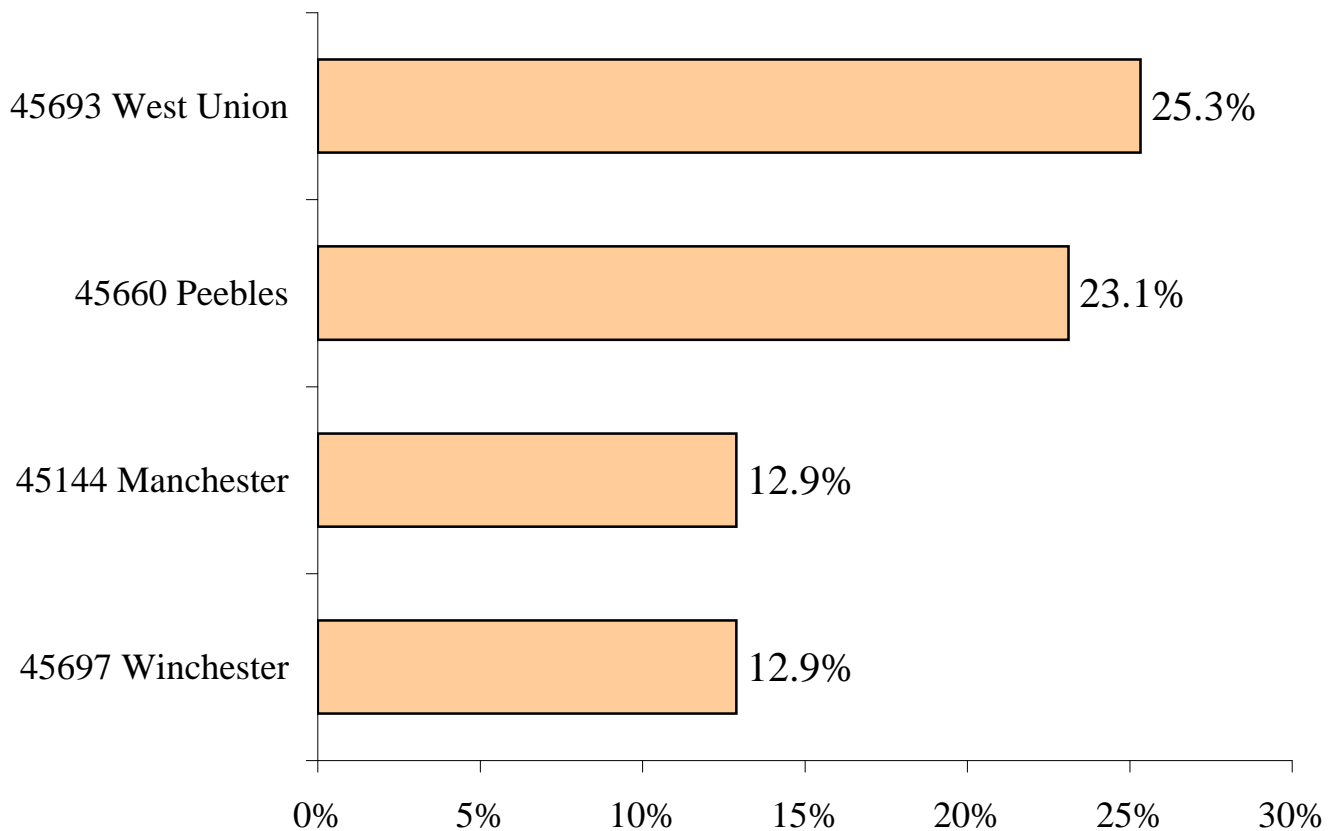


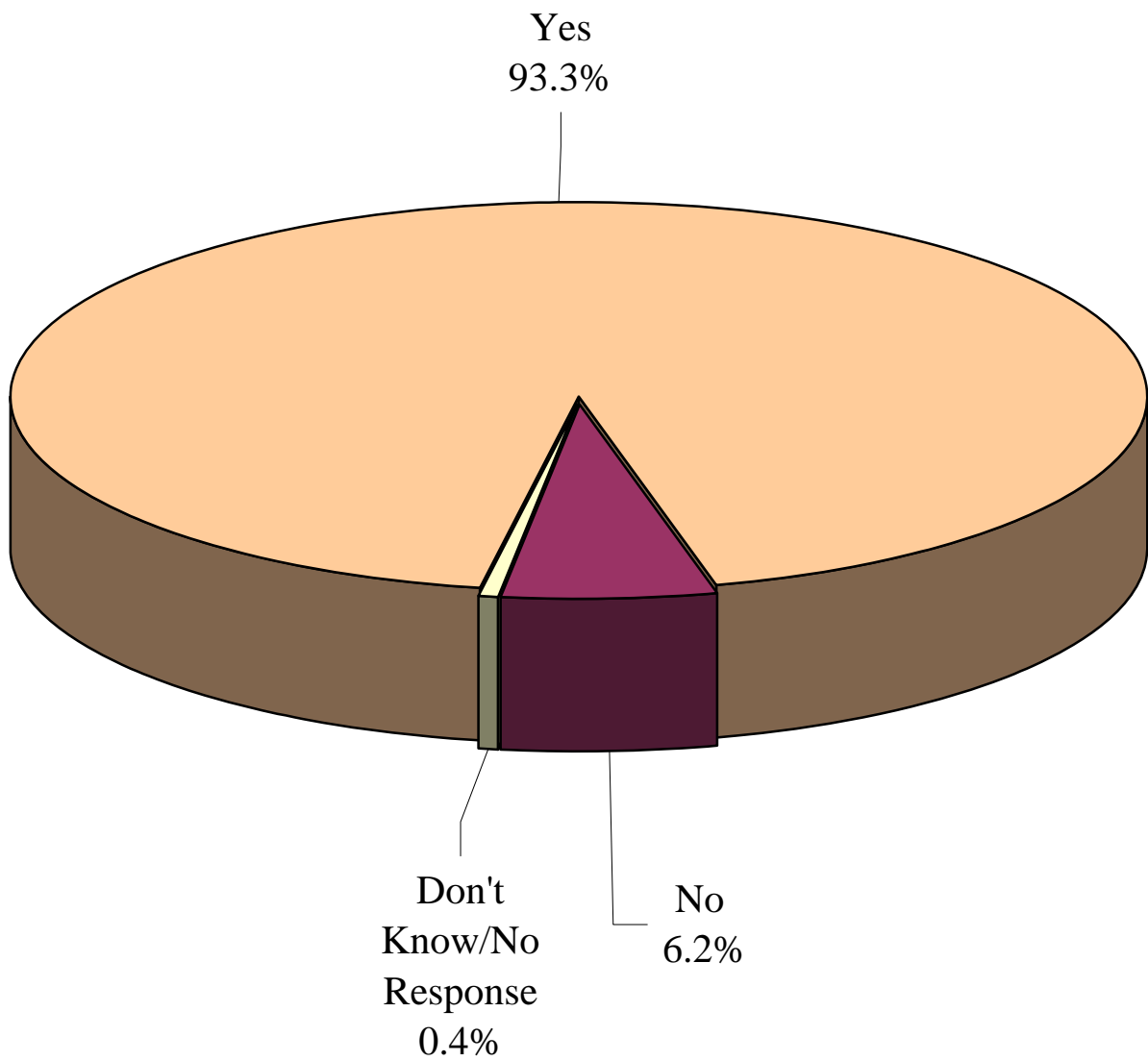
**PHONE Q1. What is your zip code?**

Response Category	No.	Percent
45693 West Union	57	25.3%
45660 Peebles	52	23.1%
45144 Manchester	29	12.9%
45697 Winchester	29	12.9%
45679 Seaman	17	7.6%
45101 Aberdeen	16	7.1%
45684 Stout	13	5.8%
45616 Blue Creek	9	4.0%
45650 Lynx	3	1.3%
Total	225	100.0%



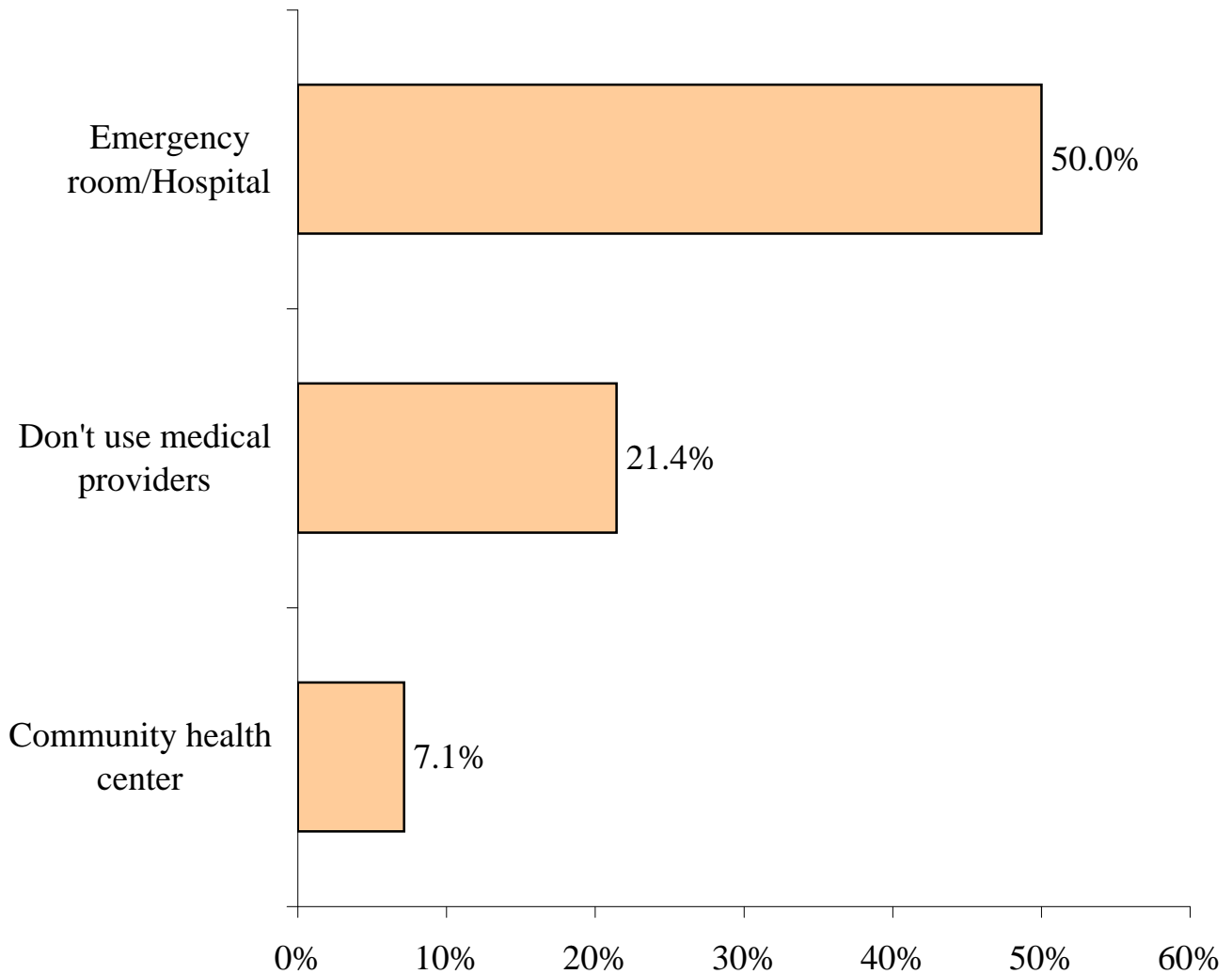
**PHONE Q2a. Do you use a family doctor/nurse practitioner for most of your routine health care?**

Response Category	No.	Percent
Yes	210	93.3%
No	14	6.2%
Don't know/No response	<u>1</u>	<u>0.4%</u>
Total	225	100.0%



**PHONE Q2b. If no, then what kind of medical provider  
do you use for routine care?**

Response Category	No.	Percent
Emergency room/Hospital	7	50.0%
Don't use medical providers	3	21.4%
Community health center	1	7.1%
Rural health clinic	1	7.1%
Specialist	1	7.1%
VA Hospital	<u>1</u>	<u>7.1%</u>
Total	14	100.0%



**PHONE Q3a. Which city do you go to for most of your family's  
routine health care needs?**

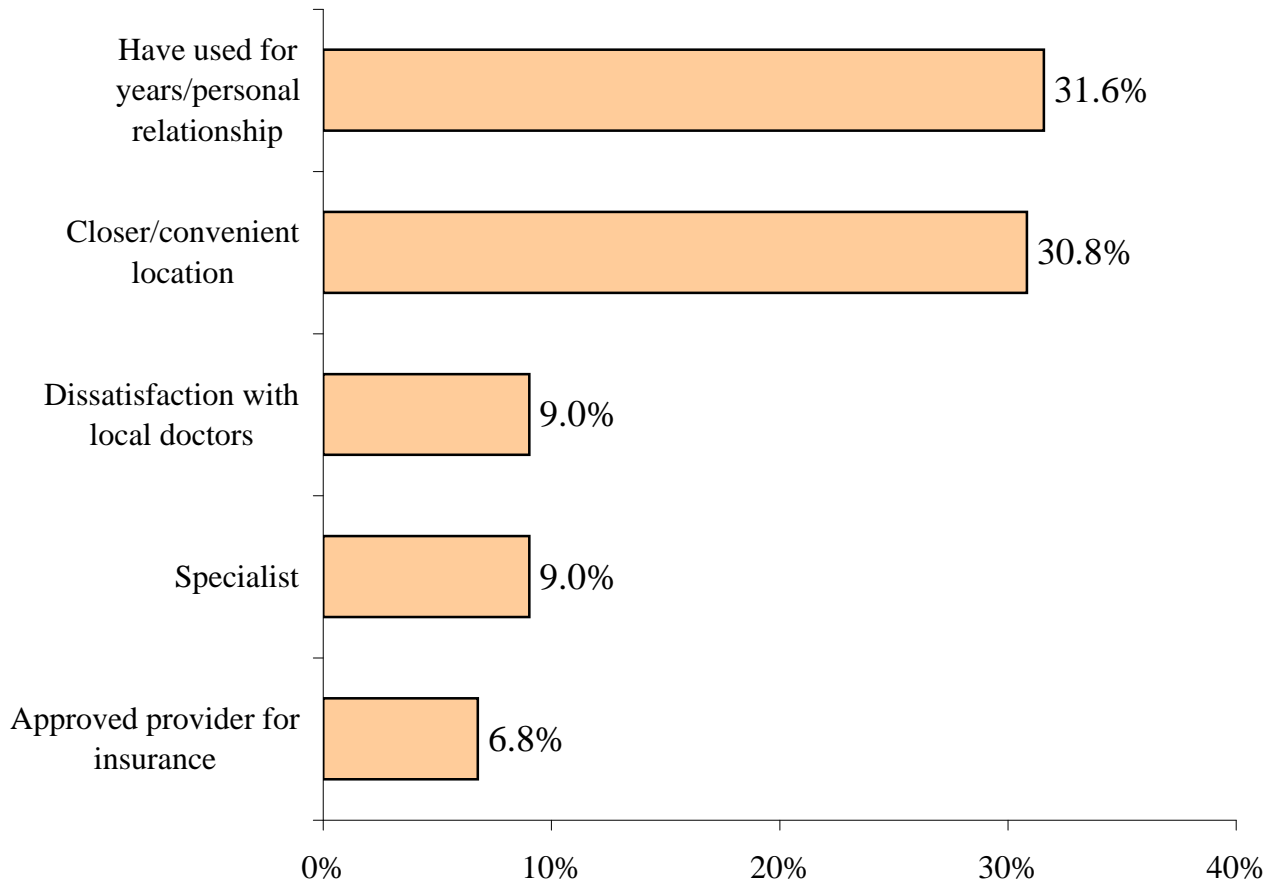
Response By County	Response by City	No. by Co.	No. by City	Percent by Co.	Percent by City
<i>Adams Co.</i>		<i>112</i>		<i>53.1%</i>	
	West Union		48		22.7%
	Seaman		19		9.0%
	Manchester		17		8.1%
	Peebles		14		6.6%
	Winchester		<u>14</u>		6.6%
<i>Clermont</i>		<i>11</i>		<i>5.2%</i>	
	Batavia		8		3.8%
	Milford		2		0.9%
	New Richmond		<u>1</u>		0.5%
<i>Ross</i>	Chillicothe	2	2	<i>0.9%</i>	0.9%
<i>Hamilton</i>	Cincinnati	<i>13</i>	13	<i>6.2%</i>	6.2%
<i>Brown</i>		<i>21</i>		<i>10.0%</i>	
	Georgetown		9		4.3%
	Ripley		5		2.4%
	Sardinia		5		2.4%
	Mt. Orab		<u>2</u>		0.9%
<i>Highland</i>	Hillsboro	<i>10</i>	10	<i>4.7%</i>	4.7%
<i>Scioto</i>	Portsmouth	9	9	<i>4.3%</i>	4.3%
<i>Pike</i>	Waverly	2	2	<i>0.9%</i>	0.9%
<i>Greene</i>	Fairborn	1	1	<i>0.5%</i>	0.5%
<i>Franklin</i>	Columbus	1	1	<i>0.5%</i>	0.5%
<i>Fleming, KY</i>	Flemingsburg	1	1	<i>0.5%</i>	0.5%
<i>Mason, KY</i>		<i>24</i>		<i>11.4%</i>	
	Maysville, KY		23		10.9%
	Mayslick, KY		<u>1</u>		0.5%
<i>Fayette, KY</i>	Lexington, KY	1	1	<i>0.5%</i>	0.5%
<i>Olmsted, MN</i>	Rochester, MN	1	1	<i>0.5%</i>	0.5%
<i>Don't know</i>		<u>2</u>	<u>2</u>	<i>0.9%</i>	<u>0.9%</u>
<b>Total</b>		<i>211</i>	211	<i>100.0%</i>	100.0%

