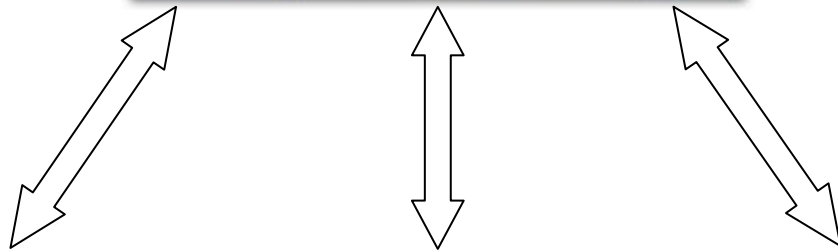


Phone Survey Form and Results for Fulton County, Pennsylvania



National Association of Counties Project
Funded by Federal Office of Rural Health Policy

November 2009

Fulton County, Pennsylvania - Telephone Survey Form and Results

Prepared for:

Fulton County, Pennsylvania

through

National Association of Counties (NACo) Project
Funded by Federal Office of Rural Health Policy

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November 2009

**Fulton County, Pennsylvania
Telephone Survey Form**

Survey Date: Week of October 5, 2009

NOTE TO INTERVIEWER: All questions are optional and respondent may, of course, choose not to answer. All answers provided on this form are for facilitation purposes only. If an answer does not "fit" into one of the provided answers, please take down the exact answer given. Thank you.

Introduction and screener:

I am calling on behalf of the Health Care Committee of The Fulton County Medical Center. Hello. My name is _____ with _____. We are conducting a brief survey on the topic of health care in Fulton County. The community is reviewing the health care needs in Fulton County. It is very important that we include the opinion of you or someone in your household in this brief but important survey. To ensure confidentiality, all responses are completely anonymous. The survey will take approximately 15 minutes.

Qualifier 1: May I ask, are you over the age of 18?

- Yes
- No (*Ask to speak to someone over the age of 18. TERMINATE if there is no one over the age of 18 in the household.*)

Qualifier 2: What is your zip code?

- | | |
|--|---|
| <input type="checkbox"/> 16689, Waterfall | <input type="checkbox"/> 17233, McConnellsburg |
| <input type="checkbox"/> 16691, Wells Tannery | <input type="checkbox"/> 17236, Mercersburg |
| <input type="checkbox"/> 17212, Big Cove Tannery | <input type="checkbox"/> 17238, Needmore |
| <input type="checkbox"/> 17215, Burnt Cabins | <input type="checkbox"/> 17267, Warfordsburg |
| <input type="checkbox"/> 17228, Harrisonville | <input type="checkbox"/> Other _____ (<i>TERMINATE</i>) |
| <input type="checkbox"/> 17229, Hustontown | |

1a. Do you and your family use a family doctor for most of your routine health care?

- Yes (*Skip to Q2a*)
- No
- (*Do not read*) Don't know/Refused (*Skip to Q2a*)

1b. If no, then what kind of medical provider do you use for routine care? (*Record exact response. Probe for clarification. Do not read list.*)

- | | |
|--|---|
| <input type="checkbox"/> Community Health Center | <input type="checkbox"/> Rural Health Clinic |
| <input type="checkbox"/> Emergency Room/Hospital | <input type="checkbox"/> Specialist |
| <input type="checkbox"/> Health Department | <input type="checkbox"/> Other (<i>Specify</i>) _____ |
| <input type="checkbox"/> Medicaid | |

2a. Which city do you go to for most of your family's routine health care needs? *(Do not read list.)*

- | | |
|---|---|
| <input type="checkbox"/> Bedford | <input type="checkbox"/> McConnellsburg <i>(Skip to Q3a)</i> |
| <input type="checkbox"/> Chambersburg | <input type="checkbox"/> Mercersburg |
| <input type="checkbox"/> Hagerstown | <input type="checkbox"/> Orbisonia |
| <input type="checkbox"/> Hancock | <input type="checkbox"/> Other <i>(Specify)</i> _____ |
| <input type="checkbox"/> Harrisburg / Hershey | <input type="checkbox"/> <i>(Do not read)</i> Don't know/Refused <i>(Skip to Q3a)</i> |
| <input type="checkbox"/> Huntingdon | |

2b. Why do you or someone in your household use a medical provider for routine health care needs outside of Fulton County? *(Record exact response. Probe for clarification. Do not read list.)*

- | | |
|--|--|
| <input type="checkbox"/> Better quality of providers | <input type="checkbox"/> Speed of getting an appointment |
| <input type="checkbox"/> Closer/Convenient location | <input type="checkbox"/> Approved provider for insurance/Health benefits program |
| <input type="checkbox"/> Have used for years/Personal relationship | <input type="checkbox"/> Other <i>(Specify)</i> _____ |
| <input type="checkbox"/> Nicer facilities | <input type="checkbox"/> <i>(Do not read)</i> Don't know/Refused |
| <input type="checkbox"/> Specialist | |

3a. Have you or someone else in your household been to a primary care doctor in Fulton County in the past 24 months?

- Yes
- No *(Skip to Q4)*
- (Do not read)* Don't know/Refused *(Skip to Q4)*

3b. How satisfied were you or someone in your household with the quality of care received in Fulton County? Would you say that you were...*(Read List)* ?

- Satisfied
- Dissatisfied
- (Do not read)* Don't know/Refused *(Skip to Q4)*

3c. Why do you say that? *(Record exact response. Probe for clarification.)*

4a. If a family member has been placed in a Senior Living Services program such as a nursing home, assisted living facility or personal care home in the last 24 months, what type of program is it?

- | | |
|--|--|
| <input type="checkbox"/> Did not use program <i>(Skip to Q5)</i> | <input type="checkbox"/> Retirement village |
| <input type="checkbox"/> Nursing home | <input type="checkbox"/> Other <i>(Specify)</i> _____ |
| <input type="checkbox"/> Assisted living facility | <input type="checkbox"/> <i>(Do not read)</i> Don't know/Refused <i>(Skip to Q5)</i> |
| <input type="checkbox"/> Personal care home | |

- 4b. In what city is the Senior Living Services program located?
- Chambersburg
 - Hagerstown
 - McConnellsburg
 - Orbisonia
 - Other (*Specify*) _____
 - (*Do not read*) Don't know/Refused

5. Are you able to get an appointment with your primary care doctor when you need one?
- Yes
 - No
 - (*Do not read*) Don't know/Refused

- 6a. Have you or someone in your household been to a specialist in the past 24 months?
- Yes
 - No (*Skip to Q7*)
 - (*Do not read*) Don't know/Refused (*Skip to Q7*)

- 6b. What type of specialist have you or someone in your household been to and in which city are they located?

Type of Specialist	City

- 6c. Did the specialist request further testing, laboratory work and/or x-rays?
- Yes
 - No (*Skip to Q6f*)
 - (*Do not read*) Don't know/Refused (*Skip to Q6f*)

- 6d. In which city were the tests or laboratory work conducted? (*Record response below.*)
- Altoona
 - Bedford
 - Chambersburg
 - Hagerstown
 - Harrisburg / Hershey
 - McConnellsburg
 - Other (*Specify*) _____
 - (*Do not read*) Don't know/Refused

- 6e. Are you aware that you can have your tests, laboratory work and/or x-rays performed at Fulton County Medical Center regardless of the location of your specialist?
- Yes
 - No
 - (*Do not read*) Don't know/Refused

6f. Did the specialist prescribe medication(s)?

- Yes
- No (*Skip to Q7*)
- (*Do not read*) Don't know/Refused (*Skip to Q7*)

6g. In which city was the pharmacy located that filled your prescription(s)? Or did you use mail-order? (*Record response below.*)

- | | |
|---|---|
| <input type="checkbox"/> Altoona | <input type="checkbox"/> McConnellsburg |
| <input type="checkbox"/> Bedford | <input type="checkbox"/> Other (<i>Specify</i>) _____ |
| <input type="checkbox"/> Chambersburg | <input type="checkbox"/> Used mail order |
| <input type="checkbox"/> Hagerstown | <input type="checkbox"/> (<i>Do not read</i>) Don't know/Refused) |
| <input type="checkbox"/> Harrisburg / Hershey | |

7. How many people live in your household? (**Record response below.**)

_____ (*If respondent is the only person who lives in household, ask for "you" only in Q8a and Q8b.*)

8a. Are *you* covered by health insurance or any type of health benefit program?

- Yes
- No (*Skip to Q8c*)
- (*Do not read*) Don't know/Refused (*Skip to Q8c*)

8b. (*If respondent answers Yes to Q 8a, then ask Q8b. Read list if needed. Can provide more than*

- Through your work?
- Through your spouse's work?
- Through another household members' work?
- Through COBRA?
- Through a self-paid, private insurance plan?
- Through Medicare?
- Through Medicaid Access Card?
- Through the Veteran's Administration?
- Through Champus/TriCare?
- Through Native American/Tribal benefits?
- Through Adult Basic?
- Other _____ (*Specify*)
- (*Do not read*) Don't know/Refused

8c. Are *your family members* covered by health insurance or any type of health benefit program?

- Yes
- No (*Skip to Q9*)
- (*Do not read*) Don't know/Refused (*Skip to Q9*)

8d. *(If respondent answers Yes to Q 8c, then ask Q8d. Read list if needed. Can provide more than one response.)* Is the coverage provided....

- Through your work?
- Through your spouse's work?
- Through another household members' work?
- Through COBRA?
- Through a self-paid, private insurance plan?
- Through Medicare?
- Through Medicaid?
- Through the Veteran's Administration?
- Through Champus/TriCare?
- Through Native American/Tribal benefits?
- Through CHIP?
- Through Adult Basic?
- Other _____ (*Specify*)
- (Do not read)** Don't know/Refused

9. Have you or someone in your household used the out-patient or in-patient non-emergency services of a hospital in the past 24 months?

- Yes
- No (*Skip to Q15*)
- (Do not read)** Don't know/Refused (*Skip to Q15*)

10. At which hospital(s) were services received? (**Do not read list unless prompt is needed. Record exact responses. Allow for responses for more than one hospital.**)

- Altoona Regional - Altoona
- University of Pennsylvania Medical Center - Bedford
- Chambersburg Hospital - Chambersburg
- Fulton County Medical Center - McConnellsburg (*Skip to Q13*)
- Harrisburg Hospital - Harrisburg
- Hershey Medical Center - Hershey
- Holy Spirit - Harrisburg
- Pinnacle Health Systems - Harrisburg
- Veterans Center - Altoona
- Veterans Center - Martinsburg
- Washington County Hospital - Hagerstown, MD
- Waynesboro Hospital - Waynesboro
- Other (*Specify*) _____
- (Do not read)** Don't know/Refused

11. *(If any hospital other than Fulton County Medical Center was indicated in Q10, ask Q11, Q12a and Q12b; otherwise, skip to Q13.)* You mentioned that you or someone in your household received care at a hospital other than Fulton County Medical Center. Why did you or your family member choose this/these hospital(s)? *(Record exact response. Probe for clarification.)*

12a. What hospital services were used there? *(Do not read list unless prompt is needed. Record exact response.)*

- | | |
|---|--|
| <input type="checkbox"/> Birthing services | <input type="checkbox"/> Occupational health |
| <input type="checkbox"/> Bone density | <input type="checkbox"/> Oncology |
| <input type="checkbox"/> CT Scan (CAT Scan) | <input type="checkbox"/> Outpatient surgery |
| <input type="checkbox"/> Dietary services/Diabetic counseling | <input type="checkbox"/> Physical therapy |
| <input type="checkbox"/> Emergency room | <input type="checkbox"/> Radiology (X-Ray) |
| <input type="checkbox"/> Inpatient stay | <input type="checkbox"/> Respiratory therapy |
| <input type="checkbox"/> Inpatient surgery | <input type="checkbox"/> Sleep study |
| <input type="checkbox"/> Laboratory (blood) tests | <input type="checkbox"/> Specialty doctor |
| <input type="checkbox"/> Mammogram | <input type="checkbox"/> Ultrasound |
| <input type="checkbox"/> Mental health/Substance abuse | <input type="checkbox"/> Other <i>(Specify)</i> _____ |
| <input type="checkbox"/> MRI | <input type="checkbox"/> <i>(Do not read)</i> Don't know/Refused |

12b. Why did you use a hospital outside of Fulton County?

- | | |
|--|--|
| <input type="checkbox"/> Better quality of providers | <input type="checkbox"/> Specialist |
| <input type="checkbox"/> Closer/Convenient location | <input type="checkbox"/> Speed of getting an appointment |
| <input type="checkbox"/> Have used for years/Personal relationship | <input type="checkbox"/> Approved provider for insurance |
| <input type="checkbox"/> Nicer facilities | <input type="checkbox"/> Other <i>(Specify)</i> _____ |
| <input type="checkbox"/> Referred to by the Specialist | |

13. *(If Fulton County Medical Center is mentioned in Q10, ask Q11, Q14a, and Q14b; otherwise, skip to Q15.)* What hospital services were used at Fulton County Medical Center? *(Do not read list unless prompt is needed. Record exact response.)*

- | | |
|---|--|
| <input type="checkbox"/> Bone density | <input type="checkbox"/> Occupational health |
| <input type="checkbox"/> CT Scan (CAT Scan) | <input type="checkbox"/> Outpatient surgery |
| <input type="checkbox"/> Dietary services/Diabetic counseling | <input type="checkbox"/> Physical therapy |
| <input type="checkbox"/> Emergency room | <input type="checkbox"/> Radiology (X-Ray) |
| <input type="checkbox"/> Inpatient stay | <input type="checkbox"/> Respiratory therapy |
| <input type="checkbox"/> Inpatient surgery | <input type="checkbox"/> Specialty doctor |
| <input type="checkbox"/> Laboratory (blood) tests | <input type="checkbox"/> Ultrasound |
| <input type="checkbox"/> Mammogram | <input type="checkbox"/> Other <i>(Specify)</i> _____ |
| <input type="checkbox"/> Mental health/Substance abuse | <input type="checkbox"/> <i>(Do not read)</i> Don't know/Refused |
| <input type="checkbox"/> MRI | |

14a. How satisfied were you or someone in your household with the services you received at Fulton County Medical Center? Would you say you were...*(Read list.)*

- Satisfied
- Dissatisfied
- (Do not read)* Don't know/Refused *(Skip to Q15)*

14b. Why do you say that? *(Record exact response. Probe for clarification.)*

15. Have you or someone in your household used emergency room services in the past 24 months?

- Yes
- No *(Skip to Q20a)*
- (Do not read)* Don't know/Refused *(Skip to Q20a)*

16. At which hospital(s) were emergency room services received? *(Do not read list unless prompt is needed. Record exact responses. Allow for responses for more than one hospital.)*

- Altoona Regional - Altoona
- University of Pennsylvania Medical Center - Bedford
- Chambersburg Hospital - Chambersburg
- Fulton County Medical Center - McConnellsburg *(Skip to Q18)*
- Harrisburg Hospital - Harrisburg
- Hershey Medical Center - Hershey
- Holy Spirit - Harrisburg
- Pinnacle Health Systems - Harrisburg
- Veterans Center - Altoona
- Veterans Center - Martinsburg
- Washington County Hospital - Hagerstown, MD
- Waynesboro Hospital - Waynesboro
- Other *(Specify)* _____
- (Do not read)* Don't know/Refused

17. *(If any hospital other than Fulton County Medical Center was indicated in Q16, ask Q17; otherwise, skip to Q18.)* You mentioned that you or someone in your household received emergency room care at a hospital other than Fulton County Medical Center. What type of emergency room services have you or someone in your household used in the past 24 months at this hospital? *(Do not read list unless prompt is needed. Record exact response.)*

- | | |
|--|--|
| <input type="checkbox"/> Cardiac evaluation/Heart | <input type="checkbox"/> Routine illness |
| <input type="checkbox"/> Fever | <input type="checkbox"/> Stroke/TIA |
| <input type="checkbox"/> Laboratory | <input type="checkbox"/> Trauma care |
| <input type="checkbox"/> Minor emergencies | <input type="checkbox"/> Radiology (X-Ray) |
| <input type="checkbox"/> MVA (motor vehicle accident) | <input type="checkbox"/> Urgent care |
| <input type="checkbox"/> Orthopedic care | <input type="checkbox"/> Other <i>(Specify)</i> _____ |
| <input type="checkbox"/> Respiratory distress/Breathing difficulties | <input type="checkbox"/> <i>(Do not read)</i> Don't know/Refused |

18. *(If Fulton County Medical Center is mentioned in Q16 ask Q18, Q19a, and Q19b; otherwise, skip to Q20a.)* What type of emergency room services have you or someone in your household used in the past 24 months at Fulton County Medical Center? *(Do not read list unless prompt is needed. Record exact response.)*

- | | |
|--|--|
| <input type="checkbox"/> Cardiac evaluation/Heart | <input type="checkbox"/> Routine illness |
| <input type="checkbox"/> Fever | <input type="checkbox"/> Stroke/TIA |
| <input type="checkbox"/> Laboratory | <input type="checkbox"/> Trauma care |
| <input type="checkbox"/> Minor emergencies | <input type="checkbox"/> Radiology (X-Ray) |
| <input type="checkbox"/> MVA (motor vehicle accident) | <input type="checkbox"/> Urgent care |
| <input type="checkbox"/> Orthopedic care | <input type="checkbox"/> Other <i>(Specify)</i> _____ |
| <input type="checkbox"/> Respiratory distress/Breathing difficulties | <input type="checkbox"/> <i>(Do not read)</i> Don't know/Refused |

19a. How satisfied were you or someone in your household with the services you received at the emergency room in Fulton County Medical Center? Would you say you were.. *(Read list.)*

- Satisfied
- Dissatisfied
- (Do not read)* Don't know/Refused *(Skip to Q20a)*

19b. Why do you say that? *(Record exact response. Probe for clarification.)*

20a. Have you or someone in your household used the services of the Fulton County State Health Department in the past 24 months?

