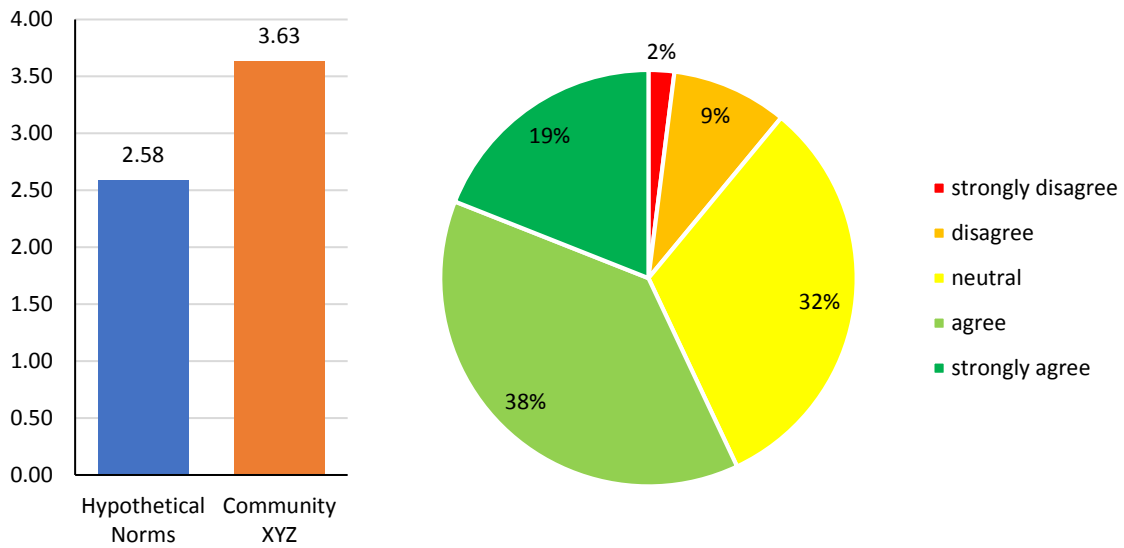
FIGURE 129: I am generally happy with my life.



- strongly disagree
- disagree
- neutral
- agree
- strongly agree

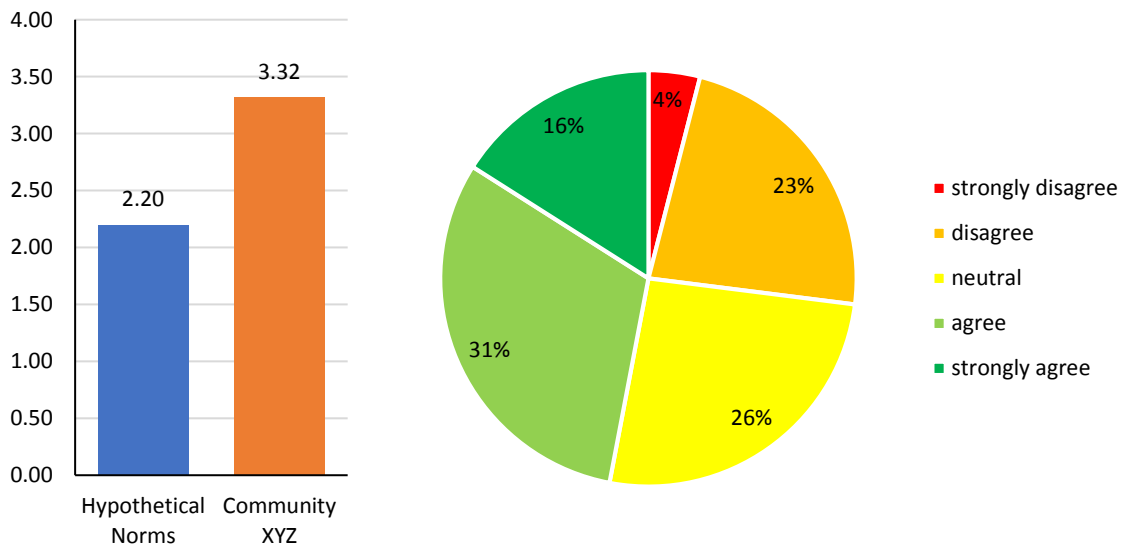
As shown in Figure 131, residents of Community XYZ agreed with the statement “I feel I lead a meaningful and fulfilling life” more (3.63) than other localities surveyed (2.58). Specifically, 57% of residents said they “agree” or “strongly agree” with the statement, while only 11% “disagree” or “strongly disagree”.

FIGURE 130: I feel I lead a meaningful and fulfilling life.



As shown in Figure 132, residents of Community XYZ agreed with the statement “although I have my ups and downs, generally I feel good about my life” more (3.32) than other localities surveyed (2.20). Specifically, 47% of residents said they “agree” or “strongly agree” with the statement, while 27% “disagree” or “strongly disagree”.

