

Oakley Area Health  
Care Telephone Survey  
June 2006

Produced by

office of  
**Local Government**  
K-State Research and Extension

and



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In cooperation with:

Oakley  
Health Area Steering  
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Funding for this report provided by:  
Office of Rural Health Policy  
Health Resources and Services Administration  
(Grant# 5 H54RH00009 -07-00)



## Oakley Health Area Telephone Survey

The organization and delivery of health care services have undergone rapid evolution in recent years. For many Americans, the cost of services and access to care are important issues. This certainly applies to many rural areas where communities have struggled to maintain affordable, quality health care systems. As economic forces and technical advances continue to change health care, it is more important than ever for rural community leaders and health care providers to work together to ensure affordable, sustainable health care systems.

In an effort to provide useful information resources to rural community and health care leaders, the Kansas Rural Health Options Project (KRHOP) has teamed with the Office of Local Government, a unit of the Department of Agricultural Economics and K-State Research and Extension, to develop this report as a component of the Kansas Rural Health Works program. KRHOP is a partnership of the Office of Local and Rural Health at the Kansas Department of Health and Environment, the Kansas Hospital Association, the Kansas Board of Emergency Medical Services and the Kansas Medical Society. KRHOP is dedicated to assuring quality health care delivery in rural Kansas through the promotion of collaborative systems of care. Kansas Rural Health Works is supported by a federal grant to KRHOP (No. 5 H54RH00009-07-00) from the Health Resources and Services Administration, Office of Rural Health Policy.

One of the goals of the Kansas Rural Health Works program is to gauge community perception of the current local health care delivery system. A survey can obtain first-hand, detailed information about the preferences and expectations of local citizens. It gives citizens a chance to honestly express their opinions, complaints and praises of local health care because they know their answers will be confidential. Such information can be useful in defining a community's health care needs. While a survey does not provide a look at trends, it does present a snapshot of current local conditions and citizens' subjective perceptions about health care issues.

Working from sample surveys created for the national Rural Health Works program, the Oakley Area Health Care Steering Committee spent several meetings creating a telephone survey specifically for the Oakley Health Area, which extends from Logan County into parts of Thomas, Sheridan and Gove Counties. The survey was conducted between April 3<sup>rd</sup> and April 16<sup>th</sup>, 2006, by Consumer Logic Research, Inc. Prior to the survey, members of the Steering Committee initiated an advertising campaign consisting of flyers, radio announcements and newspaper articles to ensure awareness of the survey in the community. Individuals were chosen at random to participate in the survey, and only the total results are presented in this report. Results were tabulated by the Office of Local Government.

The Office of Local Government welcomes any questions, comments or suggestions about this report or any of their other services. Contact your county Extension office or:

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## **Summary of Results**

### **Demographics**

Phone numbers in the Oakley Health area were picked at random to generate a representative sample of persons who live in the area. In all, 200 people responded to the survey, 60 percent of whom were female. The majority of people who answered the survey were at least 41 years old, and 38 percent of respondents were at least 65 years old. In terms of race, 93 percent of respondents gave their race as Caucasian, while three percent described themselves as Native Americans.

### **Primary Care**

The first series of questions covered respondents' usage of primary care providers such as physicians, nurse practitioners or physician's assistants. Almost all respondents used one of these types of providers, and 76 percent had completed a routine checkup within 12 months. Approximately half of respondents used providers in Colby, Kansas, while 25 percent used providers in Oakley. Other destinations included Quinter, Hays and Atwood. Of those respondents who traveled outside of the Oakley Health Area for primary care, 58 percent cited reasons such as proximity to another city or a lack of pediatrics in Oakley. Another 32 percent said they based their choice to go outside the Oakley area on personal preference.

The next series of questions asked respondents to describe their experiences with their primary care provider. Almost all respondents felt they could get an appointment when needed, and 90 percent waited no more than 30 minutes to see the doctor. Only two percent felt that they did not get enough time to discuss health needs with their provider during an appointment. In terms of care quality, 92 percent said they felt satisfied with their provider's care.

### **Health Insurance**

Only 13 respondents (6.5%) said they did not have health insurance. Of those respondents with health insurance, 30 percent received health insurance through a current or previous employer, and another 30 percent received health insurance through Medicare. In addition, 25 percent bought health insurance through a self-paid plan. For family coverage, 28 percent received insurance through an employer or previous employer, while 24 percent used a self-paid plan and 19 percent used Medicare. Five percent did not have health insurance for their family. Of those who did not have any health insurance, 88 percent said they could not afford insurance.

### **Travel Distance**

The survey asked a series of questions about specific health care services and distance traveled for those services. To see an optometrist, 68 percent traveled less than twenty miles, while 78 percent traveled less than 20 miles to see their primary care provider. For dental services, 70 percent traveled less than 20 miles. For pharmacy services, 59 percent traveled less than 20 miles, and another 37 percent traveled between 20 and 50 miles; the Oakley Health area did not have a pharmacy at the time of the survey. For the services of a specialist, 49 percent traveled at least 50 miles, while 25 percent traveled less than 10 miles.

## **Hospital Services**

The survey asked respondents about their experiences with hospitals, including which hospital they used and what services were used. Of all respondents, 46 percent had used hospital services within the past 12 months. Of those who had used a hospital, 31 percent used Citizens Medical Center in Colby, 25 percent used Logan County Hospital in Oakley, and 18 percent went to Hays Medical Center in Hays. Other destinations included Denver, Wichita, and Garden City. Doctor referral (34%) guided respondents to a particular hospital, followed by distance from home (21%) and emergency services (18%). The most frequent hospital services used were a specialty doctor (16%), laboratory tests or inpatient stay (15%), followed by emergency room visits and radiology (14%). In terms of experience, 86 percent said they felt satisfied with their hospital experience, with good care (55%) the most frequent reason for satisfaction.

Of the 25 percent who had used Logan County Hospital, 31 percent went there because of a doctor's referral, while 26 percent went there for emergencies, 23 percent cited distance from home, and 11 percent went there out of personal preference. The most frequently used services at Logan County Hospital were emergency, specialist or laboratory test (20% each). The second most frequent were radiology and inpatient stay (11% each). Of Logan County Hospital users, 74 percent felt satisfied with their experience, with 59 percent citing good care as reason for satisfaction.

The survey asked respondents if they had ever used Logan County Hospital, and 33 percent of respondents said yes. Of Logan County Hospital users, 71 percent felt satisfied with their experience, and 56 percent said the good care promoted their satisfaction. Of all survey respondents of child-bearing age, 72 percent said they would be very unlikely to use obstetrics services if offered at Logan County Hospital.

## **County Health Department**

The survey explored respondents' experiences with the Logan County Health Department. Of all respondents, 34% had used the Logan County Health Department, and the most frequently used services was immunizations (10%). For those who had not used a health department service, 54% said they did not need any of those services.

## **Other Oakley Area Health Services**

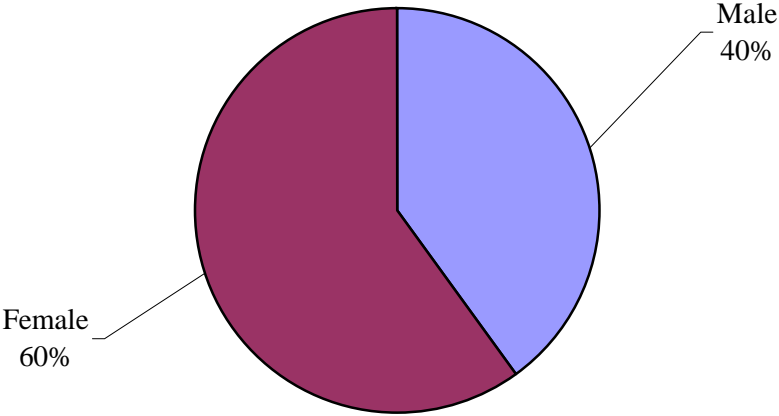
The next part of the survey asked respondents about a variety of other health care services. First, 48 percent of respondents said that they had visited Logan County Manor, and 50 percent said they would recommend the Manor to someone who needed long term care. Eighty-three percent of respondents said the felt EMS services in the area were adequate. For vision care, 45 percent felt that the area provided adequate services, while 58 percent did not know if adequate physical fitness services were available. Half of respondents felt that the area did not provide adequate pharmacy services, but half did feel the area had enough dental services. Seventy-four percent of all respondents did know about the amount of available adult day care. Approximately half of respondents felt there were adequate nursing home services, but half did not know if the area provided adequate assisted living services. Most respondents did not know if enough family

planning, speech therapy, occupational therapy or home health services were available, but 56 percent said that the area had adequate physical therapy services.

### **Additional Needs**

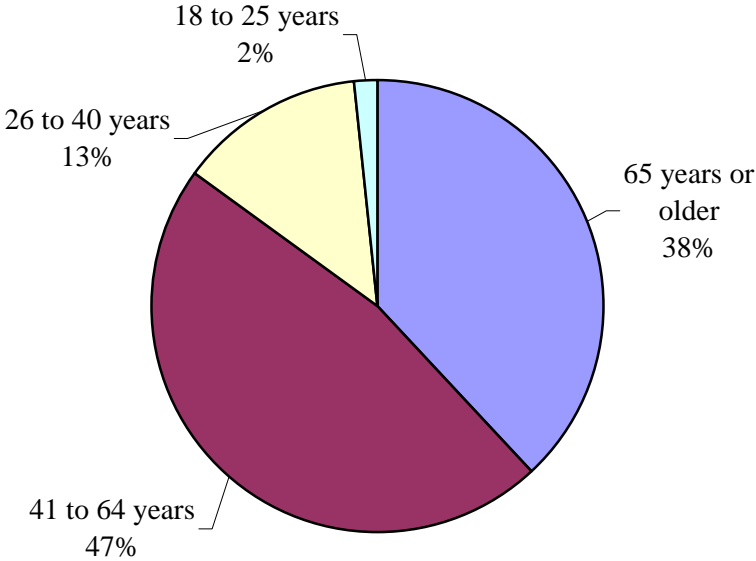
The final section of the survey asked respondents about areas that might need additional resources. About half of all respondents did not know of any issues or services that needed additional resources or education in the Oakley Health Area, but 16 percent did say some medical issues did need additional attention. At 40 percent, the need for additional doctors was the most frequent issue mentioned. Another 23 percent mentioned the need for a pharmacy.

### Respondents by Gender



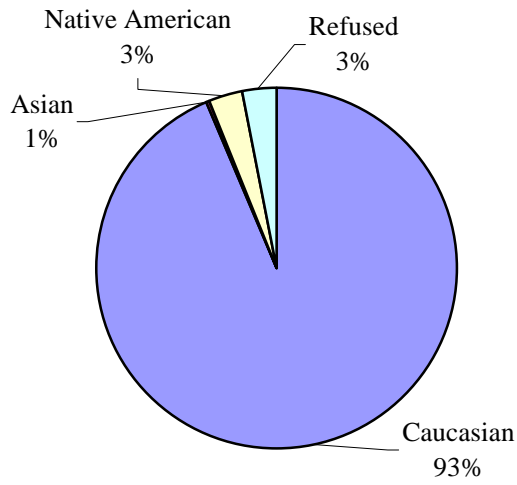
Gender	
Male	80
Female	120
Total	200

### Age of Respondents



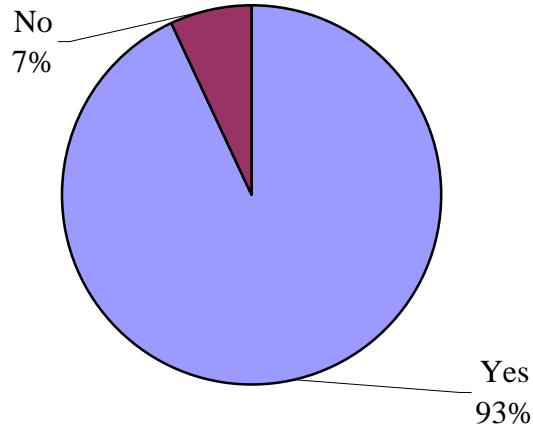
Age Range	Number	Percent
65 years or older	74	37.9%
41 to 64 years	92	47.2%
26 to 40 years	26	13.3%
18 to 25 years	3	1.5%
Total	195	100%

### Which best describes your ethnicity?



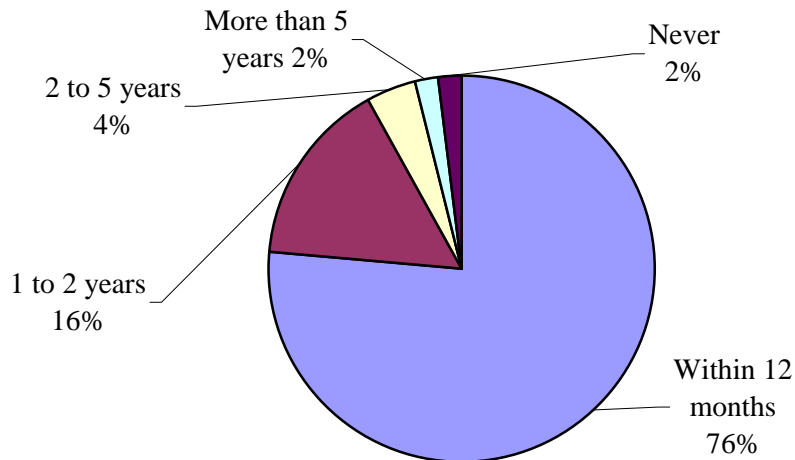
<b>Ethnicity</b>	<b>Number</b>	<b>Percent</b>
Caucasian	187	93.5%
Asian	1	0.5%
Hispanic	0	0.0%
African American	0	0.0%
Native American	6	3.0%
Other	0	0.0%
Refused	6	3.0%
Total	200	100%

**Q1. Do you use any of the following: primary care physician, nurse practitioner or physicians's assistant?**



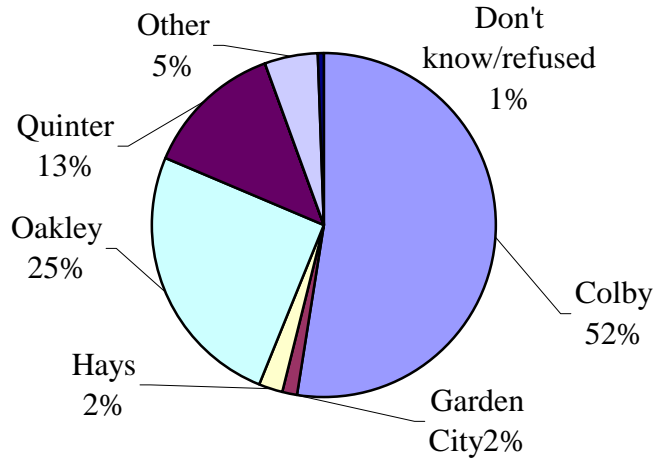
Response	Number	Percent
Yes	186	93%
No	14	7%
Total	200	100%