- Yes
- No *(Skip to Q21)*
- (Do not read)* Don't know/Refused *(Skip to Q21)*

20b. How satisfied were you or someone in your household with the services you received at the local health department? Would you say you were... **(Read list)**

- Satisfied
- Dissatisfied
- (Do not read)** Don't know/Refused

21. What concerns you most about health care in your community? **(Record exact response.)**

22. Have you or a family member used any of the following services in the last 24 months?

- | | |
|--|---|
| <input type="checkbox"/> Mental health services | <input type="checkbox"/> Did not use service (Skip to Q24) |
| <input type="checkbox"/> Drug and alcohol services | <input type="checkbox"/> (Do not read) Don't know/Refused |
| <input type="checkbox"/> Dental services | (Skip to Q24) |

23. In which city do/did you or your family member receive those services?

- | | |
|---|--|
| <input type="checkbox"/> Altoona | <input type="checkbox"/> McConnellsburg |
| <input type="checkbox"/> Bedford | <input type="checkbox"/> Did not use service |
| <input type="checkbox"/> Chambersburg | <input type="checkbox"/> Other (Specify) _____ |
| <input type="checkbox"/> Hagerstown | <input type="checkbox"/> (Do not read) Don't know/Refused |
| <input type="checkbox"/> Harrisburg / Hershey | |

24. Has there been a time in the past 24 months when you were not able to get health care services due to a lack of transportation?

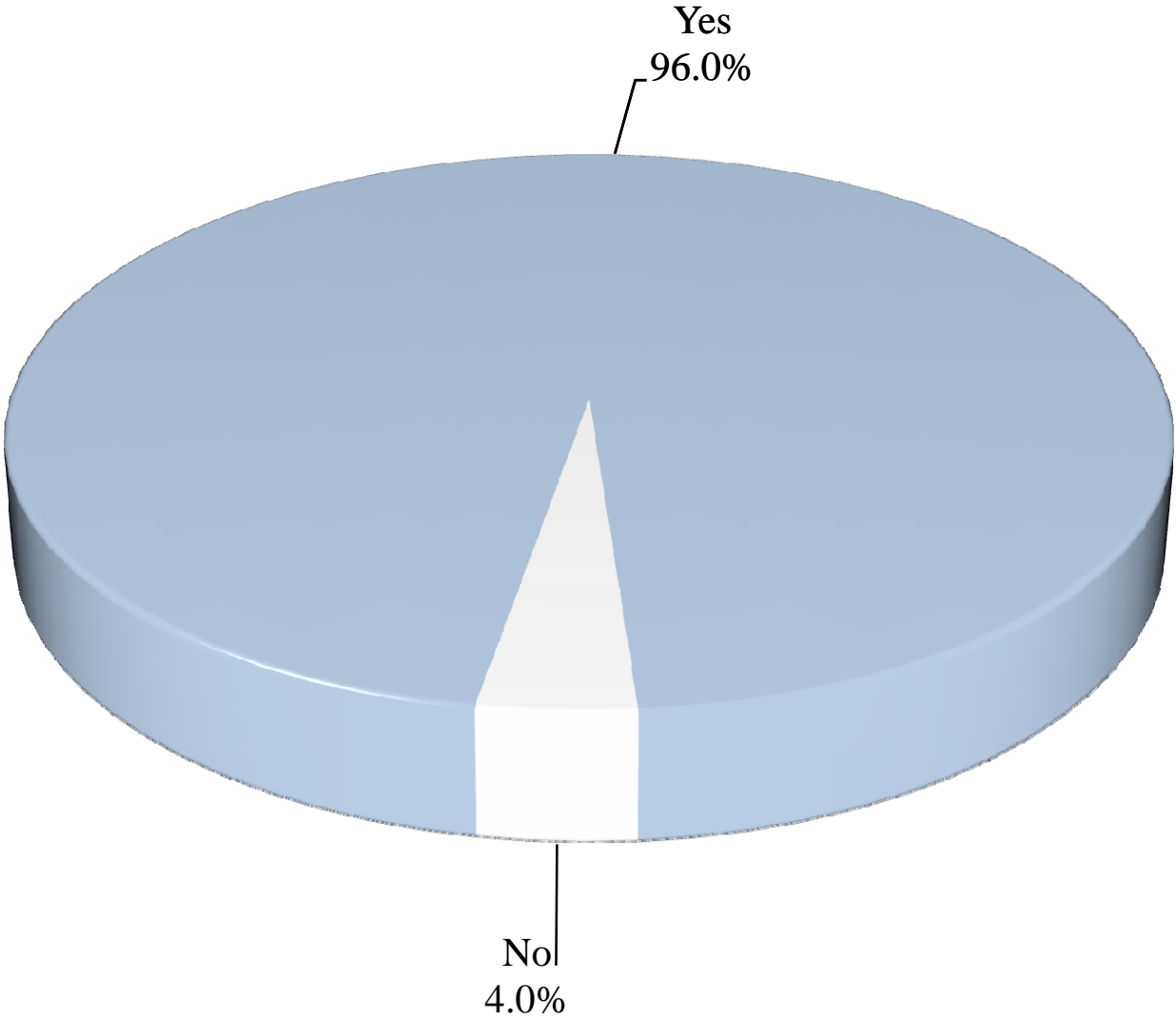
- Yes
- No
- (Do not read)** Don't know/Refused

That completes the survey. Thank you for your time! Thank you from the Fulton County Health Care Committee.

**Fulton County, Pennsylvania
Telephone Survey Results**

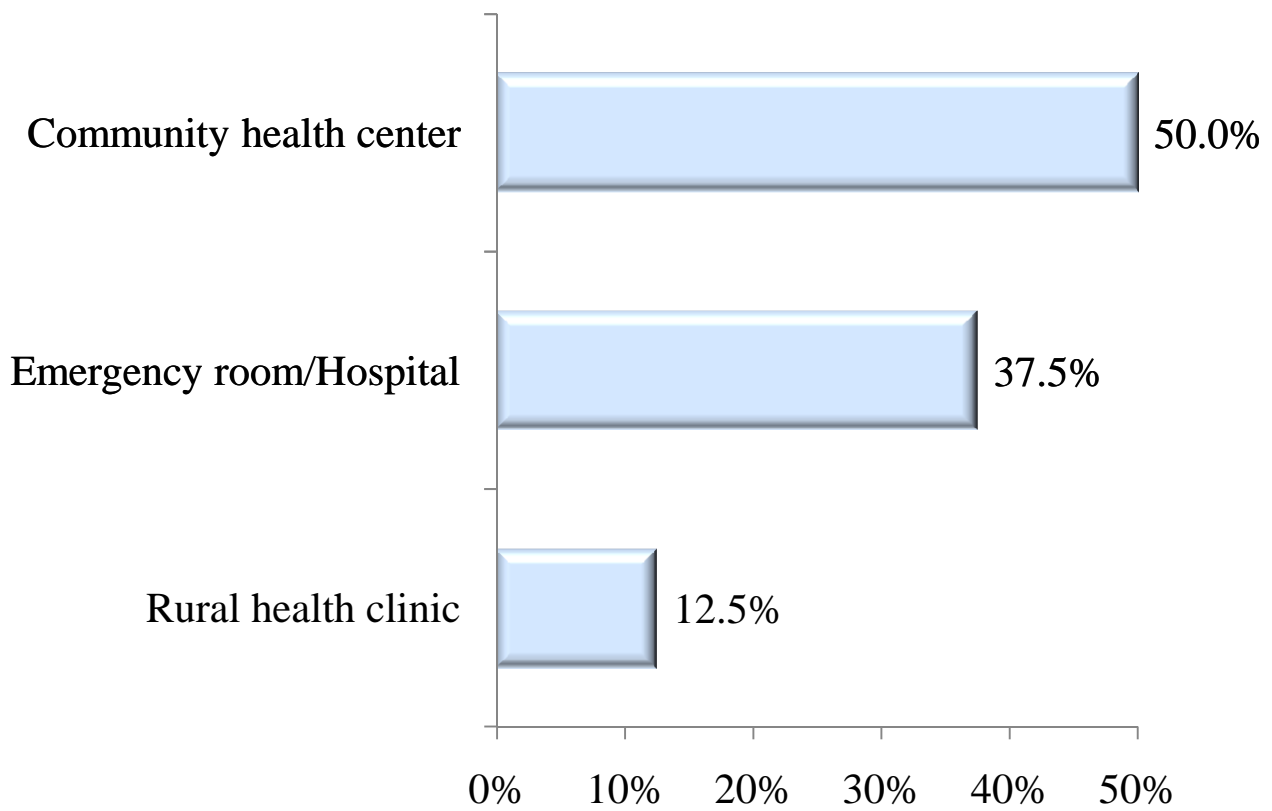
Q1a. Do you use a family doctor for most of your routine health care?

Response Category	No.	Percent
Yes	193	96.0%
No	8	4.0%
Total	<u>201</u>	<u>100.0%</u>



Q1b. If no, then what kind of medical provider do you use for routine care?

Response Category	No.	Percent
Community health center	4	50.0%
Emergency room/Hospital	3	37.5%
Rural health clinic	<u>1</u>	<u>12.5%</u>
Total	<u>8</u>	<u>100.0%</u>



Q2a. Which city do you go to for most of your family's routine health care needs?

Response Category	County	No.	Percent	No. by County	% by County
McConnellsburg	Fulton, PA	<u>127</u>	<u>62.7%</u>	127	62.7%
Hancock	Washington, MD	17	8.4%	29	14.3%
Hagerstown	Washington, MD	<u>12</u>	<u>5.9%</u>		
Chambersburg	Franklin, PA	10	5.0%	21	10.5%
Mercersburg	Franklin, PA	5	2.5%		
Greencastle	Franklin, PA	2	1.0%		
Mont Alto	Franklin, PA	1	0.5%		
St. Thomas	Franklin, PA	1	0.5%		
Waynesboro	Franklin, PA	1	0.5%		
Shady Grove	Franklin, PA	<u>1</u>	<u>0.5%</u>		
Bedford	Bedford, PA	3	1.5%	5	2.5%
New Paris	Bedford, PA	1	0.5%		
Saxton	Bedford, PA	<u>1</u>	<u>0.5%</u>		
Broad Top City	Huntingdon, PA	3	1.5%	5	2.5%
Huntingdon	Huntingdon, PA	1	0.5%		
Orbisonia	Huntingdon, PA	<u>1</u>	<u>0.5%</u>		
Berkeley Springs, WV	Berkeley, WV	<u>4</u>	<u>2.0%</u>	4	2.0%
Lancaster	Lancaster, PA	<u>2</u>	<u>1.0%</u>	2	1.0%
Roaring Spring	Blair, PA	<u>1</u>	<u>0.5%</u>	1	0.5%
Clearfield	Clearfield, PA	<u>1</u>	<u>0.5%</u>	1	0.5%
Shippensburg	Cumberland, PA	<u>1</u>	<u>0.5%</u>	1	0.5%
Washington	Washington, PA	<u>1</u>	<u>0.5%</u>	1	0.5%
Baltimore, MD	Baltimore, MD	<u>1</u>	<u>0.5%</u>	1	0.5%
Don't know/No response		<u>4</u>	<u>2.0%</u>	<u>4</u>	2.0%
Total		<u>202</u>	<u>100.0%</u>	<u>202</u>	<u>100.0%</u>

Some respondents answered more than once.

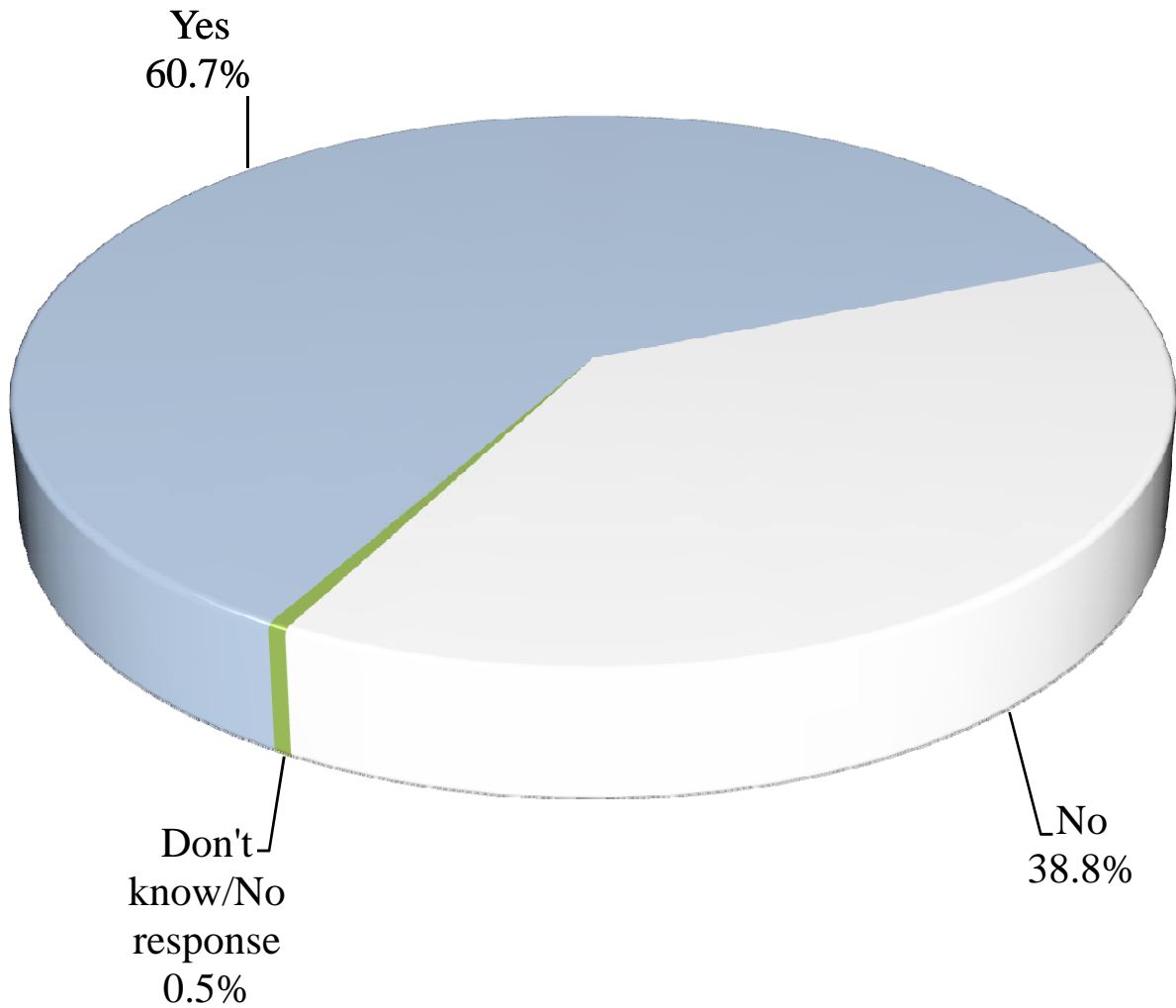
Q2b. Why do you or someone in your household use a medical routine health care needs outside of Fulton County?

Response Category	No.	Percent
Have used for years/Personal relationship	31	31.7%
Closer/Convenient location	24	24.6%
Approved provider for insurance	12	12.2%
Better quality of providers	12	12.2%
Specialist	10	10.2%
Referral	3	3.1%
Shortage of practitioners in Fulton County	2	2.0%
Cost	1	1.0%
More services available elsewhere	1	1.0%
Don't know/No response	<u>2</u>	<u>2.0%</u>
Total	<u>98</u>	<u>100.0%</u>

Some respondents answered more than once.