FIGURE 131: Although I have my ups and downs, generally I feel good about my life



Discussion and Recommendations

To reiterate, this report provided a profile of quality of community healthcare in community XYZ based on survey data collected. The survey captures five sets of constructs (satisfaction with the area's healthcare overall, satisfaction with healthcare services, knowledge of healthcare information sources, opinions on general healthcare issues, and personal health), as well as satisfaction with the community at large, satisfaction with other life domains (social life, leisure life, etc.), and satisfaction with life overall.

A random sample of local households in community XYZ (N = 105,550) were contacted by the CEO of ABC Health System in February 2020 by email requesting participation in a quality of community healthcare survey. More than 6,000 (N = 6,004) adult residents completed the survey at the closing date, generating a response rate of 6%, an acceptable response rate given past survey studies with community populations.

The survey results pertaining to residents' **perceived importance with healthcare services** in Community XYZ indicate that women's health services, physical fitness programs and facilities, alcohol and drug rehabilitation programs, diabetes services, psychiatric/mental health services, home health services, overnight/long term hospital care, and emergency/emergency room services are more important than the average. On the other hand, children's health services, elderly health services, out-patient services, cancer services, heart disease services, obstetrics, and physical rehabilitation services were viewed as less important in the community. A majority of respondents knew a friend or family member or had themselves used the healthcare services for all the services surveyed.

In terms of **satisfaction with each of the services**, residents had higher than average satisfaction with the physical fitness programs and facilities, alcohol and drug rehabilitation programs, diabetes services, and obstetrics. Residents had less than average satisfaction with women's health services, children's health services, elderly health services, out-patient services, heart disease services, physical rehabilitation services, psychiatric/mental health services, home health services, overnight/long term hospital care, and emergency/emergency room services. Satisfaction with cancer services was approximately equal to the average. As such, we recommend that local government leaders work with healthcare service providers to address the dissatisfaction with women's health services, children's health services, elderly health services, out-patient services, heart disease services, physical rehabilitation services, psychiatric/mental health services, home health services, overnight/long term hospital care, and emergency/emergency room services.

With respect to **the knowledge residents have for these services**, a majority of residents expressed "some" to "a great deal" of knowledge about women's health services, children's health services, physical fitness programs and facilities, out-patient services, alcohol and drug rehabilitation services, heart disease services, diabetes services, obstetrics, physical rehabilitation services, psychiatric/mental health services, overnight/long term hospital care, and emergency/emergency room services. A majority of residents expressed "very little" or no knowledge about elderly health services, cancer services and home health services. Perhaps more information about these three last services can be provided to community residents to make them aware of services available in their community.

The survey results pertaining to **healthcare information sources** indicate that residents are well-informed about general disease, sickness, and illness, and they are slightly better informed than residents in other communities with respect to preventative, health improvement, and fitness issues and symptoms of stress and methods of stress reduction. As Community XYZ has a stellar performance in this category, we do not see the need to recommend any additional measures to raise awareness about healthcare information sources in the community. One possible, but perhaps unnecessary, suggestion would be to put some more emphasis on education about stress and stress relief – currently a majority of residents are finding solutions through the internet or television, which may not provide the best and most complete information.

The survey results pertaining to resident **opinions on general healthcare** indicate residents in community XYZ actively seek out information about healthcare issues that concern them, they believe the average person has very little control over the cost of healthcare, what happens to their personal health is mostly influenced by the actions of doctors and the healthcare system, their personal health is mostly controlled by people in or with medical care, the healthcare providers in the area are very committed to providing high quality care, their health is no one's responsibility but their own, and most people can afford good quality healthcare. On the other hand, they were less likely than average to feel like they have complete control over their personal health care needs, and the healthcare providers in the area care more about making money than providing quality care. The residents responded similar to the overall average that they often find themselves discussing healthcare issues with friends, co-workers, and family, a lot of information that they get from their healthcare provider is confusing, and people like themselves have very little chance of serving their personal interests when they conflict with the health care institution's. We recommend working with local government and community healthcare institutions to help provide residents ideas about how they can take control of their healthcare. Also, healthcare institutions would benefit from finding ways to better cater to the community needs, and increasing the overall quality of their care, to help reduce the impression that they care more about making money than providing quality healthcare.

The survey results pertaining to **personal health** of residents in community XYZ indicate most residents describe their overall health as "good" or "excellent", although when asked specifically about physical or mental health a majority describe their physical or mental health as "poor" or "fair". An above average number of residents have physical or emotional problems which interfered with their normal social activities with the last four-week period. Additionally, more than half of residents "rarely" or "never" make a specific effort to eat a healthy diet or exercise. Most do, however, make an effort not to do things which are risky to their health. The mismatch between perception of overall health condition and the individual mental and physical health suggests that more targeted surveys are needed to identify the confounding variables at play here. We suggest communicating with local healthcare institutions to find out if there are any uncommon, community-specific issues that may have influenced the responses during the survey period. Additionally, it may be prudent to work on making residents more aware of the benefits of eating a healthy diet and exercise to promote better health.