**Q2. How long has it been since your last routine checkup?**



Length of time	Number	Response
Within 12 months	153	76.5%
1 to 2 years	31	15.5%
2 to 5 years	8	4.0%
More than 5 years	4	2.0%
Never	4	2.0%
Total	200	100%

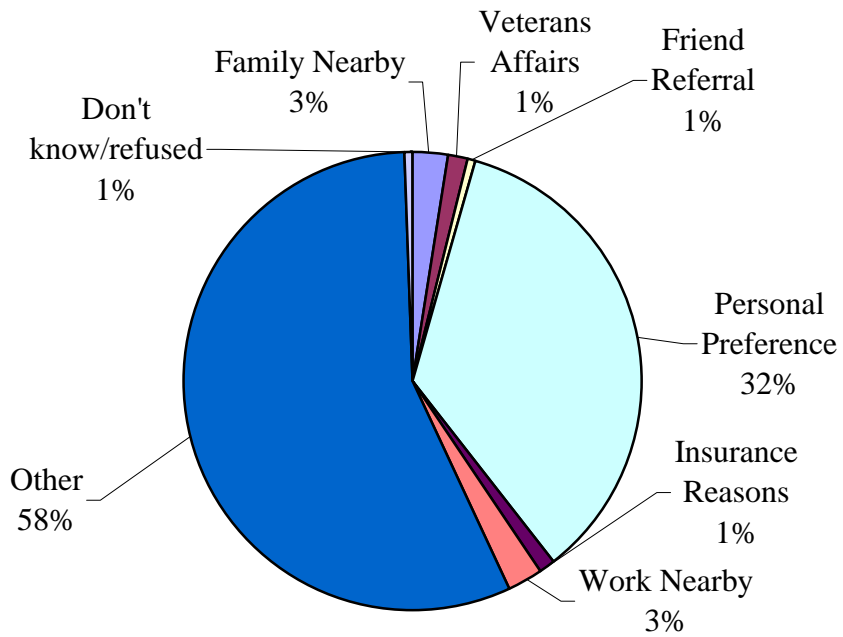
**Q3. What city do you go to most for your family's primary health care needs?**



Colby	105
Garden City	3
Hays	4
Oakley	51
Quinter	26
Salina	0
Wichita	0
Other	10
Don't know/refused	1
Total	200

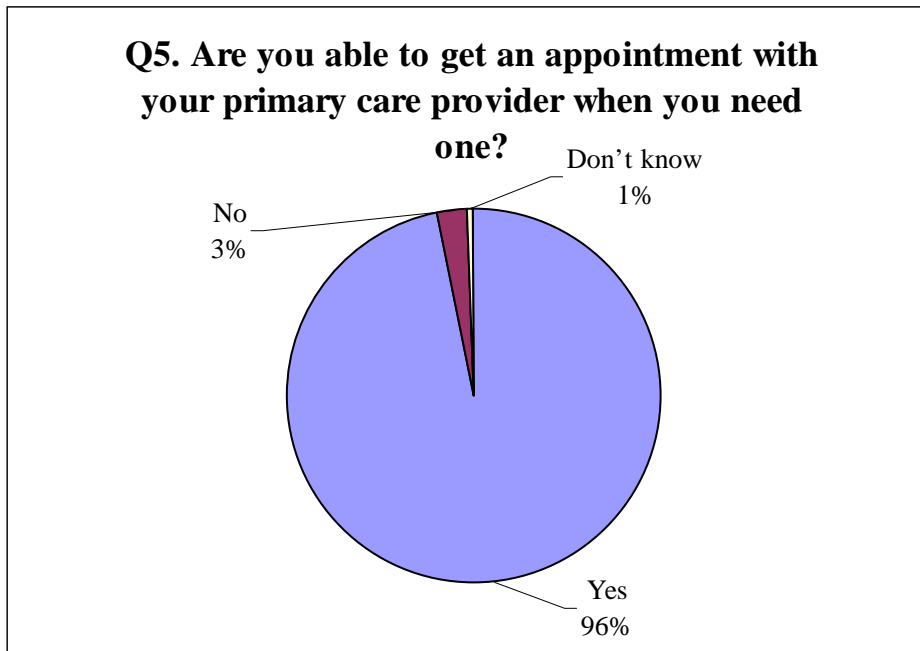
<b>Q3. Which other city do you go to for MOST of your family's primary health care needs?</b>		
Atwood	4	36%
Grinnell	1	9%
Hoxie	1	9%
Grainfield	1	9%
Hoxie	2	18%
Scott City	1	9%
Overland Park	1	9%
Total	11	100%

### Q4. Why does your family go outside the Oakley area?



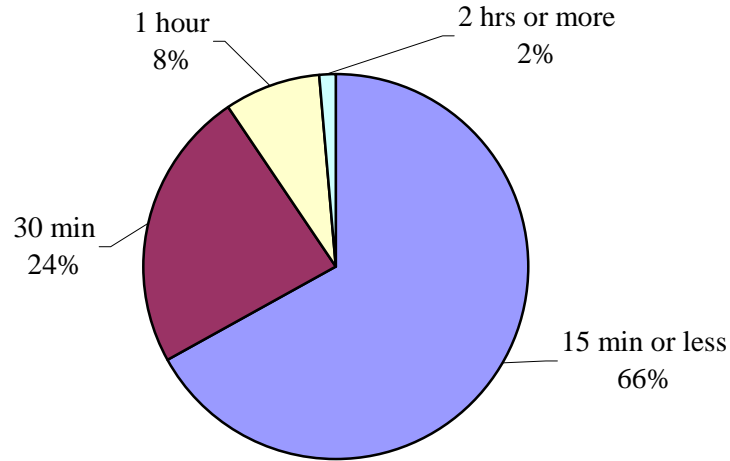
Family nearby	4
Veterans Affairs	2
Friend referral	1
Personal preference	56
Insurance reasons	2
Work nearby	4
Other	90
Don't know/refused	1
Total	160

<b>Q4. Why does your family go outside of the Oakley area?</b>		
Live in Colby	57	58%
Live in the area of Atwood	1	1%
Live in Wynona	1	1%
Quality of Care	2	2%
No pharmacy	1	1%
Closer to Colby	9	9%
Nurse Practitioners are in Colby	1	1%
Oakley can't even deliver babies there have to go an hour away-very primitive	2	2%
Don't live in Oakley area	8	8%
Live closer to Hoxie	1	1%
Easier to go to Quinter	4	4%
Go to Hays due to the doctors	1	1%
Started in Colby and liked the doctor there	1	1%
Too sick to go to area doctor	1	1%
Never go to Oakley	2	2%
Too small	1	1%
Dentist	1	1%
Not enough doctors	1	1%
Pediatrics	1	1%
Brother live in Oakley, nieces go there they've a nurse up there too	1	1%
<b>Total</b>	<b>98</b>	<b>100%</b>



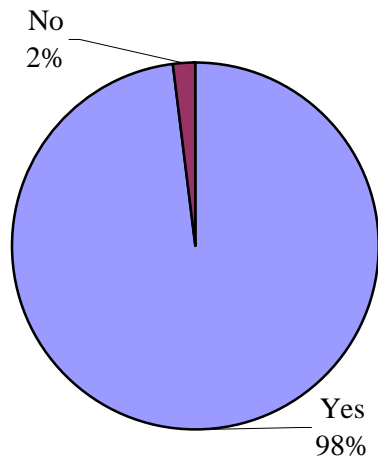
Yes	194
No	5
Don't know	1
<b>Total</b>	<b>200</b>

**Q6. How long do you normally wait to see your doctor?**



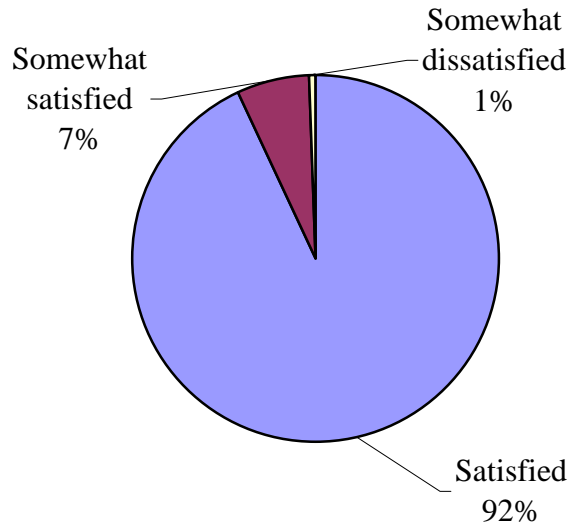
15 min or less	134
30 min	47
1 hour	16
2 hrs or more	3
Total	200

**Q7. Does your primary care provider give you enough time in his/her office to discuss your health needs?**



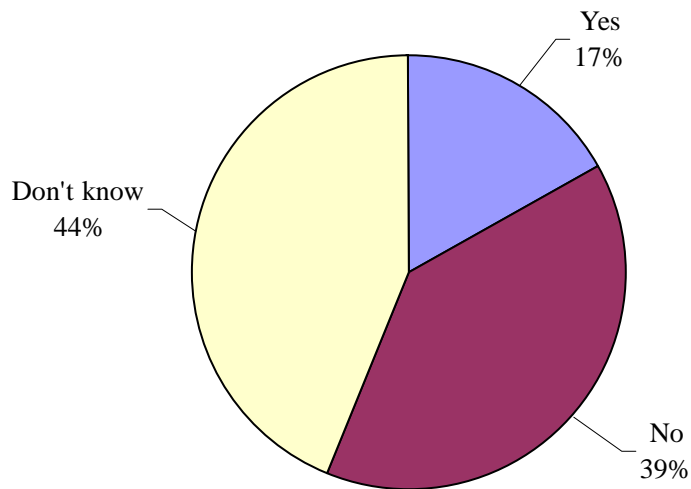
Yes	196
No	4
Total	200

**Q8. How would you describe the quality of care provided by your primary care provider?**



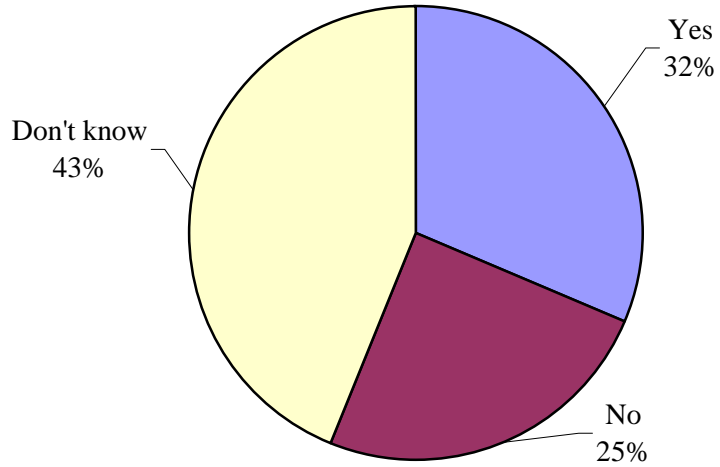
Satisfied	186
Somewhat satisfied	13
Somewhat dissatisfied	1
Dissatisfied	0
Total	200

**Q9. Do you think there are enough primary care providers in the Logan County area?**



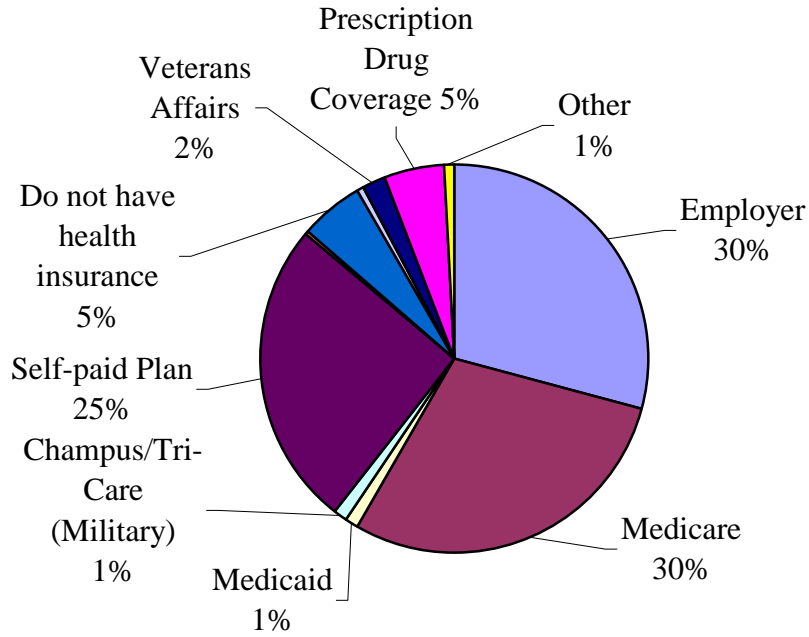
Yes	34
No	78
Don't know	88
Total	200

**Q10. Do you think that additional specialty physicians are needed in the Oakley Health Sector?**



Yes	63
No	49
Don't know	88
Total	200

**Q11. What health insurance covers you?**

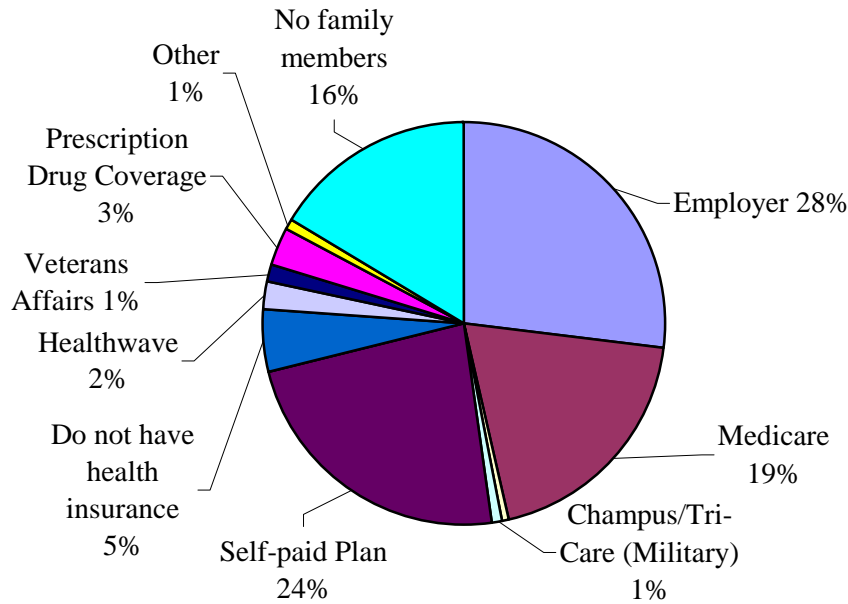


Insurance paid through Employer/Previous employer	71
Medicare	71
Medicaid	3
Champus/Tri-Care (Military)	3
Self-paid Plan	62
Native American Benefits	1
Do not have health insurance	13
Healthwave	1
Veterans Affairs	5
Prescription Drug Coverage	12
Other	2
Total	244