Some respondents may have answered more than once

**PHONE Q3b. Why do you or your family use a doctor for routine health care needs outside of Adams County?**

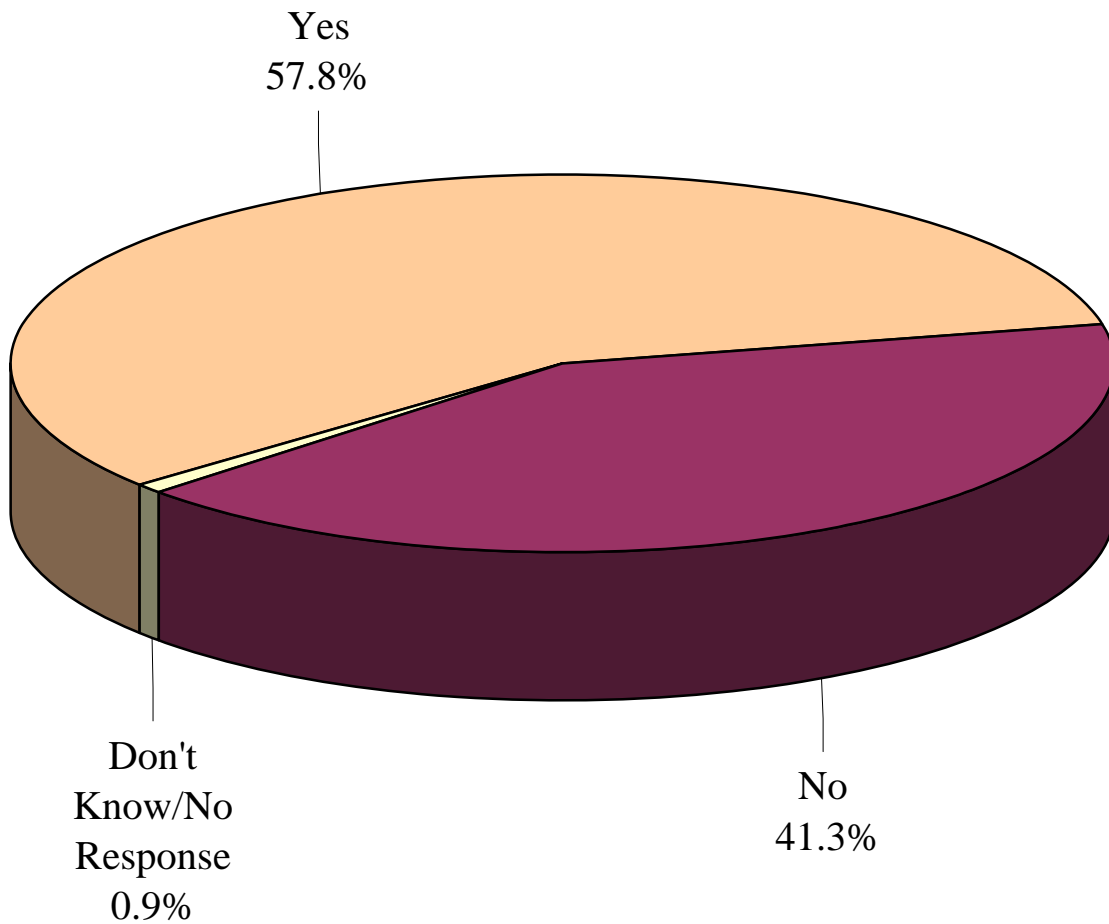
Response Category	No.	Percent
Have used for years/personal relationship	42	31.6%
Closer/convenient location	41	30.8%
Dissatisfaction with local doctors	12	9.0%
Specialist	12	9.0%
Approved provider for insurance	9	6.8%
Veteran's care	4	3.0%
Do not use health care	1	0.8%
Don't know/No response	<u>12</u>	<u>9.0%</u>
<b>Total</b>	<b>133</b>	<b>100.0%</b>

Some respondents answered more than once.



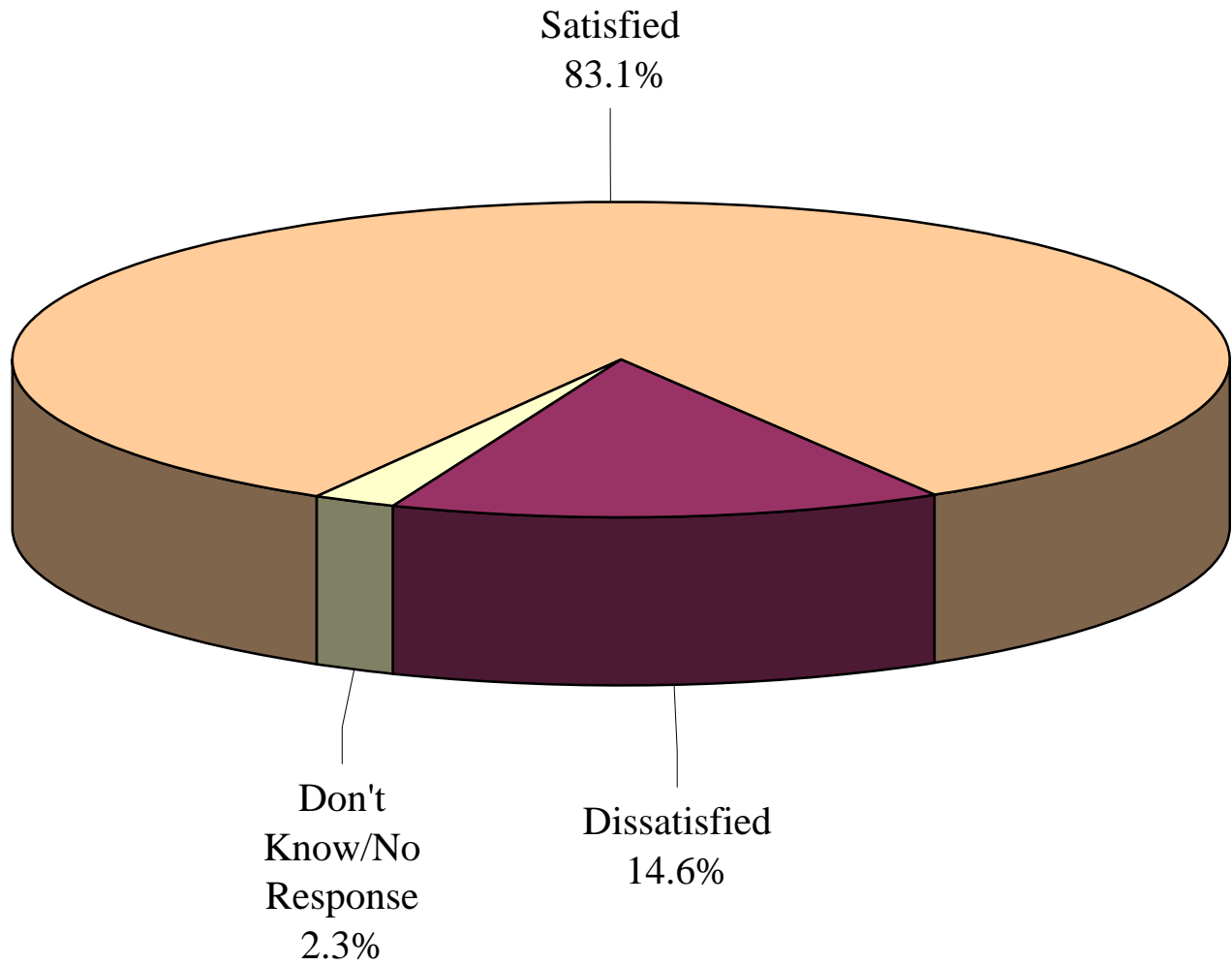
**PHONE Q4a. Have you or someone else in your household been to a doctor, a nurse practitioner, or a physician assistant in Adams County in the past 24 months?**

Response Category	No.	Percent
Yes	130	57.8%
No	93	41.3%
Don't know/No response	<u>2</u>	<u>0.9%</u>
Total	225	100.0%



**PHONE Q4b. How satisfied were you or someone in your household with the quality of care received in Adams County?  
Would you say that you were...**

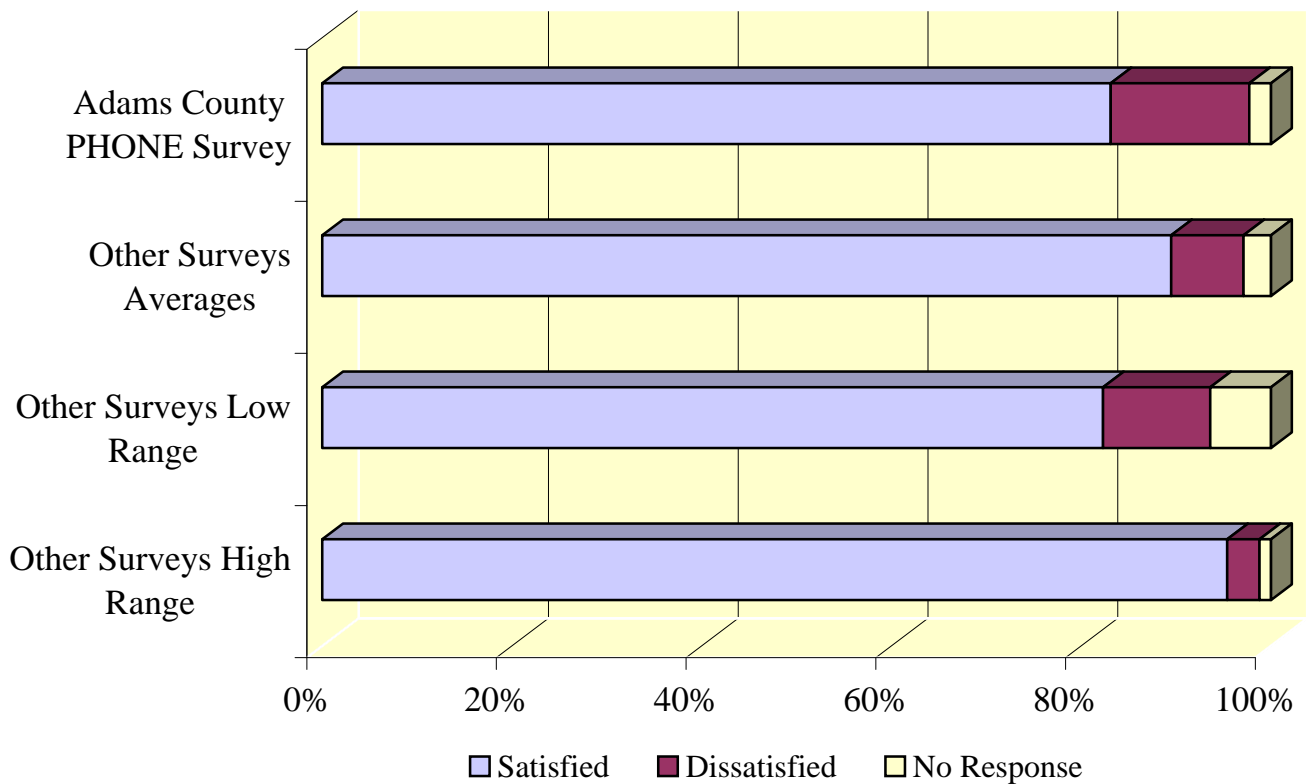
Response Category	No.	Percent
Satisfied	108	83.1%
Dissatisfied	19	14.6%
Don't know/No response	3	2.3%
Total	130	100.0%



**PHONE Q4b-2. How satisfied were you or someone in your household with the quality of care you received in Adams County?**

**Compared to Other Studies**

Survey Area	Satisfied	Dissatisfied	No Response
Adams County PHONE Survey	83.1%	14.6%	2.3%
Other Surveys Averages	89.5%	7.6%	2.9%
Other Surveys Low Range	82.3%	11.3%	6.4%
Other Surveys High Range	95.4%	3.4%	1.2%





**PHONE Q4c-1. Why do you say that you are satisfied with the quality of care in Adams County?**

Response Category	No.	Percent
Good treatment/care	26	23.4%
Satisfied with doctors/nurses	25	22.5%
Just satisfied, no reason	23	20.7%
Established relationship with doctor	13	11.7%
Resolved medical issue(s)	11	9.9%
Knowledgeable/thorough	7	6.3%
Easy access	3	2.7%
Short waiting time	<u>3</u>	<u>2.7%</u>
Total	111	100.0%

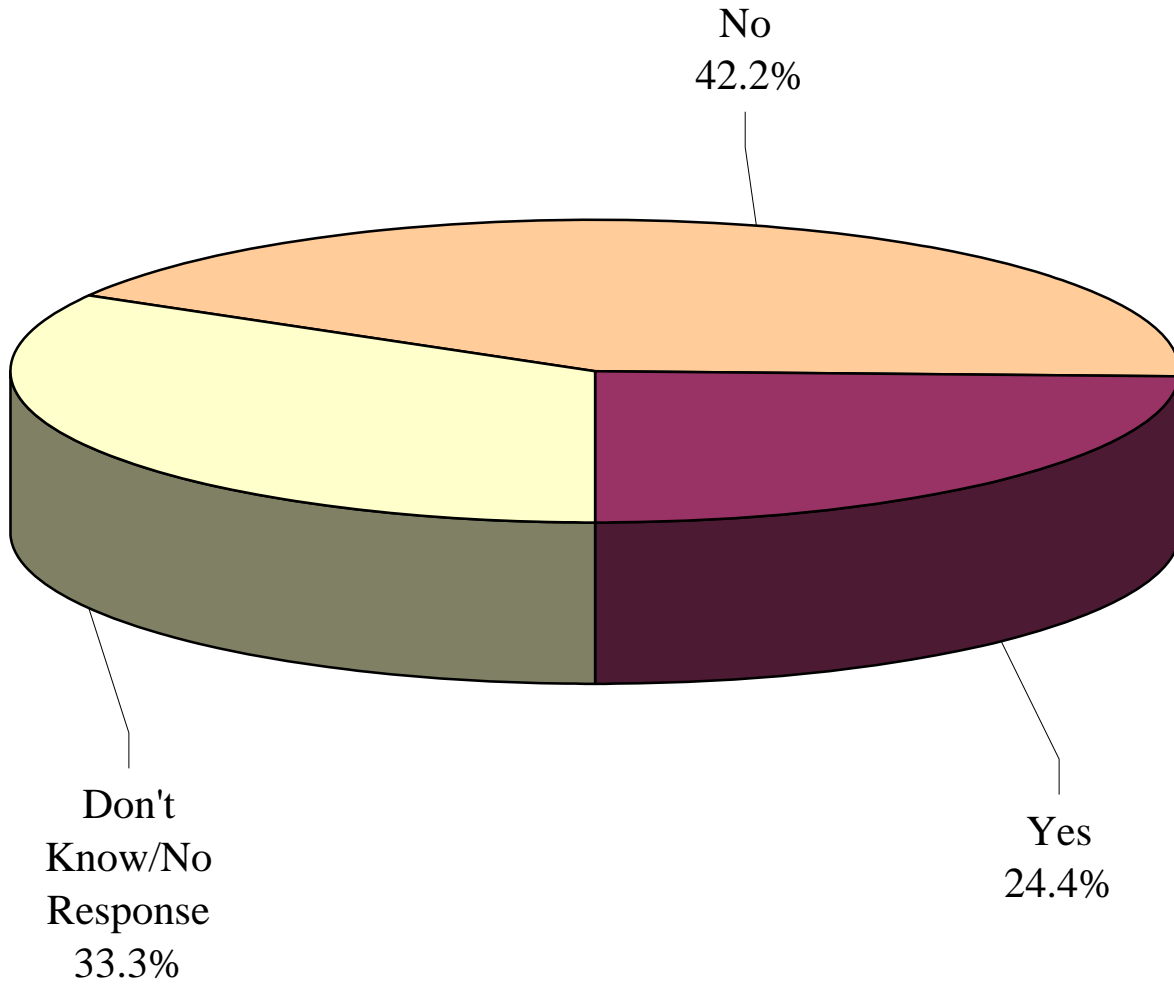
Some respondents answered more than once

**PHONE Q4c-2. Why do you say that you are dissatisfied with the quality of care in Adams County?**

Response Category	No.	Percent
Incompetent/Uncaring medical professionals	8	42.1%
Not meeting my needs	7	36.8%
Long waiting time	3	15.8%
Unclean medical facilities	<u>1</u>	<u>5.3%</u>
Total	19	100.0%