The survey results pertaining to **overall healthcare satisfaction** in community XYZ indicate residents of community XYZ are more satisfied than residents in other communities. However, residents perceive their friends and family as being notably less satisfied than people in other communities. The fact that residents are very satisfied with their own healthcare experience but perceive their friends' and family's experience as lower suggests that bias toward their personal healthcare providers may be skewing

resident's perspective of the actual quality of care they are receiving. We suggest doing more targeted surveys to build a more accurate picture.

Also, the survey suggests that residents in community XYZ have much greater than average knowledge about **healthcare in general**. Still, only 20% expressed having "a good amount" or "a great deal" of knowledge, so it still would be beneficial to have local government and healthcare providers work together to find ways to raise the residents' awareness of healthcare services. Satisfaction with overall quality of healthcare in the community was above average, with 39% of residents reported being "satisfied" or "very satisfied" with the overall quality of healthcare in the area, while only 29% were "dissatisfied" or "very dissatisfied". However, residents perceived the satisfaction of their friends, neighbors, and family as much lower; 66% perceived others as being "dissatisfied" or "very dissatisfied". Although people do tend to perceive their own healthcare experiences more positively than those of others, the gap here is larger than expected, which suggests the survey results could be missing an important segment of the population. We suggest performing a follow-up survey to attempt to gain more insight into the identity of friends, neighbors, and family members the survey respondents are talking about, and determine whether the survey results were because certain segments of the population were missing or an unusually high personal bias for residents' own healthcare.

The survey results pertaining to **satisfaction in other parts of life** indicate:

- **Job situation** is more important in Community XYZ than in other communities, and the level of satisfaction with job situation is higher as well. Notably, 69% of residents reported that they were "satisfied" or "very satisfied" with their job situation, while only 13% were "dissatisfied" or "very dissatisfied".
- The importance of **family life** and satisfaction with family life in Community XYZ are approximately the same. 48% of residents expressed being "dissatisfied" or "very dissatisfied" with family life.
- **Financial situation** is considered more important in Community XYZ than in other communities, but the level of satisfaction with financial situation is lower. Still, a majority (56%) were either "satisfied" or "very satisfied".
- **Education** is considered less important in Community XYZ than in other communities. Residents are more satisfied with education in Community XYZ than residents in other communities are with the education in their own communities. 50% of the residents in Community XYZ were "satisfied" or "very satisfied" with the education, while only 11% were "dissatisfied" or "very dissatisfied".
- **Housing situation** is less important in Community XYZ than in other communities. The overall satisfaction with housing situation is also lower. A majority of residents in Community XYZ (60%) expressed being "dissatisfied" or "very dissatisfied" with their housing situation.
- **Friends and associates** are considered less important in Community XYZ than in other communities, although the level of satisfaction is roughly the same. Satisfaction is high overall, with 49% of residents describing themselves as being "satisfied" or "very satisfied" with their friends and associates.
- **Leisure life** is less important to residents in Community XYZ. However, their satisfaction with leisure life is higher, with 46% describing themselves as "satisfied" or "very satisfied".

- **Cultural life** is also less important in Community XYZ. Although it is viewed as less important, the residents are on average much more satisfied with their cultural life in Community XYZ. 37% of residents reported being “satisfied” or “very satisfied”, while 29% were “dissatisfied” or “Very dissatisfied”.
- **Social status**, like leisure life and cultural life, is less important in Community XYZ; likewise, the satisfaction is much higher too, with 55% of residents answering that they were “satisfied” or “very satisfied” with their social status.
- **Spiritual life** is considered less important in Community XYZ. Satisfaction with spiritual life is above average. 46% of residents described their satisfaction with spiritual life being “so-so”.
- **Community overall** is considered much more important in Community XYZ than in other communities. Satisfaction with community overall was rated lower in Community XYZ than in other communities, with 52% of residents expressing themselves as being “dissatisfied” or “very dissatisfied” and only 19% as “satisfied” or “very satisfied”.
- **Safety in the community** is less important to residents in Community XYZ than residents in other communities. In addition, satisfaction with safety in the community is lower, with 42% of residents describing their satisfaction as “so-so”.
- **Neighborhood** is more important to residents of Community XYZ than people in other areas. Satisfaction is similarly higher than average. 38% of residents were “satisfied” or “very satisfied”, and 27% were “dissatisfied” or “very dissatisfied”.
- **Local environment** is considered less important in Community XYZ. Satisfaction with local environment is above average. Still, 44% of residents expressed being “dissatisfied” or “very dissatisfied” with the local environment, while only 24% were “satisfied” or “very satisfied”.
- **Community government** is more important to residents of Community XYZ than in other areas. Satisfaction with community government is also above average. A majority of residents (68%) expressed being “satisfied” or “very satisfied” with the community government, while only 11% were “dissatisfied” or “very dissatisfied”.
- **Community non-profits** are considered less important in Community XYZ than in other areas. Satisfaction with community non-profits in Community XYZ is above average. Almost half (48%) of residents were “satisfied” or “very satisfied” with community non-profits, and only 21% were “dissatisfied” or “very dissatisfied”.
- **Community business** is considered more important in Community XYZ than in other areas. Satisfaction with community business is also above average. 54% of residents described being “satisfied” or “very satisfied” with community business in Community XYZ, and 21% were “dissatisfied” or “very dissatisfied”.
- The importance of **race relations** in Community XYZ is about the same as the average. However, satisfaction with race relations in Community XYZ is above average. A majority (61%) were “satisfied” or “very satisfied” with race relations, and only 9% were “dissatisfied” or “very dissatisfied”.
- **Cost of living** is not considered as important in Community XYZ as in other areas. Satisfaction with cost of living is below average. 32% of residents were either “dissatisfied” or “very dissatisfied”, whereas 31% were “satisfied” or “very satisfied”.
- **Health insurance** is less important to residents of Community XYZ and satisfaction with health insurance is far below average. 60% of residents were either “dissatisfied” or “very dissatisfied” with their health insurance.