**Q11a. What other type of health insurance covers you?**

Blue Select
Major Medical

**Q11b. What health insurance covers your family?**

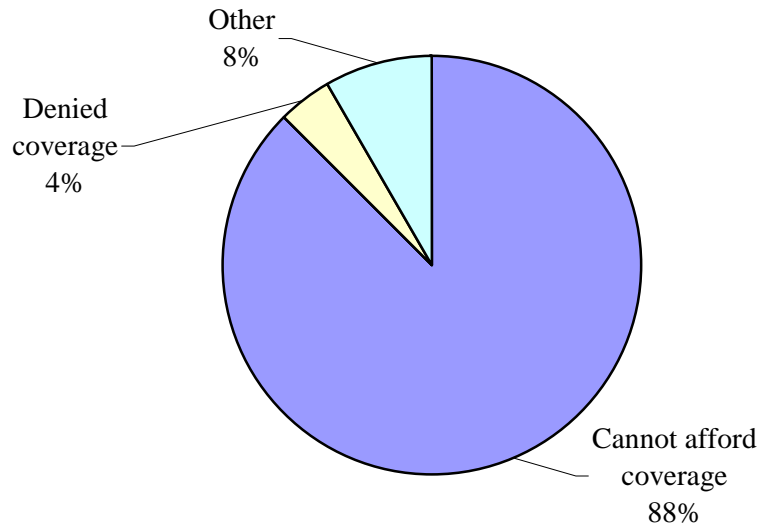


Insurance paid through Employer/Previous employer	61
Medicare	44
Medicaid	1
Champus/Tri-Care (Military)	2
Self-paid Plan	53
Native American Benefits	0
Do not have health insurance	11
Healthwave	5
Veterans Affairs	3
Prescription Drug Coverage	7
Other	2
No family members	37
Total	226

**Q11b. What other type of health insurance covers your family?**

Major Medical
Kansas Health Insurance

**Q12. If you do not have health insurance, which best describes why?**

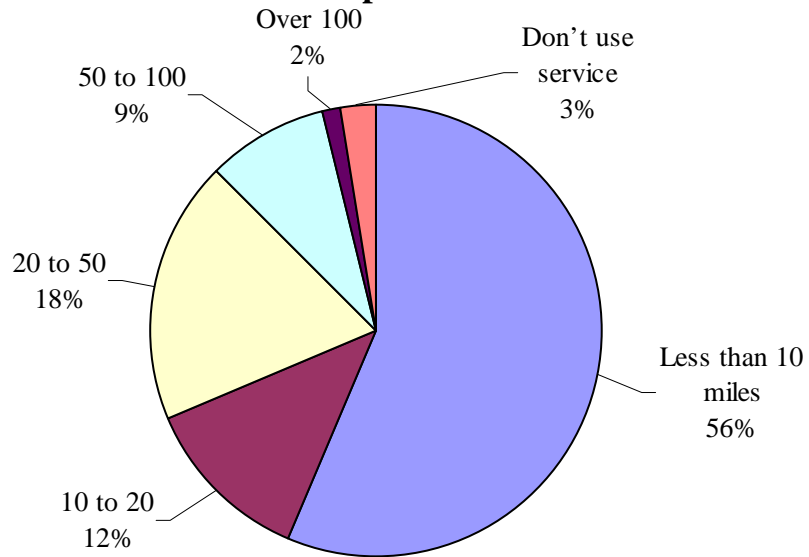


Cannot afford coverage	21
Medical Problems	0
Denied coverage	1
Other	2
Total	24

**12b. Why do you not have health insurance for your family?**

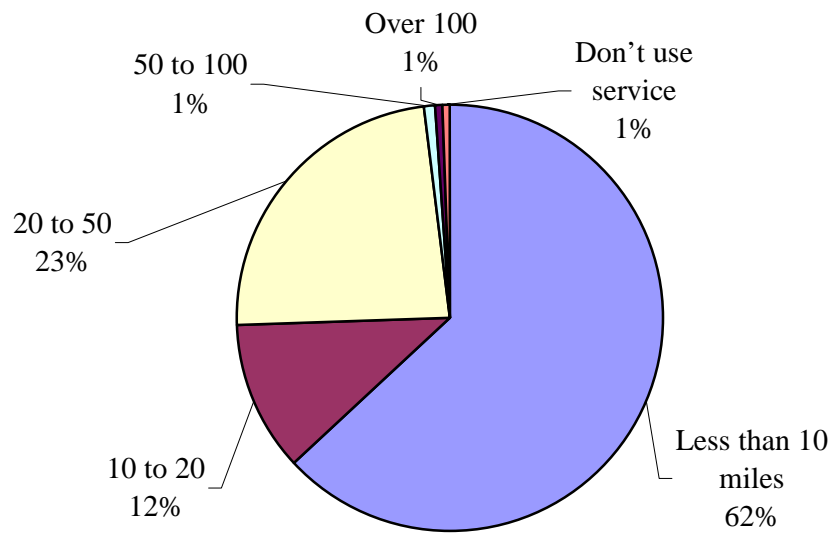
DOS?
Don't get sick

**Q13a. How many miles do you travel one way to see the optometrist?**



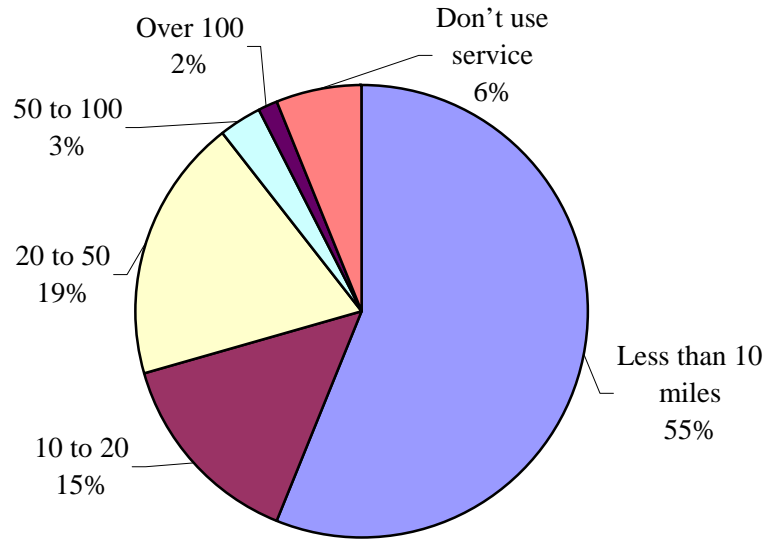
Less than 10 miles	113
10 to 20 miles	24
20 to 50 miles	38
50 to 100 miles	17
Over 100 miles	3
Don't use service	5
Total	200

**Q13b. How many miles do you travel one way to see the doctor?**



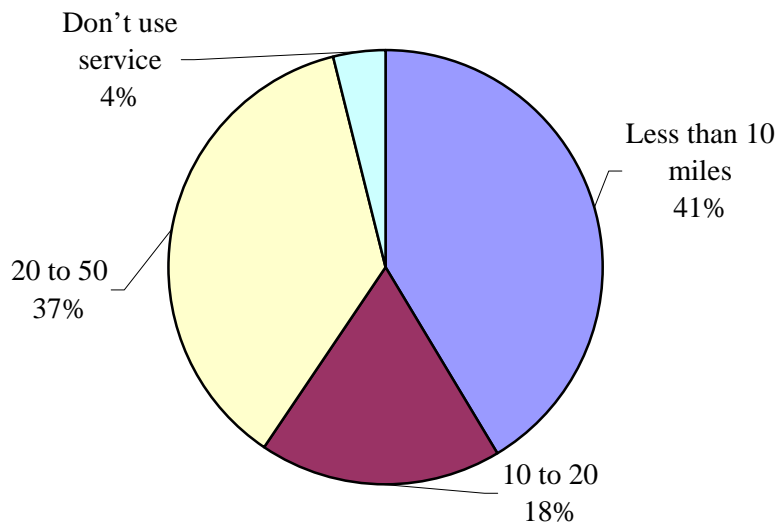
Less than 10 miles	126
10 to 20 miles	23
20 to 50 miles	47
50 to 100 miles	2
Over 100 miles	1
Don't use service	1
Total	200

**Q13c. How many miles do you travel one way to see the dentist?**



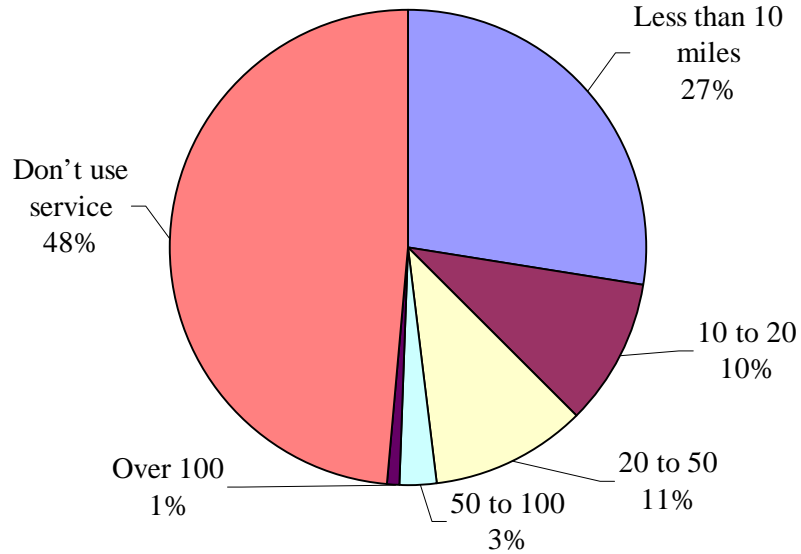
Less than 10 miles	112
10 to 20 miles	29
20 to 50 miles	38
50 to 100 miles	6
Over 100 miles	3
Don't use service	12
Total	200

**Q13d. How many miles do you travel one way to use a pharmacy?**



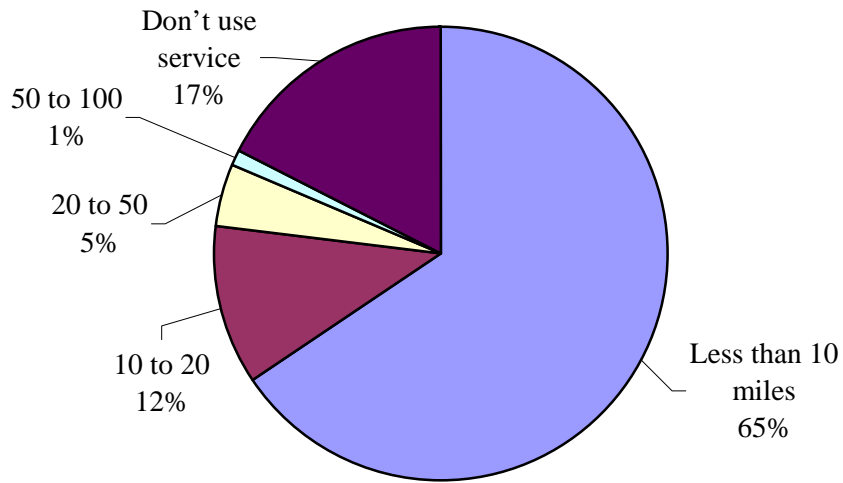
Less than 10 miles	83
10 to 20 miles	36
20 to 50 miles	73
50 to 100 miles	0
Over 100 miles	0
Don't use service	8
Total	200

**Q13e. How many miles do you travel one way for durable medical equipment?**



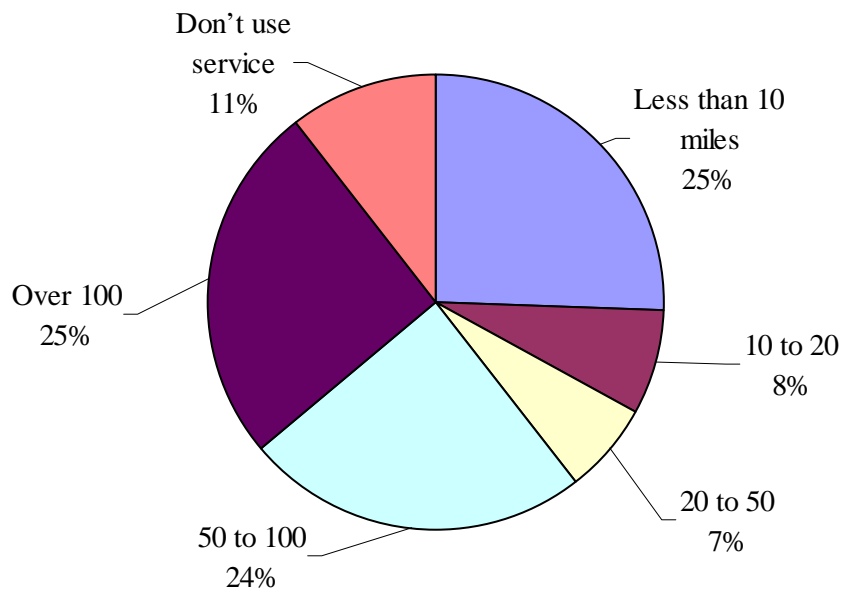
Less than 10 miles	55
10 to 20 miles	20
20 to 50 miles	21
50 to 100 miles	5
Over 100 miles	2
Don't use service	97
Total	200

**Q13f. How many miles do you travel one way for county health department services?**



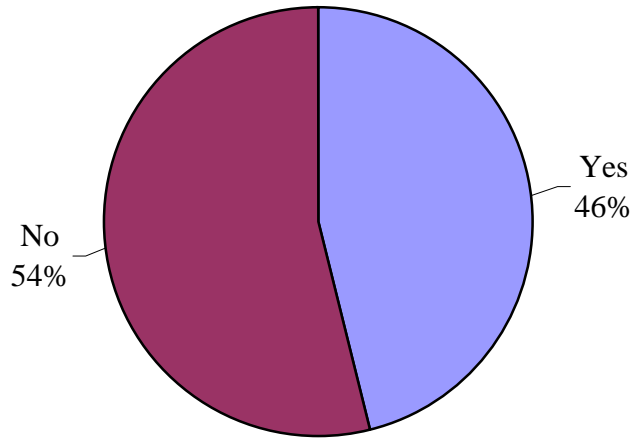
Less than 10 miles	131
10 to 20 miles	23
20 to 50 miles	9
50 to 100 miles	2
Over 100 miles	0
Don't use service	35
Total	200