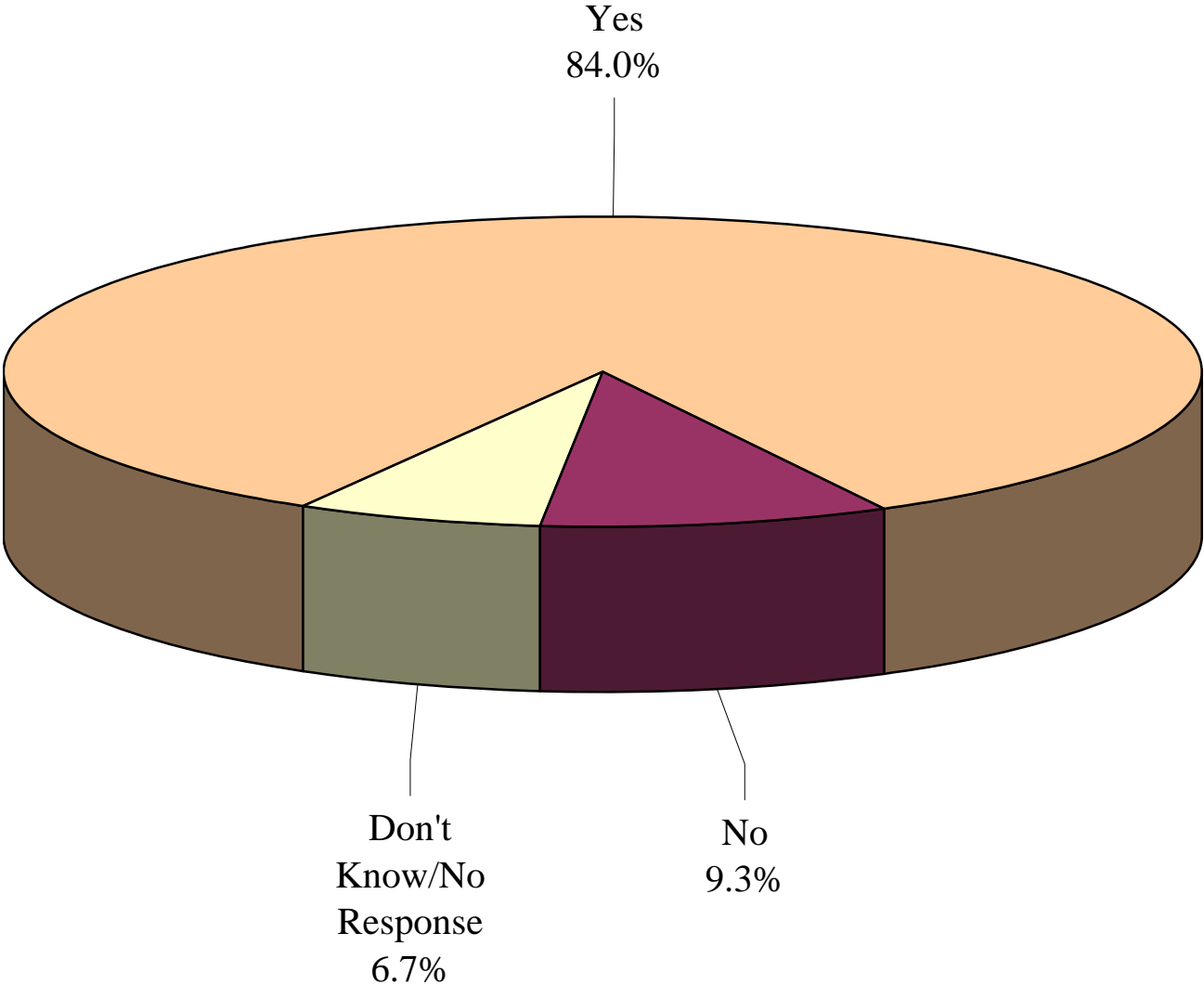
**PHONE Q5. Do you think there are enough family doctors in Adams County?**

Response Category	No.	Percent
No	95	42.2%
Yes	55	24.4%
Don't know/No response	75	33.3%
Total	225	100.0%



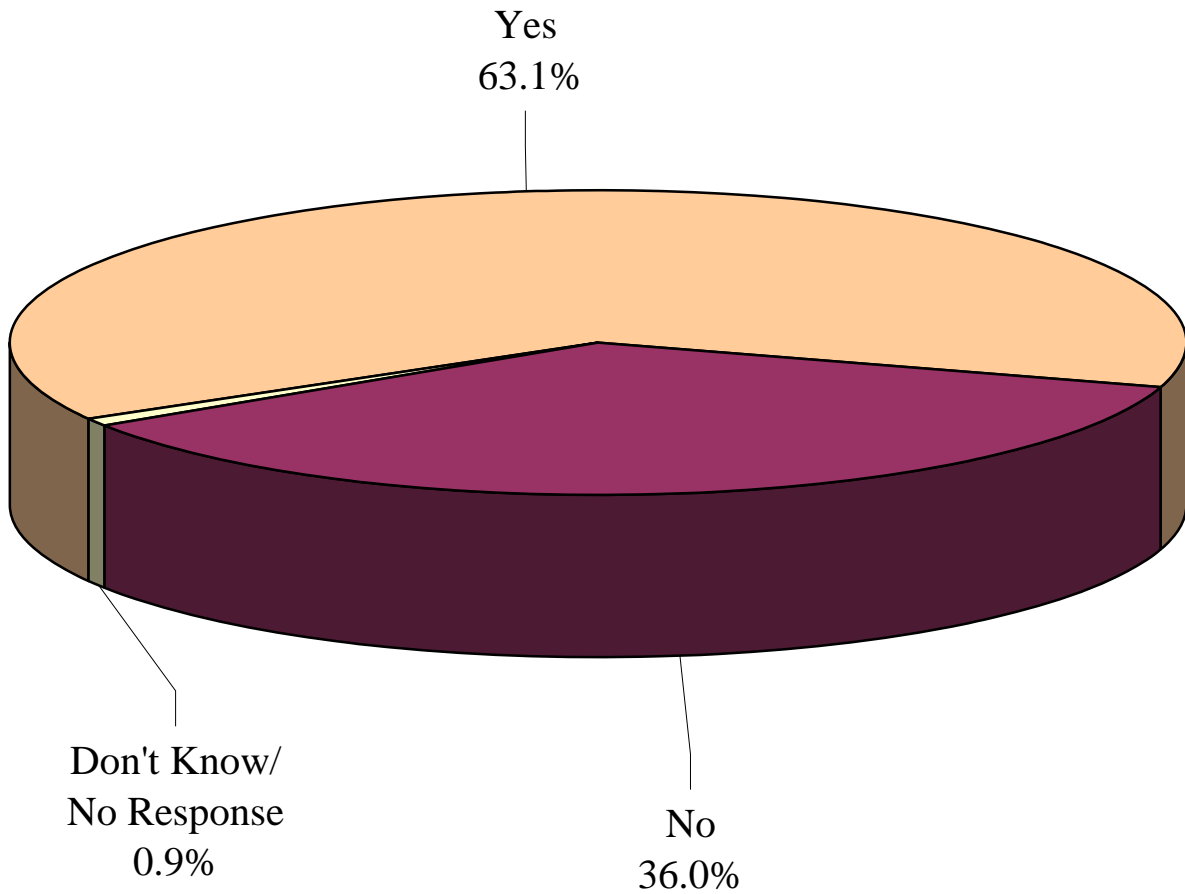
**PHONE Q6. Are you able to get an appointment with your medical provider when you need one?**

Response Category	No.	Percent
Yes	189	84.0%
No	21	9.3%
Don't know/No response	<u>15</u>	6.7%
Total	225	100.0%



**PHONE Q7a. Have you or someone else in your household been to a specialist in the past 24 months?**

Response Category	No.	Percent
Yes	142	63.1%
No	81	36.0%
Don't know/No response	<u>2</u>	<u>0.9%</u>
Total	225	100.0%



**PHONE Q7b-1. What type of specialist have you or someone  
in your household been to in the past 24 months  
and in which city are they located?**

Type of Specialist	No.	Percent
<b>Top 5 Responses</b>		
Cardiologist	46	22.3%
Orthopedist	28	13.6%
Neurologist	23	11.2%
Oncologist	16	7.8%
OB/GYN	12	5.8%
Total of Top 5	<u>125</u>	<u>60.7%</u>

**PHONE Q7b-2. What type of specialist have you or someone in your household been to in the past 24 months and in which city are they located?**

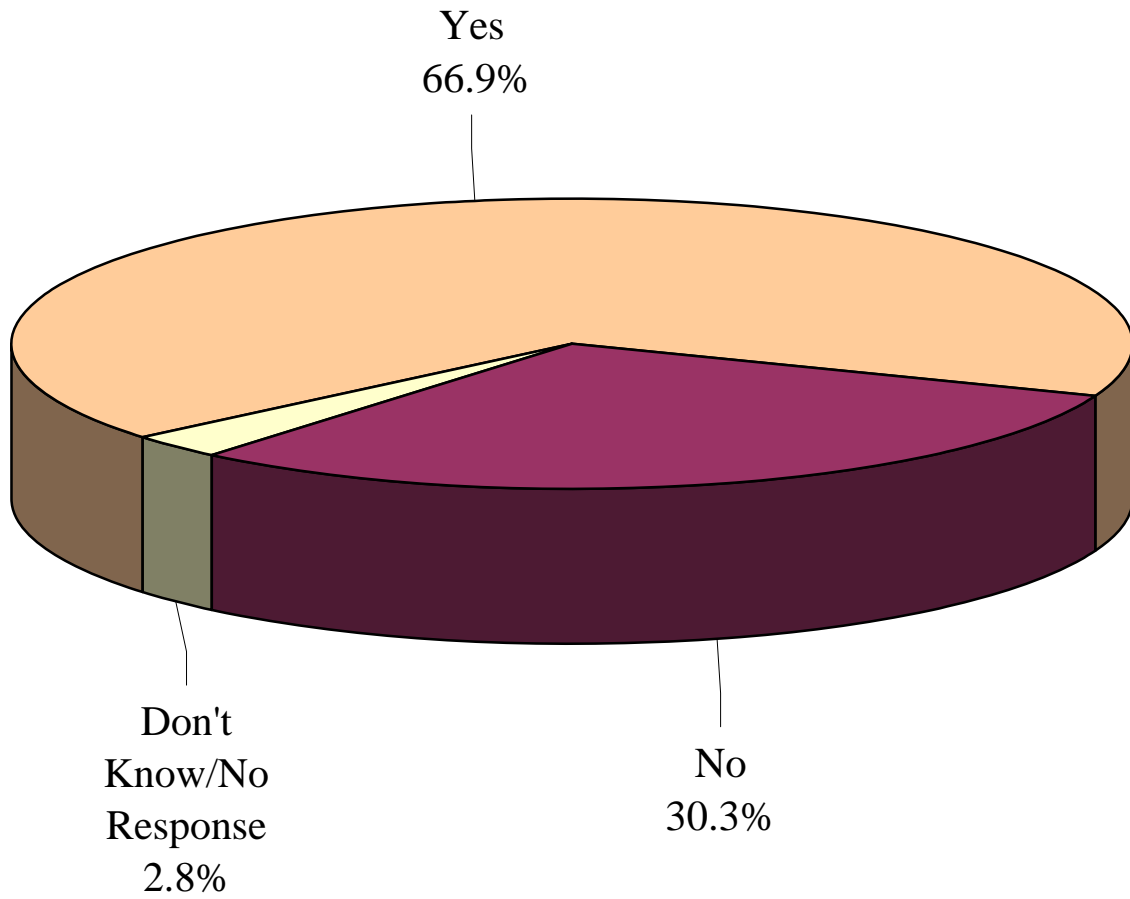
Type of Specialist	City	No.	Percent
Cardiologist	Cincinnati (15); Maysville, KY (12); West Union (5); Beechwood (2); Georgetown (2); Hillsboro (2); Portsmouth (2); Rochester, MN (2) Amelia (1); Batavia (1); Mt. Washington (1); Flemingsburg, KY (1)	46	22.2%
Orthopedist	(2); West Union (2); Columbus (1); Eastgate (1); Milford (1); Montgomery (1); Piketon (1); Portsmouth (1); Sardinia (1)	28	13.5%
Neurologist	Cincinnati (11); Batavia (2); Portsmouth (2); Columbus (1); Hillsboro (1); Lexington, KY (1); Maysville, KY (1); Mt. Washington (1); West Union (1)	23	11.1%
Oncologist	Cincinnati (5); Portsmouth (4); Eastgate (2); Flemingsburg, KY (1); Kenwood (1)	16	7.7%
OB/GYN	Cincinnati (3); Batavia (2); Georgetown (2); Hillsboro (2); Portsmouth (2); Seaman (1) Wilmington (1)	12	5.8%
Dermatologist	West Union (5); Cincinnati (2); Georgetown (1); Lexington, KY (1)	10	4.8%
Gastroenterologist	Cincinnati (2); Hillsboro (1); Georgetown (1); Portsmouth (1); Maysville, KY (3); Winter Haven, FL (1)	9	4.3%
Pulmonologist	Cincinnati (3); Portsmouth (3); Maysville, KY (2); Ironton (1);	9	4.3%
Urologist	Cincinnati (3); Clermont (2); Maysville, KY (2); Fairborne (1); Portsmouth (1)	9	4.3%
ENT	Cincinnati (3); Eastgate (2); Maysville (2); Georgetown (1)	8	3.9%
Ophthalmologist	Cincinnati (6); Maysville, KY (2)	7	3.4%
Nephrologists	Cincinnati (3); West Union (2); Seaman (1)	6	2.9%
General Surgeon	Cincinnati (3); Maysville, KY (2)	5	2.4%
Psychiatrist	Hillsboro (2); Amelia (1); Cincinnati (1); Eastgate (1)	5	2.4%
Rheumatologist	Cincinnati (3); Georgetown (2)	5	2.4%
Endocrinologist	Maysville, KY (2); Portsmouth (1)	3	1.4%
Pain management specialist	Cincinnati (1); Cleveland (1); West Chester (1)	3	1.4%
One Response Each *		<u>3</u>	<u>1.4%</u>
<b>Total</b>		<b>207</b>	<b>100.0%</b>

Some respondents answered more than once.

\*One response each: Hematologist (Cincinnati); Radiologist (Cincinnati); Refused type (Batavia)

**PHONE Q7c. Did the specialist request further testing  
or laboratory work?**

Response Category	No.	Percent
Yes	95	66.9%
No	43	30.3%
Don't know/No response	4	2.8%
Total	142	100.0%



**PHONE Q7d. In which city were the tests or laboratory work conducted?**

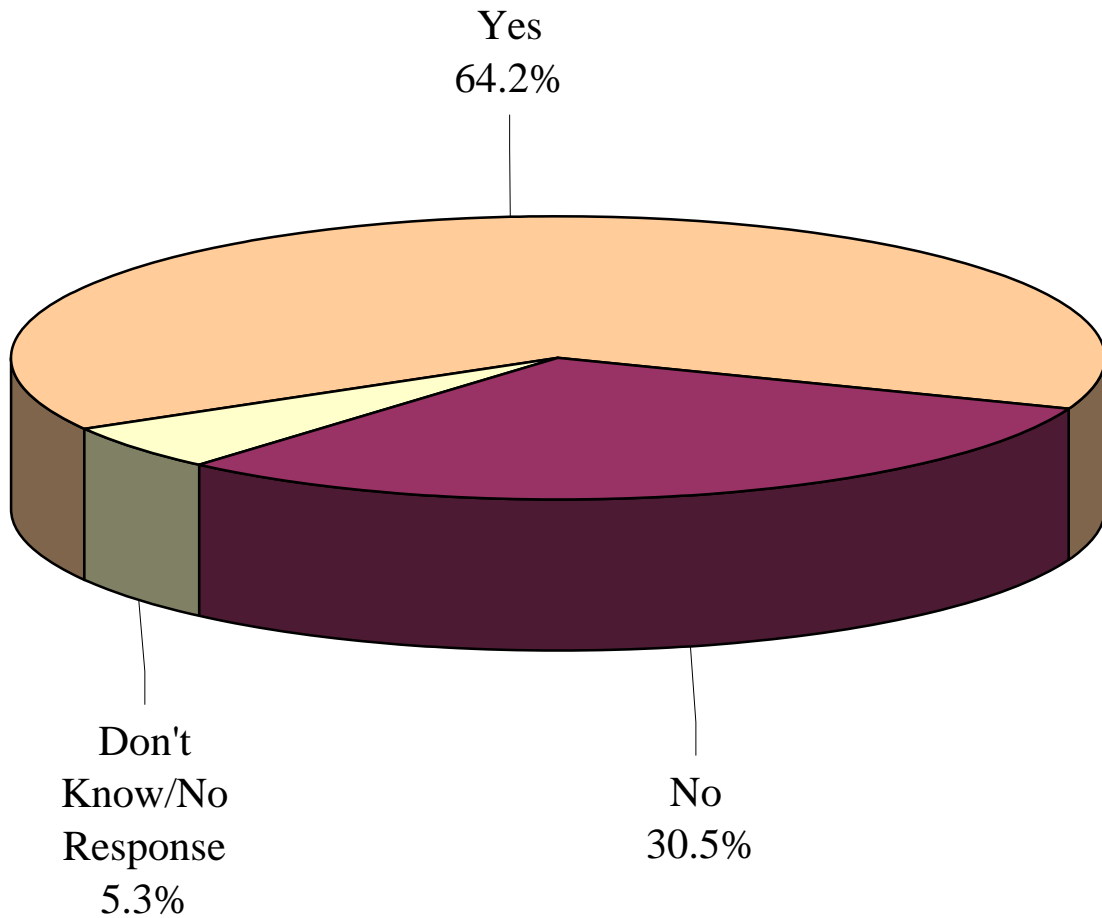
Response Category	County	No.	Percent
Cincinnati	Hamilton	39	37.9%
Maysville, KY	Mason, KY	18	17.5%
West Union	Adams	17	16.5%
Portsmouth	Scioto	8	7.8%
Batavia	Clermont	7	6.8%
Georgetown	Brown	3	2.9%
Hillsboro	Highland	2	1.9%
Wilmington	Clinton	2	1.9%
Cleveland	Cuyahoga	1	1.0%
Columbus	Franklin	1	1.0%
Montgomery	Hamilton	1	1.0%
Westchester	Butler	1	1.0%
Rochester, MN	Olmsted, MN	1	1.0%
Don't know/No response		<u>2</u>	1.9%
<b>Total</b>		<b>103</b>	<b>100.1%</b>

Some respondents answered more than once.