The survey results pertaining to **overall life satisfaction** indicate residents of Community XYZ are on average much happier than people from other areas. More than half (53%) “agree” or “strongly agree” that they are generally happy with their lives. Residents of Community XYZ also report that they feel their lives are meaningful much more than average. 57% “agree” or “strongly agree” that they lead a meaningful and fulfilling life. Finally, residents do, on average, feel much better about their lives than residents in other communities. 47% “agree” or “strongly agree” that although they have ups and downs, they generally feel good about their lives.

MEMORANDUM

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Appendix: The Survey Questionnaire

Quality-of-Community-Healthcare Survey

This survey seeks to gain a better understanding of area residents' opinions about local health care services. When answering please remember your opinions are very important to us, so please be as truthful as possible. Your answers will help in designing better health care programs for you and your community.

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Quality-of-Community-Healthcare Survey

Overall Ratings on the Area's Health Care

In general, how satisfied are you with the overall quality of health care available in this area?

- very satisfied
- satisfied
- so-so
- dissatisfied
- very dissatisfied

How satisfied are you with the overall quality of health care that you personally have received in the area?

- very satisfied
- satisfied
- so-so
- dissatisfied
- very dissatisfied

How satisfied, would you say, most of your friends, neighbors, and other family members living in the area are with the overall quality of health care available in this area?

- very satisfied
- satisfied
- so-so
- dissatisfied
- very dissatisfied

For your own PERSONAL health care needs who is USUALLY the primary decision maker concerning treatment?

- You
- Your parent(s)
- Your spouse
- Your children
- Other: _____

Who USUALLY makes the health care decisions in your household?

- You
- Your parent(s)
- Your spouse
- Your children
- Other: _____

On average, how many times a month do you personally (or with a family member) visit a health care provider (doctor's office, hospital, etc.) in the area?

- never visit
- less than once a month
- once a month
- 2 to 3 times a month
- 4 to 5 times a month

6 times or more a month

How much general knowledge would you say you have about health care in your community?

- A great deal
- A good amount
- I have some
- I have very little
- None

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Quality-of-Community-Healthcare Survey

Health Services in Your Community

The following set of questions ask you about a wide variety of health services and programs that are offered in the community by a number of health care providers. Each particular service has three types of questions that relate to that particular service. We would like to know YOUR feelings on: 1) How important it is that the service is available? 2) How satisfied you are with the particular type of service? And 3) Any experience you, your family, or friends may have had. Please answer these questions as they relate to you personally, or to your family and friends. Your answers will be very useful in making any changes that you think are necessary for community health care. Please feel free to comment in the space provided for each service.

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Quality-of-Community-Healthcare Survey

Health Services in Your Community

Women's Health Services

These services include: gynecology, fertility, menopause, osteoporosis.

How important are Women's health services to you, your family, and friends in the community?

very important

- important
- somewhat important
- not very
- not at all

Have you, your family, or friends used Women's health services in the area?

- I have used
- A friend has used
- A family member has used
- I do not know of anyone who has used any of these services

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Quality-of-Community-Healthcare Survey

Women's Health Services

How satisfied are you with this health service in your community?

- very satisfied
- satisfied
- somewhat satisfied
- not very
- not at all

Generally, which area facility/system did you or family/friend use?

- Don't know
- Other: _____

Generally, what is the name of the doctor or provider that you or family/friend use? (You may leave this blank if you don't know or would prefer not to answer)

Your answer _____

How much knowledge do you have about this health service in your community?

- A great deal
- A good amount
- I have some
- I have very little
- I have none

Comments:

Your answer _____

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Quality-of-Community-Healthcare Survey

Health Services in Your Community

Children's Health Services

These services include: healthy child, education/prevention, treatment, rehabilitation, immunization, sick care.

How important are Children's health services to you, your family, and friends in the community?

- very important
- important
- somewhat important
- not very
- not at all

Have you, your family, or friends used Children's health services in the area?

- I have used for my children
- A friend has used for their children
- A family member has used for their children
- I do not know of anyone who has used this service

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Quality-of-Community-Healthcare Survey

Children's Health Services

How satisfied are you with this health service in your community?

- very important
- important
- somewhat important
- not very
- not at all

Generally, which area facility/system did you or family/friend use?