**Q13g. How many miles do you travel one way to see a specialist?**



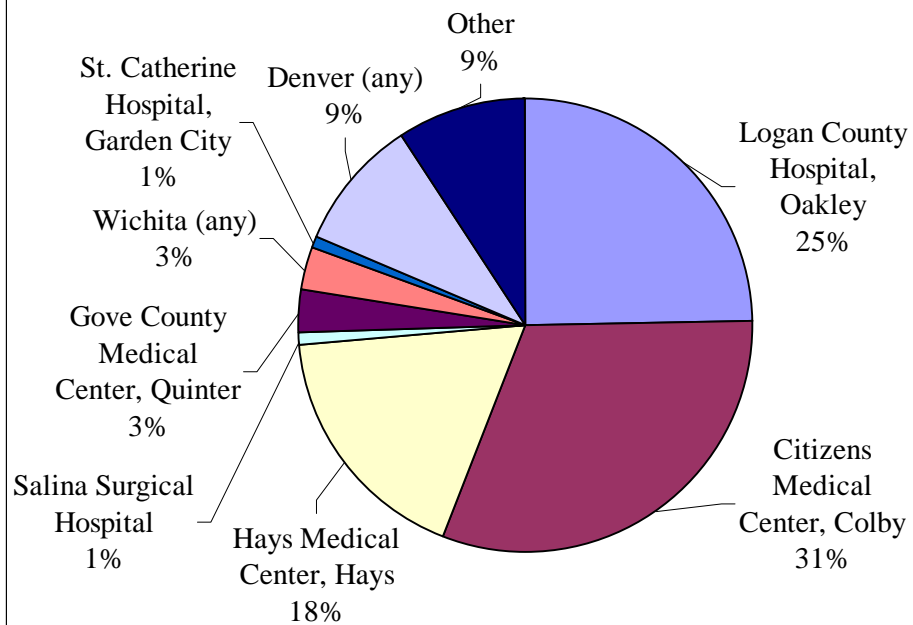
Less than 10 miles	51
10 to 20 miles	15
20 to 50 miles	13
50 to 100 miles	49
Over 100 miles	51
Don't use service	21
Total	200

**Q14. Has any member of your household used the services of a hospital in the past 12 months?**



Yes	92
No	108
Total	200

**Q15. At which hospital were services received?**

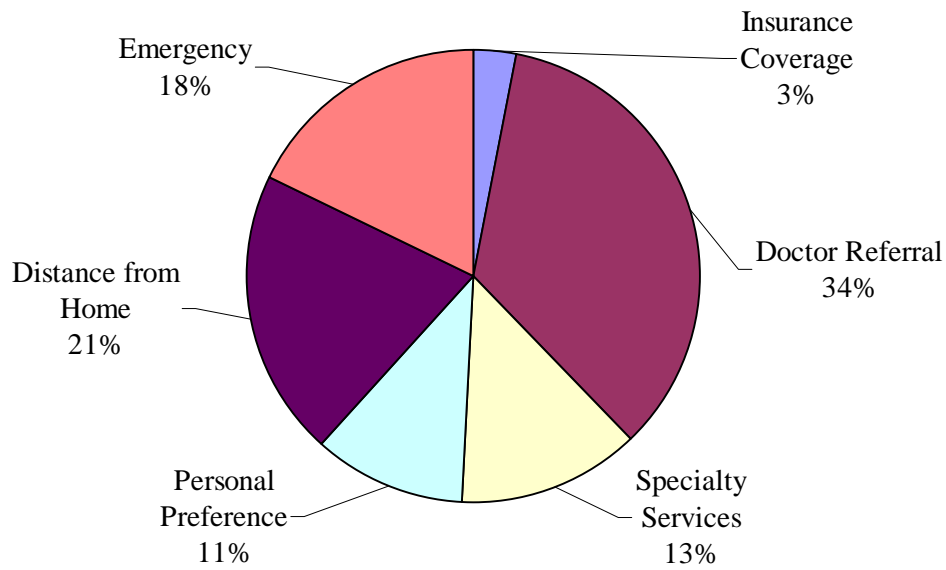


Logan County Hospital, Oakley	32
Citizens Medical Center, Colby	40
Hays Medical Center, Hays	23
Salina Regional Health Center	0
Salina Surgical Hospital	1
Gove County Medical Center, Quinter	4
Wichita (any)	4
St. Catherine Hospital, Garden City	1
Denver (any)	12
Other	12
Don't know/refused	0
Total	129

**Q15. At which other hospital were services received?**

Garden City St. Catherine	3
Glenwood Springs at Valley View Hospital	
Mercy Medical Center	
10 min	
Hutchinson Hospital-goes to school there	
Hays	
Quinter	
Lawrence	
Topeka	

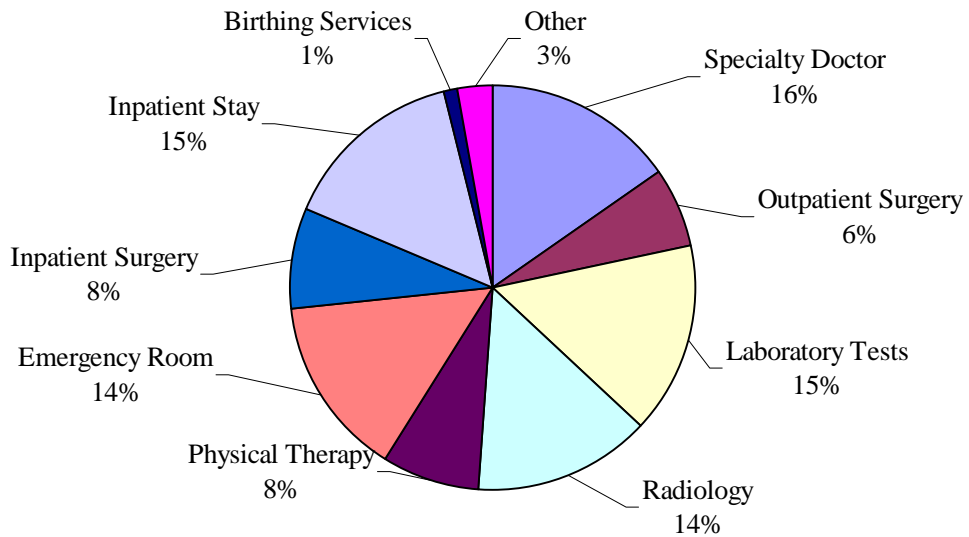
**Q16. Why did you choose that hospital?**



Insurance Coverage	4
Doctor Referral	45
Specialty Services	17
Recommended by Friend	0
Personal Preference	14
Distance from Home	27
Family Close By	0
Emergency	23
Other	0
Total	130

<b>Why did you choose Logan County Hospital?</b>		
Insurance Coverage	1	3%
Doctor Referral	11	31%
Specialty Services	2	6%
Personal Preference	4	11%
Distance from Home	8	23%
Emergency	9	26%
Total	35	100%

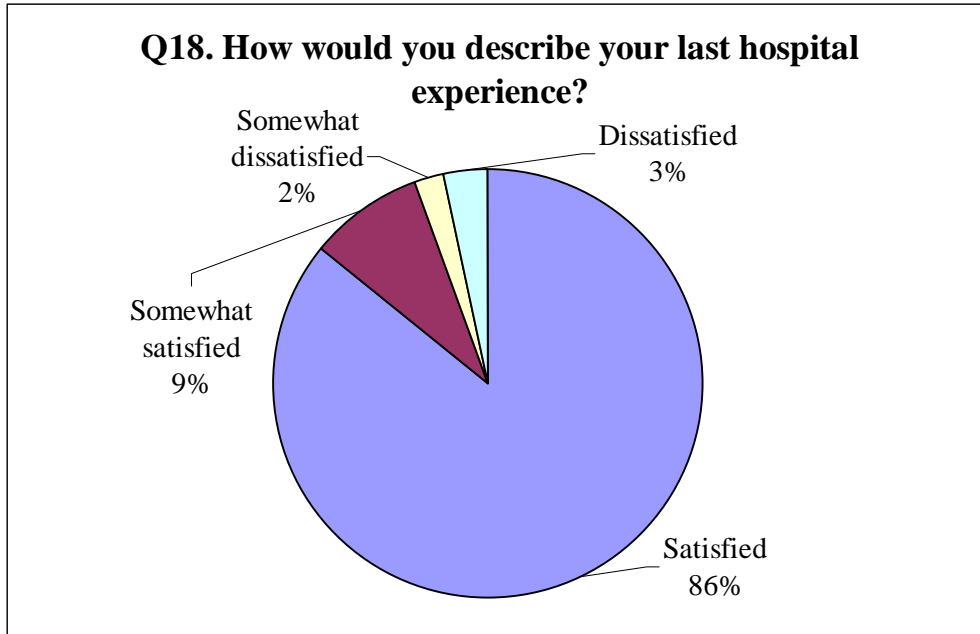
**Q17. Which of these hospital services did you use?**



Specialty Doctor	32
Outpatient Surgery	13
Laboratory Tests	32
Radiology (x-ray, CT, mammogram)	30
Physical Therapy	16
Emergency Room	30
Inpatient Surgery	17
Inpatient Stay	31
Birthing Services	2
Other	6
Total	209

<b>Which of these hospital services did you use at Logan County Hospital?</b>		
Specialty Doctor	9	20%
Outpatient Surgery	1	2%
Laboratory Tests	9	20%
Radiology (x-ray, CT, mammogram)	5	11%
Physical Therapy	4	9%
Emergency Room	9	20%
Inpatient Surgery	1	2%
Inpatient Stay	5	11%
Other	1	2%
Total	44	100%

<b>Q17. What other hospital services did you use?</b>
Kidney services
Regular doctor
Can't remember
Check up (Logan County Hospital)
Cancer meds
Appointment



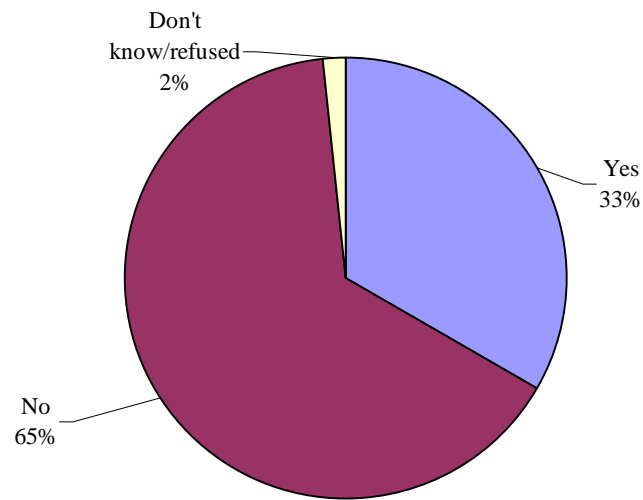
Satisfied	79
Somewhat satisfied	8
Somewhat dissatisfied	2
Dissatisfied	3
Total	92

<b>How would you describe your last Logan County Hospital experience?</b>		
Satisfied	23	74%
Somewhat satisfied	8	26%
Total	31	100%

<b>Q18a. Why was your hospital experience the way it was?</b>		
Prompt	5	5%
Good care	53	55%
Like the hospital	1	1%
Nurses were great	5	5%
Expensive	3	3%
Everyone was nice	6	6%
Explained what was happening	2	2%
Insurance	1	1%
Successful operation	2	2%
Not enough nurses	1	1%
No problems	7	7%
Hand didn't heal correctly	1	1%
I was satisfied	2	2%
Sometimes I get disgusted they put you through so many tests when a few tests would have told the story.	2	2%
When your kid's getting stitches, its not great wherever you are	1	1%
Don't care for the doctor I was given	1	1%
It was an ER appt and had to wait an hour	1	1%
I was but she wasn't they messed her up	1	1%
Food needs improvement	1	1%
Total	96	100%

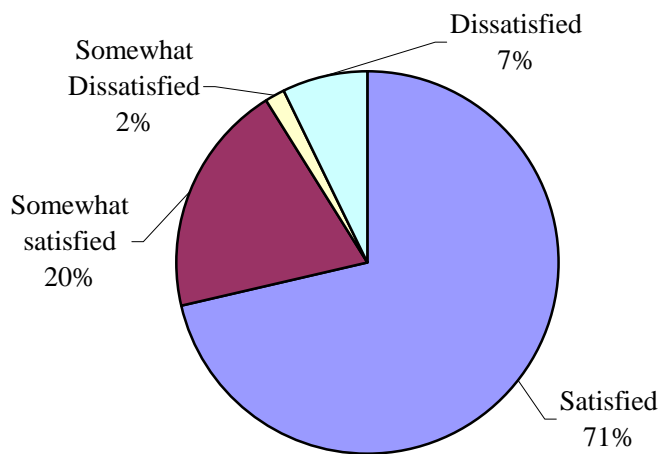
<b>18a. Why was your Logan County Hospital experience the way it was?</b>		
Good care	22	59%
Convenient	1	3%
No problems	3	8%
Just okay	1	3%
Bad care	1	3%
Co-workers bashing doctor	1	3%
Didn't like doctor	1	3%
Waited too long	1	3%
No answer	1	3%
Too expensive	1	3%
Nice people	1	3%
Bad food	1	3%
Good doctors	1	3%
Good nurses	1	3%
Total	37	100%

**Q19. Has any member of your household used the services of Logan County Hospital?**



<b>Has any member of your household used the services of Logan County Hospital?</b>	
Yes	56
No	109
Don't know/refused	3
Total	168

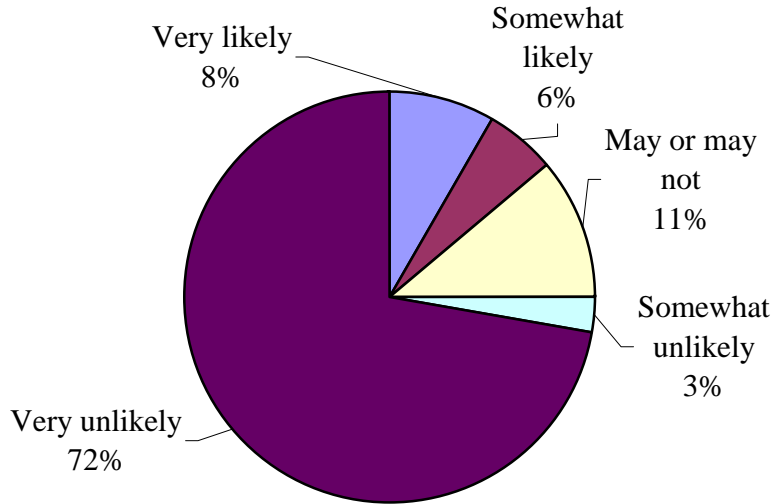
**Q20. How would you describe your last Logan County Hospital experience?**



<b>How would you describe your last Logan County Hospital experience?</b>	
Satisfied	40
Somewhat satisfied	11
Somewhat dissatisfied	1
Dissatisfied	4
Total	56