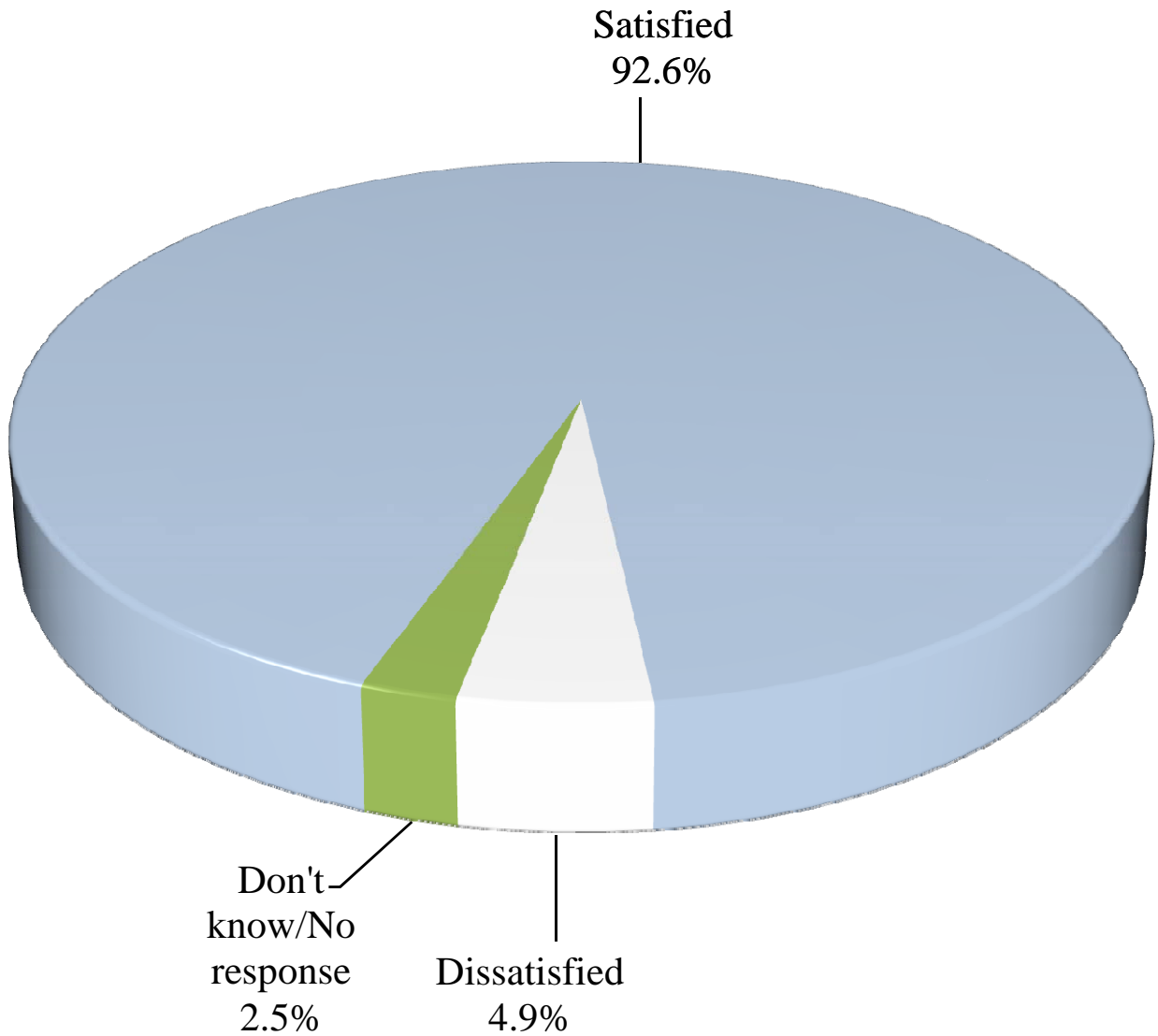
**Q3a. Have you or someone else in your household been
to a primary care doctor in Fulton County
in the past 24 months?**

Response Category	No.	Percent
Yes	122	60.7%
No	78	38.8%
Don't know/No response	<u>1</u>	<u>0.5%</u>
Total	<u>201</u>	<u>100.0%</u>



Q3b-1. How satisfied were you or someone in your household with the quality of care received in Fulton County? Would you say that you were...

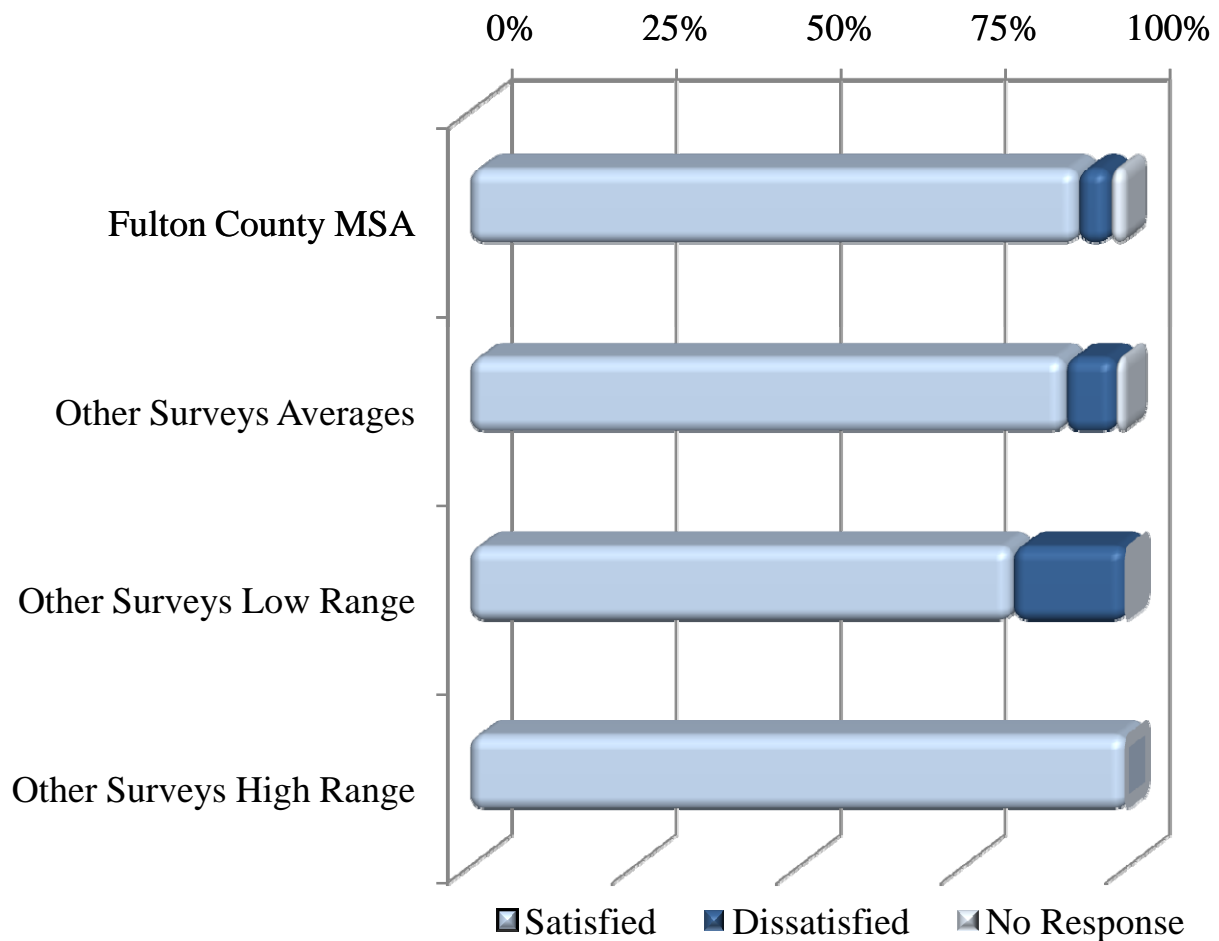
Response Category	No.	Percent
Satisfied	113	92.6%
Dissatisfied	6	4.9%
Don't know/No response	<u>3</u>	<u>2.5%</u>
Total	<u>122</u>	<u>100.0%</u>



Q3b-2. How satisfied were you or someone in your household with the quality of care you received in your medical service area?

Compared to Other Studies

Survey Area	Satisfied	Dissatisfied	No Response
Fulton County MSA	92.6%	4.9%	2.5%
Other Surveys Averages	90.6%	7.8%	1.6%
Other Surveys Low Range	82.6%	17.4%	0.0%
Other Surveys High Range	100.0%	0.0%	0.0%



Q3c-1. Why do you say that you are satisfied with the quality of care in Fulton County?

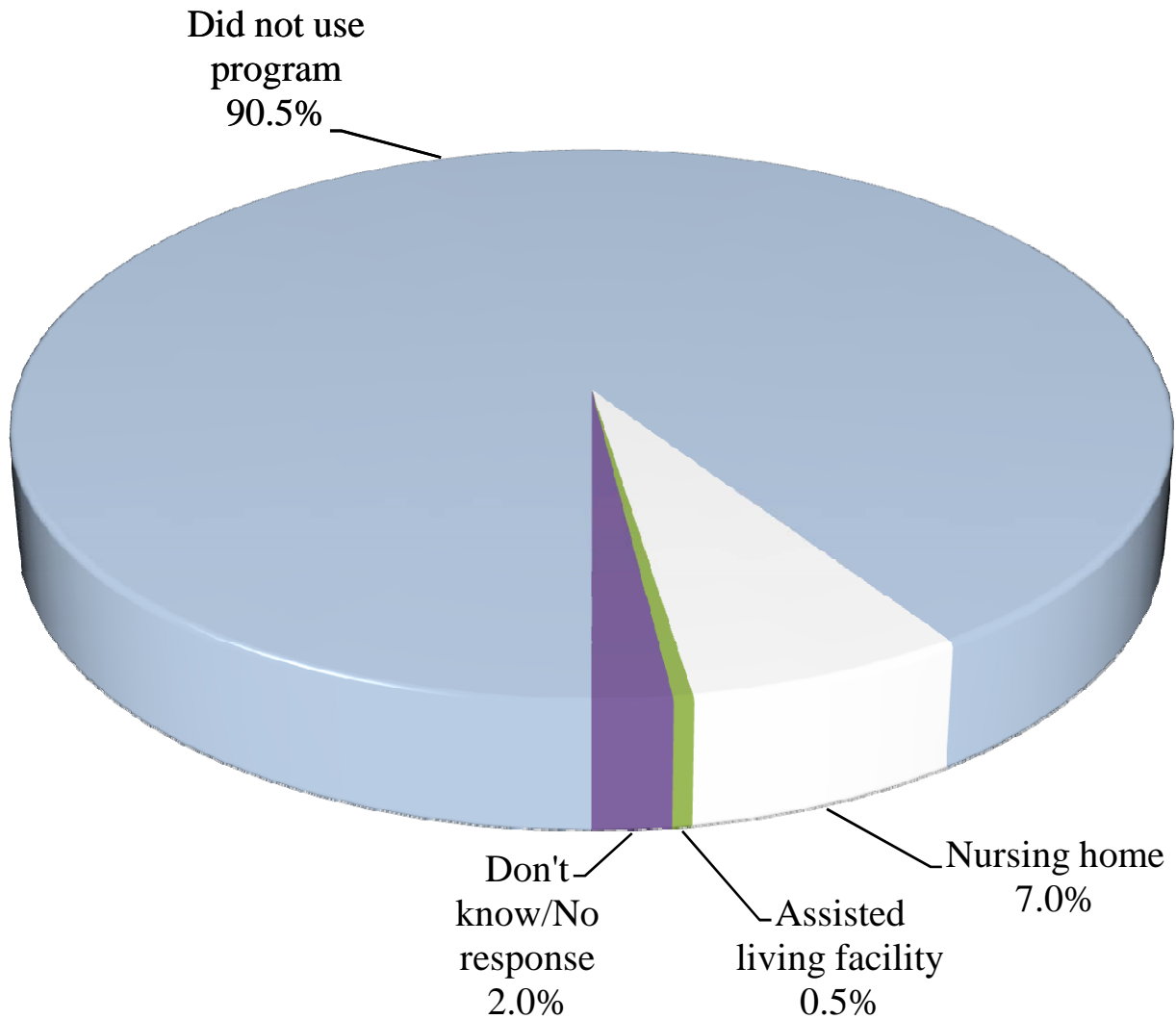
Response Category	No.	Percent
Received good care	31	27.4%
Correct treatment/diagnosis	23	20.4%
Convenient/quick service	19	16.8%
Professional/courteous doctors and staff	15	13.3%
Established relationship	13	11.5%
No complaints	9	8.0%
Don't know/No response	<u>3</u>	<u>2.7%</u>
Total	<u>113</u>	<u>100.1%</u>

Q3c-2. Why do you say that you are dissatisfied with the quality of care in Fulton County?

Response Category	No.	Percent
Incorrect diagnosis/treatment	3	50.0%
Cost of care	1	16.7%
Lack of availability of services	1	16.7%
Unprofessional pharmacy technician	<u>1</u>	<u>16.7%</u>
Total	<u>6</u>	<u>100.1%</u>

Q4a. If a family member has been placed in a Senior Living Services program such as a nursing home, assisted living facility or personal care home in the last 24 months, what type of program is it?

Response Category	No.	Percent
Did not use program	182	90.5%
Nursing home	14	7.0%
Assisted living facility	1	0.5%
Don't know/No response	4	2.0%
Total	<u>201</u>	<u>100.0%</u>

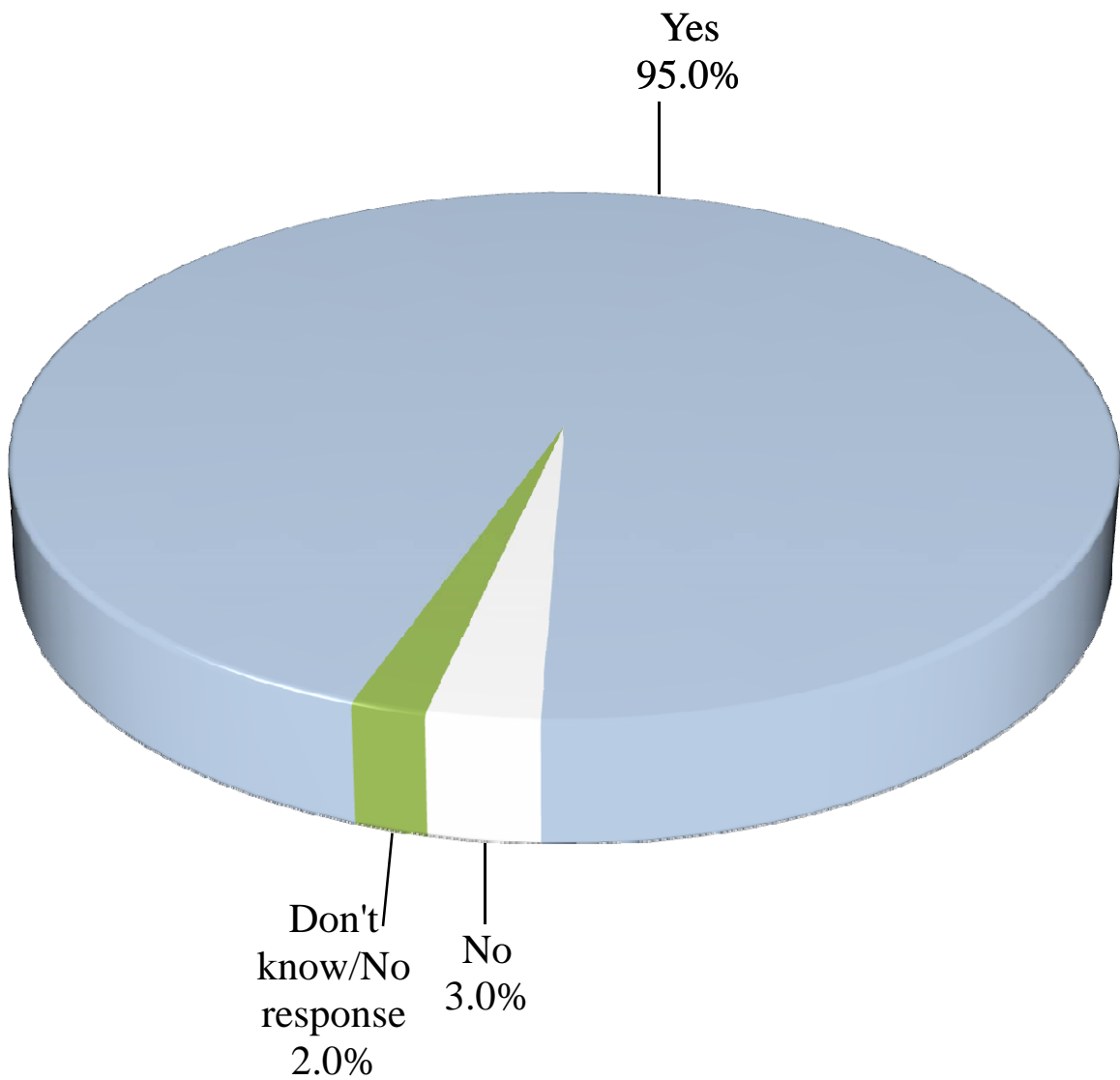


Q4b. In what city is the Senior Living Services program located?