- Don't know
- Other: _____

Generally, what is the name of the doctor or provider that you or family/friend use? (You may leave this blank if you don't know or would prefer not to answer)

Your answer _____

How much knowledge do you have about this health service in your community?

- A great deal
- A good amount
- I have some
- I have very little
- I have none

Comments:

Your answer

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Quality-of-Community-Healthcare Survey

Health Services in Your Community

Elderly Health Services

These services include: sr. membership clubs, insurance assistance, adult day care, retirement housing, chronic condition care.

How important are elderly health services to you, your family, and friends in the community?

- very important
- important
- somewhat important
- not very
- not at all

Have you, your family, or friends used any Elderly health services in the area?

- I have used
- A friend has used

- A family member has used
- I do not know of anyone who has used this service

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Quality-of-Community-Healthcare Survey

Elderly Health Services

How satisfied are you with this health service in your community?

- very important
- important
- somewhat important
- not very
- not at all

Generally, which area facility/system did you or family/friend use?

- Don't know
- Other: _____

Generally, what is the name of the doctor or provider that you or family/friend use? (You may leave this blank if you don't know or would prefer not to answer)

Your answer _____

How much knowledge do you have about this health service in your community?

- A great deal
- A good amount
- I have some

- I have very little
- I have none

Comments:

Your answer

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Quality-of-Community-Healthcare Survey

Health Services in Your Community

Physical Fitness Program and Facilities

These services include: wellness/fitness centers, health improvement classes, diet assistance, nutrition, healthy families

How important are Physical Fitness Programs to you, your family, and friends in the community?

- very important
- important
- somewhat important
- not very
- not at all

Have you, your family, or friends used Physical Fitness Programs/Facilities in the area?

- I have used
- A friend has used
- A family member has used
- I do not know of anyone who has used this service

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Quality-of-Community-Healthcare Survey

Physical Fitness Program and Facilities

How satisfied are you with this health service in your community?

- very important
- important
- somewhat important
- not very
- not at all

Generally, which area facility/system did you or family/friend use?

- Don't know
- Other: _____

Generally, what is the name of the doctor or provider that you or family/friend use? (You may leave this blank if you don't know or would prefer not to answer)

Your answer _____

How much knowledge do you have about this health service in your community?

- A great deal
- A good amount
- I have some
- I have very little
- I have none

Comments:

Your answer

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Quality-of-Community-Healthcare Survey

Health Services in Your Community

Out-Patient Services

These services include: Out-Patient surgery, diagnostic testing, lab/x-ray, various therapies.

How important are Out-Patient Services to you, your family, and friends in the community?

- very important
- important
- somewhat important
- not very
- not at all

Have you, your family, or friends used Out-Patient health services in the area?

- I have used
- A friend has used
- A family member has used
- I do not know of anyone who has used this service

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Quality-of-Community-Healthcare Survey

Out-Patient Services

How satisfied are you with this health service in your community?

- very important
- important
- somewhat important
- not very
- not at all

Generally, which area facility/system did you or family/friend use?

- Don't know
- Other: _____

Generally, what is the name of the doctor or provider that you or family/friend use? (You may leave this blank if you don't know or would prefer not to answer)

Your answer _____

How much knowledge do you have about this health service in your community?

- A great deal
- A good amount
- I have some
- I have very little
- I have none

Comments:

Your answer _____

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Quality-of-Community-Healthcare Survey

Health Services in Your Community

Cancer Services

These services include: prevention, diagnosis, various treatments, rehabilitation (in & outpatient), and hospice.

How important are Cancer Services to you, your family, and friends in the community?

- very important
- important
- somewhat important
- not very
- not at all

Have you, your family, or friends used any Cancer health services in the area?

- I have used
- A friend has used
- A family member has used
- I do not know of anyone who has used this service

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Quality-of-Community-Healthcare Survey

Cancer Services

How satisfied are you with this health service in your community?

- very important
- important

- somewhat important
- not very
- not at all

Generally, which area facility/system did you or family/friend use?

- Don't know
- Other: _____

Generally, what is the name of the doctor or provider that you or family/friend use? (You may leave this blank if you don't know or would prefer not to answer)

Your answer _____

How much knowledge do you have about this health service in your community?

- A great deal
- A good amount
- I have some
- I have very little
- I have none

Comments:

Your answer _____

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Quality-of-Community-Healthcare Survey

Health Services in Your Community

Alcohol & Drug Rehabilitation Services

These services include: support groups, treatment, therapy, drug education.

How important are these Rehabilitation Services to you, your family, and friends in the community?

- very important
- important
- somewhat important
- not very
- not at all

Have you, your family, or friends used Alcohol & Drug Rehabilitation services in the area?

- I have used
- A friend has used
- A family member has used
- I do not know of anyone who has used this service

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Quality-of-Community-Healthcare Survey

Alcohol & Drug Rehabilitation Services

How satisfied are you with this health service in your community?

- very important
- important
- somewhat important
- not very
- not at all

Generally, which area facility/system did you or family/friend use?