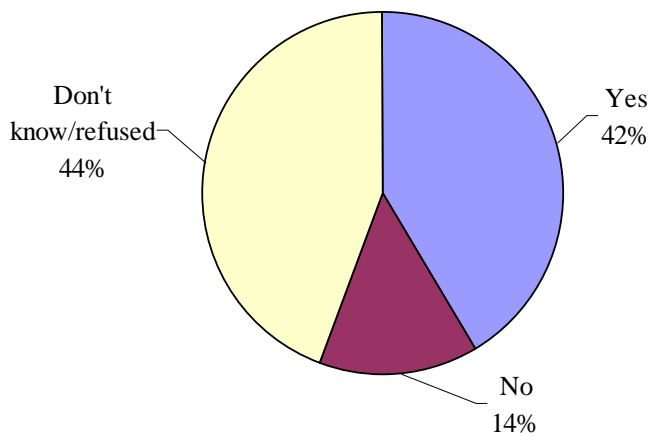
<b>Q20b. Why was your last Logan County Hospital experience the way it was?</b>		
Good care	39	56%
Everyone was nice	5	7%
Too long ago to remember	5	7%
Bad care	3	4%
I was told should be there at a certain time and the doctor wasn't	2	3%
Clean	2	3%
Prompt care	2	3%
Good nurses	1	1%
It was really nice in the Physical Therapy Dept.	1	1%
If I'm going to go I'm going to go to the biggest one, my doctor's there	1	1%
Good food	1	1%
Should have had a c-section and no doctor was available to do one	1	1%
Had a kidney stone, thought stayed too long	1	1%
After X-rays referred to hays	1	1%
Dissatisfied with all	1	1%
Was satisfied with all	1	1%
I used their therapist	1	1%
Hospital has gone down hill	1	1%
Need more doctors	1	1%
Total	70	100%

**Q21. If Logan County Hospital were to add obstetrics services, how likely would you be to use them?**



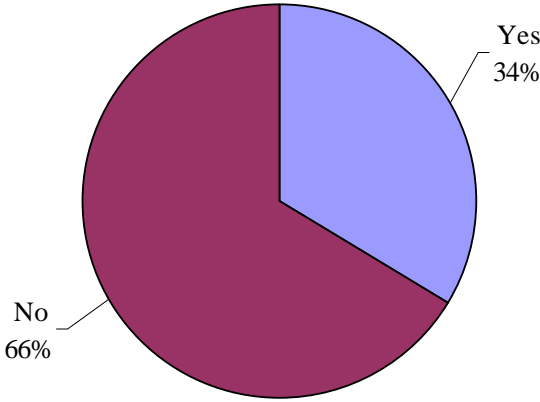
Very likely	3
Somewhat likely	2
May or may not	4
Somewhat unlikely	1
Very unlikely	26
Total	36

**Q22. Do you think Logan County Hospital is meeting the health needs of area residents?**



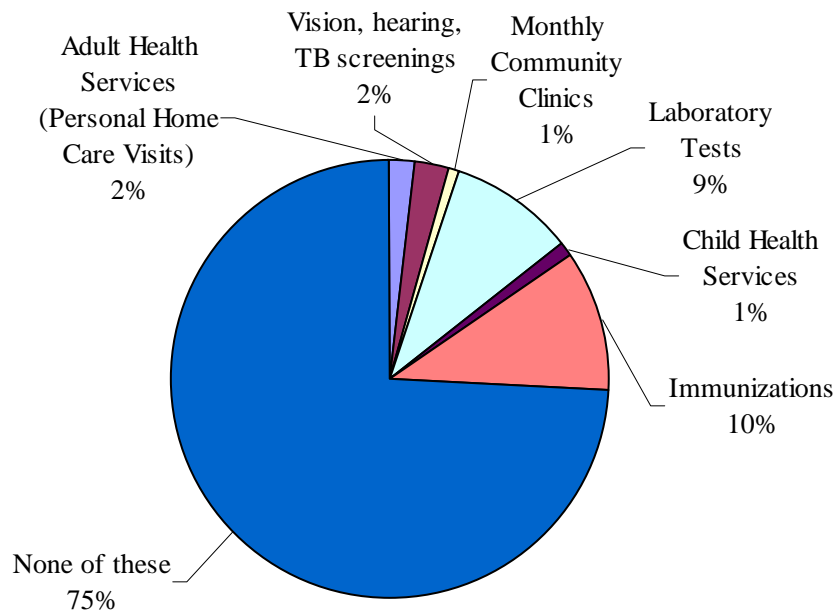
Yes	83
No	28
Don't know/refused	89
Total	200

**Q23. Do you know what services are available at Logan County Health Department?**



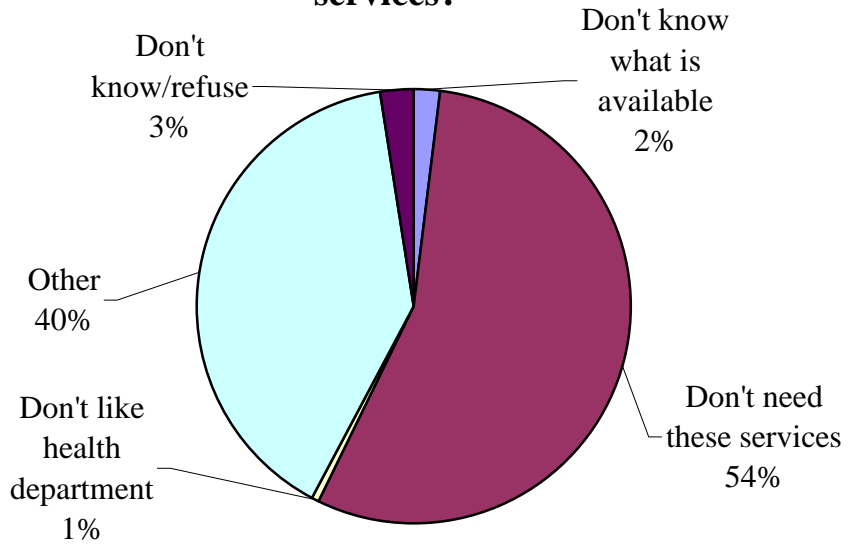
Yes	67
No	133
Total	200

**Q24. Has any member of your household used the following services of the Logan County Health Dept. in the past 12 months?**



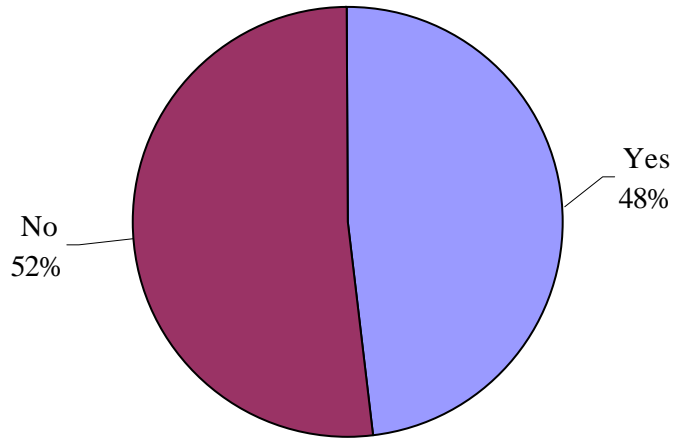
Adult health services (personal home care visits)	4
Vision, hearing, TB screenings	5
Educational materials	0
Monthly community clinics	2
Laboratory tests (blood work, etc)	19
Family planning	0
Child health services (physicals, etc.)	2
Immunizations	21
None of these	153
Total	206

**Q24a. Why have you not used any of these services?**



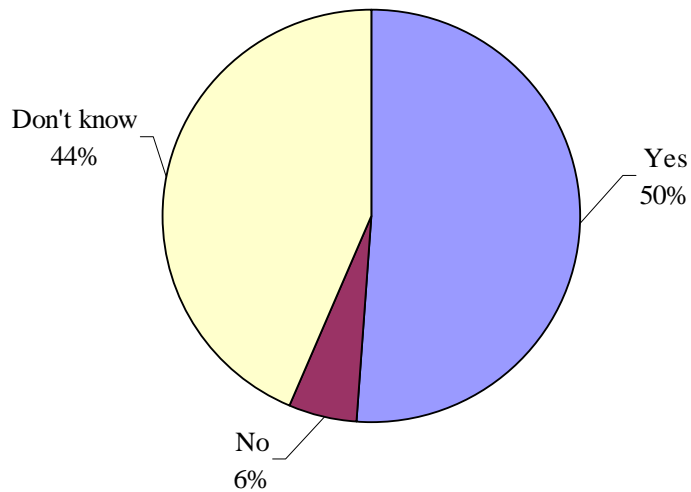
Don't know what is available	3
Don't need these services	85
Don't like health department	1
Other	61
Don't know/refuse	4
Total	154