Response Category	No.	Percent
McConnellsburg	10	66.7%
Chambersburg	2	13.3%
Richlandtown	1	6.7%
Don't know/No response	<u>2</u>	<u>13.3%</u>
Total	<u>15</u>	<u>100.0%</u>

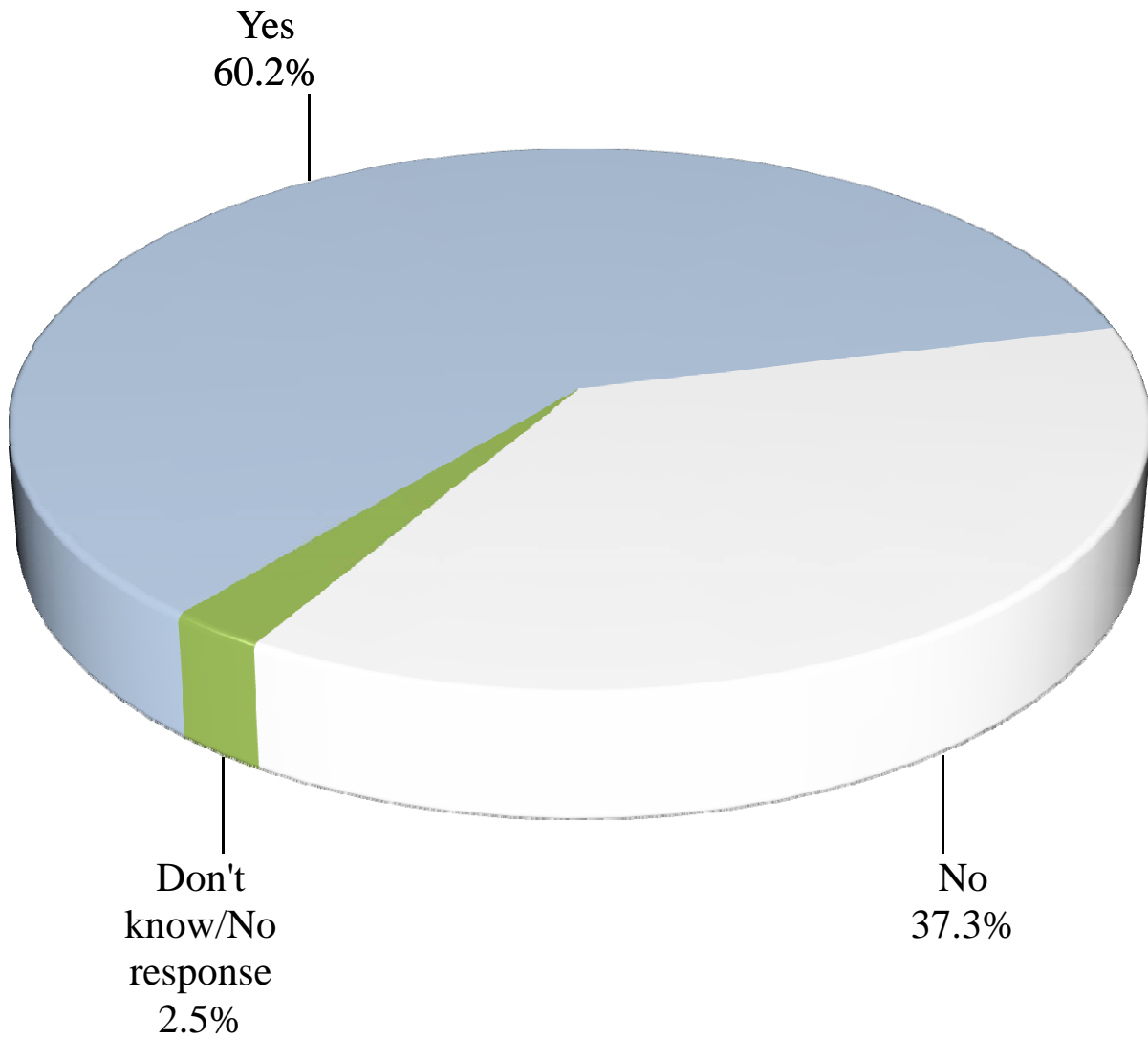
Q5. Are you able to get an appointment with your primary care doctor when you need one?

Response Category	No.	Percent
Yes	191	95.0%
No	6	3.0%
Don't know/No response	4	2.0%
Total	<u>201</u>	<u>100.0%</u>



Q6a. Have you or someone in your household been to a specialist in the past 24 months?

Response Category	No.	Percent
Yes	121	60.2%
No	75	37.3%
Don't know/No response	<u>5</u>	<u>2.5%</u>
Total	<u>201</u>	<u>100.0%</u>



**Q6b-1. What type of specialist have you
or someone in your household been to?**

Type of Specialist	No.	Percent
<i>Top 11 Responses</i>		
Cardiologist	29	15.7%
Orthopedist	23	12.4%
OB/GYN	16	8.6%
Gastroenterologist	12	6.5%
Neurologist	11	5.9%
Pulmonologist	11	5.9%
Oncologist	10	5.4%
Dermatologist	8	4.3%
ENT	8	4.3%
Ophthalmologist	8	4.3%
Surgeon	8	4.3%
<i>All other responses</i>	<u>41</u>	<u>22.2%</u>
Total	<u>185</u>	<u>100.0%</u>

Some respondents answered more than once.

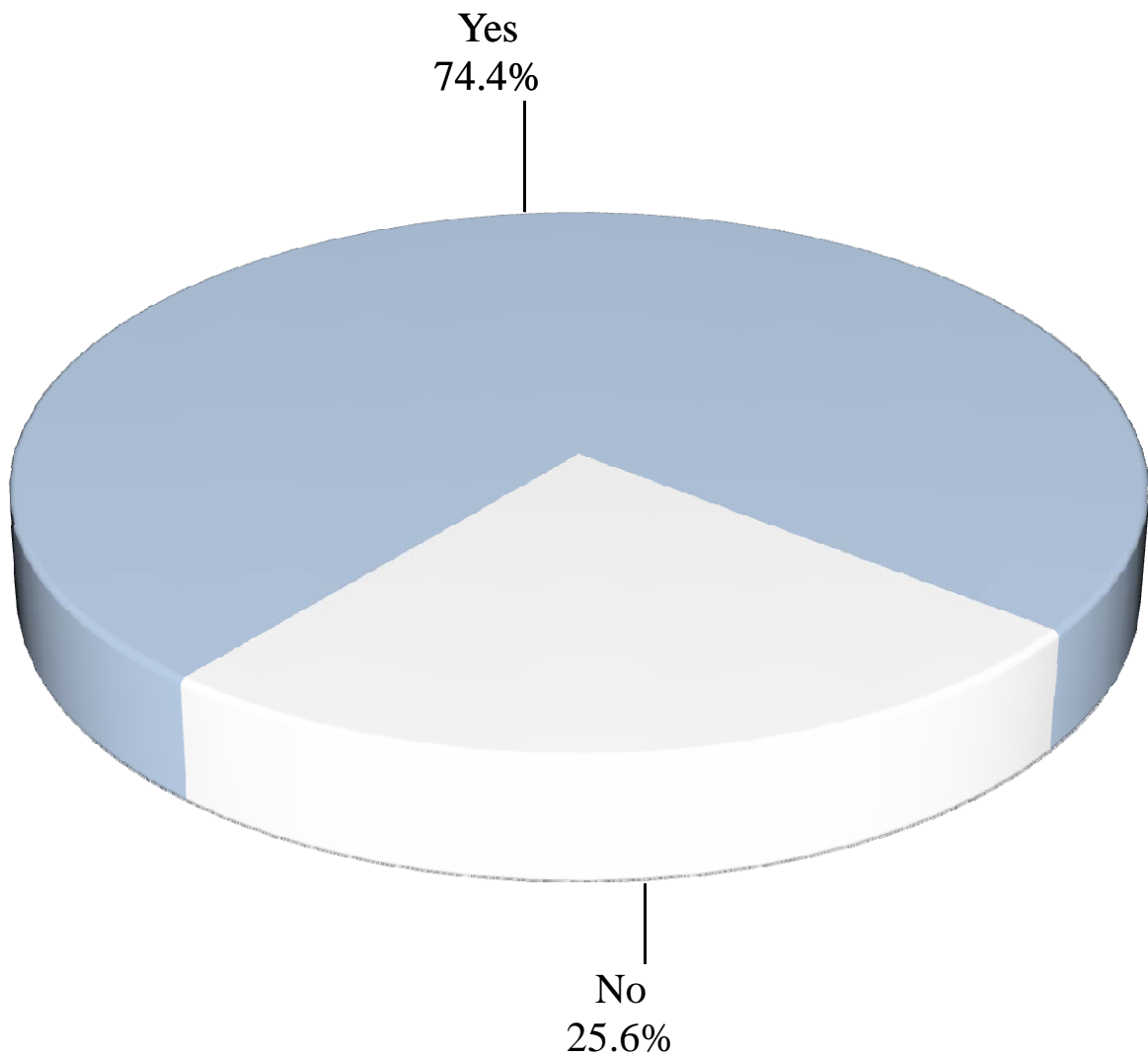
Q6b-2. What type of specialist have you or someone in your household been to and in which city are they located?

Type of Specialist	City	No.	Percent
Cardiologist	Chambersburg, PA (16); Hagerstown, MD (4); McConnellsburg, PA (4); Altoona, PA (1); Harrisburg, PA (1); Hartford, MD (1); Hershey, PA (1); Philadelphia, PA (1)	29	15.9%
Orthopedist	Chambersburg, PA (10); Hagerstown, MD (6); McConnellsburg, PA (5); Duncansville, PA (1); Harrisburg, PA (1)	23	12.5%
OB/GYN	Chambersburg, PA (8); Hagerstown, MD (5); Waynesboro, PA (2); Hanover, PA (1)	16	8.7%
Gastroenterologist	Hagerstown, MD (5); Chambersburg, PA (4); McConnellsburg, PA (2); Waynesboro, PA (1)	12	6.6%
Neurologist	Chambersburg, PA (3); Hagerstown, MD (2); McConnellsburg, PA (2); Baltimore, MD (1); Frederick, MD (1); Hershey, PA (1); State College, PA (1)	11	5.9%
Pulmonologist	Chambersburg, PA (5); Hagerstown, MD (2); Altoona, PA (1); Hagerstown, MD (1); Philadelphia, PA (1); Pittsburgh, PA (1)	11	5.9%
Oncologist	Chambersburg, PA (5); Altoona, PA (1); Baltimore, MD (1); Bedford, PA (1); New York City, NY (1); Pittsburg, PA (1)	10	5.4%
Dermatologist	Chambersburg, PA (3); Hagerstown, MD (2); Frederick, MD (1); Huntingdon, PA (1); McConnellsburg, PA (1)	8	4.3%
ENT	Hagerstown, MD (2); McConnellsburg, PA (2); Chambersburg, PA (1); Everett, PA (1); Harrisburg, PA (1); Pittsburg, PA (1)	8	4.3%
Ophthalmologist	Chambersburg, PA (4); Baltimore, MD (1); Hershey, PA (1); McConnellsburg, PA (1); Philadelphia, PA (1)	8	4.3%
Surgeon	Chambersburg, PA (2); Hagerstown, MD (3); Georgetown, PA (1); McConnellsburg, PA (1); Waynesboro, PA (1)	8	4.3%
Rheumatologist	Chambersburg, PA (4); Altoona, PA (1); Hagerstown, MD (1); York, PA (1)	7	3.8%
Urologist	Hagerstown, MD (3); Chambersburg, PA (2); McConnellsburg, PA (2)	7	3.8%
Endocrinologist	Carlisle, PA (1); Chambersburg, PA (1); Georgetown, PA (1); Hagerstown, PA (1)	4	2.2%
Psychiatrist	Bedford (1); Chambersburg (1); Hershey (1)	3	1.6%
Allergist	Chambersburg, PA (1); Hagerstown, MD (1)	2	1.1%
Hematologist	Chambersburg, PA (1); Hagerstown, MD (1)	2	1.1%
Podiatrist	Hagerstown, MD (1); McConnellsburg, PA (1)	2	1.1%
Psychologist	Baltimore, MD (1); Hershey, PA (1)	2	1.1%
Spine specialist	Altoona, PA (1); Chambersburg, PA (1)	2	1.1%
Geriatrician	McConnellsburg, PA (1)	1	0.5%
Infectious disease specialist	Chambersburg, PA (1)	1	0.5%
Internal Medicine	Frederick, MD (1)	1	0.5%
Nephrologist	Hagerstown, MD (1)	1	0.5%
Pain management specialist	Hagerstown, MD (1)	1	0.5%
Pediatrician	Chambersburg, PA (1)	1	0.5%
Physical therapist	McConnellsburg, PA (1)	1	0.5%
Plastic surgeon	Harrisburg, PA (1)	1	0.5%
Sleep disorder specialist	Hershey, PA (1)	1	0.5%
No specialty given	Chambersburg, PA (1)	1	0.5%
Total		185	100.0%

Some respondents answered more than once.

Q6c. Did the specialist request further testing or laboratory work?

Response Category	No.	Percent
Yes	90	74.4%
No	<u>31</u>	<u>25.6%</u>
Total	<u>121</u>	<u>100.0%</u>



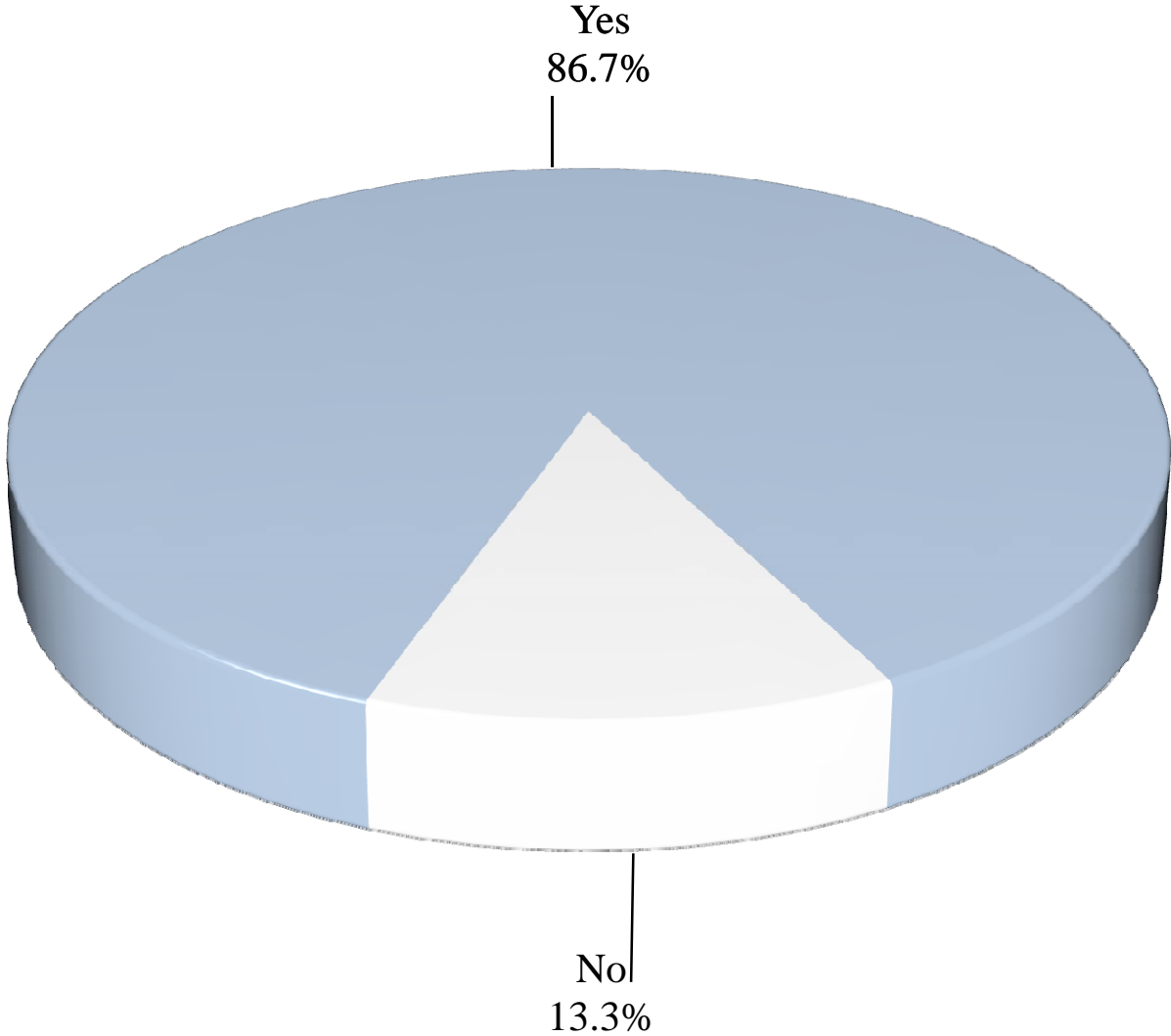
Q6d. In which city were the tests or laboratory work conducted?

Response Category	No.	Percent
McConnellsburg, PA	35	29.9%
Chambersburg, PA	35	29.9%
Hagerstown, MD	20	17.1%
Harrisburg/Hershey, PA	9	7.7%
Altoona, PA	2	1.7%
Philadelphia, PA	2	1.7%
Pittsburgh, PA	2	1.7%
Baltimore, MD	2	1.7%
Bedford, PA	1	0.9%
Carlisle, PA	1	0.9%
Duncansville, PA	1	0.9%
Mercersburg, PA	1	0.9%
State College, PA	1	0.9%
Waynesboro, PA	1	0.9%
Frederick, MD	1	0.9%
Georgetown, MD	1	0.9%
New York City, NY	1	0.9%
Don't know/No response	<u>1</u>	<u>0.9%</u>
Total	<u>117</u>	<u>100.0%</u>

Some respondents answered more than once.