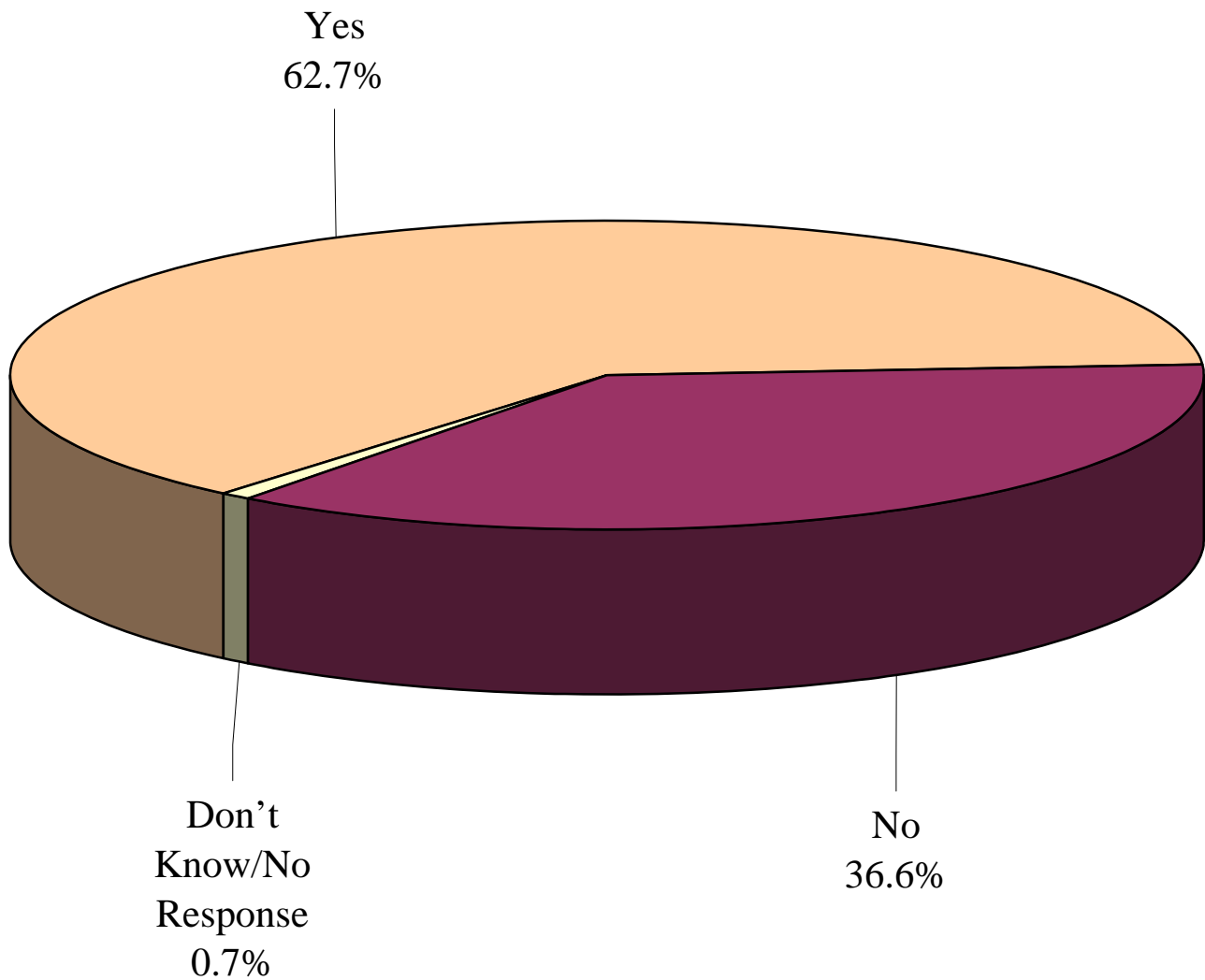
**PHONE Q7e. Are you aware that you can have your tests and/or your laboratory work performed at Adams County Hospital regardless of the location of your specialty physician?**

Response Category	No.	Percent
Yes	61	64.2%
No	29	30.5%
Don't know/No response	<u>5</u>	<u>5.3%</u>
Total	95	100.0%



**PHONE Q7f. Did the specialist prescribe medication(s)?**

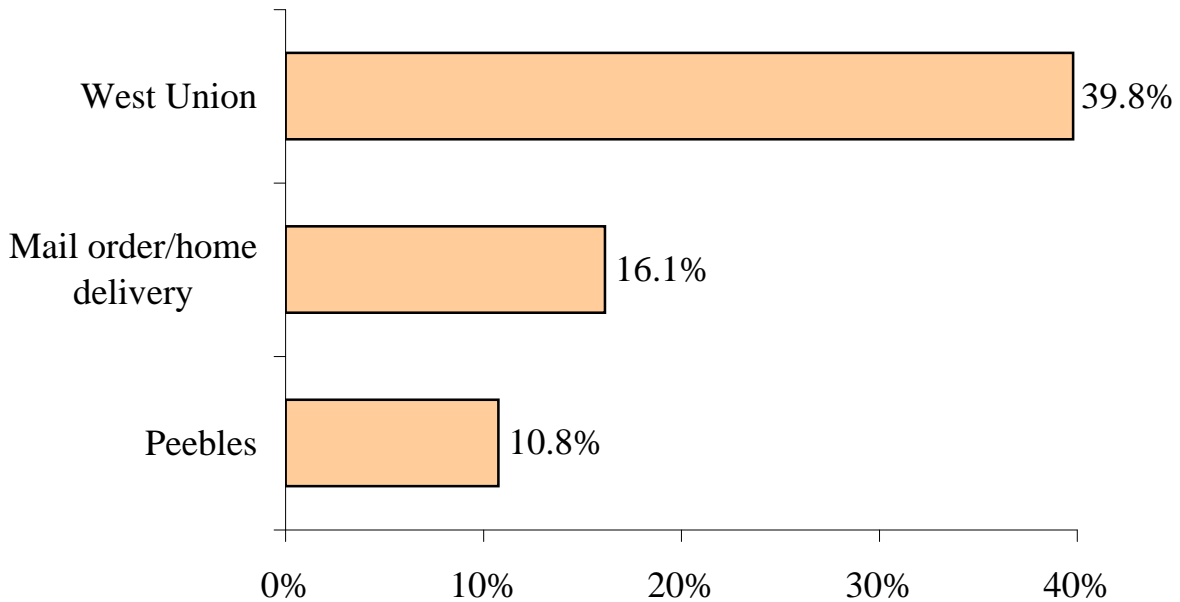
Response Category	No.	Percent
Yes	89	62.7%
No	52	36.6%
Don't know/No response	1	0.7%
Total	142	100.0%



**PHONE Q7g. In which city was the pharmacy located that filled your prescriptions?**

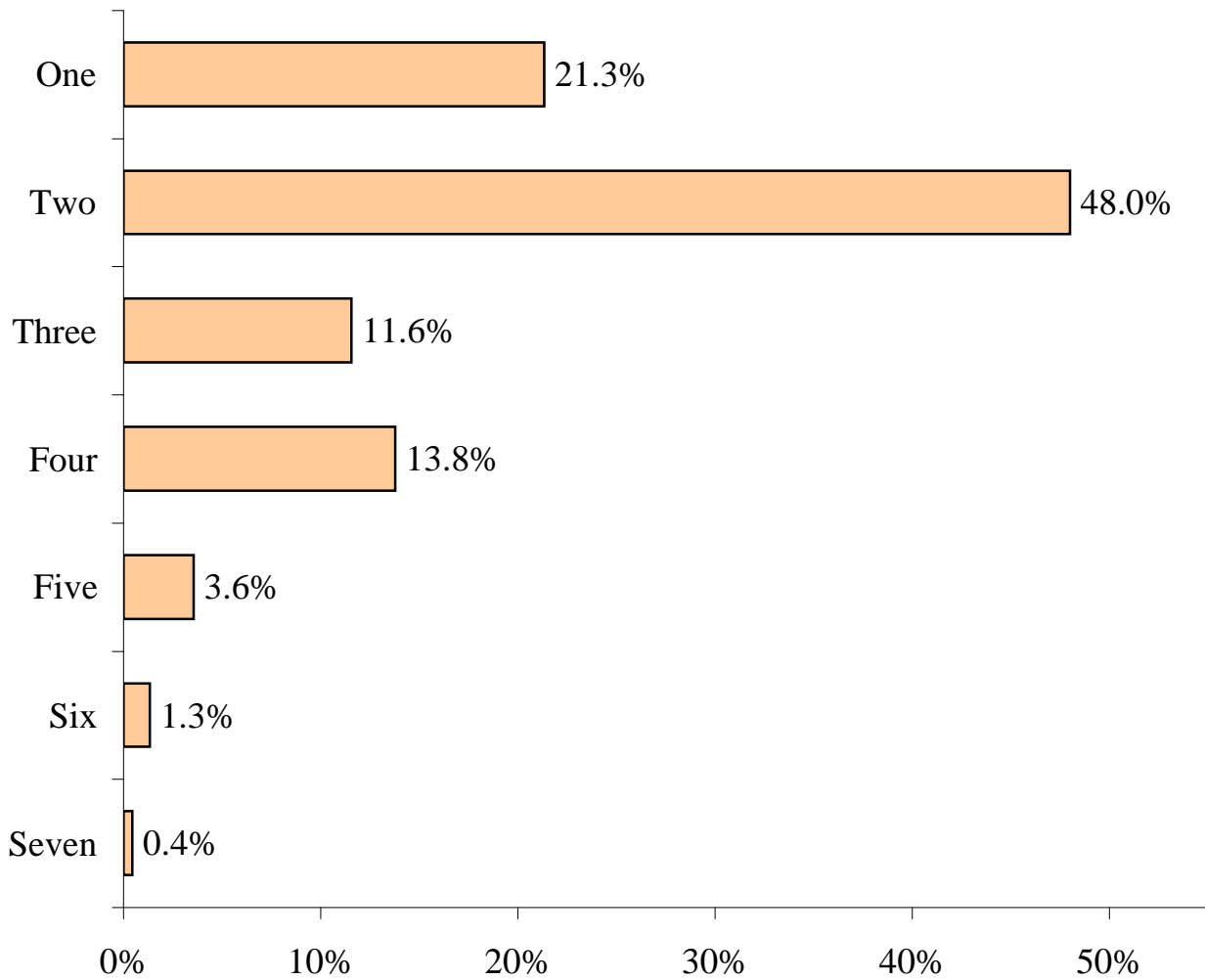
Response Category	County	No.	Percent
West Union	Adams	37	39.8%
Mail order/home delivery	N/A	15	16.1%
Peebles	Adams	10	10.8%
Maysville, KY	Mason, KY	7	7.5%
Cincinnati	Hamilton	3	3.2%
Georgetown	Brown	3	3.2%
Hillsboro	Highland	3	3.2%
Manchester	Adams	3	3.2%
Seaman	Adams	3	3.2%
Ripley	Brown	2	2.2%
Amelia	Clermont	1	1.1%
Columbus	Franklin	1	1.1%
Fairborn	Greene	1	1.1%
Portsmouth	Scioto	1	1.1%
Don't know/No response		<u>3</u>	<u>3.2%</u>
<b>Total</b>		<b>93</b>	<b>100.0%</b>

Some respondents answered more than once.



**PHONE Q8. How many people are living in your household?**

Response Category	No.	Percent
One	48	21.3%
Two	108	48.0%
Three	26	11.6%
Four	31	13.8%
Five	8	3.6%
Six	3	1.3%
Seven	1	0.4%
Total	225	100.0%



**PHONE Q9a. What type of health insurance plan covers you?**

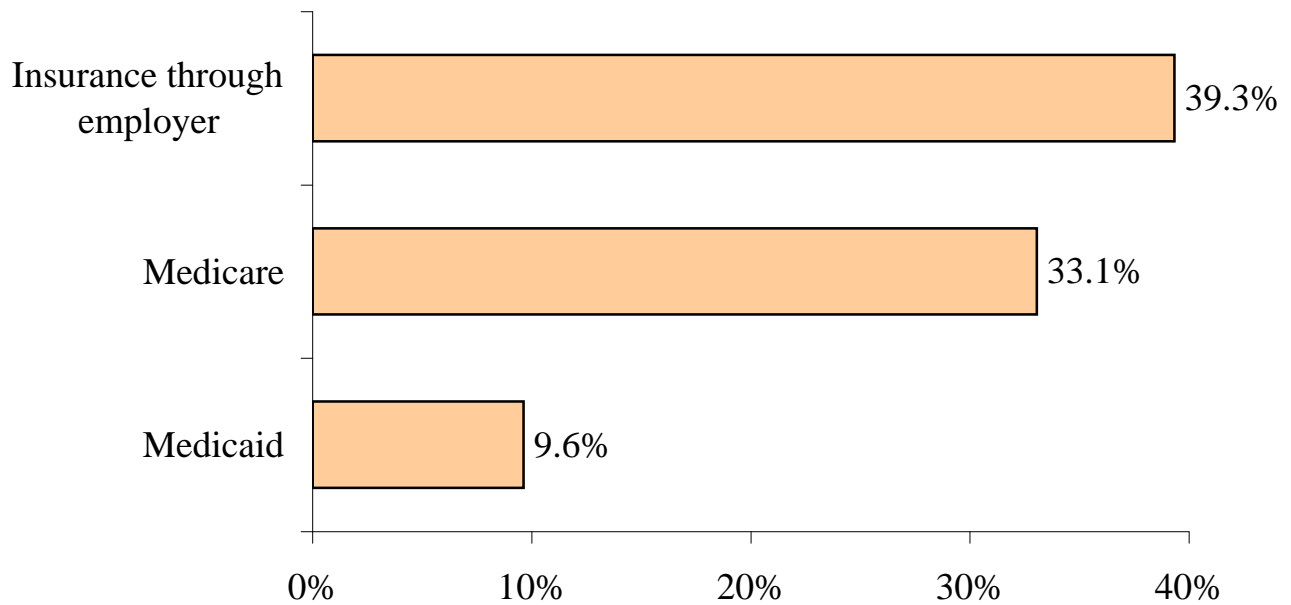
Response Category	Number by Sub Category	Number by Major Category	Percent
Medicare		132	38.9%
General	82		
Part D	37		
Supplemental	12		
Medicare Advantage	<u>1</u>		
Insurance through employer		104	30.7%
Self-paid insurance plan		29	8.6%
Medicaid		28	8.3%
Do not have insurance		12	3.5%
VA benefits		8	2.4%
Champus/TriCare Program		6	1.8%
Family services care source		2	0.6%
Amerigroup		1	0.3%
Indian health services		1	0.3%
Don't know/No response		<u>16</u>	<u>4.7%</u>
Total		339	100.0%

Some respondents answered more than once.

**PHONE Q9b. What type of health insurance plan covers your family?**

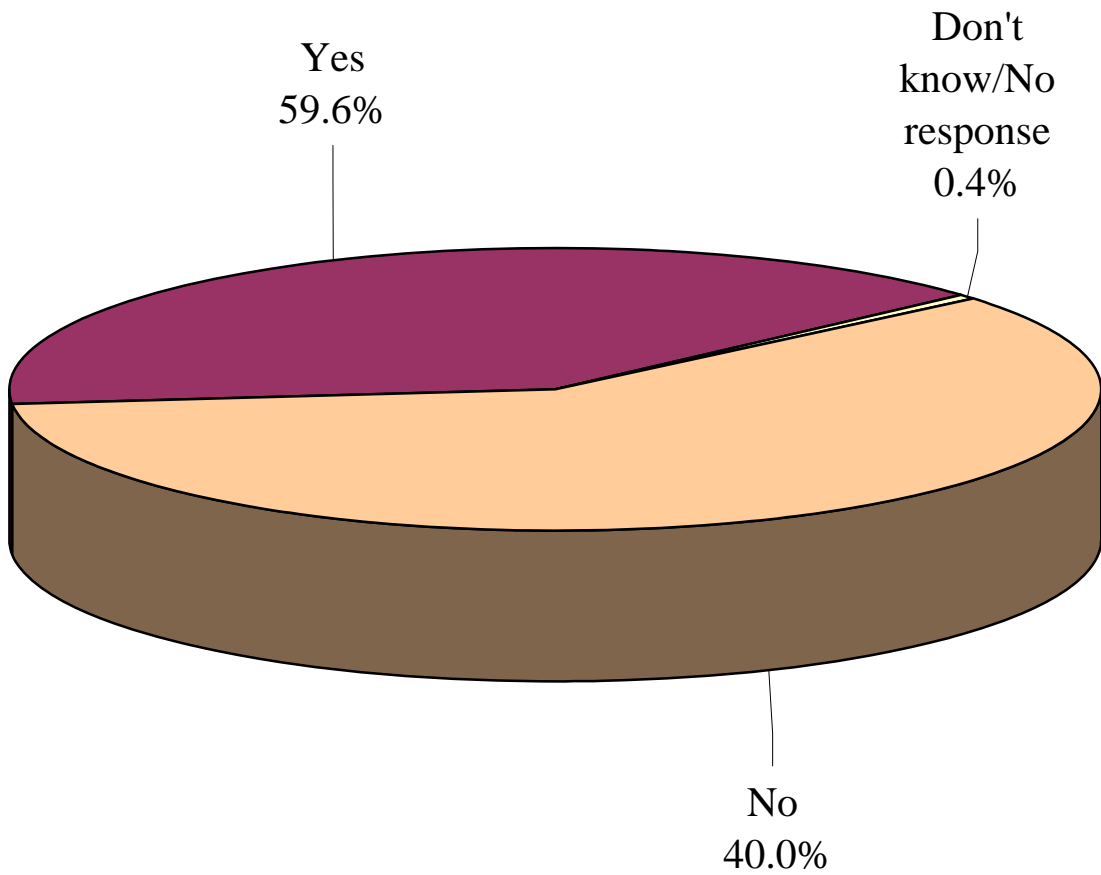
Response Category	Number by Sub Category	Number by Major Category	Percent
Insurance through employer		94	39.3%
Medicare		79	33.1%
General	53		
Part D	20		
Supplemental	<u>6</u>		
Medicaid		23	9.6%
Self-paid insurance plan		14	5.9%
Do not have insurance		12	5.0%
Champus/TriCare program		6	2.5%
VA benefits		6	2.5%
Family services care source		4	1.7%
Don't know/No response		<u>1</u>	<u>0.4%</u>
Total		239	100.0%

Some respondents answered more than once.