Don't know

Other: _____

Generally, what is the name of the doctor or provider that you or family/friend use? (You may leave this blank if you don't know or would prefer not to answer)

Your answer _____

How much knowledge do you have about this health service in your community?

A great deal

A good amount

I have some

I have very little

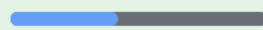
I have none

Comments:

Your answer _____

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Quality-of-Community-Healthcare Survey

Health Services in Your Community

Heart Disease Services

These services include: cholesterol/blood pressure screening, cardiac care lectures, cardiac surgeries, diagnosis & treatment.

How important are Heart Disease Services to you, your family, and friends in the community?

very important

- important
- somewhat important
- not very
- not at all

Have you, your family, or friends used Heart Disease health services in the area?

- I have used
- A friend has used
- A family member has used
- I do not know of anyone who has used this service

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Quality-of-Community-Healthcare Survey

Heart Disease Services

How satisfied are you with this health service in your community?

- very important
- important
- somewhat important
- not very
- not at all

Generally, which area facility/system did you or family/friend use?

- Don't know
- Other: _____

Generally, what is the name of the doctor or provider that you or family/friend use? (You may leave this blank if you don't know or would prefer not to answer)

Your answer _____

How much knowledge do you have about this health service in your community?


- A great deal
- A good amount
- I have some
- I have very little
- I have none

Comments:

Your answer _____

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Quality-of-Community-Healthcare Survey

Health Services in Your Community

Diabetes Services

These services include: prevention education, early detection, diagnosis and treatment, rehab and maintenance.

How important are Diabetes Services to you, your family, and friends in the community?

- very important
- important
- somewhat important
- not very
- not at all

Have you, your family, or friends used Diabetes health services in the area?

- I have used
- A friend has used
- A family member has used
- I do not know of anyone who has used this service

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Quality-of-Community-Healthcare Survey

Diabetes Services

How satisfied are you with this health service in your community?

- very important
- important
- somewhat important
- not very
- not at all

Generally, which area facility/system did you or family/friend use?

- Don't know
- Other: _____

Generally, what is the name of the doctor or provider that you or family/friend use? (You may leave this blank if you don't know or would prefer not to answer)

Your answer _____

How much knowledge do you have about this health service in your community?

- A great deal
- A good amount
- I have some
- I have very little
- I have none

Comments:

Your answer

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Quality-of-Community-Healthcare Survey

Health Services in Your Community

Obstetrics

These services include: pregnancy detection, prenatal support, delivery, post partum, parenting.

How important are Obstetrics Services to you, your family, and friends in the community?

- very important
- important
- somewhat important
- not very
- not at all

Have you, your family, or friends used Obstetrics services in the area?

- I have used
- A friend has used

- A family member has used
- I do not know of anyone who has used this service

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Quality-of-Community-Healthcare Survey

Obstetrics

How satisfied are you with this health service in your community?

- very important
- important
- somewhat important
- not very
- not at all

Generally, which area facility/system did you or family/friend use?

- Don't know
- Other: _____

Generally, what is the name of the doctor or provider that you or family/friend use? (You may leave this blank if you don't know or would prefer not to answer)

Your answer _____

How much knowledge do you have about this health service in your community?

- A great deal
- A good amount
- I have some

I have very little

I have none

Comments:

Your answer

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Quality-of-Community-Healthcare Survey

Health Services in Your Community

Physical Rehabilitation Services

These services include: physical and occupational therapies for injuries or illness.

How important are Physical Rehabilitation Services to you, your family, and friends in the community?

very important

important

somewhat important

not very

not at all

Have you, your family, or friends used Physical Rehabilitation services in the area?

I have used

A friend has used

A family member has used

I do not know of anyone who has used this service

Quality-of-Community-Healthcare Survey

Physical Rehabilitation Services

How satisfied are you with this health service in your community?

- very important
- important
- somewhat important
- not very
- not at all

Generally, which area facility/system did you or family/friend use?

- Don't know
- Other: _____

Generally, what is the name of the doctor or provider that you or family/friend use? (You may leave this blank if you don't know or would prefer not to answer)

Your answer _____

How much knowledge do you have about this health service in your community?

- A great deal
- A good amount
- I have some
- I have very little
- I have none

Comments:

Your answer

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Quality-of-Community-Healthcare Survey

Health Services in Your Community

Psychiatric/Mental Health Services

These services include: psychiatric hospitalization, individual psychotherapy, group therapy, etc.

How important are Mental Health Services to you, your family, and friends in the community?

- very important
- important
- somewhat important
- not very
- not at all

Have you, your family, or friends used Psychiatric/Mental health services in the area?

- I have used
- A friend has used
- A family member has used
- I do not know of anyone who has used this service

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Quality-of-Community-Healthcare Survey

Psychiatric/Mental Health Services

How satisfied are you with this health service in your community?

- very important
- important
- somewhat important
- not very
- not at all

Generally, which area facility/system did you or family/friend use?

- Don't know
- Other: _____

Generally, what is the name of the doctor or provider that you or family/friend use? (You may leave this blank if you don't know or would prefer not to answer)

Your answer _____

How much knowledge do you have about this health service in your community?