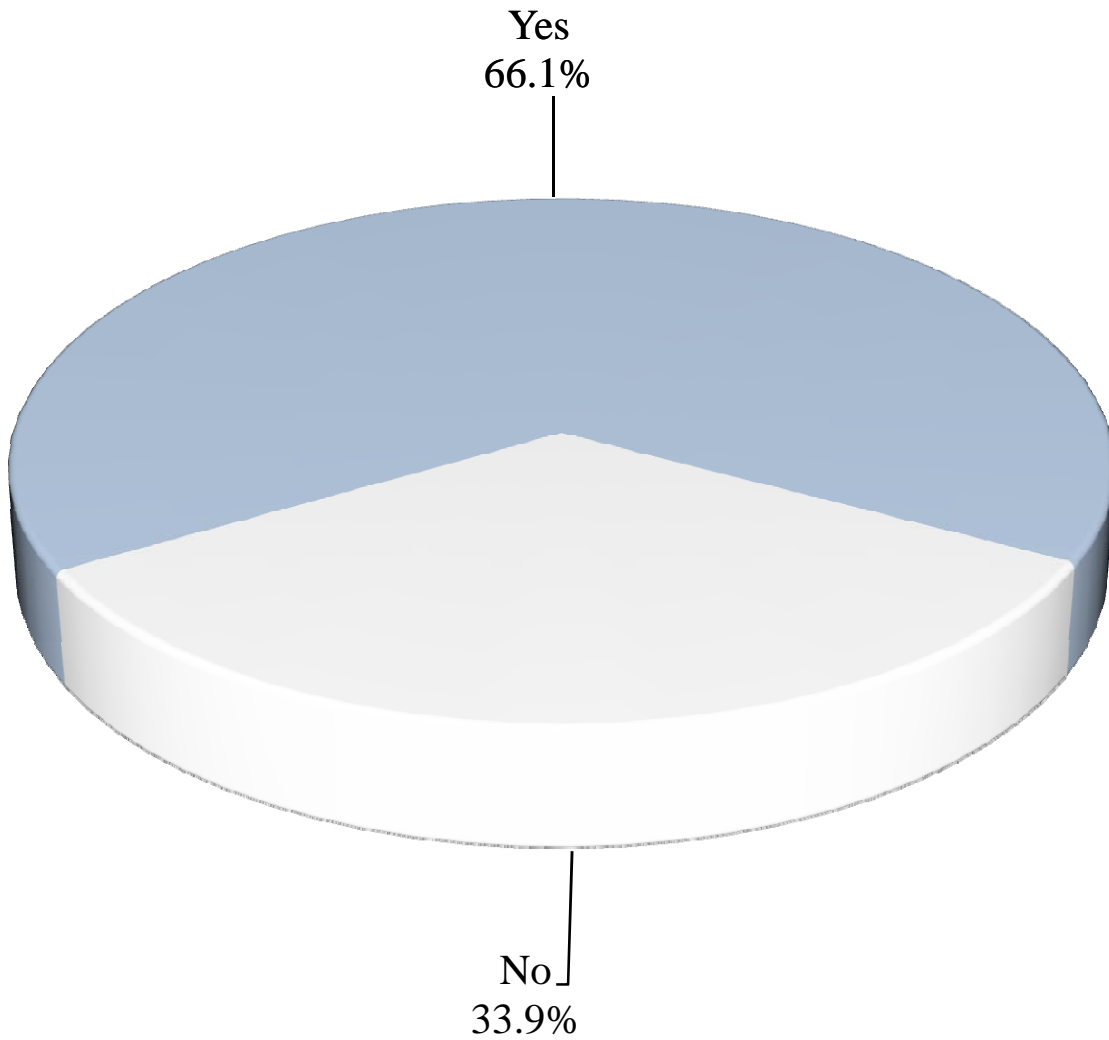
Q6e. Are you aware that you can have your tests and/or laboratory work performed at Fulton County Medical Center regardless of the location of your specialist?

Response Category	No.	Percent
Yes	78	86.7%
No	<u>12</u>	<u>13.3%</u>
Total	<u>90</u>	<u>100.0%</u>



Q6f. Did the specialist prescribe medication(s)?

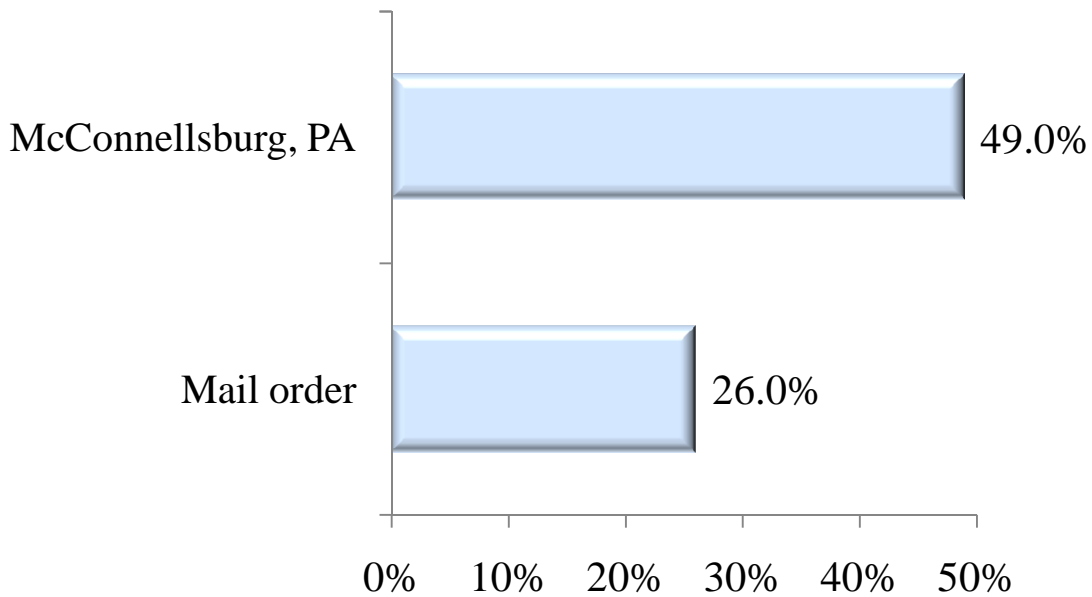
Response Category	No.	Percent
Yes	80	66.1%
No	41	33.9%
Total	<u>121</u>	<u>100.0%</u>



Q6g. In which city was the pharmacy located that filled your prescription(s)? Or did you use mail-order?

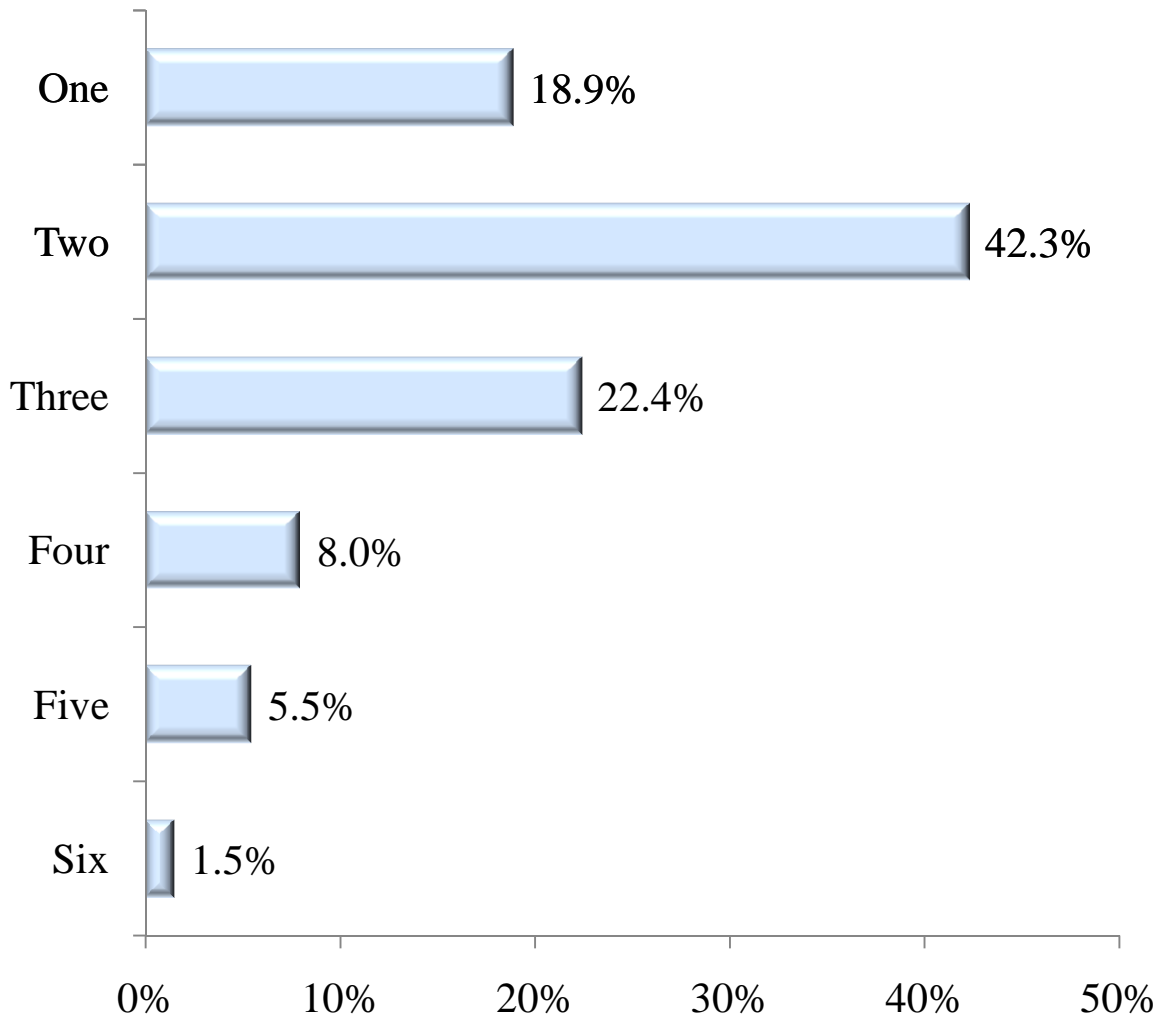
Response Category	No.	Percent
McConnellsburg, PA	47	49.0%
Mail order	25	26.0%
Hancock, MD	6	6.3%
Chambersburg, PA	4	4.2%
Hagerstown, MD	4	4.2%
Greencastle, PA	3	3.1%
Altoona, PA	1	1.0%
Mercersburg, PA	1	1.0%
Orbisonia, PA	1	1.0%
Saxton, PA	1	1.0%
Williamsport, MD	1	1.0%
Don't know/No response	2	2.1%
Total	<u>96</u>	<u>100.0%</u>

Some respondents answered more than once.



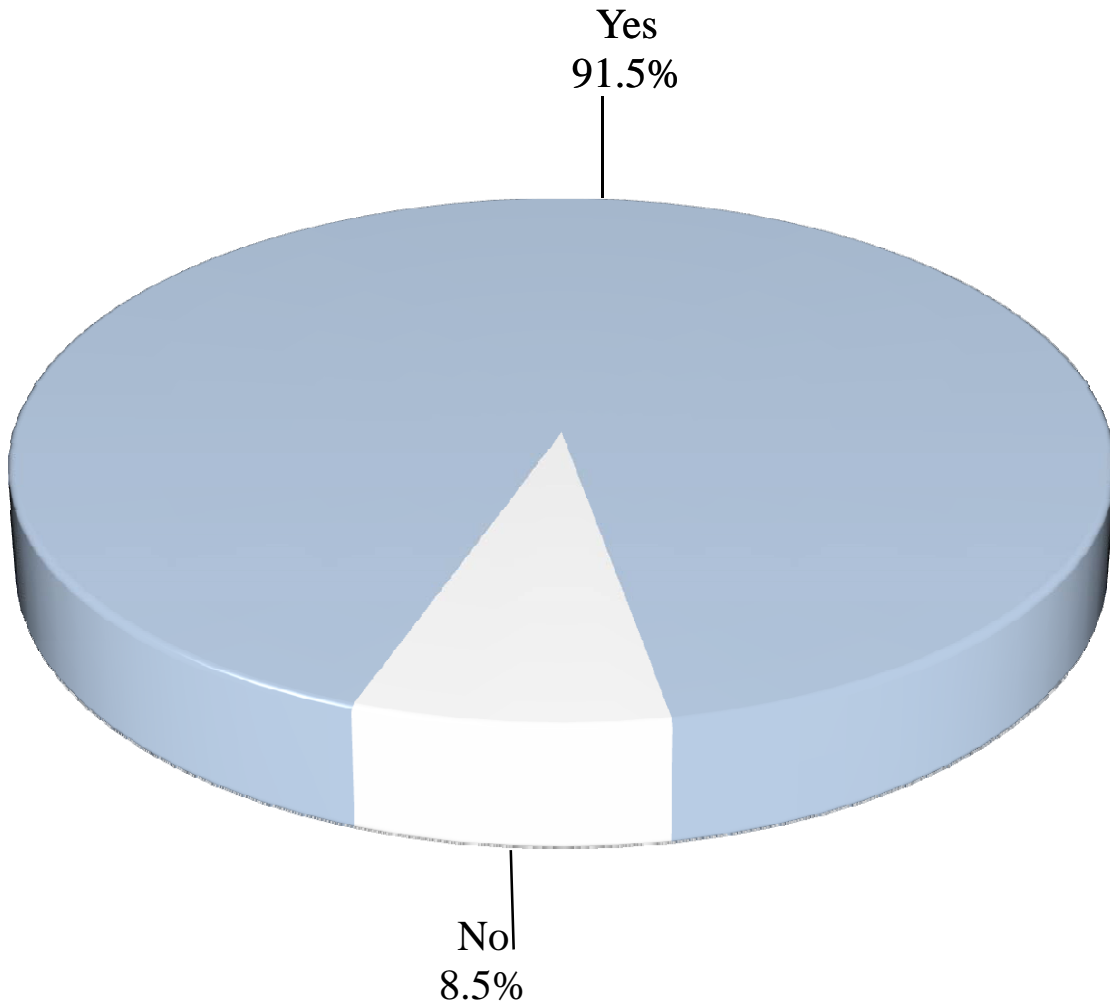
Q7. How many people live in your household?

Response Category	No.	Percent
One	38	18.9%
Two	85	42.3%
Three	45	22.4%
Four	16	8.0%
Five	11	5.5%
Six	3	1.5%
Seven	2	1.0%
Eight	1	0.5%
Total	<u>201</u>	<u>100.0%</u>



Q8a. Are you covered by any health insurance or any type of health benefit program?

Response Category	No.	Percent
Yes	184	91.5%
No	<u>17</u>	<u>8.5%</u>
Total	<u>201</u>	<u>100.0%</u>



Q8b. Is your coverage provided through...

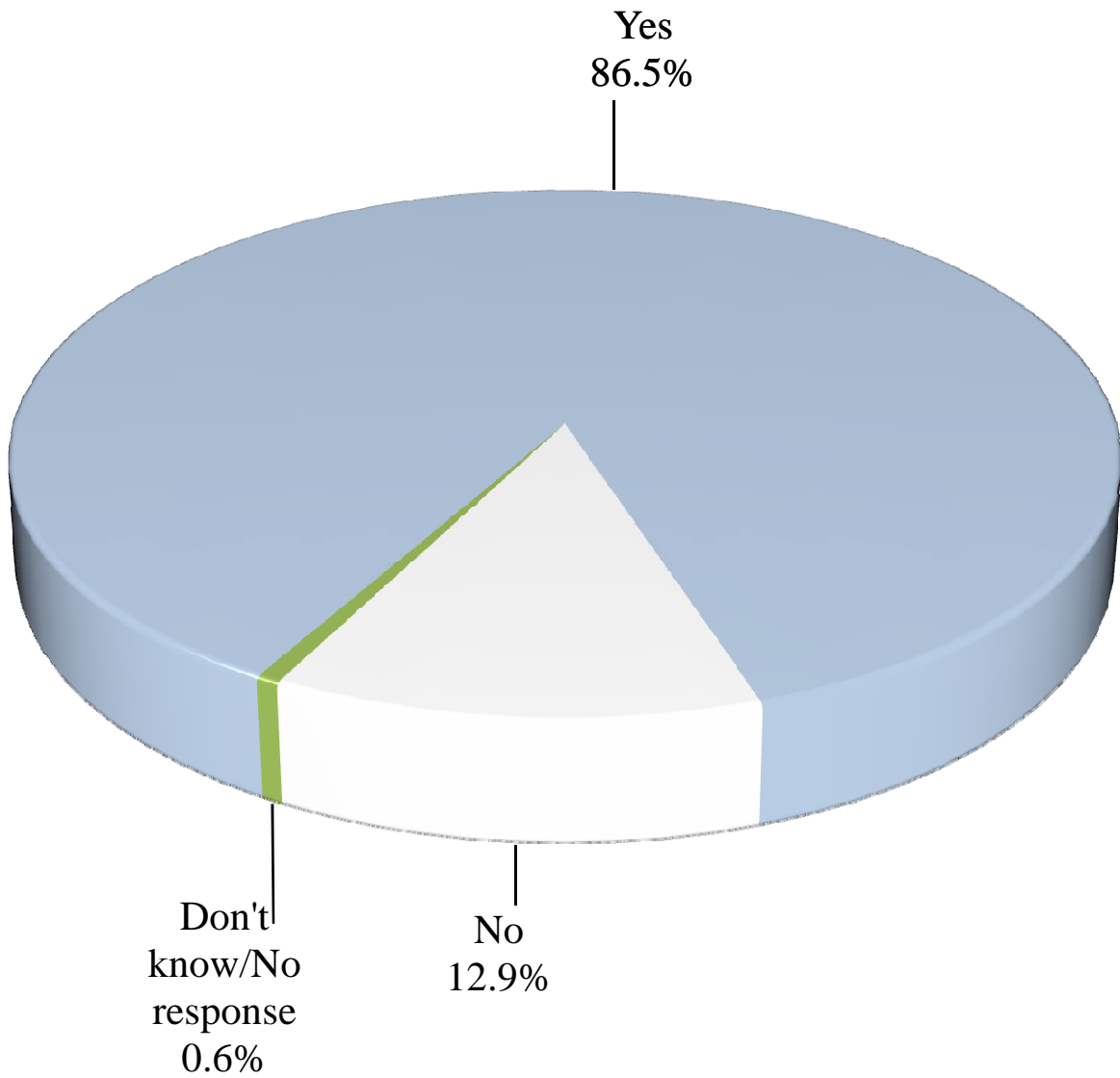
Response Category	No.	Percent
Your work	78	33.9%
Medicare	56	24.3%
Spouse's work	44	19.1%
Self-paid, private insurance plan	27	11.7%
Medicaid	7	3.0%
Champus/TriCare	4	1.7%
Veterans Administration	3	1.3%
COBRA	2	0.9%
Adult Basic	1	0.4%
Don't know/No response	<u>8</u>	<u>3.5%</u>
Total	<u>230</u>	<u>100.0%</u>

Some respondents answered more than once.