**Q25. Have you ever visited Logan County Manor?**



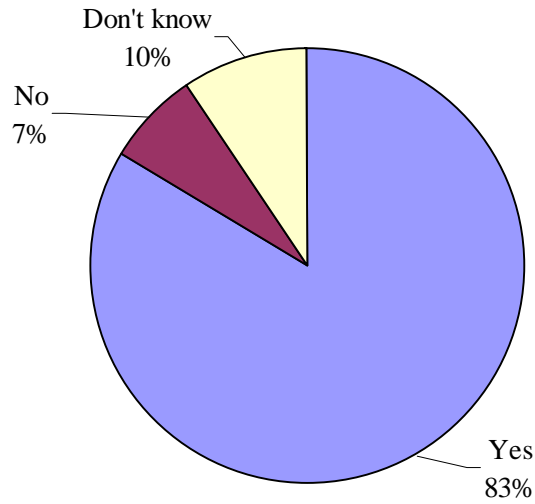
Yes	96
No	104
Total	200

**Q26. Would you recommend Logan County Manor to someone in need of long term care?**



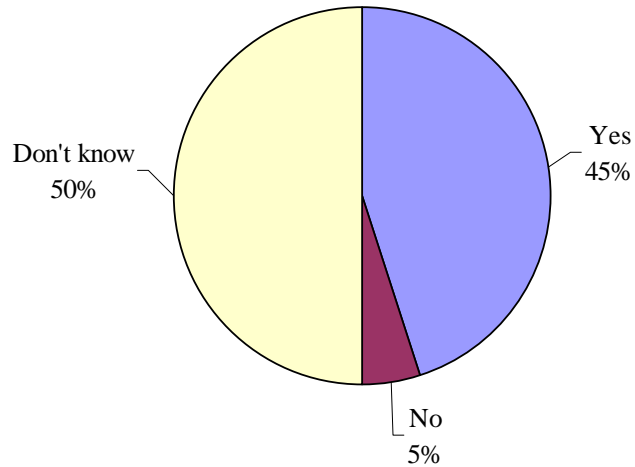
Yes	102
No	11
Don't know	87
Total	200

**Q27. Do you feel the EMS service in your area is adequate?**



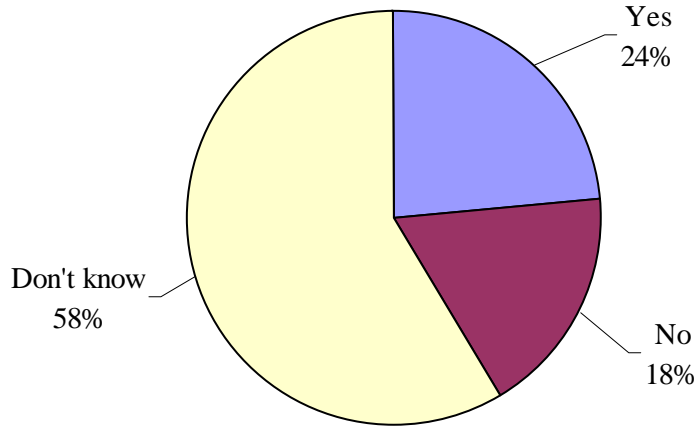
Yes	167
No	14
Don't know	19
Total	200

**Q28a. Do you feel that the Logan County area provides adequate services for vision care?**



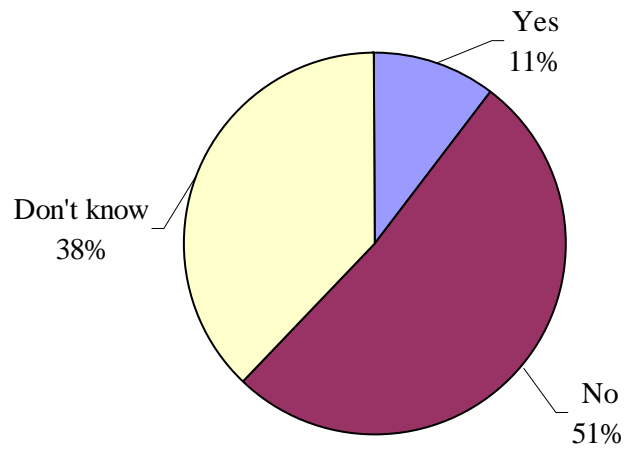
Yes	90
No	10
Don't know	100
Total	200

**Q28b. Do you feel that Logan County area provides adequate services for physical fitness?**



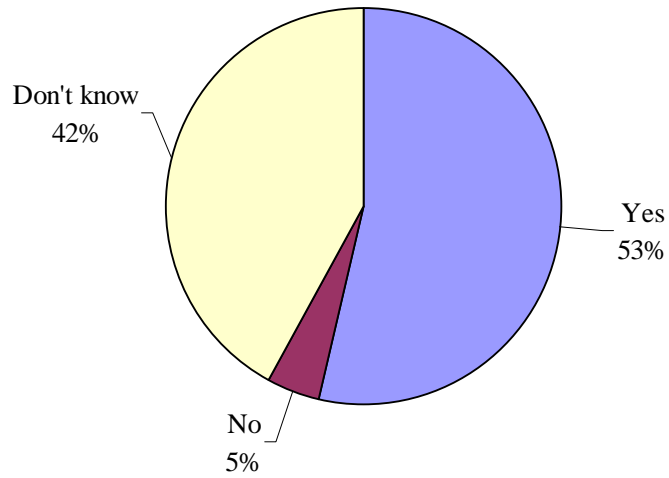
Yes	47
No	36
Don't know	117
Total	200

**Q28c. Do you feel that Logan County area provides adequate pharmacy services?**



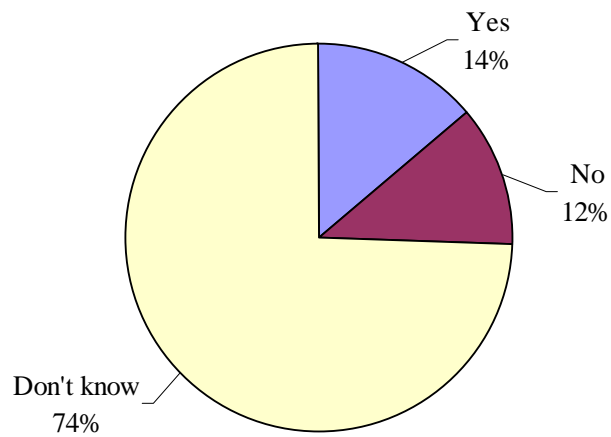
Yes	21
No	103
Don't know	76
Total	200

**Q28d. Do you feel that Logan County area provides adequate dental services?**



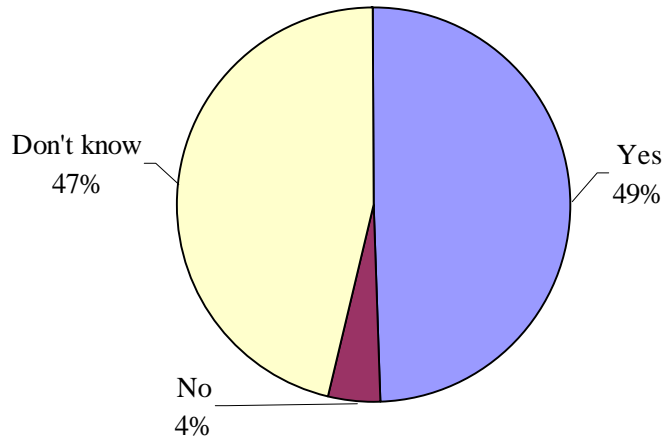
Yes	107
No	9
Don't know	84
Total	200

**Q28e. Do you feel that Logan County are provides adequate Adult Day Care services?**



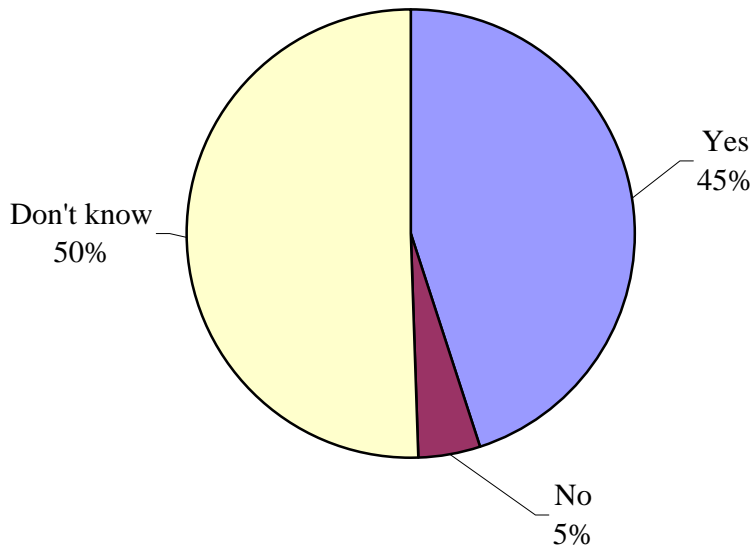
Yes	28
No	23
Don't know	149
Total	200

**Q28f. Do you feel that Logan County area provides adequate Nursing Home Care services?**



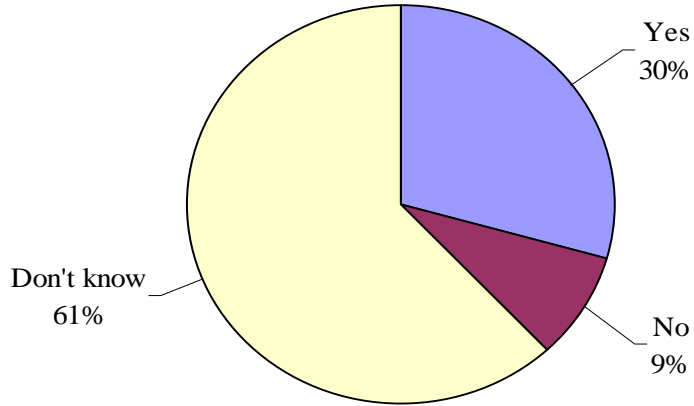
Yes	99
No	8
Don't know	93
Total	200

**Q28g. Do you feel that Logan County area provides adequate assisted living services?**



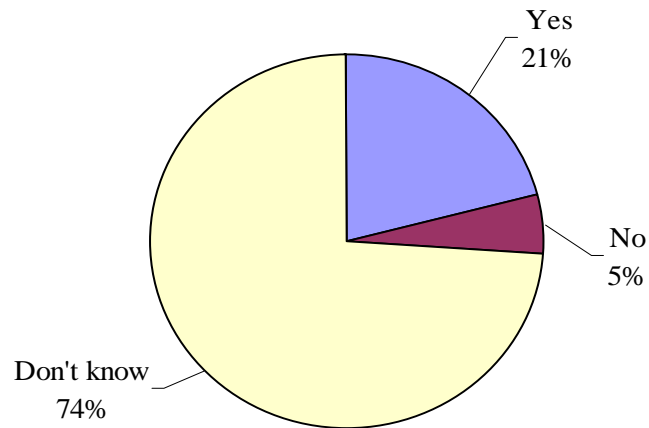
Yes	90
No	9
Don't know	101
Total	200

**Q28h. Do you feel that Logan County area provides adequate home health care services?**



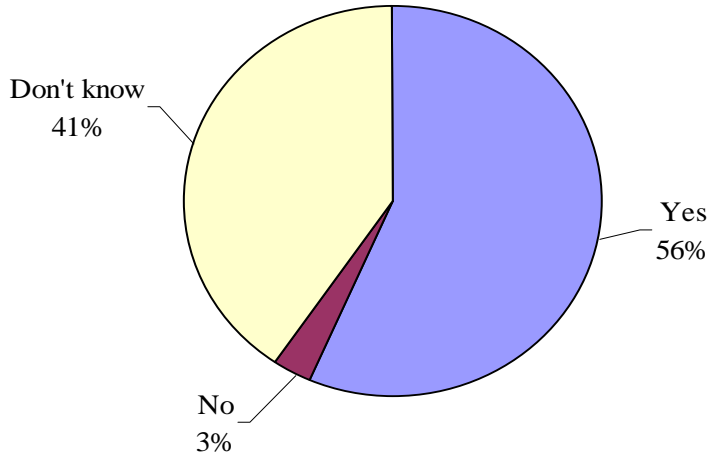
Yes	59
No	17
Don't know	124
Total	200

**Q28i. Do you feel that Logan County area provides adequate speech therapy services?**



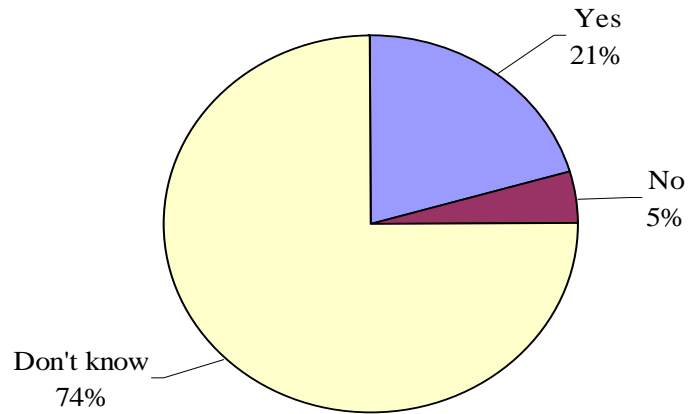
Yes	42
No	10
Don't know	148
Total	200

**Q28j. Do you feel that Logan County area provides adequate physical therapy services?**



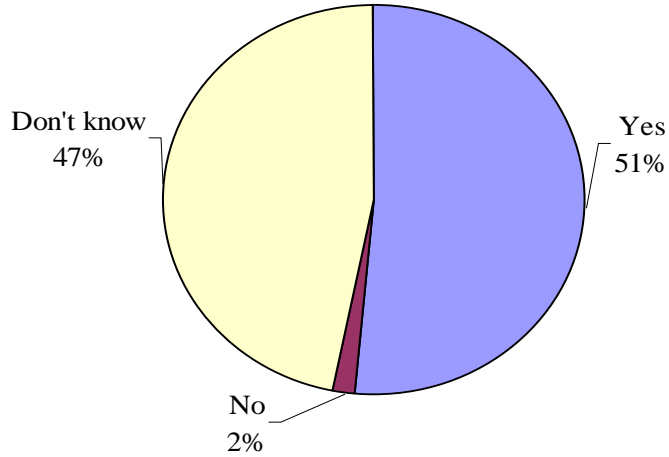
Yes	113
No	6
Don't know	81
Total	200

**Q28k. Do you feel that Logan County area provides adequate occupational therapy services?**



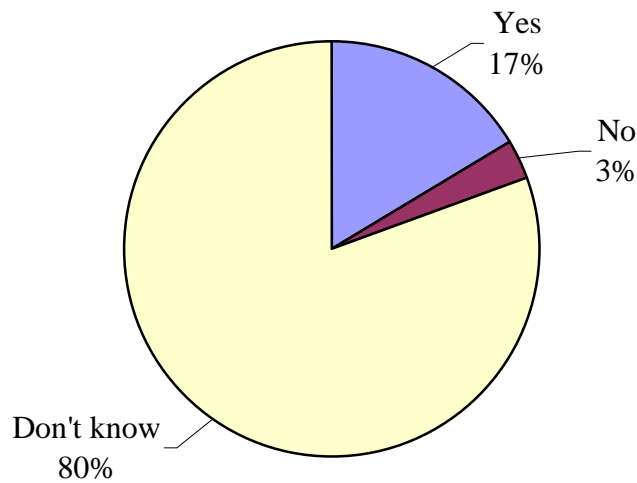
Yes	41
No	9
Don't know	150
Total	200

**Q28l. Do you feel that Logan County area provides adequate immunization services?**



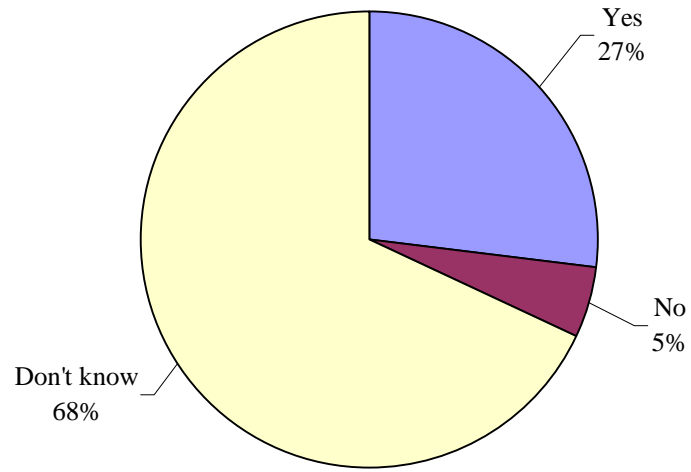
Yes	103
No	3
Don't know	94
Total	200

**Q28m. Do you feel that Logan County area provides adequate family planning services?**



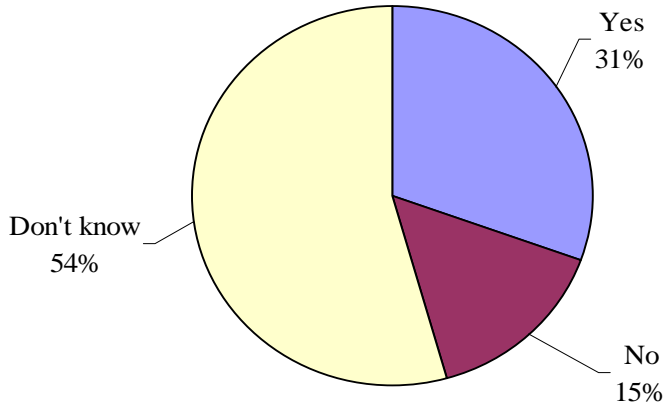
Yes	33
No	6
Don't know	161
Total	200

**Q28n. Do you feel that Logan County area provides adequate home care services?**



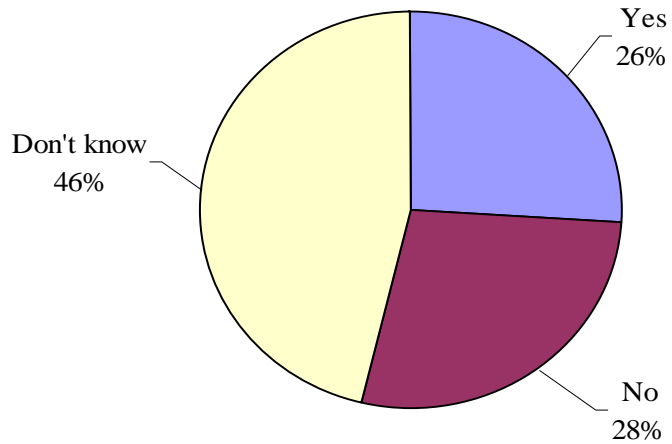
Yes	54
No	10
Don't know	136
Total	200

**Q29a. Do you feel the Logan County area needs additional resources/education about Non-Emergency Medical transport?**



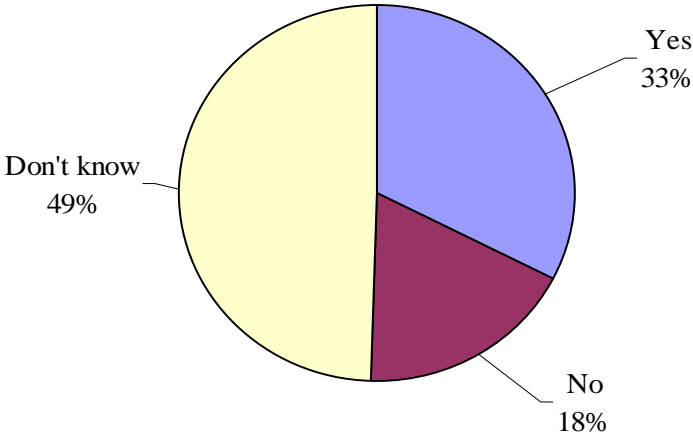
Yes	61
No	30
Don't know	109
Total	200

**Q29b. Do you feel the Logan County area needs additional resources/education about Emergency Medical Transport?**



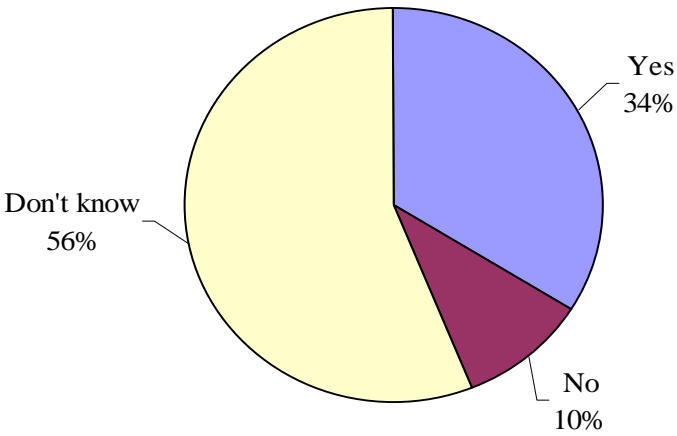
Yes	52
No	55
Don't know	93
Total	200

**Q29c. Do you feel the Logan County area needs additional resources/education about assisted living?**



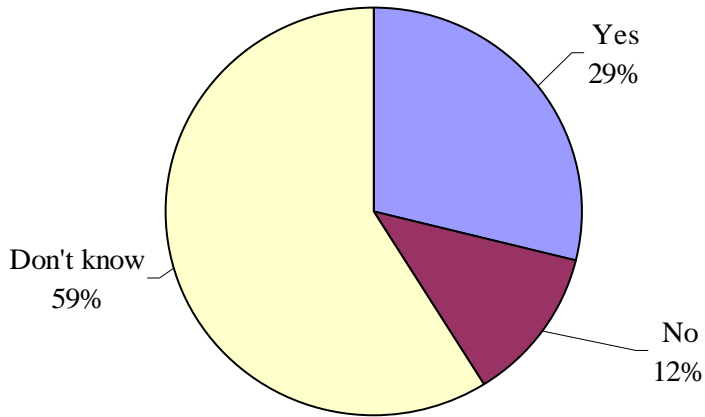
Yes	65
No	36
Don't know	99
Total	200

**Q29d. Do you feel the Logan County area needs additional resources/education about teenage pregnancy?**



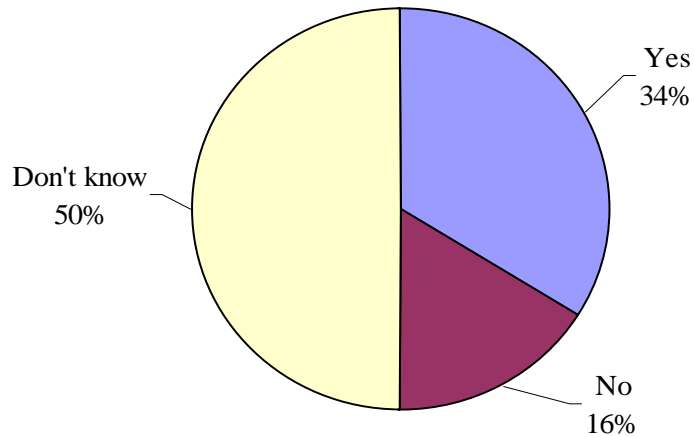
Yes	68
No	20
Don't know	112
Total	200

**Q29e. Do you feel the Logan County area needs additional resources/education about mental health issues?**



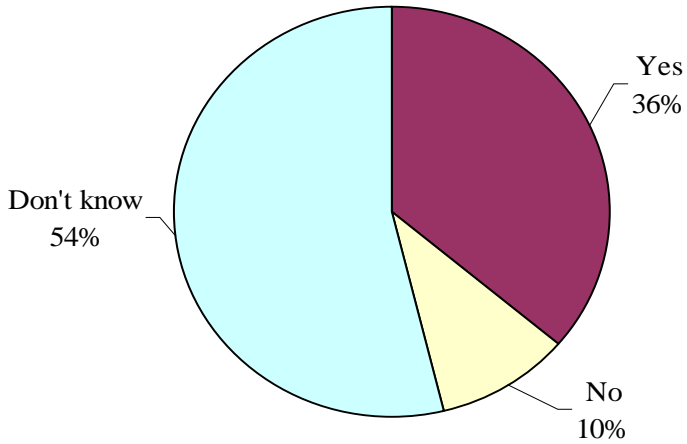
Yes	58
No	24
Don't know	118
Total	200

**Q29f. Do you feel the Logan County area needs addition resources/education about substance abuse?**



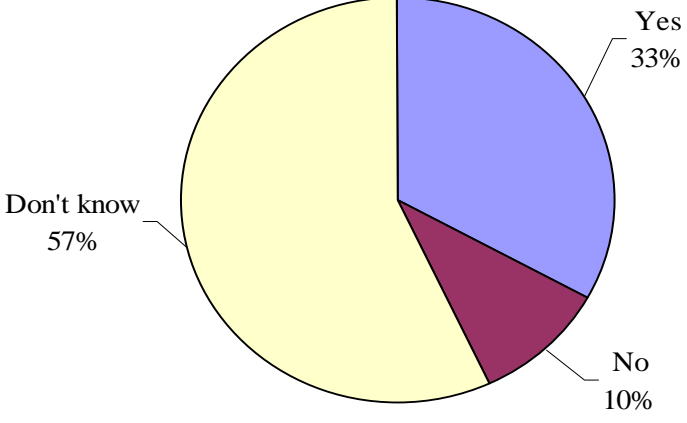
Yes	68
No	32
Don't know	100
Total	200

**Q29g. Do you feel the Logan County area needs additional resources/education about child abuse?**



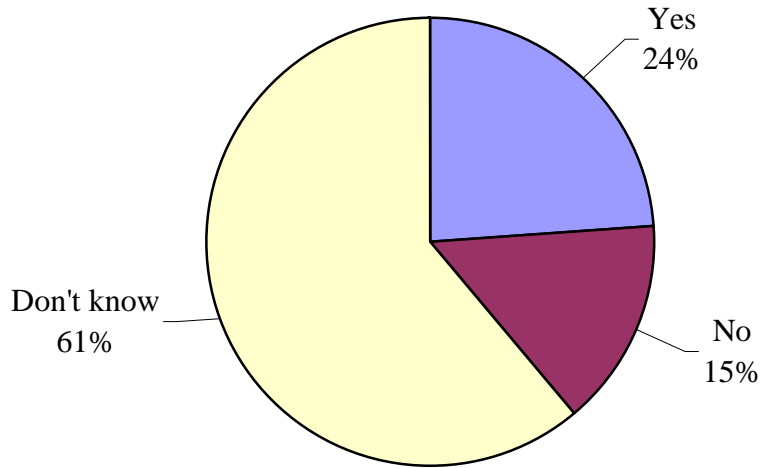
Yes	72
No	20
Don't know	108
Total	200

**Q29h. Do you feel the Logan County area needs additional resources/education about spouse abuse?**



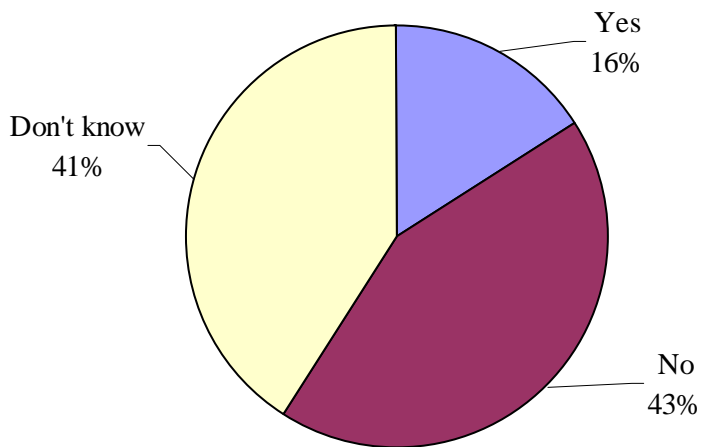
Yes	66
No	20
Don't know	114
Total	200

**Q29i. Do you feel the Logan County area needs additional resouces/education about elderly abuse?**



Yes	48
No	30
Don't know	122
Total	200

**Q29j. Are there any other medical issues that you feel need additional resources in the Logan County area?**



Yes	32