- A great deal
- A good amount
- I have some
- I have very little
- I have none

Comments:

Your answer _____

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Quality-of-Community-Healthcare Survey

Health Services in Your Community

Home Health Services

These services involve the use of nursing and other medical services at the patient's home.

How important are Home Health Services to you, your family, and friends in the community?

- very important
- important
- somewhat important
- not very
- not at all

Have you, your family, or friends used Home health services in the area?

- I have used
- A friend has used
- A family member has used
- I do not know of anyone who has used this service

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Quality-of-Community-Healthcare Survey

Home Health Services

How satisfied are you with this health service in your community?

- very important
- important

- somewhat important
- not very
- not at all

Generally, which area facility/system did you or family/friend use?

- Don't know
- Other: _____

Generally, what is the name of the doctor or provider that you or family/friend use? (You may leave this blank if you don't know or would prefer not to answer)

Your answer _____

How much knowledge do you have about this health service in your community?

- A great deal
- A good amount
- I have some
- I have very little
- I have none

Comments:

Your answer _____

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Quality-of-Community-Healthcare Survey

Health Services in Your Community

Overnight/Long Term Hospital Care

These services involve the treatment of a physical injury or disease in a hospital requiring an overnight stay or even longer.

How important is Hospital Care to you, your family, and friends in the community?

- very important
- important
- somewhat important
- not very
- not at all

Have you, your family, or friends used Overnight/Long Term Hospital services in the area?

- I have used
- A friend has used
- A family member has used
- I do not know of anyone who has used this service

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Quality-of-Community-Healthcare Survey

Overnight/Long Term Hospital Care

How satisfied are you with this health service in your community?

- very important
- important
- somewhat important
- not very
- not at all

Generally, which area facility/system did you or family/friend use?

Don't know

Other: _____

Generally, what is the name of the doctor or provider that you or family/friend use? (You may leave this blank if you don't know or would prefer not to answer)

Your answer _____

How much knowledge do you have about this health service in your community?

A great deal

A good amount

I have some

I have very little

I have none

Comments:

Your answer _____

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Quality-of-Community-Healthcare Survey

Health Services in Your Community

Emergency/ Emergency Room Services

These services include: rescue or ambulance services, treatment of an injury or disease at the hospital's emergency room.

How important are Emergency Room Services to you, your family, and friends in the community?

- very important
- important
- somewhat important
- not very
- not at all

Have you, your family, or friends used Emergency health services in the area?

- I have used
- A friend has used
- A family member has used
- I do not know of anyone who has used this service

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Quality-of-Community-Healthcare Survey

Emergency/ Emergency Room Services

How satisfied are you with this health service in your community?

- very important
- important
- somewhat important
- not very
- not at all

Generally, which area facility/system did you or family/friend use?

- Don't know
- Other: _____

Generally, what is the name of the doctor or provider that you or family/friend use? (You may leave this blank if you don't know or would prefer not to answer)

Your answer _____

How much knowledge do you have about this health service in your community?

- A great deal
- A good amount
- I have some
- I have very little
- I have none

Comments:

Your answer _____

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Quality-of-Community-Healthcare Survey

Health Care Information Sources

How much knowledge about general diseases, sicknesses, or illnesses do you have?

- A great deal
- A good amount
- I have some
- I have very little
- None

Where would you turn for education or information about a disease, illness or sickness? [PLEASE CHECK ALL THAT APPLY]

- Television
- Radio
- Newspaper
- Magazine
- Friends
- Family Members
- Family Doctor
- Medical Specialist Doctor
- Nurse
- Pharmacist
- Personal trainer
- Spiritual Advisor
- Clergy
- Personal Experience
- Home Computer Software
- Teacher
- Ask-A-Nurse
- Internet Computer Sites
- Dietitian
- Therapist
- Other: _____

[IF YOU MARKED MORE THAN ONE ABOVE] Of the ones you marked, which one is the most important source of knowledge for you?

Your answer _____

How much knowledge about preventative, health improvement, or fitness issues do you have?

- A great deal
- A good amount

- I have some
- I have very little
- None

Where would you turn for education or for information to use when making choices about preventative, health improvement, or fitness issues? [PLEASE CHECK ALL THAT APPLY]

- Television
- Radio
- Newspaper
- Magazine
- Friends
- Family Members
- Family Doctor
- Medical Specialist Doctor
- Nurse
- Pharmacist
- Personal trainer
- Spiritual Advisor
- Clergy
- Personal Experience
- Home Computer Software
- Teacher
- Ask A Nurse
- Internet Computer Sites
- Dietitian
- Therapist
- Other: _____

[IF YOU MARKED MORE THAN ONE ABOVE] Of the ones you marked, which one is the most important source of knowledge for you?

Your answer

How much knowledge about symptoms of stress or methods of stress reduction do you have?