Q8c. Are your family members covered by any health insurance or any type of health benefit program?

Response Category	No.	Percent
Yes	141	86.5%
No	21	12.9%
Don't know/No response	<u>1</u>	<u>0.6%</u>
Total	<u>163</u>	<u>100.0%</u>

Survey area consisted of 163 households with more than person.



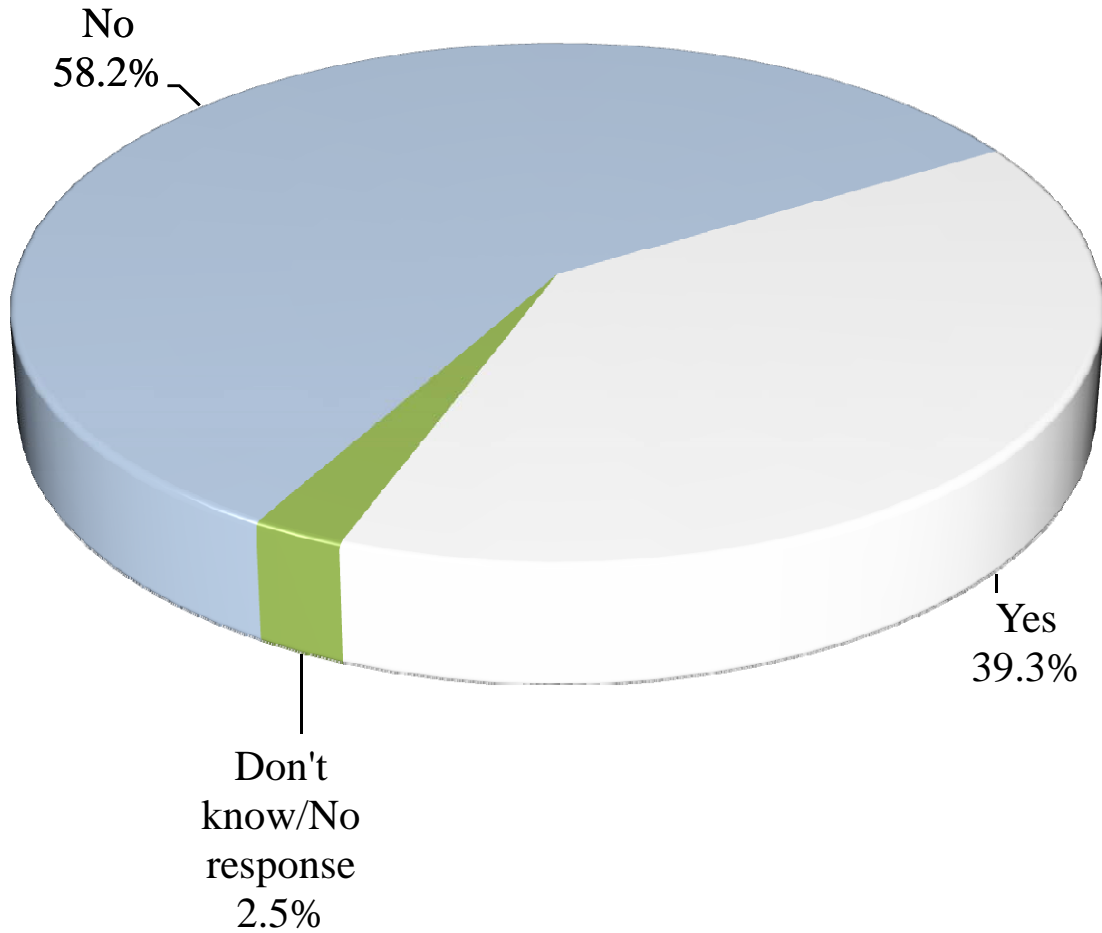
Q8d. Is your family members' coverage provided through...

Response Category	No.	Percent
Spouse's work	52	29.1%
Your work	43	24.0%
Medicare	29	16.2%
Self-paid, private insurance plan	24	13.4%
Medicaid	7	3.9%
Another household member's work	6	3.4%
CHIP	5	2.8%
Veterans Administration	4	2.2%
COBRA	2	1.1%
Don't know/No response	<u>7</u>	<u>3.9%</u>
Total	<u>179</u>	<u>100.0%</u>

Some respondents answered more than once.

Q9. Have you or someone in your household used the non-emergency services of a hospital in the past 24 months?

Response Category	No.	Percent
No	117	58.2%
Yes	79	39.3%
Don't know/No response	<u>5</u>	<u>2.5%</u>
Total	<u>201</u>	<u>100.0%</u>



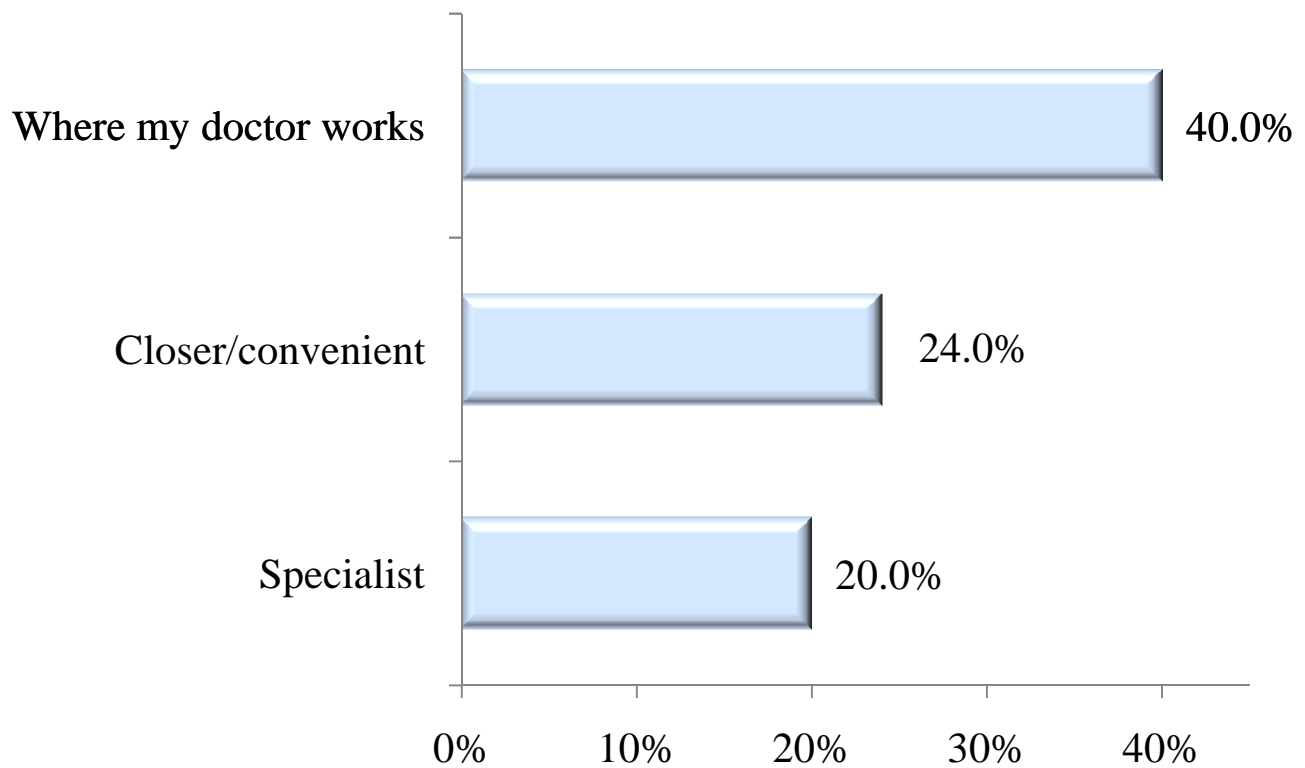
Q10. At which hospital(s) were non-emergency services received?

Response Category	Location	No.	Percent
Fulton County Medical Center	McConnellsburg, PA	68	72.1%
Chambersburg Hospital	Chambersburg, PA	11	11.7%
Washington County Hospital	Hagerstown, MD	6	6.4%
University of PA Medical Center	Bedford, PA	1	1.1%
Carlisle Medical Center	Carlisle, PA	1	1.1%
Harrisburg Hospital	Harrisburg, PA	1	1.1%
Hershey Medical Center	Hershey, PA	1	1.1%
Children's Hospital of Pittsburgh	Pittsburgh, PA	1	1.1%
Mt. Nittany	State College, PA	1	1.1%
Georgetown University Hospital	Washington D.C.	1	1.1%
War Memorial Hospital	Berkeley Springs, WV	1	1.1%
Don't know/No response		<u>1</u>	<u>1.1%</u>
Total		<u>94</u>	<u>100.1%</u>

Some respondents answered more than once.

Q11. You mentioned that you or someone in your household received care at a hospital other than Fulton County Medical Center. Why did you or your family member choose this/these hospital(s)?

Response Category	No.	Percent
Where my doctor works	10	40.0%
Closer/convenient	6	24.0%
Specialist	5	20.0%
Referral	2	8.0%
Established relationship	1	4.0%
Wait was too long at Fulton County Medical Center	1	4.0%
Total	<u>25</u>	<u>100.0%</u>



Q12a. What hospital services were used at a hospital other than Fulton County Medical Center?

Response Category	All Categories	Percent	Major Categories	Percent
<i>All Radiologic Imaging</i>			15	27.9%
Radiology (X-Ray)	9	16.7%		
MRI	3	5.6%		
Mammography	2	3.7%		
CT Scan (CAT Scan)	<u>1</u>	<u>1.9%</u>		
Laboratory (blood) tests	<u>11</u>	<u>20.4%</u>	11	20.4%
Inpatient surgery	<u>8</u>	<u>14.8%</u>	8	14.8%
Inpatient stay	<u>6</u>	<u>11.1%</u>	6	11.1%
Oupatient surgery	<u>5</u>	<u>9.3%</u>	5	9.3%
Specialty doctor	<u>3</u>	<u>5.6%</u>	3	5.6%
Birthing services	<u>2</u>	<u>3.7%</u>	2	3.7%
Emergency room	<u>2</u>	<u>3.7%</u>	2	3.7%
Oncology	<u>1</u>	<u>1.9%</u>	1	1.9%
Don't know/No response	<u>1</u>	<u>1.9%</u>	<u>1</u>	<u>1.9%</u>
Total	<u><u>54</u></u>	<u><u>100.3%</u></u>	<u><u>54</u></u>	<u><u>100.3%</u></u>

Some respondents answered more than once.

Q12b. Why did you use a hospital outside of Fulton County?

Response Category	No.	Percent
Specialist	9	33.3%
Referral	5	18.5%
Better quality of providers	4	14.8%
Closer/Convenient location	3	11.1%
Have used for years/Personal relationship	3	11.1%
Approved provider for insurance	1	3.7%
Nicer facilities	1	5.4%
Speed of getting an appointment	<u>1</u>	<u>3.7%</u>
Total	<u>27</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q13. What non-emergency hospital services were used at
Fulton County Medical Center?**

Response Category	All Categories	Percent	Major Categories	Percent
<i>All Radiologic Imaging</i>			45	35.4%
Radiology (X-Ray)	28	22.0%		
CT Scan (CAT Scan)	7	5.5%		
MRI	7	5.5%		
Mammography	<u>3</u>	<u>2.4%</u>		
Laboratory (blood) tests	<u>44</u>	<u>34.6%</u>	44	34.6%
Outpatient surgery	<u>9</u>	<u>7.1%</u>	9	7.1%
Emergency room	<u>7</u>	<u>5.5%</u>	7	5.5%
Inpatient stay	<u>6</u>	<u>4.7%</u>	6	4.7%
Physical therapy	<u>6</u>	<u>4.7%</u>	6	4.7%
Echocardiogram	<u>3</u>	<u>2.4%</u>	3	2.4%
Specialty doctor	<u>3</u>	<u>2.4%</u>	3	2.4%
Ultrasound	<u>2</u>	<u>1.6%</u>	2	1.6%
Infusion therapy	<u>1</u>	<u>0.8%</u>	1	0.8%
Respiratory therapy	<u>1</u>	<u>0.8%</u>	1	0.8%
Total	<u>127</u>	<u>100.0%</u>	<u>127</u>	<u>100.0%</u>

Some respondents answered more than once.

Q14a. How satisfied were you or someone in your household with the non-emergency services you received at Fulton County Medical Center? Would you say that you were...

Response Category	No.	Percent
Satisfied	67	98.5%
Dissatisfied	<u>1</u>	<u>1.5%</u>
Total	<u>68</u>	<u>100.0%</u>

Q14b-1. Why do you say that you are satisfied with the non-emergency services received at Fulton County Medical Center?

Response	No.	Percent
Good treatment/diagnosis	21	31.3%
Professional/courteous doctor/staff	18	26.9%
Convenient	9	13.4%
Fast service	7	10.4%
No complaints	6	9.0%
Good service	5	7.5%
Established relationship	<u>1</u>	<u>1.5%</u>
Total	<u>67</u>	<u>100.0%</u>

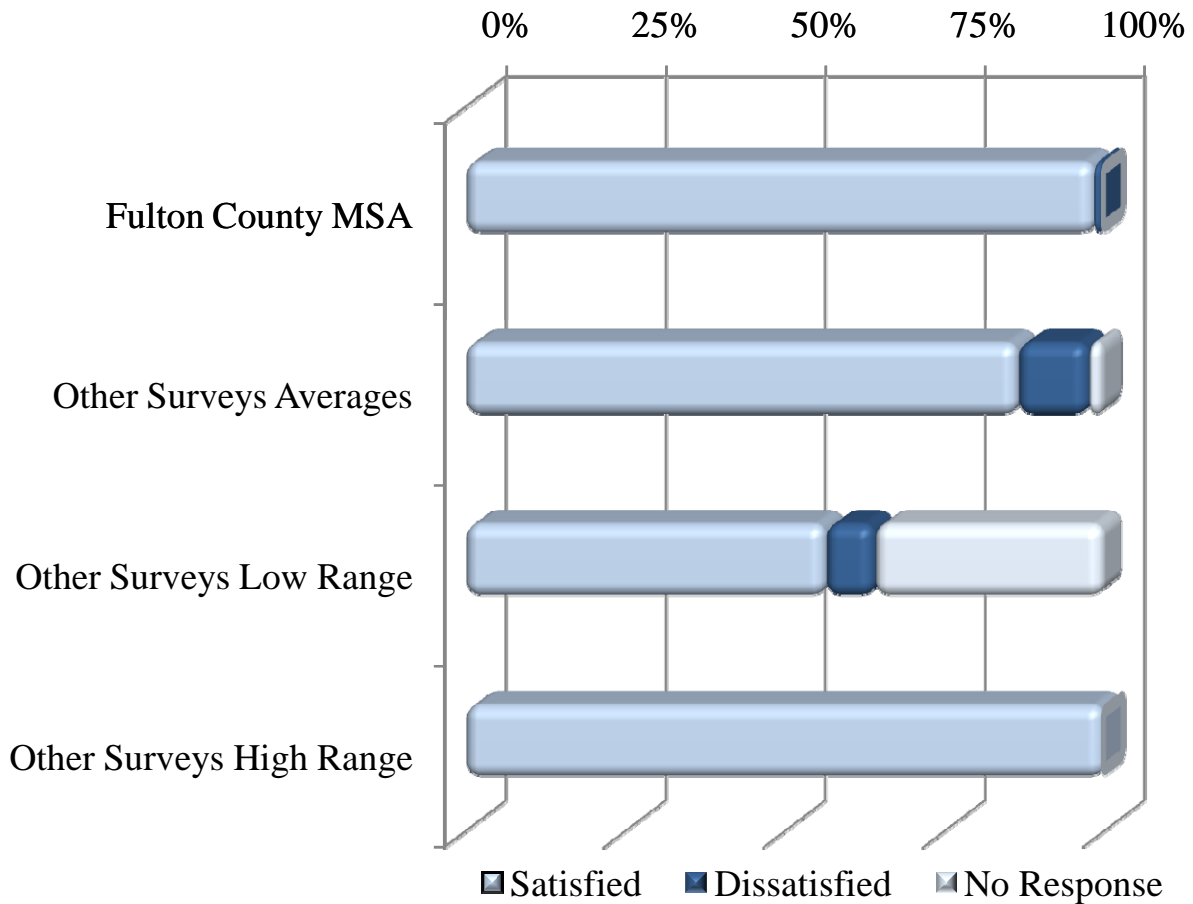
Q14b-2. Why do you say that you are dissatisfied with the non-emergency services received at Fulton County Medical Center?