No	86
Don't know	82
Total	200

<b>29k. What does Logan County need additional services/education about?</b>		
More doctors	16	40%
Pharmacy	9	23%
More male doctors	3	8%
Meals in hospital are not appropriate for patients	1	3%
Doctors need education	1	3%
Need nurses and practitioners	1	3%
EMTs could use extra money	1	3%
Nursing homes need some attention	1	3%
Need better doctors	1	3%
Have better hours for the doctor's office	1	3%
Need doctor with minor surgery degree	1	3%
Support for the Manor	1	3%
More money	1	3%
Better emergency services/911	1	3%
Cheaper care	1	3%
Total	40	100%

## Appendix: Verbatim Answers to Open Questions

<b>Q4. Why does your family go outside the Oakley Area?</b>
I LIVE IN COLBY
I NEVER GO TO OAKLEY
CLOSEST CITY FOR THEM
NOT IN OAKLEY IN COLBY
WE LIVE IN COLBY
LIVE IN COLBY
WE LIVE IN COLBY OAKLY ABOUT 20 MILES AWAY
IN WYNONA DON'T LIVE IN OAKLEY
WE LIVE IN COLBY
QUALITY OF CARE.
WE LIVE NEAR COLBY
NO PHARMACY
LIVES IN COLBY
I LIVE IN COLBY
LIVE IN COLBY
LIVES IN COLBY
CLOSER TO COLBY AND NURSE PRACTITIONERS ARE IN COLBY
LIVES WEST OF COLBY
LIVES CLOSER TO COLBY
LIVE IN COLBY
CLOSER TO COLBY - OAKLEY CAN'T EVEN DELIVER BABIES THERE HAVE TO GO AN HOUR AWAY- VERY PRIMITIVE
LIVE IN COLBY
WE LIVE IN COLBY
WE LIVE IN COLBY
LIVE IN COLBY
LIVE IN COLBY
LIVES IN ROLLINGS COUNTY.
DON'T LIVE IN OAKLEY.
LIVE IN COLBY
LIVES CLOSER TO COLBY.
LIVES IN COLBY
LIVE IN COLBY
LIVES CLOSER TO HOXLEY
LIVES IN COLBY
EASIER TO G O TO QUINTER BROTHER LIVES IN OAKLEY NIECES GO THERE THEY'VE A NURSE UP THERE TOO.
BECAUSE WERE IN COLBY
LIVES IN COLBY.
WE LIVE IN COLBY
I DON'T LIVE IN OAKLEY
LIVE IN COLBY
USE A LOCAL DOCTOR

OUR DOCTOR IS IN COLBY
WE ARE IN COLBY
WE GO TO HAYS DUE TO THE DOCTORS
STARTED IN COLBY AND LIKE THE DOCTOR THERE
LIVE IN ANOTHER AREA
BECAUSE WE LIVE IN COLBY
DOESN'T LIVE THERE
WE LIVE IN COLBY
LIVE IN COLBY
LIVES IN COLBY.
I'M NOT IN THE OAKLEY AREA
LIVES IN COLBY.
LIVE IN COLBY
LIVES IN COLBY.
WE LIVE IN COLBY
I LIVE IN COLBY
LIVE IN COLBY
WE LIVE CLOSER TO COLBY
LIVE IN COLBY
LIVES IN THE AREA OF ATWOOD.
2 LOGAN COUNTY HOSPITAL HAD WENT DOWN WHEN IT COMES TO DOCTORS.
2 CLOSER TO HOME.
WE LIVE IN COLBY SO WE GO TO COLBY
BECAUSE I LIVE IN COLBY
LIVES IN COLBY
LIVES IN COLBY
LIVE IN COLBY
WIFE TO SICK TO GO TO AREA DOCTOR.
BECAUSE WE LIVE IN COLBY
LIVES IN COLBY
QUINTER IS CLOSER TO US THAN OAKLEY
LIVES IN COLBY.
"WE ARE FARMERS"
BECAUSE I LIVE IN COLBY
BECAUSE WE LIVE IN COLBY
DON'T LIVE THERE
WE LIVE IN COLBY SO WE GO HERE
TOO SMALL OF A TOWN WE LIVE IN
I LIVE IN COLBY
ACTUALLY LIVES IN COLBY
CAUSE WE LIVE IN COLBY
CAUSE WE LIVE IN COLBY
I AM IN COLBY THEY HAVE A PEDIATRICIAN AND AN OB GUY WE GO THERE FOR SPECIALTY
WE DON'T GO OVER THERE

CLOSER TO QUINTER
WE GO THERE FOR DENTIST
LIVES IN QUINTER
LIVES IN COLBY

<b>Q18a. Why was your hospital experience the way it was?</b>
THEY WERE PROMPT WHEN I NEEDED ASSISTANCE
WE GOT GOOD CARE AND THEY TREATED ME WELL AND I GOT THE PROBLEM FIXED.
OH WE WERE WELL CARED FOR AND THEY HAD ALL IN ORDER AND HE SEEMS TO BE DOING OKAY
I GOOD CARE.
I JUST LIKE THE HOSPITAL
I BROKE MY HAND AND IT DIDN'T HEAL CORRECTLY
I THINK THEY GAVE ME GREAT CARE FOR THE THING I CAME IN FOR.
UMM JUST DIDN'T HAVE ANY COMPLAINTS
I WAS TREATED GREAT AND MY DOCTOR HAD CAME IN.
BECAUSE I GOT VERY GOOD TREATMENT
NO REASON TO BE DISSATISFIED
CAUSE I WAS SATISFIED
I WAS PLEASED WITH THE CARE. THE NURSES WERE GREAT.
CAUSE OF THE PERSONAL CARE
I WAS TREATED VERY WELL
WELL CONVENIENT SERVICE WAS OKAY FOR MOST PART
LIKED THE INDIVIDUAL SERVICE.
I JUST HAVEN'T HAD A PROBLEM WITH IT.
IT WAS GREAT THEY TOOK GOOD CARE OF US
OVERALL CARE WAS GOOD
BECAUSE I GET GOOD CARE
SOMETIMES I GET DISGUSTED THEY PUT YOU THROUGH SO MANY TESTS WHEN A FEW TESTS WOULD HAVE TOLD THE STORY. THE TREATMENT WAS GOOD.
JUST OKAY NOTHING SPECIAL
WHEN YOUR KID TRYING TO GET STITCHES IT NOT GREAT NO MATTER ERE YOU ARE
TWO CHILDREN IN THE HOSPITAL AT THE SAME TIME (PNEUMONIA) AND KEPT THEM TOO LONG TREATING THEM FOR THE WRONG THING.
THE CARE WAS GOOD FOR MY HUSBAND.
THERE WAS ONETIME I WALKED DOWN THE HALL WAY WHERE CO-WORKERS WERE BASHING A DOCTOR.
EXCELLENT CARE.
EXCELLENT CARE
NOTHING TO COMPARE IT TO WAS OKAY WITH THE DOCTORS
THEY TREATED ME WELL ESPECIALLY IN HAYS.
DID NOT HAVE ANY COMPLAINTS
GOT THE JOB DONE IN A TIMELY MANOR
I DON'T CARE FOR THE DOCTOR I WAS GIVEN.
IT WAS GOOD NO COMPLAINTS
WELL I WAS THERE FOR AN INFECTION AND THEY KEPT ME UNTIL IT WAS CLEARED UP AND THINGS.
TAKE CARE OF VERY WELL
IT WAS AN ER APPOINTMENT AND WE WAITED AND HOUR.