- A great deal
- A good amount
- I have some
- I have very little
- None

Where would you turn for education or information related to symptoms of stress or methods of stress reduction? [PLEASE CHECK ALL THAT APPLY]

- Television
- Radio
- Newspaper
- Magazine
- Friends
- Family Members
- Family Doctor
- Medical Specialist Doctor
- Nurse
- Pharmacist
- Personal Trainer
- Spiritual Advisor
- Clergy
- Personal Experience
- Home Computer Software
- Teacher
- Ask-A-Nurse
- Internet Computer Sites
- Dictation

Therapist

Other: _____

[IF YOU MARKED MORE THAN ONE ABOVE] Of the ones you marked, which one is the most important source of knowledge for you?

Your answer: _____

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Quality-of-Community-Healthcare Survey

General Health Care Issues

Choose the option that best represents your feelings with respect to the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I often find myself discussing health care issues with my friends, co-workers, and family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I actively seek out information about any health care issue that concerns me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Generally, a lot of the information that I get from area health care providers is confusing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The average person can do very little to control the cost of their personal health care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I feel like I have complete control over my personal health care needs.

I feel like what happens to my personal health is mostly influenced by the actions of the doctors, and the health care system.

My personal health is mostly controlled by the people who are involved in or with medical care.

People like myself have very little chance of serving our personal interests when they conflict with those of the health care institution.

The health care providers in my area are very committed to giving high quality care.

The health care providers in my area are more concerned about making money than about giving quality care to people they serve.

My health is no one's responsibility but my own.

Most people today can afford good quality health care.

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Quality-of-Community-Healthcare Survey

Personal Health

Choose the option that best represents your feelings with respect to the following statements:

	Excellent	Good	Fair	Poor
In general, would you say your current overall health is:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In general, would you say your current physical health is:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In general, would you say your current mental health is:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

During the past 4 weeks, to what extent has your physical health or emotional problems interfered with your normal social activities involving family, friends, neighbors, or groups? Would you say: Choose the option that best represents your feelings with respect to the following statements:

- Not at all
- Slightly
- Moderately
- Quite a bit
- Extremely

Choose the option that best represents your feelings with respect to the following statements:

	Always	Often	Sometimes	Rarely	Never
Generally, I make a special effort in trying to eat a healthy diet:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Generally, I make a special effort to exercise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(work-out)
regularly:

Generally, I make
a special effort to
avoid doing
things that are
risky to my health:

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Life in General

Choose the option that best represents your feelings with respect to the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am generally happy with my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
I feel I lead a meaningful and fulfilling life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Although I have my ups and downs, generally I feel good about my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Other Feelings About Life

Importance to Your Life

Please rate how important each of the following areas are to your life:

	not at all	not very	somewhat	important	very important
Job Situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family Life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing Situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friends and Associates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leisure Life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural Life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spiritual Life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety in Community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local Environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Non-Profit Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Business Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Race Relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Local Area Cost of Living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Satisfaction in Your Life

Please rate your satisfaction in each of the following areas of your life:

	very dissatisfied	dissatisfied	neutral	satisfied	very satisfied
Job Situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family Life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing Situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friends and Associates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leisure Life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural Life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spiritual Life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety in Community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local Environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Community Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Non-Profit Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Business Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Race Relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local Area Cost of Living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Demographic Information

What is your age?

Your answer

What is your gender?

- Male
- Female
- Prefer not to say

What is your marital status?

Choose



What is your employment status? (please check all that apply)

- Full-time
- Part-time
- Homemaker
- Retired
- Not employed

If employed, what is your current occupation?

Your answer _____

If retired, what is your previous occupation?

Your answer _____

Is your job in or involved with the health care field?

- Yes
- No

Do you volunteer your time with any health care (or health care related) organizations?

- Often
- Sometimes
- Rarely
- Never

What is your ethnic heritage?

- Asian
- Black
- Hispanic

- Multicultural
- Native American
- White
- Prefer not to answer

How many people are living in your household?

Your answer _____

If there are children, please list their ages:

Your answer _____

What is your approximate annual household income?

- less than or equal to \$4,999
- \$5,000-9,999
- \$10,000-14,999
- \$15,000-19,999
- \$20,000-24,999
- \$25,000-29,999
- \$30,000-34,999
- \$35,000-39,999
- \$40,000-49,999
- \$50,000-74,999
- \$75,000-99,999
- \$100,000+

What is the highest level of education you have completed?

- Grammar School

- High School
- Trade School
- Two Year College
- Four Year College
- Graduate School

Do you smoke?

- yes
- never smoked
- ex-smoker
- trying to quit

Do you have health insurance?

- Yes
- No
- Not sure

If you do have health insurance, where is it provided?

- my job
- my own
- spouse's
- Other: _____

If you do have health insurance, please tell us the insurance company's name:

Your answer: _____

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Comments

If you have additional comments, please feel free to write them down. The following question can help give you an idea of what to write about, but you are free to write whatever you would like. If you have no further comments, thank you very much for your time.

Looking at the area of health care; in general, what do you think needs the most improvement? What services do you think the area needs but doesn't have? What services have you been quite happy with? Please write below.

Your answer

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[Submit](#)

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