Response	No.	Percent
Lack of equipment/services	<u>1</u>	<u>100.0%</u>
Total	<u>1</u>	<u>100.0%</u>

Q14a-2. How satisfied were you or someone in your household with the services you received at your local hospital?

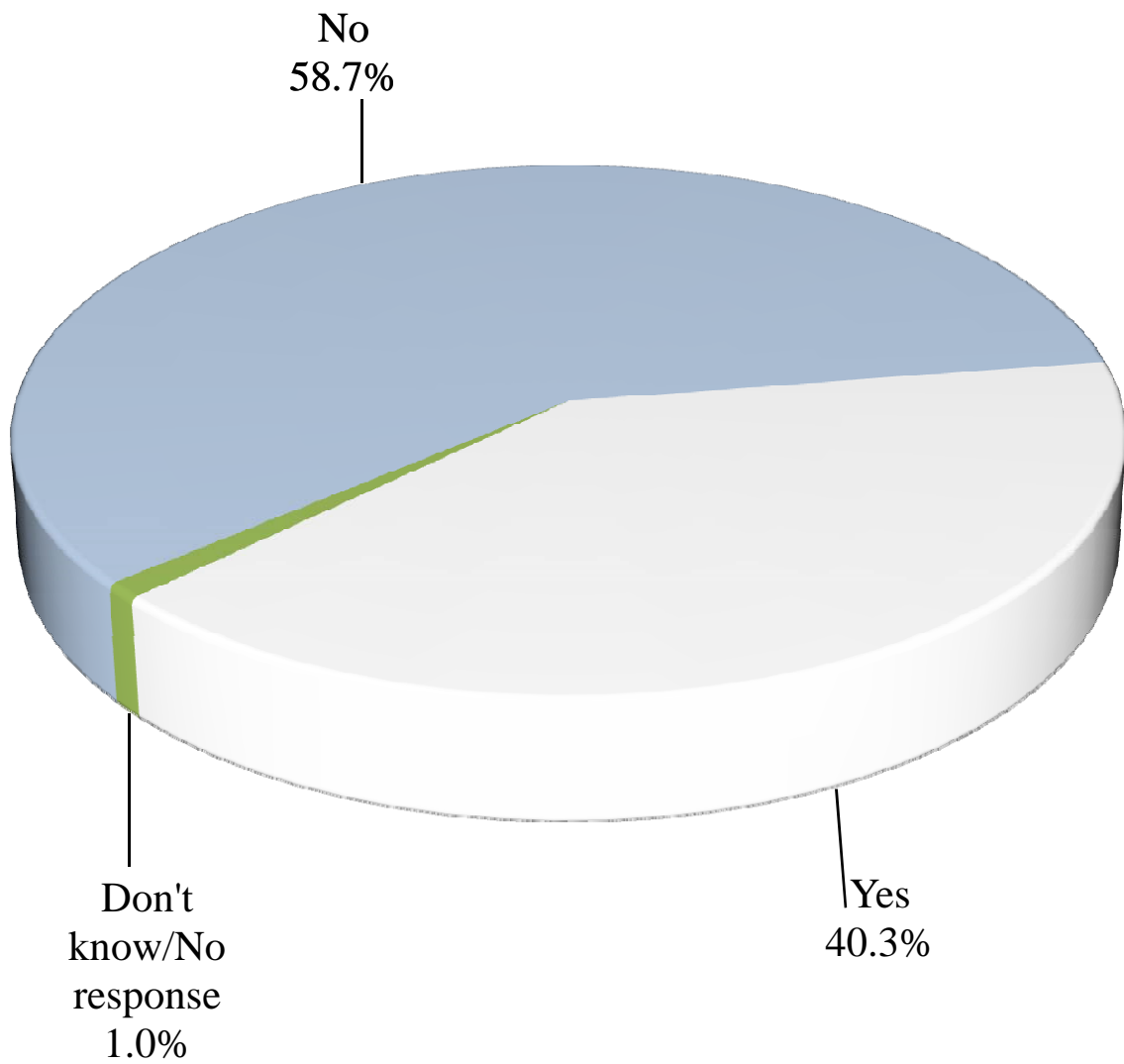
Compared to Other Studies

Survey Area	Satisfied	Dissatisfied	No Response
Fulton County MSA	98.5%	1.5%	0.0%
Other Surveys Averages	86.5%	11.1%	2.4%
Other Surveys Low Range	56.4%	7.7%	35.9%
Other Surveys High Range	100.0%	0.0%	0.0%



Q15. Have you or someone in your household used emergency room services in the past 24 months?

Response	No.	Percent
No	118	58.7%
Yes	81	40.3%
Don't know/No response	<u>2</u>	<u>1.0%</u>
Total	<u>201</u>	<u>100.0%</u>



Q16. At which hospital(s) were emergency room services received?

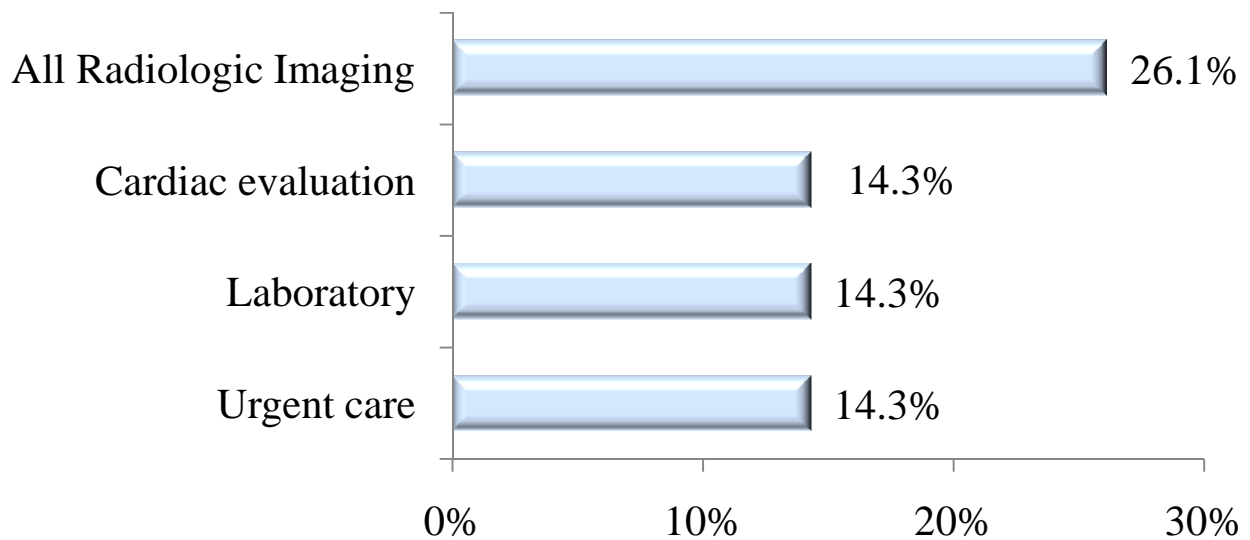
Response Category	Location	No.	Percent
Fulton County Medical Center	McConnellsburg, PA	69	76.7%
Chambersburg Hospital	Chambersburg, PA	8	8.9%
Washington County Hospital	Hagerstown, MD	7	7.8%
War Memorial Hospital	Berkeley Springs, WV	2	2.2%
Bedford Memorial Hospital	Bedford, PA	1	1.1%
York Hospital	York, PA	1	1.1%
Johns Hopkins Hospital	Baltimore, MD	1	1.1%
Sinai Hospital	Baltimore, MD	<u>1</u>	<u>1.1%</u>
Total		<u>90</u>	<u>100.0%</u>

Some respondents answered more than once.

Q17. You mentioned that you or someone in your household received emergency room care at hospitals other than Fulton County Medical Center. What type of emergency room services have your or someone in your household used in the past 24 months at these hospitals?

Response Category	All Categories	Percent	Major Categories	Percent
All Radiologic Imaging			11	26.1%
Radiology (X-Ray)	8	19.0%		
MRI	3	7.1%		
Cardiac evaluation	6	14.3%	6	14.3%
Laboratory	6	14.3%	6	14.3%
Urgent care	6	14.3%	6	14.3%
Respiratory distress	4	9.5%	4	9.5%
Minor emergencies	2	4.8%	2	4.8%
Emergency surgery	1	2.4%	1	2.4%
Fever	1	2.4%	1	2.4%
Infusion therapy	1	2.4%	1	2.4%
Orthopedic care	1	2.4%	1	2.4%
Routine illness	1	2.4%	1	2.4%
Ultrasound	1	2.4%	1	2.4%
Don't know/No response	1	2.4%	1	2.4%
Total	<u>42</u>	<u>100.1%</u>	<u>42</u>	<u>100.1%</u>

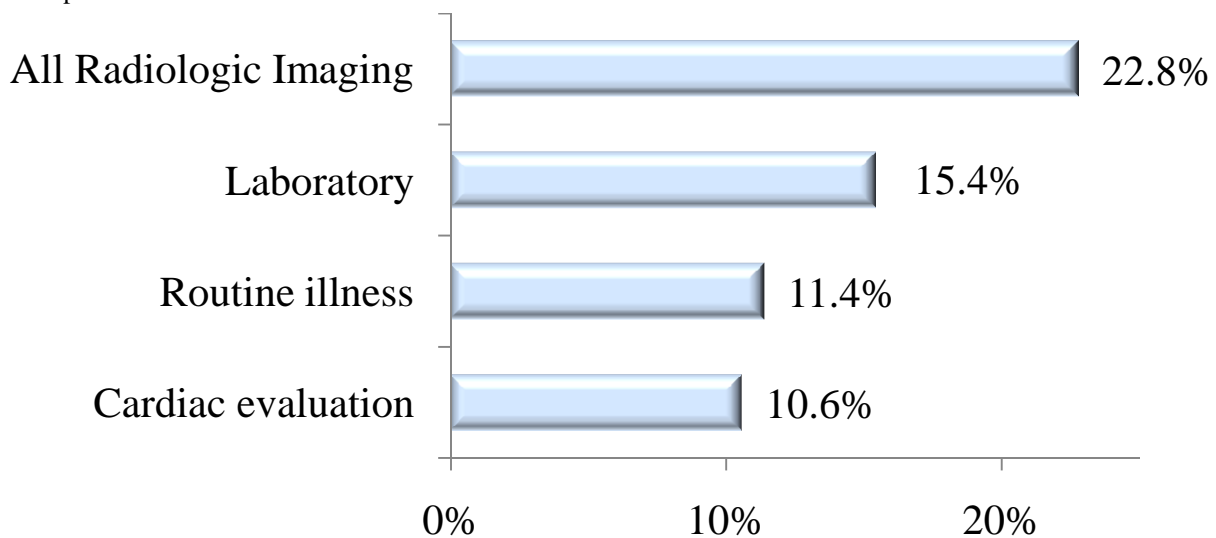
Some respondents answered more than once.



Q18. What type of emergency room services have you or someone in your household used in the past 24 months at Fulton County Medical Center?

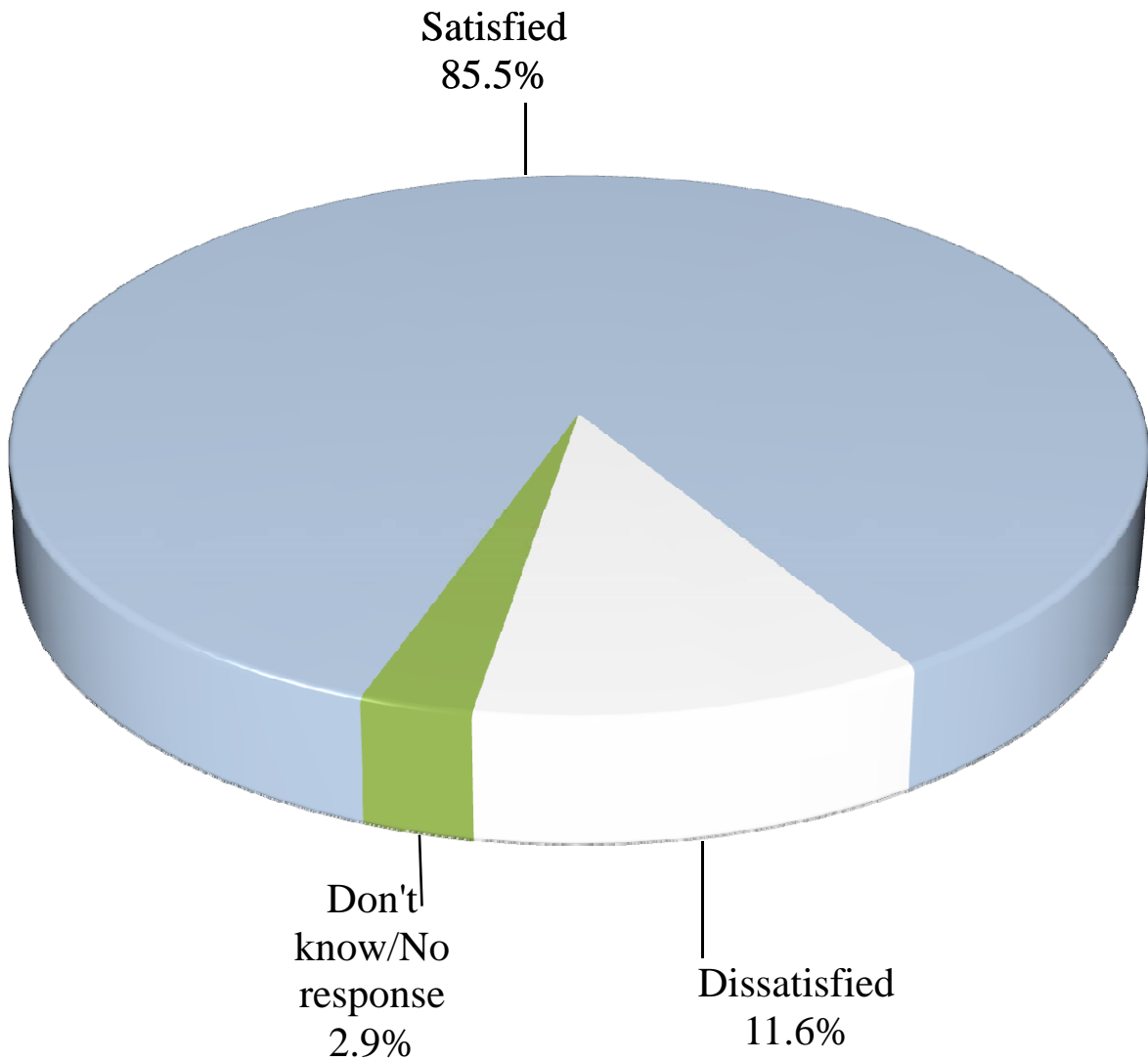
Response Category	All Categories	Percent	Major Categories	Percent
All Radiologic Imaging			28	22.8%
Radiology (X-Ray)	27	22.0%		
MRI	<u>1</u>	<u>0.8%</u>		
Laboratory	<u>19</u>	<u>15.4%</u>	19	15.4%
Routine illness	<u>14</u>	<u>11.4%</u>	14	11.4%
Cardiac evaluation	<u>13</u>	<u>10.6%</u>	13	10.6%
Minor emergencies	<u>11</u>	<u>8.9%</u>	11	8.9%
Urgent care	<u>9</u>	<u>7.3%</u>	9	7.3%
Respiratory distress	<u>8</u>	<u>6.5%</u>	8	6.5%
Fever	<u>5</u>	<u>4.1%</u>	5	4.1%
Stroke/TIA	<u>3</u>	<u>2.4%</u>	3	2.4%
Trauma care	<u>3</u>	<u>2.4%</u>	3	2.4%
MVA (motor vehicle accident)	<u>2</u>	<u>1.6%</u>	2	1.6%
Orthopedic care	<u>2</u>	<u>1.6%</u>	2	1.6%
Ultrasound	<u>2</u>	<u>1.6%</u>	2	1.6%
Don't know/No response	<u>4</u>	<u>3.3%</u>	<u>4</u>	<u>3.3%</u>
Total	<u>123</u>	<u>100.0%</u>	<u>123</u>	<u>100.0%</u>

Some respondents answered more than once.



Q19a. How satisfied were you or someone in your household with the services you received at the emergency room in Fulton County Medical Center? Would you say you were...