**PHONE Q10. Have you or someone else in your household used the services of a hospital in the past 24 months?**

Response Category	No.	Percent
Yes	134	59.6%
No	90	40.0%
Don't know/No response	<u>1</u>	<u>0.4%</u>
Total	225	100.0%



**PHONE Q11. At which hospital(s) were services received?**

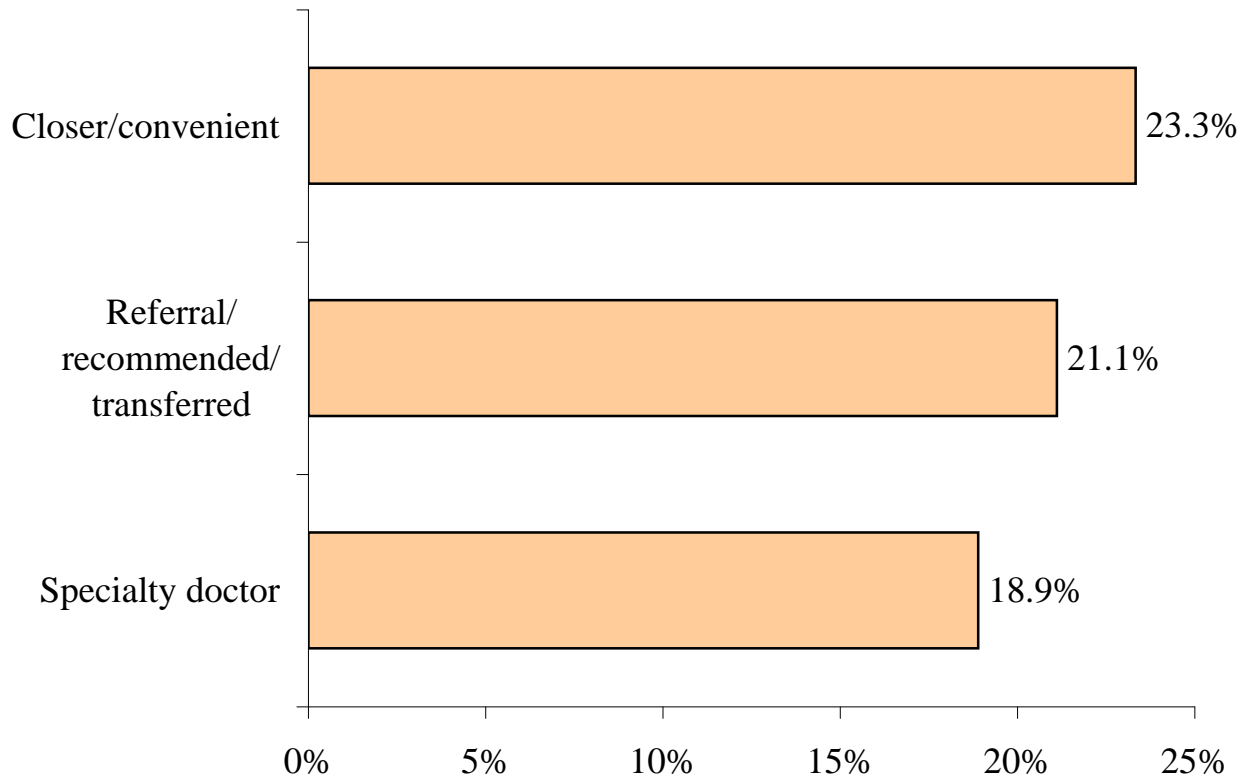
Hospital name	City	No.	Percent
Adams County Hospital	West Union	62	37.8%
Meadowview Regional Medical Center	Maysville, KY	21	12.8%
Clermont Mercy Hospital	Batavia	12	7.3%
Brown County Hospital	Georgetown	11	6.7%
Highland District Hospital	Hillsboro	10	6.1%
Southern Ohio Medical Center	Portsmouth	10	6.1%
Children's Hospital	Cincinnati	7	4.3%
Mercy Hospital Anderson	Cincinnati	6	3.7%
The Christ Hospital	Cincinnati	6	3.7%
University of Cincinnati Hospital	Cincinnati	4	2.4%
Good Samaritan Hospital	Dayton	3	1.8%
Good Samaritan Hospital	Cincinnati	2	1.2%
The Jewish Hospital	Cincinnati	2	1.2%
Bethesda North Hospital	Cincinnati	1	0.6%
Mercy Hospital Western Hills	Cincinnati	1	0.6%
Pike Community Hospital	Waverly	1	0.6%
Portsmouth Memorial Hospital	Portsmouth	1	0.6%
Surgery Center of Cincinnati	Cincinnati	1	0.6%
Fleming County Hospital	Flemingsburg, KY	1	0.6%
Winter Haven Hospital	Winter Haven, FL	1	0.6%
No response		<u>1</u>	<u>0.6%</u>
<b>Total</b>		<b>164</b>	<b>100.0%</b>

Some respondents answered more than once.



**PHONE Q12. You mentioned that you or someone else in your household received care at a hospital other than Adams County Hospital. Why did you or your family member choose this/these hospital(s)?**

Response Category	No.	Percent
Closer/convenient	21	23.3%
Referral/recommended/transferred	19	21.1%
Specialty doctor	17	18.9%
Where my doctor works	15	16.7%
Better service/care/quality	8	8.9%
Established relationship	7	7.8%
VA hospital	2	2.2%
Don't know/No response	1	1.1%
Total	90	100.0%



**PHONE Q13a. What hospital services were used at a hospital other than Adams County Hospital?**

Response Category	No.	Percent
Emergency room	39	14.8%
X-ray	37	14.1%
Laboratory (blood) tests	36	13.7%
Inpatient stay	35	13.3%
Specialty doctor	29	11.0%
Inpatient surgery	23	8.7%
Outpatient surgery	13	4.9%
CAT scan	10	3.8%
Dietary services	10	3.8%
MRI	8	3.0%
Mammogram	5	1.9%
Radiology	4	1.5%
Birthing services	3	1.1%
Physical therapy	2	0.8%
Ultrasound	2	0.8%
Biopsy	1	0.4%
Checkup	1	0.4%
Dialysis	1	0.4%
EKG	1	0.4%
Mental health/substance abuse	1	0.4%
Respiratory therapy	1	0.4%
Spinal tap	<u>1</u>	<u>0.4%</u>
<b>Total</b>	<b>263</b>	<b>100.0%</b>

Some respondents answered more than once.

**PHONE Q13b. How satisfied were you or someone in your household with the services you received at a hospital other than Adams County Hospital? Would you say that you were...**

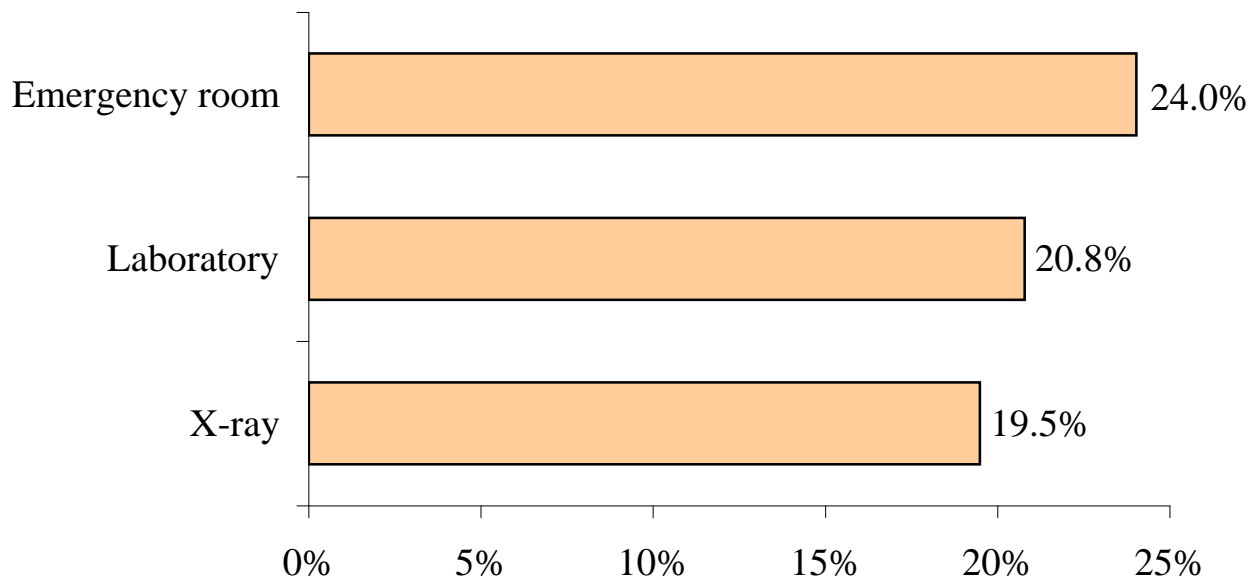
Response Category	No.	Percent
Satisfied	89	94.7%
Dissatisfied	5	5.3%
Total	94	100.0%



**PHONE Q14. What hospital services were used at Adams County Hospital?**

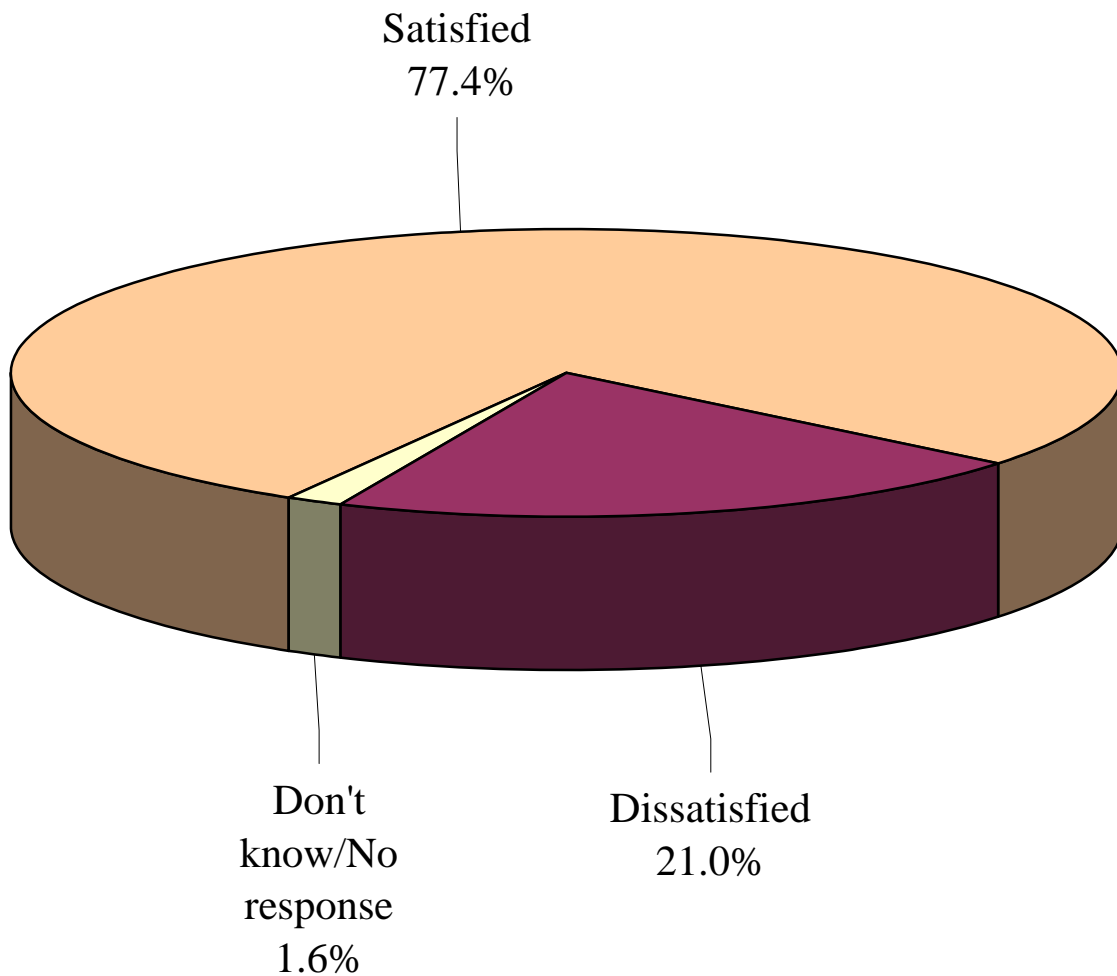
Response Category	No.	Percent
Emergency room	37	24.0%
Laboratory	32	20.8%
X-ray	30	19.5%
Inpatient stay/medical surgical unit	14	9.1%
Outpatient procedures	10	6.5%
CT scan	8	5.2%
Ultrasound	6	3.9%
MRI	5	3.2%
Surgery	4	2.6%
Specialty clinics	3	1.9%
Therapy (physical/occupational)	3	1.9%
Mammogram	<u>2</u>	<u>1.3%</u>
Total	154	100.0%

Some respondents answered more than once.



**PHONE Q15a. How satisfied were you or someone in your household with the services you received at Adams County Hospital?  
Would you say you were...**

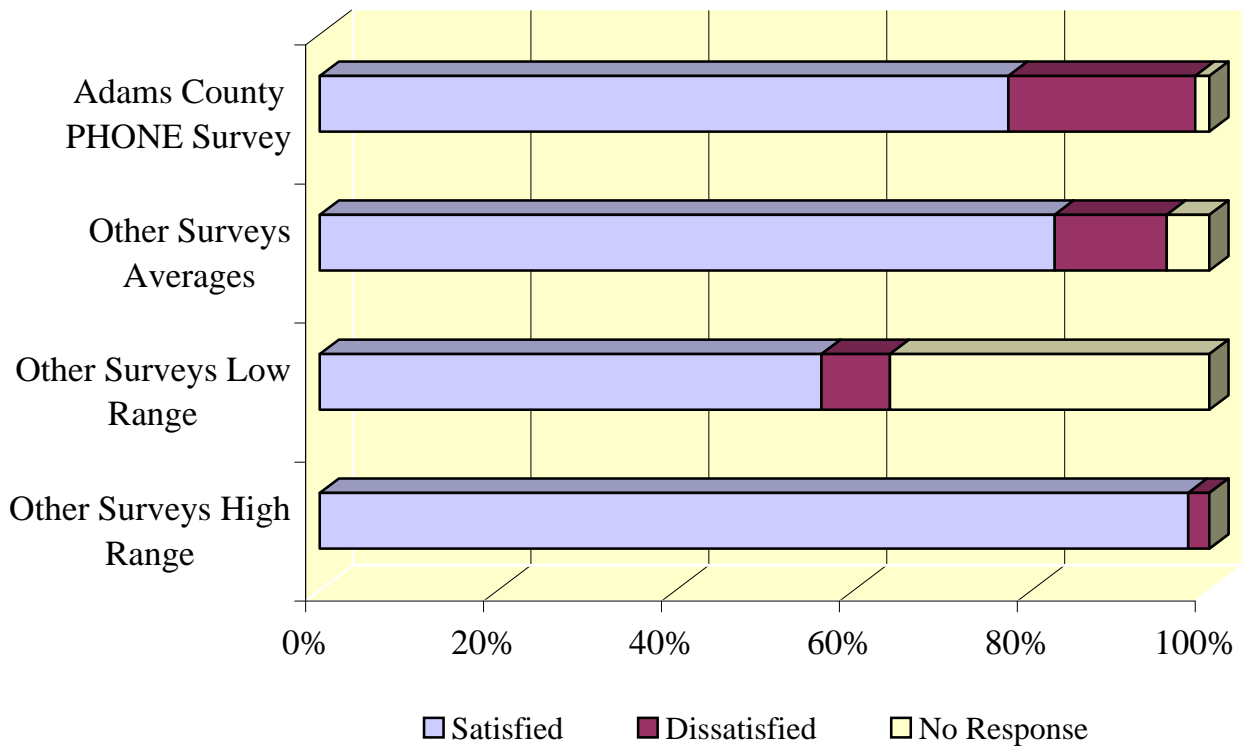
Response Category	No.	Percent
Satisfied	48	77.4%
Dissatisfied	13	21.0%
Don't know/No response	1	1.6%
Total	62	100.0%



**PHONE Q15a-2. How satisfied were you or someone in your household with the hospital services you received at Adams County Hospital?**

**Compared to Other Studies**

Survey Area	Satisfied	Dissatisfied	No Response
Adams County PHONE Survey	77.4%	21.0%	1.6%
Other Surveys Averages	82.6%	12.6%	4.8%
Other Surveys Low Range	56.4%	7.7%	35.9%
Other Surveys High Range	97.6%	2.4%	0.0%