WELL THEY TOOK CARE OF MY NEED'S
GOT SON IN THE ER WITHIN 1 HOUR
I WAS SATISFIED AND GOT GOOD CARE.
VERY GOOD SERVICE
MY HUSBAND USED IT
TOOK VERY GOOD CARE OF ME
COST WAS EXPENSIVE.
SURGERY WENT GOOD RECOVERY TIME WENT WELL
EVERYBODY WAS NICE AND EXPLAINED WHAT WAS HAPPENING
VERY WONDERFUL AND EXPLAINED THINGS
EVERYTHING GOOD BUT TOO EXPENSIVE
NURSES FOOLED AROUND AND WOULDN'T LET HER LEAVE. SHE HAD TO WAIT FOR SOMEONE TO WALK HER DOWN THE HALL TO THE DOOR.
I KNOW EVERYBODY IN OAKLEY - VERY NICE PEOPLE
VERY GOOD CARE BY PCP AND NURSE
WE KNEW WE WERE SAFE WITH THE NURSES THERE
BECAUSE THEY WERE FRIENDLY TOOK GOOD CARE OF SPOUSE DID A FOLLOW UP
I WAS TREATED WELL SO WELL I DIDN'T EXPECT IT.
EVERYTHING TURNED OUT OK
THE WAY THEY TREATED MY HUBBY.
DID MORE THAN EXPECTED
GOOD NURSING CARE
FOOD AT LOGAN CO HOSPITAL NEEDS MUCH IMPROVEMENT.
WELL THEY ARE VERY PROMPT AND THEY LISTENED TO WHAT I HAD TO SAY.
EVERYTHING WAS PEACHY, NO COMPLAINTS
WE FELT THEY DID EVERYTHING THEY CAN DO
DID NOT HAVE ANYTHING TO WORRY ABOUT
EVERYTHING WENT WELL PCP AND NURSES
I WAS BUT SHE WASN'T THEY MESSED HER UP.
WE WERE TREATED VERY WELL
IT WAS GREAT AND THEY TREATED NICE.
THE ROOMING THING THEY GAVE HER.
THEY TOOK GOOD CARE OF US.
THEY DO A PRETTY NICE JOB
IT WAS A NICE SMALL PLACE UNLIKE THE ONES COLBY.
I GOT GOOD CARE I GUESS
NOTHING HAPPENED BAD!
THEY TREATED ME JUST FINE.
THEY TOOK CARE OF THE SITUATION
THEY DID A GOOD JOB
THEY TREATED ME EXCELLENT.
THEY SERVED HIM REALLY WELL ALTHOUGH HE DIED.
CAUSE I AM ALIVE I HAD A HEART ATTACK.
WELL I WORK THERE SO I KNOW HOW I BETTER BE TREATED.
I WAS HAPPY WITH THE CARE I RECEIVED.

TOOK GOOD CARE OF ME VERY PERSONABLE
JUST INSURANCE THING
SAME TEST OVER AND OVER NO ANSWERS
DID NOT HAVE ANY PROBLEMS
OPERATION WAS SUCCESSFUL NICE PEOPLE
THERE WERE SOME SMALL CONCERNS BUT OVERALL GOOD
OH THEY ADDRESSED HER FLU AND THEY GOT HER UP AND GOING SO
THEY DID A GOOD JOB
WE WERE SATISFIED BUT THE EXPENSES
I GOT IN AND GOT OUT.

<b>Q20b. Why was your Logan County Hospital experience the way it was?</b>
EVERYBODY WAS NICE AND EVERYTHING WENT SMOOTHLY... I DIDN'T HAVE TO SIT AND WAIT AND EVEN THE DOCTOR WAS ON TIME.
EVERYTHING TURNED OUT TO BE ALRIGHT
THEY MISDIAGNOSED MY GRANDMOTHERS CANCER TWICE
IT WAS KIND OF SCARY WHEN THEY PUT THIS THING ON MY CHEST. IT WAS VERY WONDERFUL. IT WASN'T SO SCARY WHEN THE NEW DOCTOR CAME IN.
WE GOT GOOD CARE AND IT WAS PROMPT
WELL THE SERVICE IS PRETTY GOOD DOCTORS NO BIG COMPLAINTS
THEY TREATED ME IN A GOOD WAY.
THERE BEDSIDE MANOR WITH THE ADMIN. NURSING STAFF IS GOOD BEDSIDE MANOR IS TERRIBLE
TOO LONG AGO TO REMEMBER
IT WAS REALLY NICE IN THE PHYSICAL THERAPY DEPT.
IF I'M GOING TO GO I'M GOING TO GO TO THE BIGGEST ONE, MY DOCTOR'S THERE
MANY YEARS AGO
I USE TO WORK FOR THEM AND WE HAVE REALLY GOOD CARE AND THE ROOMS ARE CLEAN AND THEY ALSO HAVE GOOD FOOD.
I WAS TOLD SHOULD BE THERE AT A CERTAIN TIME AND THE DR. WASN'T
GOT GOOD CARE SEEMED VERY NICE
SHE HAD A KNEE REPLACEMENT AND THEY TREATED HER GOOD.
UHH I SHOULD HAVE HAD A C-SECTION AN NO DOC WAS AVAILABLE TO DO ONE
THEY TREATED ME CORRECTLY AND NICE.
MY HUSBAND HAD HEART TROUBLE AND THEY HELPED THEM.
SHE THOUGHT THEY WERE NICE SINCE SHE DOESN'T GO THERE BUT STILL HELPED
I WAS SATISFIED WITH ALL
HAD A KIDNEY STONE THOUGHT STAYED TO LONG
SOMETIMES THEY DON'T TELL YOU WHAT'S GOING ON BIG CITY IS THE WAY TO GO
NO CHALLENGES
IT WAS FINE WHEN SHE WAS THERE 33 YEARS AGO (SON)
MOTHER WAS HANDLED VERY WELL
GOOD CARE
VERY NICE TO US AND EXPLAINED THINGS
I REALLY DON'T REMEMBER A LOT EXCEPT THEY WERE NICE.
I CAN'T REMEMBER OVER 20 YEARS AGO
I USED THERE THERAPIST.
ITS GOTTEN BETTER THAN BEFORE MY DAUGHTER WAS BORN
PERSONAL CARE BECAUSE I KNOW EVERYONE THERE. MY SONS HAVE MULTIPLE INJURIES AND OTHER HOSPITALS WE HAVE BEEN IN ARE NOT AS PERSONAL. THE HUMAN TOUCH IS AS HEALING AS ANYTHING YOU CAN DO FOR PEOPLE.
KNOW ONE IS DEAD YET
I WAS THERE EMPLOYEE BUT THEY TREATED ME WELL.

THEY'RE VERY ATTENTIVE. THEY TOOK GOOD CARE OF MY HUSBAND (10 YEARS AGO). VERY EFFICIENT, KNOWLEDGEABLE, CARING.
I THINK THE HOSPITAL WENT DOWN HILL AND NEED MORE DOCTORS.
THE DOCTOR TREATED ME GOOD AND IT WAS GREAT. MY FAMILY WAS TREATED GOOD AND SO WAS I.
IT WAS A WHILE AGO I CAN'T REMEMBER WHY I DIDN'T LIKE IT.
MY FATHER IN LAW DID IT WAS A NICE PLACE TO HIM.
I JUST HAD SOME TEST DONE AND IT WAS ALRIGHT.
THE DOCTORS AREN'T THERE ANYMORE THAT I HAD, BUT THE DOCTOR THAT I HAD WAS GOOD
THEY WERE GOOD TO MY FAMILY.
HAPPY WITH THE CARE I RECEIVED FROM DOCTORS AND NURSES
THEY WERE QUICK AND TOOK CARE OF ME RIGHT AWAY VERY GOOD TREATMENT
THEY JUST DID A GOOD JOB IT'S CLEAN (WIFE'S MOTHER 80)
YOU GET MIGHT HAVE TO WAIT FOR DOC TO BE CALLED...GOOD FOR WHAT WE GOT
JUST GENERALLY GOOD CARE
WIFE HAD 2 CHILDREN AND WE WERE WELL TREATED
UMM ALL I HAD WAS STITCHES IT QUITE BLEEDING SO THAT'S GOOD
THE DOCTOR IS NO LONGER IN THE HOSPITAL IN MY OPINION AFTER THE X-RAY'S THEY TOLD US TO GO TO HAY'S I THINK THEY GAVE US THE RUN AROUND I SHOULD'VE WENT TO HAY'S THIS IS CLOSER
I WAS SATISFIED IT WAS JUST A PHYSICAL
JUST DISSATISFIED WITH EVERYTHING THEY DID
WITH THE SECOND BIRTH IT JUST WENT SMOOTHER HE HAD TO RUN AND GET THE NURSE MANY TIMES AND IN QUINTER THEY ALWAYS HAD SOME ONE THERE
THEY DID ME NO WRONG
I HAD A HEAD INJURY AND THEY TOOK CARE OF ME IN A BLIZZARD

<b>Q24a. For what other reason have you not used these services?</b>
BECAUSE I GET THEM RIGHT HERE IN COLBY WHICH IS CLOSER
BECAUSE I DOCTOR IN COLBY
HAVEN'T BEEN TO SICK
JUST MOVED BACK TO OAKLEY
BECAUSE WE GO ELSEWHERE
I THINK THEY HARDLY HAVE ANY DOCTORS. LAST I HEARD THEY GOT A NURSE.
HAS USED FOR A CHARTER LIKES THEM A LOT
CAUSE I LIVE IN COLBY
LIVE IN COLBY NO NEED TO TRAVEL OVER THERE
THEY DO NOT LIVE IN AREA
COLBY IS CLOSER
WE GO TO COLBY MED CLINIC
DON'T LIVE IN THAT COUNTY
DOESN'T LIVE THERE
I GREW UP IN COLBY STAYED W/ COLBY DR. BETWEEN COLBY AND OAKLEY.
DOESN'T LIVE IN AREA.
THEY COME TO SCHOOL TO DO IMMUNIZATIONS ETC.
DOESN'T LIVE BY THERE
DON'T LIVE IN THE AREA.
DON'T NEED SERVICES.
DON'T LIVE IN THE AREA.
TOO FAR TO DRIVE DOES ALL IN OAKLEY OR HOXLEY
DON'T LIVE IN AREA
GOES TO THE HEALTH DEPARTMENT THERE (HOXLEY?) FOR FLU SHOT'S WHEN H
COLBY COUNTY IS NOT AS FAR AS LOGAN COUNTY
NEVER BEEN THERE
DO NOT LIVE IN AREA
DON'T LIVE IN AREA
LIVES IN COLBY
DOESN'T LIVE IN AREA
THEY HAVEN'T
DO NOT LIVE IN AREA
ALL CHILDREN MOVED
DON'T LIVE IN AREA.
JUST MOVED HERE
I LIVE IN COLBY
DON'T LIVE THERE
DOES NOT LIVE IN AREA.
GO TO COLBY
DO NOT LIVE IN AREA
LIVE IN DIFFERENT AREA.
I LIVE IN COLBY AND GO TO THOMAS COUNTY

DO NOT LIVE IN AREA.
LIVE IN ANOTHER AREA.
USE THOMAS COUNTY
DO NOT LIVE IN AREA.
DON'T LIVE THAT CLOSE COLBY IS MORE CONVENIENT
NEVER DID GET STARTED
DOES NOT LIVE IN AREA.
USES THE COUNTY HEALTH DEPT. IN COLBY.
DOESN'T LIVE IN AREA.
DOESN'T LIVE IN AREA.
DOES NOT LIVE IN AREA.
LIVES IN ANOTHER AREA.
JUST DON'T GOES TO HOSPITAL
DOESN'T LIVE IN AREA
LIVES IN ANOTHER AREA.
I LIVE IN THOMAS COUNTY
WE HAVE THAT HERE SO WE DON'T GO THERE
DON'T LIVE THERE
DOESN'T GO IN THAT AREA.

<b>Q29k. What other medical issues does the Logan County need additional education/resources about?</b>
THEY COULD USE MORE DOCTORS BECAUSE THERE ARE ONLY 1 OR 2 OVER THERE & THAT'S WHY THEY HAVE TO COME TO COLBY
DIETARY IN THE HOSPITAL IS REALLY NOT MEALS THAT ARE APPROPRIATE FOR PATIENTS.
THE PHARMACY.
THE PHARMACY
NEED MORE DOCTOR'S AND PRACTITIONER SERVICE IS PRETTY GOOD JUST NEED'S ANOTHER DOCTOR
EMT'S COULD USE EXTRA MONEY DOESN'T KNOW IF IT WOULD BE AVAILABILITY HOSPITAL IS TALKING ABOUT REMODELING PERSONALLY NOT SURE THAT THAT IS NOT THE SMART THING BUT NO NOT REALLY, NEED NURSE'S AND PRACTITIONER - DOCTORS NEED EDUCATION.
IN COLBY AREA - NEEDS ANOTHER SURGEON
I HEARD THEY DON'T HAVE A PHARMACY AND THEY HAVE TO DRIVE FAR TO GET SOMETHING.
PHARMACY
PHARMACY NOT PAYING ENOUGH FOR EMPLOYEES
NEED MEDICAL DOCTORS
OTHER THAN WE CAN USE ANOTHER DOCTOR AND PHARMACY.
NEED A FULL TIME MALE DOCTOR
MORE MALE DOCTORS HERE
MORE PHYSICIANS.
NICE IF THEY HAD MORE DOCTORS
A PHARMACY.
NURSING HOMES NEED SOME ATTENTION
WE JUST NEED BETTER DOCTORS. HAVE BETTER HOURS FOR THE DOC'S OFFICE.
MORE DOCTORS
MORE DOCTORS
PHARMACY
THEY NEED A PHARMACY.
MORE DOCTORS OR A DOCTOR WITH A MINOR SURGERY DEGREE
NEED MORE MEDICAL DOCTORS
NEED A MAN DOCTOR
MORE DOCTORS
OTHER THAN ANOTHER PRIMARY DOCTOR.
THE MANOR...THE HOSPITAL IS DOING REAL GOOD WE NEED HELP AT THE MANOR....WE NEED A LOT WE WORK IN AN OLD BUILDING STUFF'S BREAKING DOWN ANY ASSISTANCE TOWARDS THE MANOR WOULD BE APPRECIATED
JUST NEEDS MORE MONEY LIKE EVERY THING ELSE
THE AMBULANCE SERVICE IS GOOD THE 911 SERVICE COULD BE BETTER
IT'S TO EXPENSIVE (HEALTH CARE)







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Issued in furtherance of Cooperative Extension Work, Acts of May 8 and June 30, 1914, as amended. Kansas State University, County Extension Councils, Extension Districts, and United States Department of Agriculture Cooperating, Fred A. Cholick, Dean, College of Agriculture.