**PHONE Q15b-1. Why do you say that you are satisfied  
with the services you received at Adams County Hospital?**

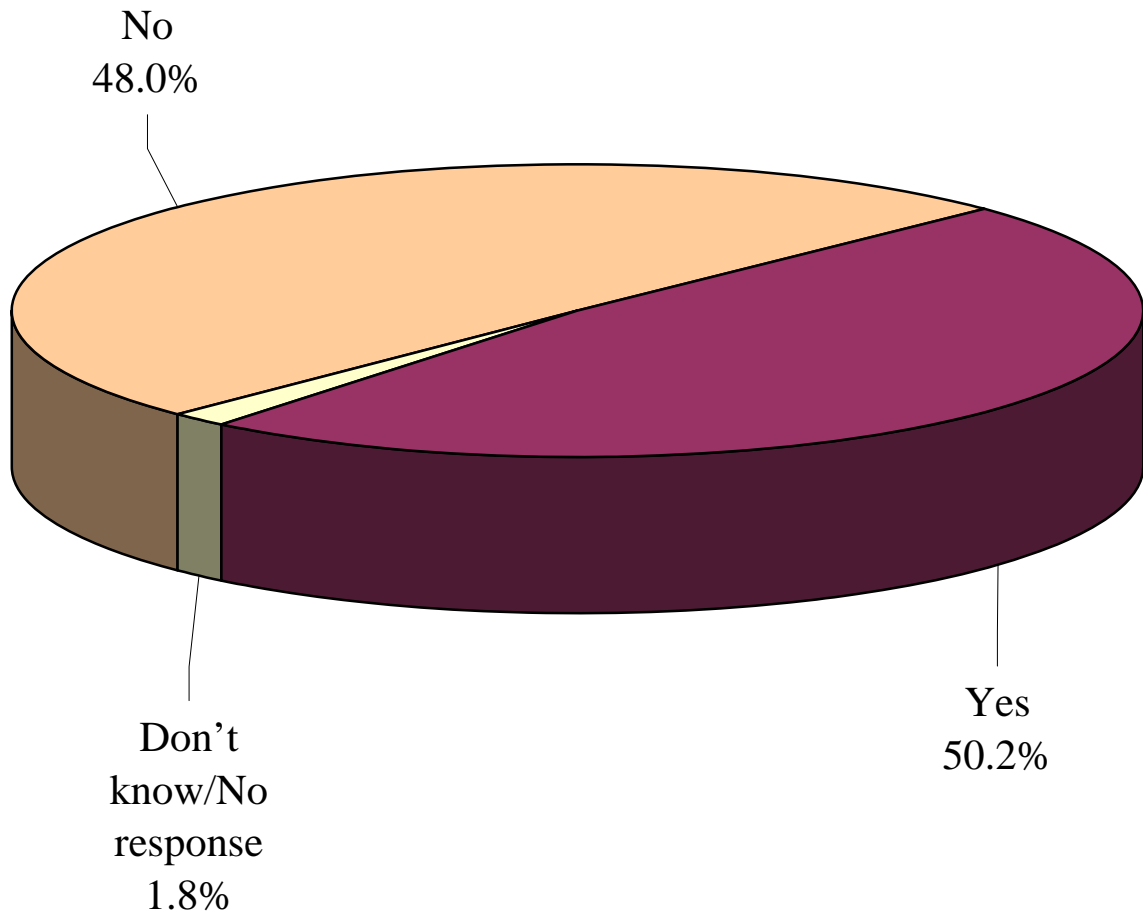
Response	No.	Percent
Good care	16	33.3%
Satisfied, but had problems with doctors	12	25.0%
Quick service/quick response	9	18.8%
Resolved medical issue	7	14.6%
Professional, caring doctors/nurses/staff	2	4.2%
Knowledgeable/thorough	1	2.1%
Made a good transfer decision	<u>1</u>	<u>2.1%</u>
Total	48	100.0%

**PHONE Q15b-2. Why do you say that you are dissatisfied  
with the services you received at Adams County Hospital?**

Response	No.	Percent
Unprofessional doctors/nurses/staff	5	38.5%
Long waiting time	3	23.1%
Misdiagnosis	3	23.1%
Need more qualified medical professionals	1	7.7%
Unable to diagnose	<u>1</u>	7.7%
Total	13	100.0%

**PHONE Q16. Have you or your family used emergency room services in the past 24 months?**

Response	No.	Percent
No	113	50.2%
Yes	108	48.0%
Don't know/No response	<u>4</u>	<u>1.8%</u>
Total	225	100.0%





**PHONE Q17. At which hospital(s) were emergency room services received?**

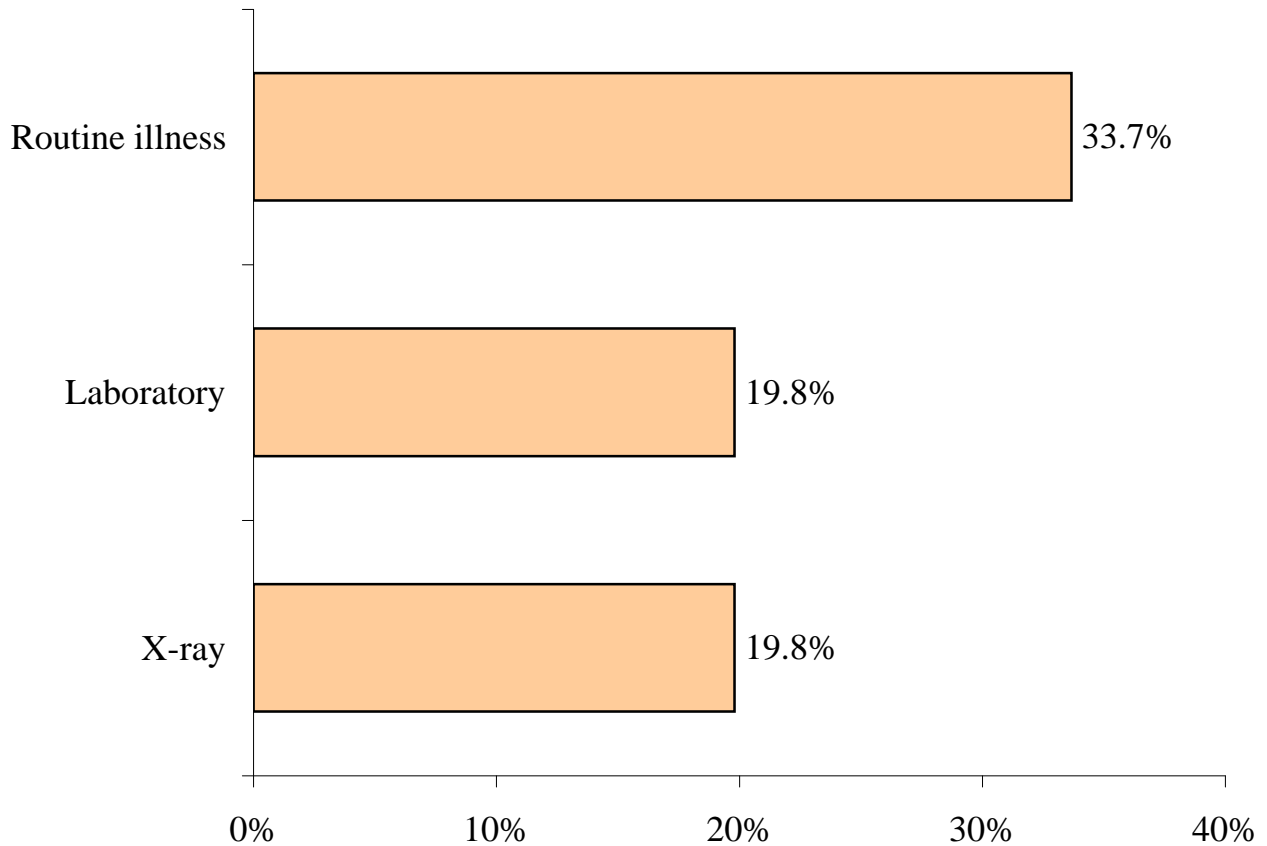
Response Category	City	No.	Percent
Adams County Hospital	West Union, OH	63	48.1%
Meadowview Regional Medical Center	Maysville, KY	18	13.7%
Clermont Mercy Hospital	Batavia, OH	12	9.2%
Brown County Hospital	Georgetown, OH	10	7.6%
Highland District Hospital	Hillsboro, OH	9	6.9%
Southern Ohio Medical Center	Portsmouth, OH	6	4.6%
Children's Hospital	Cincinnati, OH	2	1.5%
Mercy Hospital Anderson	Cincinnati, OH	2	1.5%
Pike Community Hospital	Waverly, OH	2	1.5%
The Christ Hospital	Cincinnati, OH	2	1.5%
Good Samaritan Hospital	Cincinnati, OH	1	0.8%
Jewish Hospital	Cincinnati, OH	1	0.8%
University of Cincinnati Hospital	Cincinnati, OH	1	0.8%
Wright Patterson Medical Center	Claiborne, OH	1	0.8%
Don't know/No response		<u>1</u>	<u>0.8%</u>
<b>Total</b>		<b>131</b>	<b>100.0%</b>

Some respondents answered more than once.

**PHONE Q18. What type of emergency room services  
have you or your family used in the past 24 months  
at Adams County Hospital?**

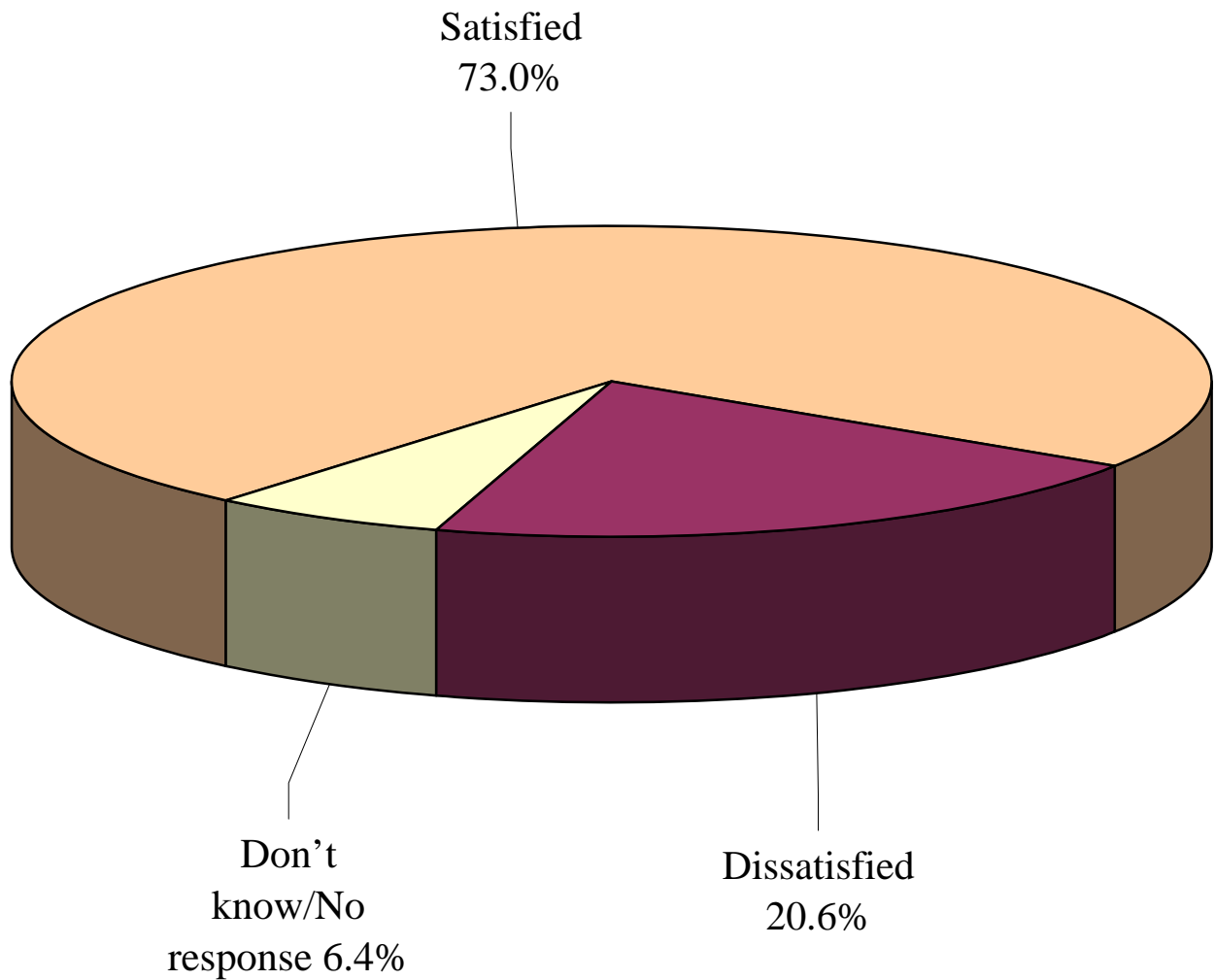
Response Category	No.	Percent
Routine illness	34	33.7%
Laboratory	20	19.8%
X-ray	20	19.8%
Trauma care	17	16.8%
Cardiac evaluation	8	7.9%
Respiratory therapy	<u>2</u>	<u>2.0%</u>
Total	101	100.0%

Some respondents answered more than once.



**PHONE Q19a. How satisfied were you or someone in your household with the services you received at the emergency room in Adams County Hospital?  
Would you say that you were...**

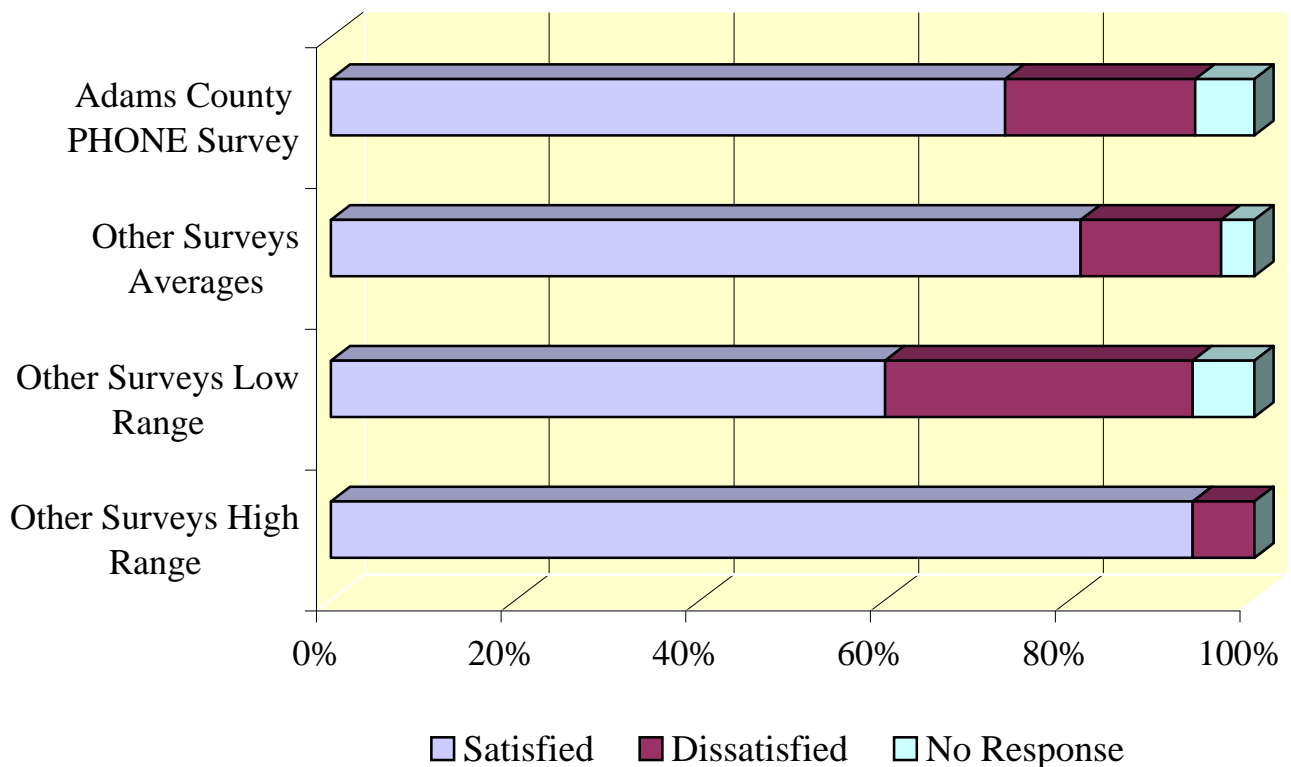
Response	No.	Percent
Satisfied	46	73.0%
Dissatisfied	13	20.6%
Don't know/No response	4	6.4%
Total	63	100.0%



**PHONE Q19a-2. How satisfied were you or someone in your household with the services you received at the emergency room in Adams County Hospital? Would you say that you were...**

**Compared to Other Studies**

Survey Area	Satisfied	Dissatisfied	No Response
Adams County PHONE Survey	73.0%	20.6%	6.4%
Other Surveys Averages	81.2%	15.2%	3.6%
Other Surveys Low Range	60.0%	33.3%	6.7%
Other Surveys High Range	93.3%	6.7%	0.0%



**PHONE Q19b-1. Why do you or someone in your household say  
that you were satisfied with the services you received  
at the emergency room in Adams County Hospital?**

Response Category	No.	Percent
Resolved medical issue(s)	20	43.5%
Good care/service	9	19.6%
Just satisfied, no reason	9	19.6%
Convenience	3	6.5%
Quick service/Quick response	3	6.5%
Professional, caring doctors/nurses/staff	<u>2</u>	<u>4.3%</u>
Total	46	100.0%

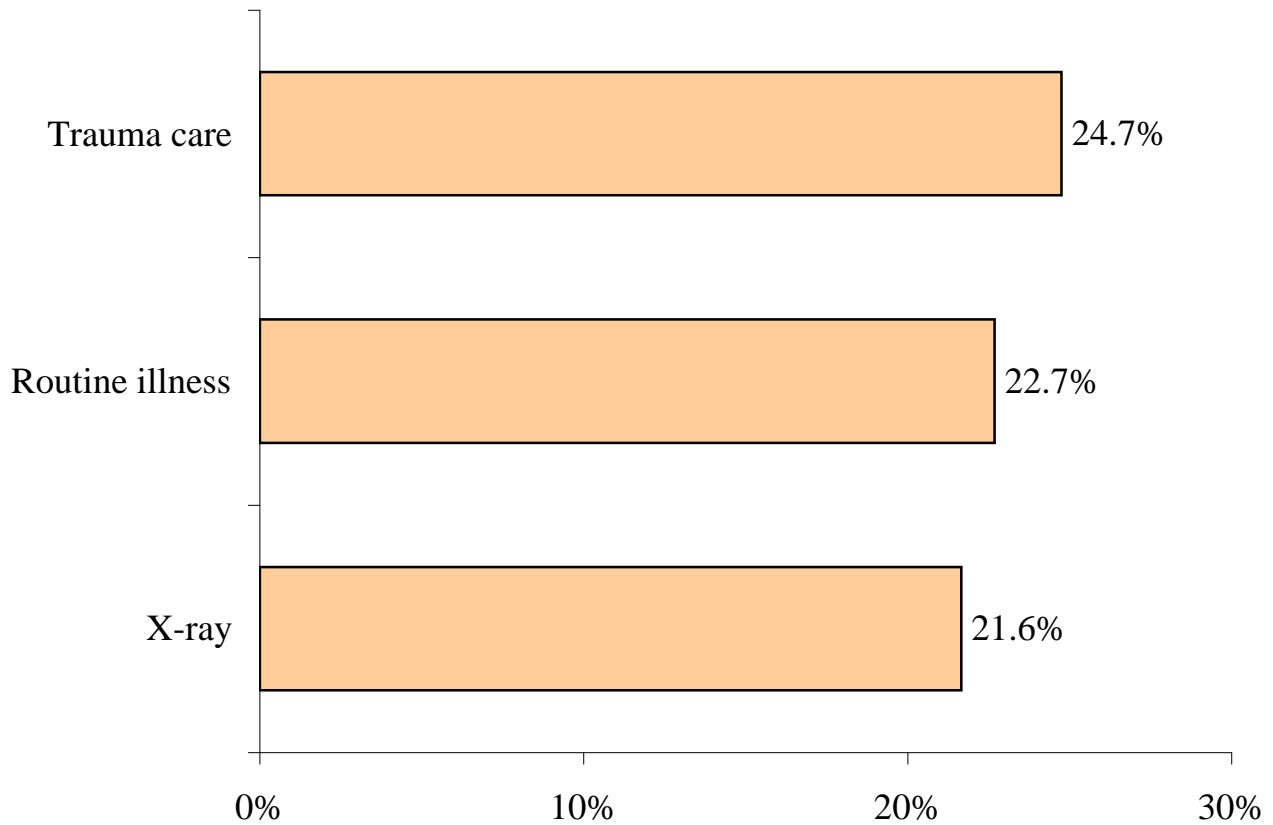
**PHONE Q19b-2. Why do you or someone in your household say  
that you were dissatisfied with the services you received  
at the emergency room in Adams County Hospital?**

Response Category	No.	Percent
Long waiting time	4	30.8%
Inability to treat issue	3	23.1%
Not satisfied with doctors/nurses	3	23.1%
Poor care/service	<u>3</u>	<u>23.1%</u>
Total	13	100.0%

**PHONE Q20. What type of emergency room services have you or your family used in the past 24 months at a hospital other than Adams County Hospital?**

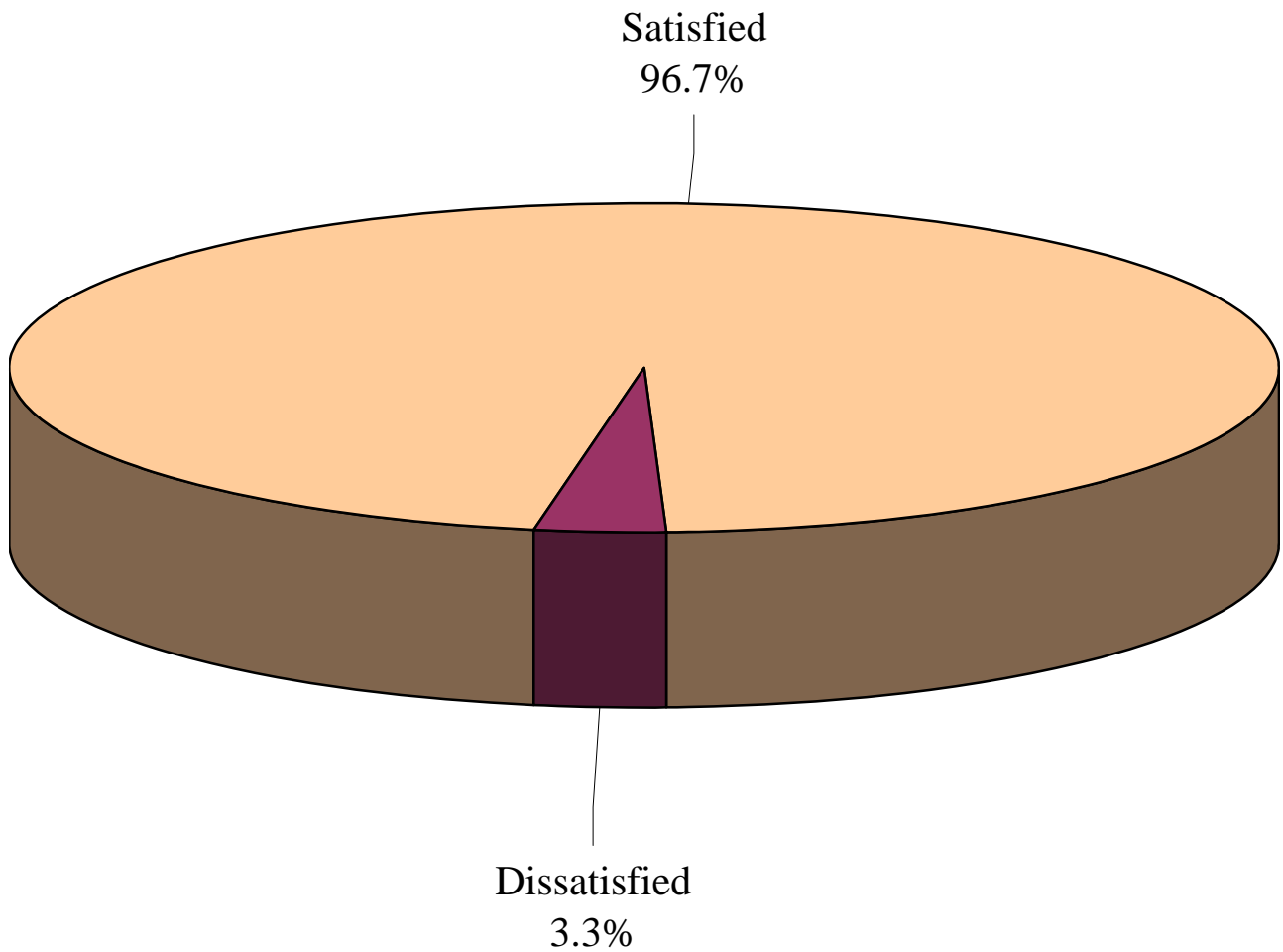
Response Category	No.	Percent
Trauma care	24	24.7%
Routine illness	22	22.7%
X-ray	21	21.6%
Laboratory	15	15.5%
Cardiac evaluation	10	10.3%
Respiratory therapy	3	3.1%
Chemotherapy	1	1.0%
Don't know/No response	1	1.0%
Total	97	100.0%

Some respondents answered more than once.



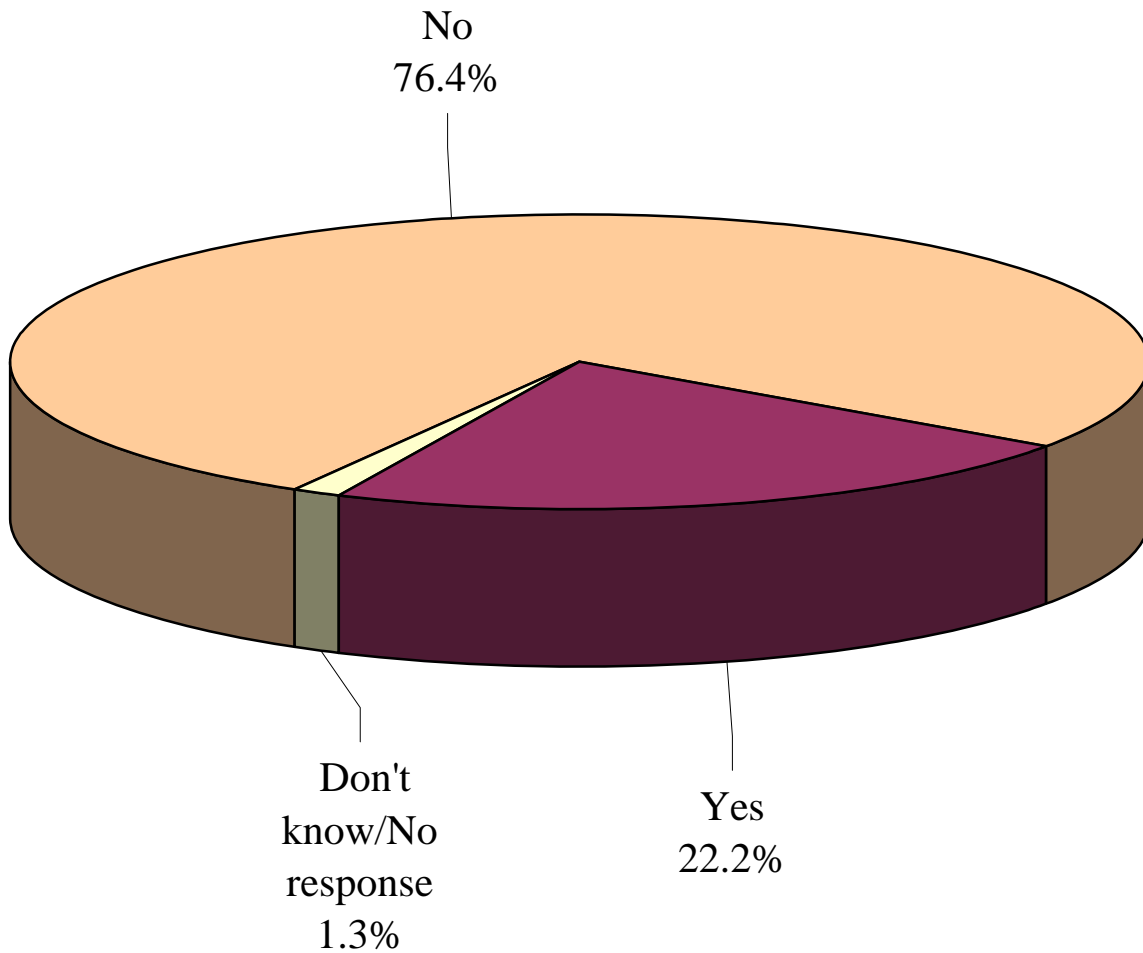
**PHONE Q21. How satisfied were you or someone in your household with the services you received at the emergency room in a hospital other than Adams County Hospital? Would you say that you were...**

Response Category	No.	Percent
Satisfied	59	96.7%
Dissatisfied	<u>2</u>	<u>3.3%</u>
Total	61	100.0%



**PHONE Q22. Have you or a family member used the Southern Ohio Health Clinic at Seaman or Health Source at Seaman in the last 24 months?**

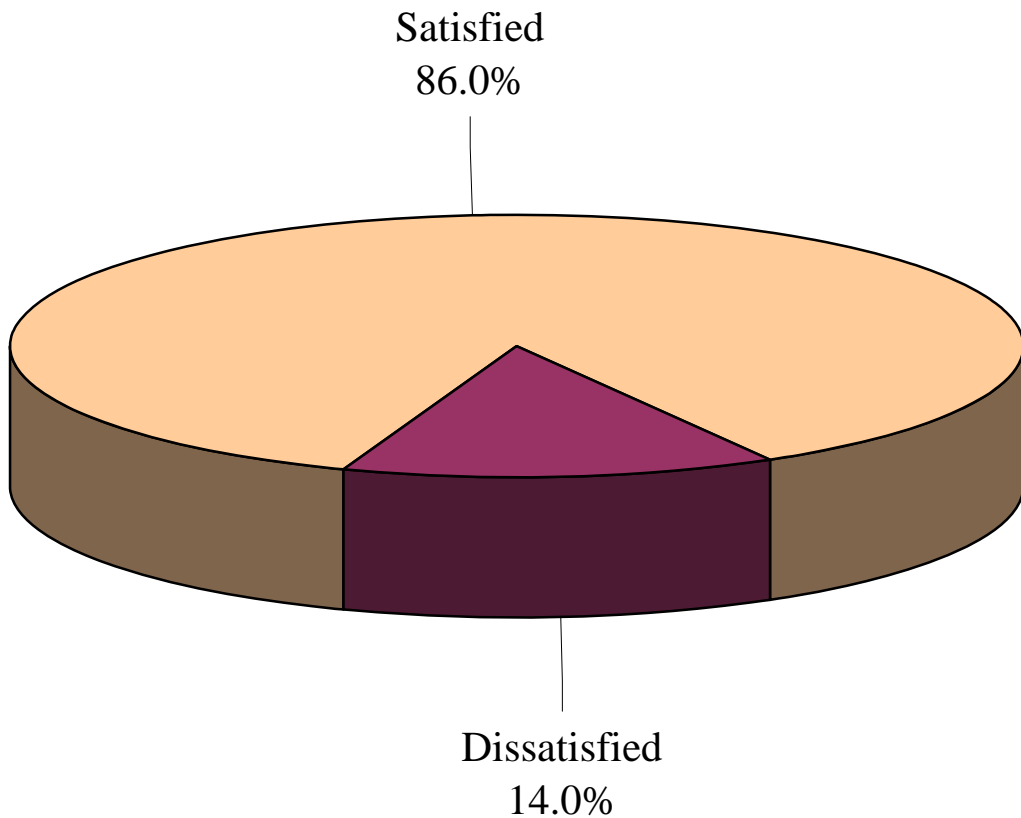
Response Category	No.	Percent
No	172	76.4%
Yes	50	22.2%
Don't know/No response	3	1.3%
Total	225	100.0%





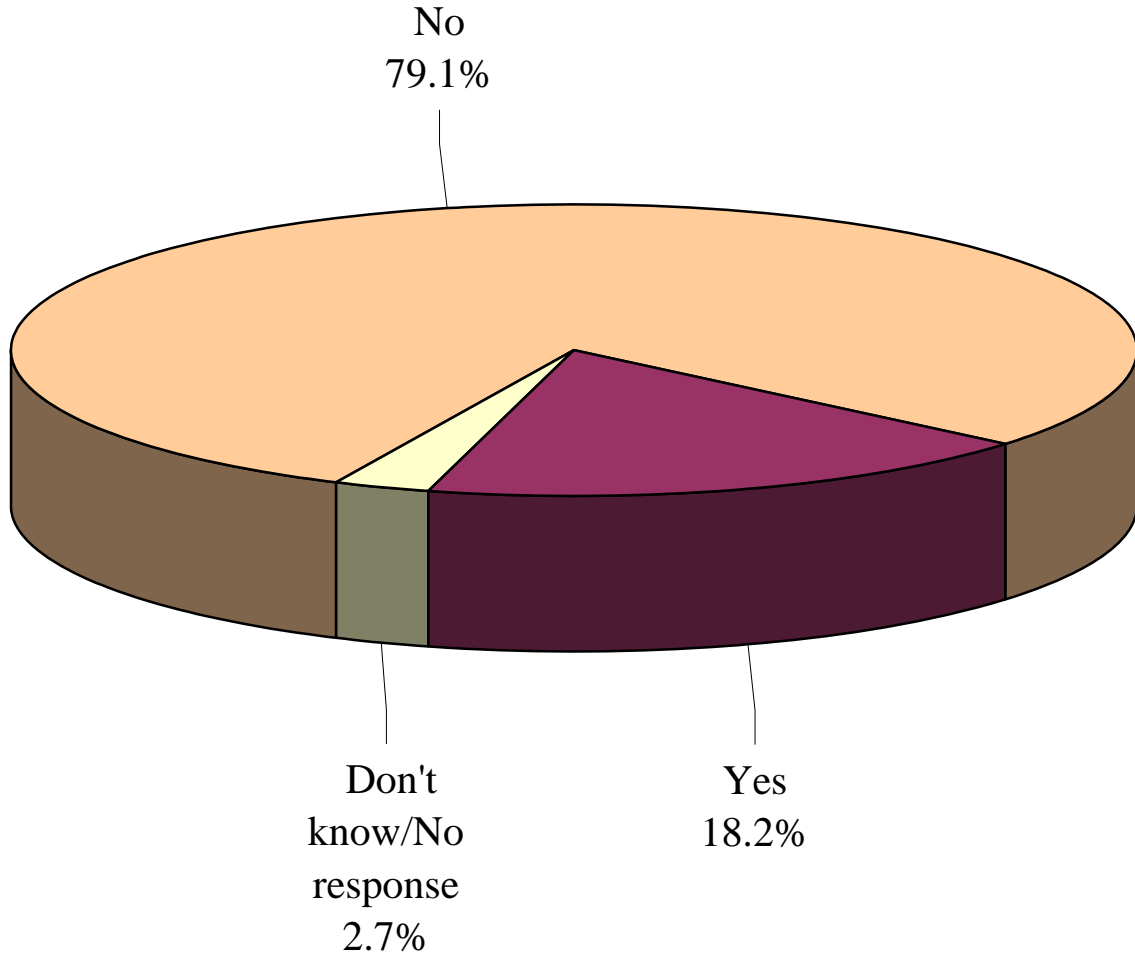
**PHONE Q23a. How satisfied were you or someone in your family with the services you received from Southern Ohio Health Clinic at Seaman or Health Source at Seaman in the last 24 months?  
Would you say you were...**

Response Category	No.	Percent
Satisfied	43	86.0%
Dissatisfied	7	14.0%
Total	50	100.0%



**PHONE Q24. Have you or someone in your household  
used the services of the Adams County Health Department  
in the past 24 months?**

Response Category	No.	Percent
No	178	79.1%
Yes	41	18.2%
Don't know/No response	<u>6</u>	<u>2.7%</u>
Total	225	100.0%



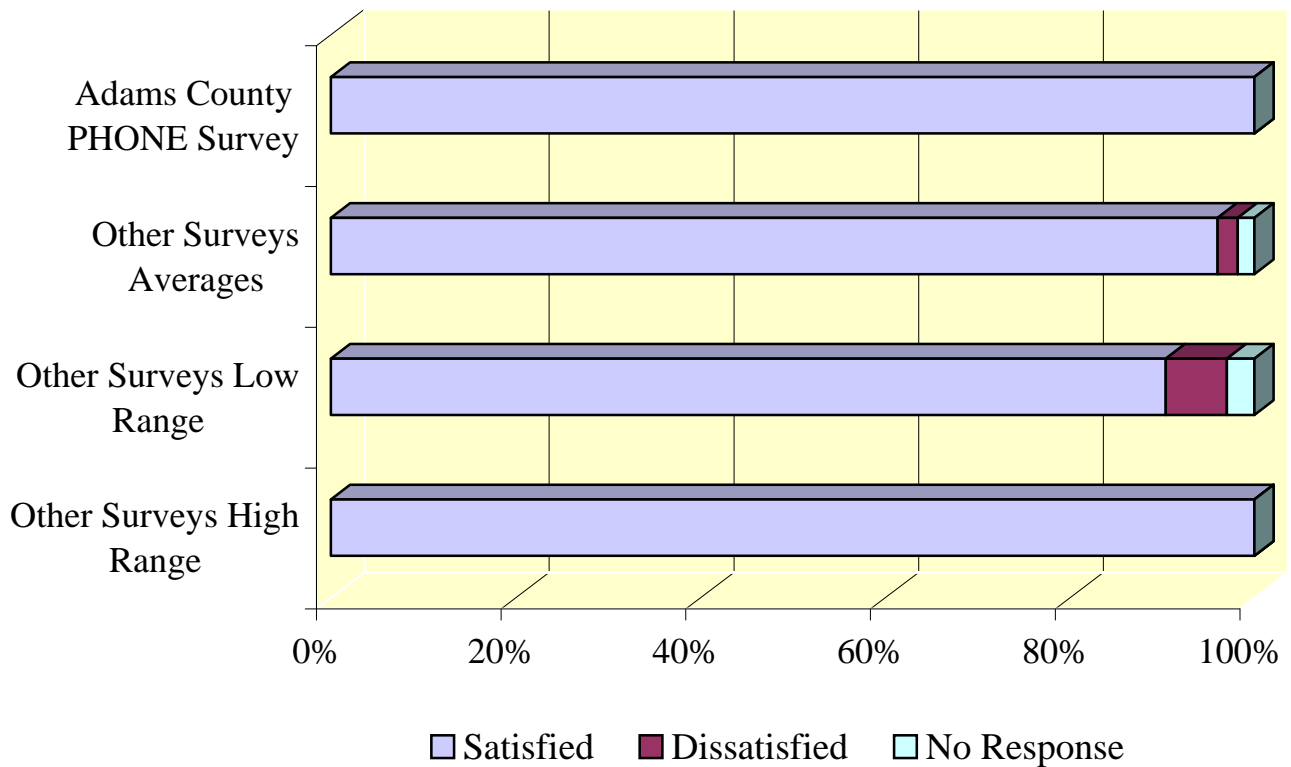
**PHONE Q25a-1. How satisfied were you or someone in your household with the services you received from Adams County Health Department? Would you say you were. . .**

Response Category	No.	Percent
Satisfied	<u>41</u>	<u>100.0%</u>
Total	41	100.0%

**PHONE Q25a-2. How satisfied were you or someone in your household with the services you received from the Adams County Health Department?**

**Compared to Other Studies**

Survey Area	Satisfied	Dissatisfied	No Response
Adams County PHONE Survey	100.0%	0.0%	0.0%
Other Surveys Averages	96.0%	2.2%	1.8%
Other Surveys Low Range	90.4%	6.6%	3.0%
Other Surveys High Range	100.0%	0.0%	0.0%

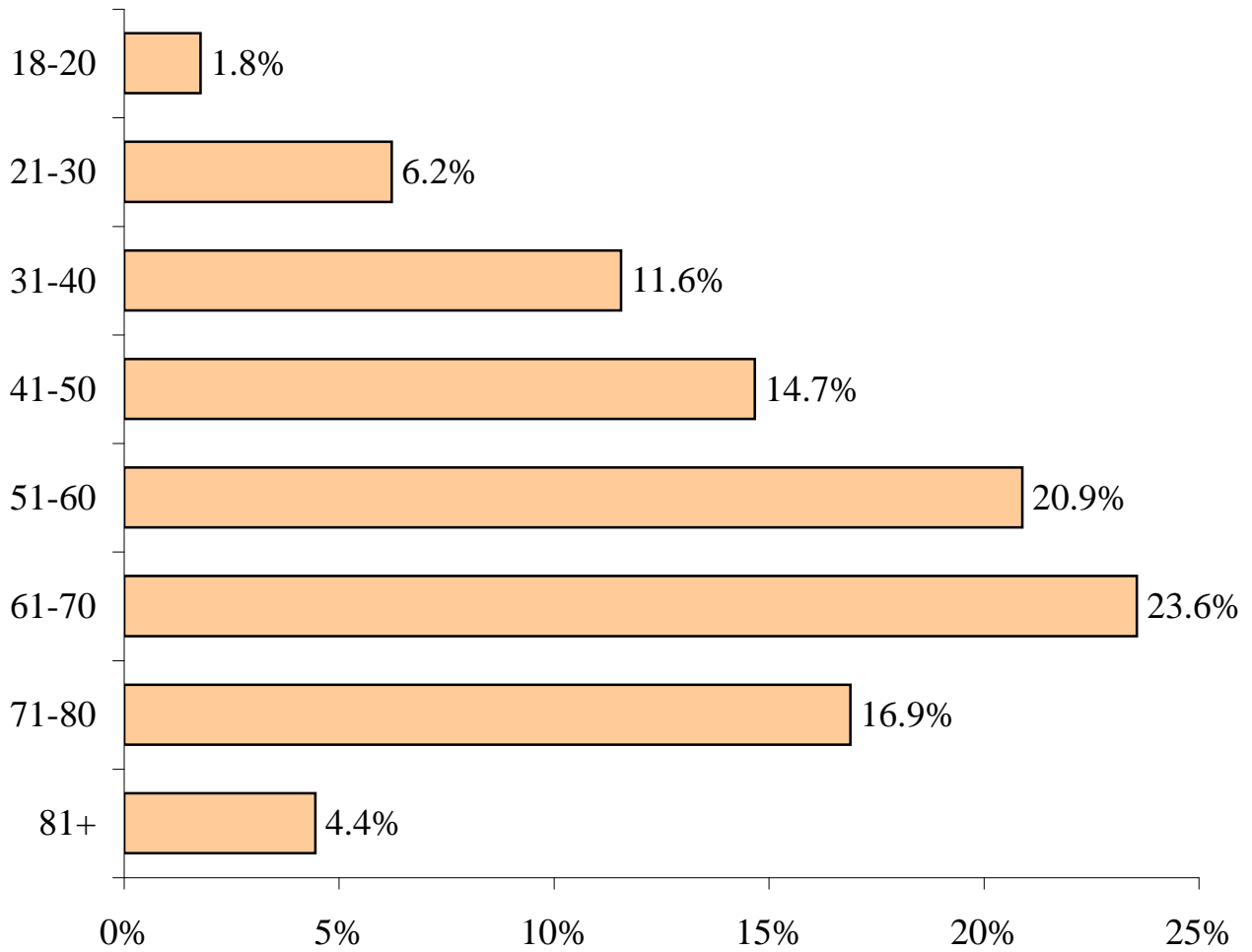


**PHONE Q26. What concerns you most about health care in your community?**

Response Category	No.	Percent
No concerns/complaints	67	29.8%
High cost of care	29	12.9%
Insurance companies dictating treatments	28	12.4%
New doctors/younger doctors/more doctors	27	12.0%
Physician availability/competence	25	11.1%
Ambulance response time/emergency care	12	5.3%
Availability of specialists	11	4.9%
Distance to health facilities	5	2.2%
Lack of thoroughness	5	2.2%
Physician apathy	5	2.2%
Acquiring newer medical technology	3	1.3%
Dissatisfied with health care	3	1.3%
Lack of geriatric services	3	1.3%
High Medicaid/Medicare populations	<u>2</u>	<u>0.9%</u>
Total	225	100.0%

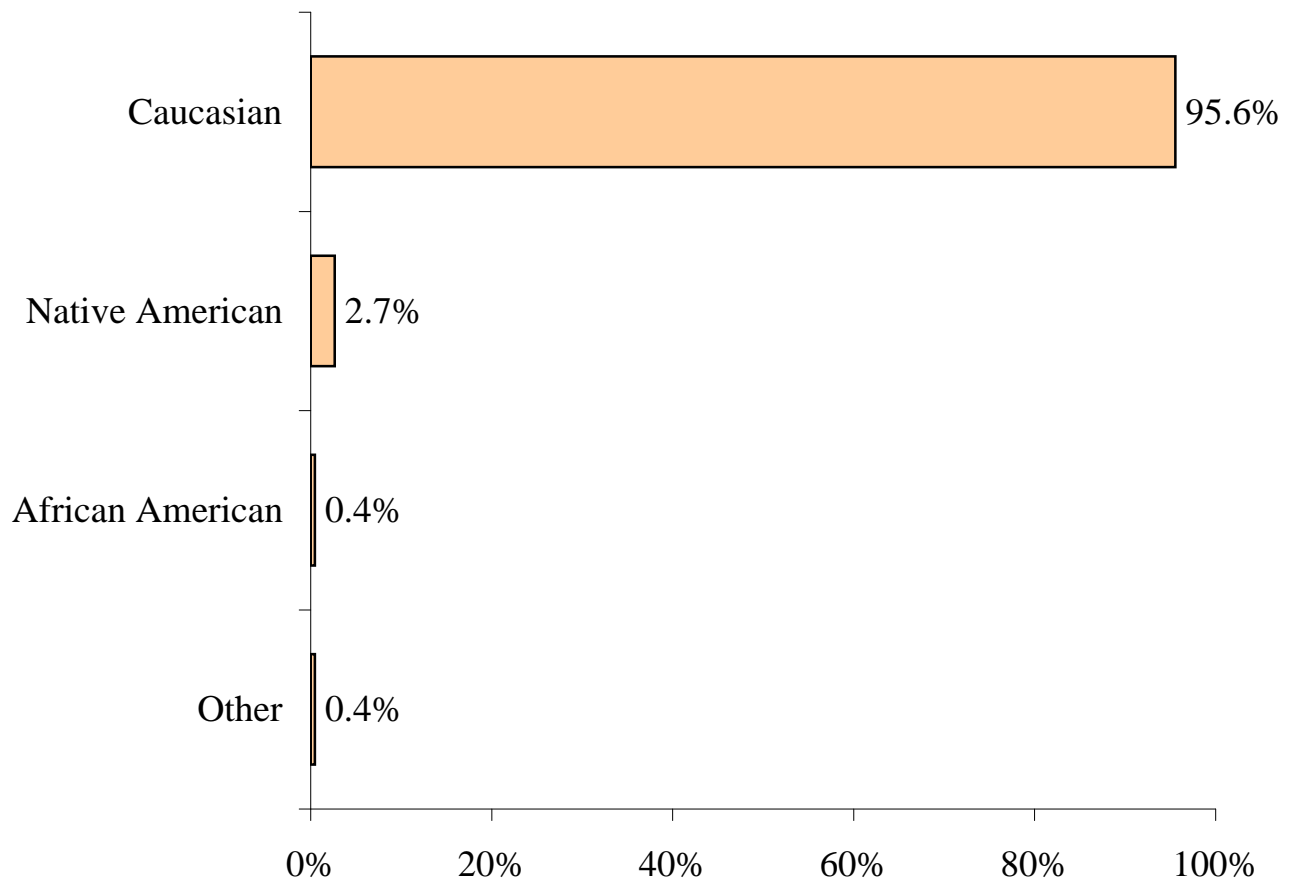
**PHONE Q27. What is your age?**

Response Category	No.	Percent
18-20	4	1.8%
21-30	14	6.2%
31-40	26	11.6%
41-50	33	14.7%
51-60	47	20.9%
61-70	53	23.6%
71-80	38	16.9%
81+	10	4.4%
Total	225	100.0%



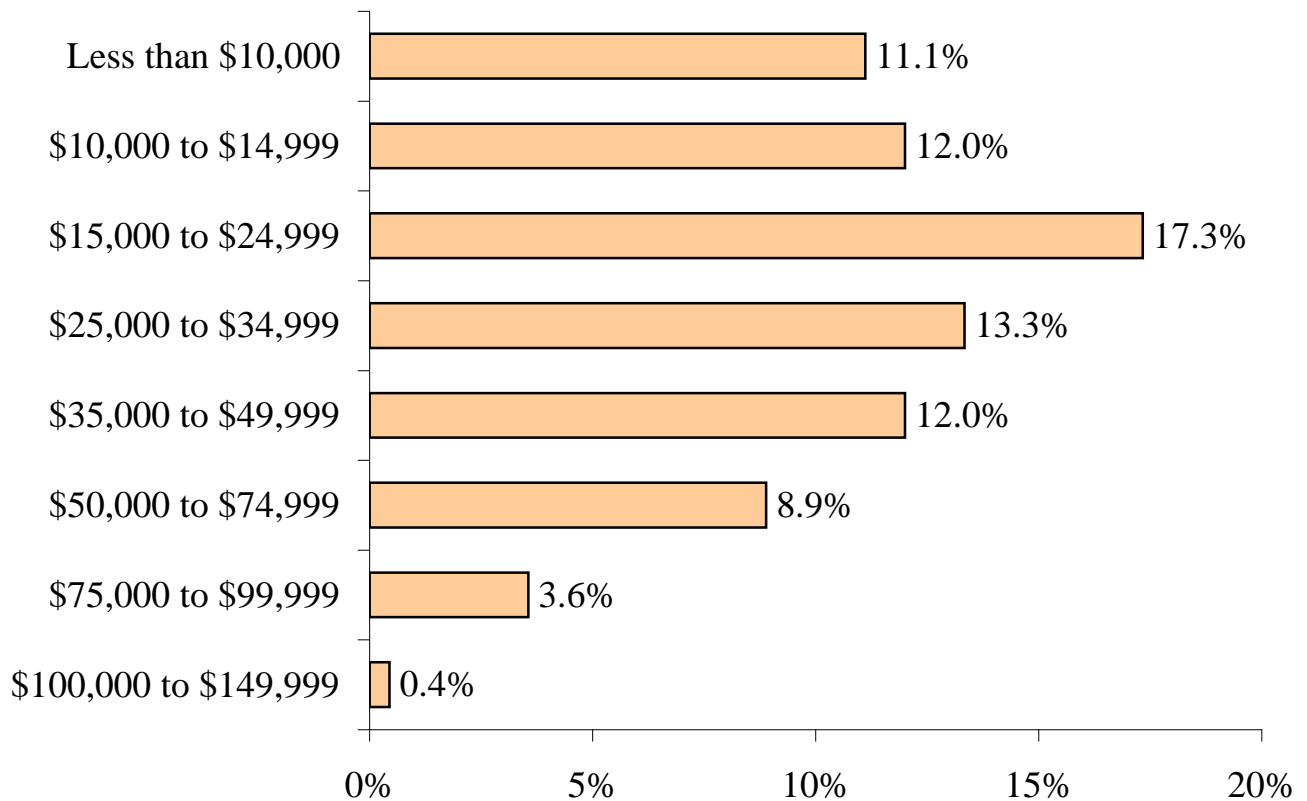
**PHONE Q28. What is your ethnicity?**

Response Category	No.	Percent
Caucasian	215	95.6%
Native American	6	2.7%
African American	1	0.4%
Other	1	0.4%
Don't know/No response	<u>2</u>	<u>0.9%</u>
Total	225	100.0%



**PHONE Q29. What is your annual household income?**

Response Category	No.	Percent
Less than \$10,000	25	11.1%
\$10,000 to \$14,999	27	12.0%
\$15,000 to \$24,999	39	17.3%
\$25,000 to \$34,999	30	13.3%
\$35,000 to \$49,999	27	12.0%
\$50,000 to \$74,999	20	8.9%
\$75,000 to \$99,999	8	3.6%
\$100,000 to \$149,999	1	0.4%
Don't know/No Response	48	21.3%
Total	225	100.0%





**PHONE Q30. What is your gender?**

Response Category	No.	Percent
Female	163	72.4%
Male	62	27.6%
Total	225	100.0%