Response Category	No.	Percent
Satisfied	59	85.5%
Dissatisfied	8	11.6%
Don't know/No response	<u>2</u>	<u>2.9%</u>
Total	<u>69</u>	<u>100.0%</u>



Q19a-1. Why do you say that you are satisfied with the services received at the emergency room in Fulton County Medical Center?

Response	No.	Percent
Good treatment/diagnosis	24	40.7%
Professional/Courteous doctor/staff	12	20.3%
Fast service	12	20.3%
No complaints	8	13.6%
Convenient	<u>3</u>	<u>5.1%</u>
Total	<u>59</u>	<u>100.0%</u>

Some respondents answered more than once.

Q19a-2. Why do you say that you are dissatisfied with the services received at the emergency room in Fulton County Medical Center?

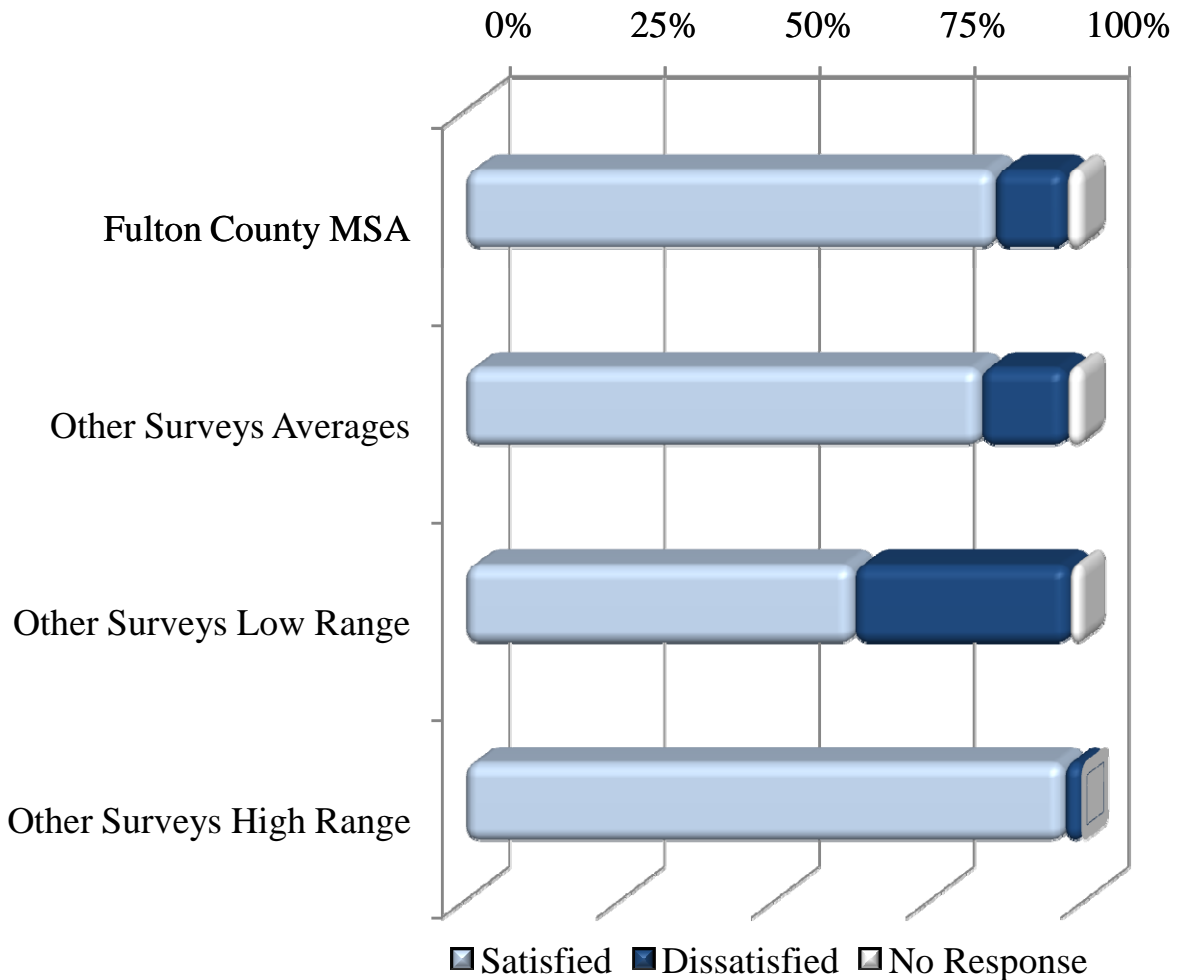
Response	No.	Percent
Incompetent doctor	5	62.5%
Incorrect diagnosis/treatment	2	25.0%
Slow service	<u>1</u>	<u>12.5%</u>
Total	<u>8</u>	<u>100.0%</u>

Some respondents answered more than once.

Q19a-3. How satisfied were you or someone in your household with the services you received in the emergency room in your local hospital?

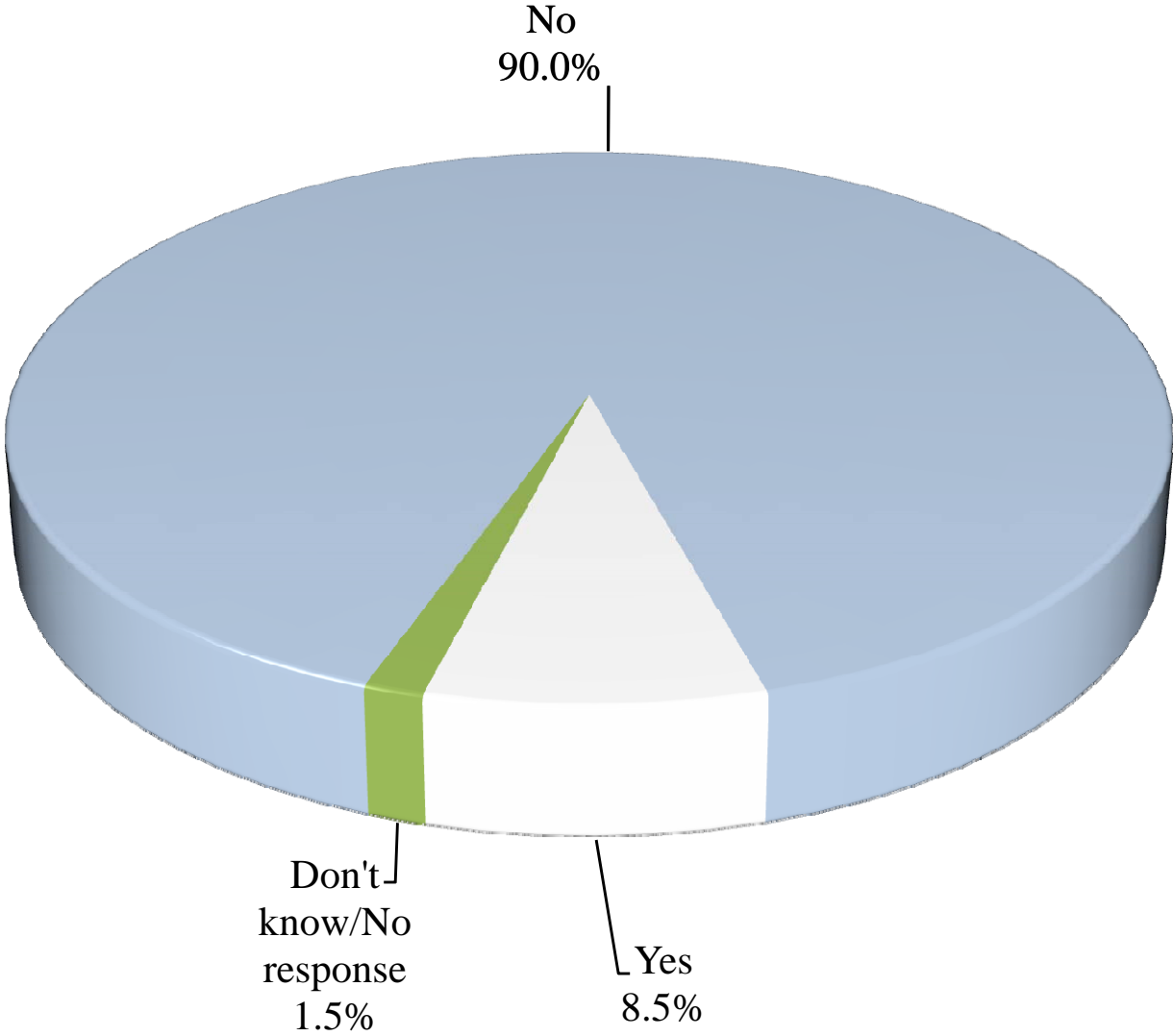
Compared to Other Studies

Survey Area	Satisfied	Dissatisfied	No Response
Fulton County MSA	85.5%	11.6%	2.9%
Other Surveys Averages	83.3%	13.9%	2.8%
Other Surveys Low Range	62.8%	34.9%	2.3%
Other Surveys High Range	96.8%	3.2%	0.0%



Q20a. Have you or someone in your household used the services of the local health department in the past 24 months?

Response Category	No.	Percent
No	181	90.0%
Yes	17	8.5%
Don't know/No response	<u>3</u>	<u>1.5%</u>
Total	<u>201</u>	<u>100.0%</u>



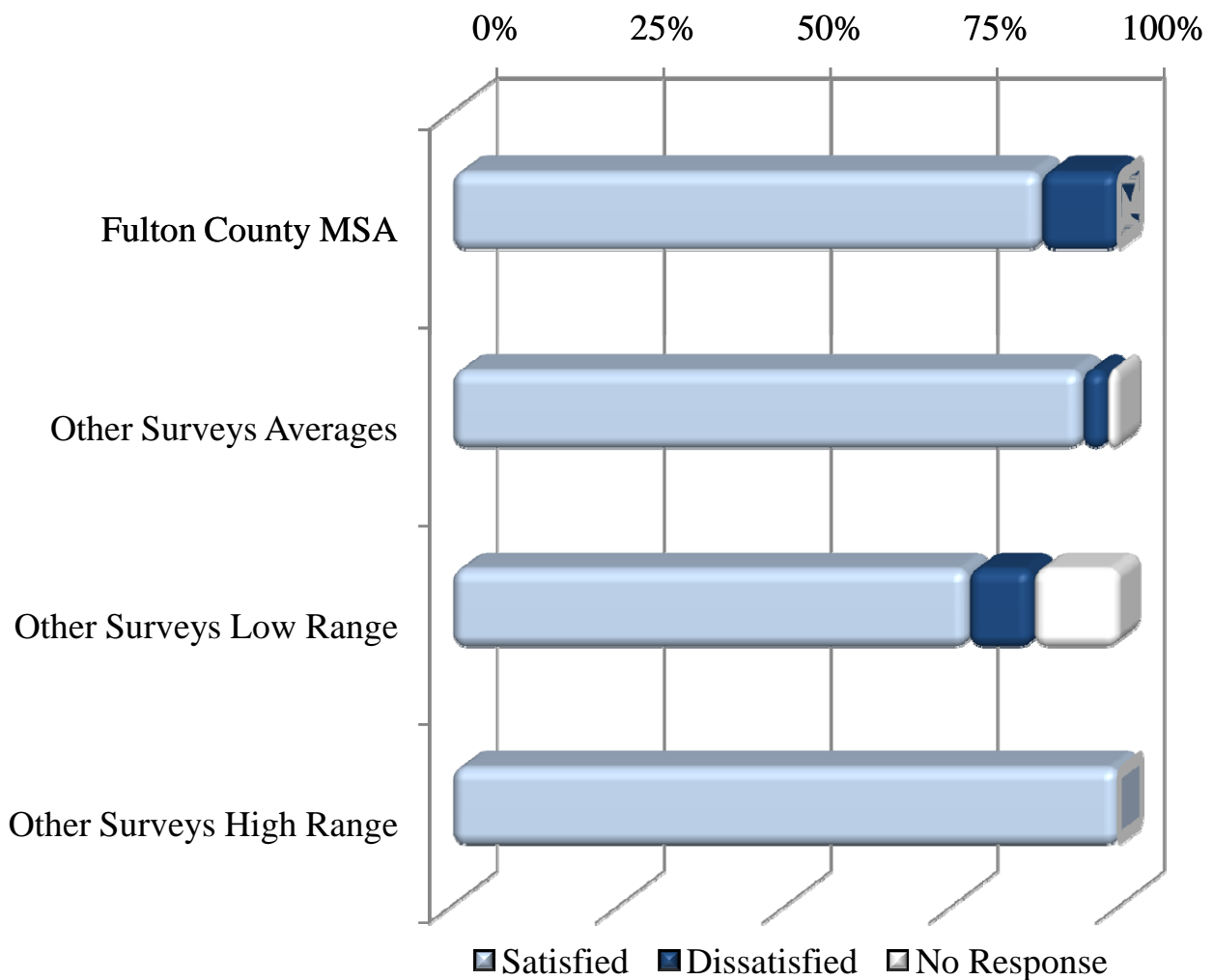
Q20b. How satisfied were you or someone in your household with the services you received at the local health department?

Response Category	No.	Percent
Satisfied	15	88.2%
Dissatisfied	<u>2</u>	<u>11.8%</u>
Total	<u>17</u>	<u>100.0%</u>

Q20b-2. How satisfied were you or someone in your household with the services you received at the local health department?

Compared to Other Studies

Survey Area	Satisfied	Dissatisfied	No Response
Fulton County MSA	88.2%	11.8%	0.0%
Other Surveys Averages	94.4%	3.8%	1.8%
Other Surveys Low Range	77.4%	9.7%	12.9%
Other Surveys High Range	100.0%	0.0%	0.0%



Q21. What concerns you most about health care in your community?

Response Category	All Categories	Percent	Major Categories	Percent
<i>Physician Issues</i>			51	25.5%
Lack of quality doctors	15	7.5%		
Lack of doctors	14	7.0%		
Availability of doctors	11	5.5%		
Lack of specialists	7	3.5%		
Lack of birthing services	4	2.0%		
Cost of health care	<u>38</u>	<u>18.9%</u>	38	18.9%
No concerns	<u>35</u>	<u>17.4%</u>	35	17.4%
Access to health care	<u>17</u>	<u>8.5%</u>	17	8.5%
Lack of insurance	<u>13</u>	<u>6.5%</u>	13	6.5%
Governmental health care reform	<u>9</u>	<u>4.5%</u>	9	4.5%
Lack of services	<u>6</u>	<u>3.0%</u>	6	3.0%
Emergency room	<u>5</u>	<u>2.5%</u>	5	2.5%
Cost of insurance	<u>4</u>	<u>2.0%</u>	4	2.0%
History of incorrect diagnosis	<u>2</u>	<u>1.0%</u>	2	1.0%
Everything	<u>1</u>	<u>0.5%</u>	1	0.5%
Need more flu shot clinics	<u>1</u>	<u>0.5%</u>	1	0.5%
Don't know/No response	<u>19</u>	<u>9.5%</u>	<u>19</u>	<u>9.5%</u>
Total	<u>201</u>	<u>100.3%</u>	<u>201</u>	<u>100.3%</u>

Q22. Have you or a family member used any dental services, mental health services, or drug and alcohol services in the last 24 months?

Response	No.	Percent of Total Respondents
Dental services	89	44.3%
Mental health services	11	5.5%
Drug and alcohol services	1	0.5%
Did not use any of the above services	106	52.7%

Q23a. In which city did you or your family member receive dental services?

City	County	No.	% by City	No.	% by County
McConnellsburg	Fulton, PA	39	39.8%	45	45.9%
Warfordsburg	Fulton, PA	<u>6</u>	<u>6.1%</u>		
Mercersburg	Franklin, PA	14	14.3%	22	22.4%
Chambersburg	Franklin, PA	6	6.1%		
Greencastle	Franklin, PA	<u>2</u>	<u>2.0%</u>		
Hagerstown	Washington, MD	10	10.2%	16	16.3%
Hancock	Washington, MD	<u>6</u>	<u>6.1%</u>		
Saxton	Bedford, PA	4	4.1%	5	5.1%
Bedford	Bedford, PA	<u>1</u>	<u>1.0%</u>		
Berkeley Springs	Morgan, WV	<u>2</u>	<u>2.0%</u>	2	2.0%
Clearfield	Clearfield, PA	<u>1</u>	<u>1.0%</u>	1	1.0%
Harrisburg/Hershey	Dauphin, PA	<u>1</u>	<u>1.0%</u>	1	1.0%
Huntingdon	Huntingdon, PA	<u>1</u>	<u>1.0%</u>	1	1.0%
Lancaster	Lancaster, PA	<u>1</u>	<u>1.0%</u>	1	1.0%
Frederick	Frederick, MD	<u>1</u>	<u>1.0%</u>	1	1.0%
Kent Island	Queen Anne's, MD	<u>1</u>	<u>1.0%</u>	1	1.0%
Rockville	Montgomery, MD	<u>1</u>	<u>1.0%</u>	1	1.0%
Don't know/No response		<u>1</u>	<u>1.0%</u>	<u>1</u>	<u>1.0%</u>
Total		<u>98</u>	<u>100.0%</u>	<u>98</u>	<u>100.0%</u>

Some respondents answered more than once.

Q23b. In which city did you or your family member receive mental health services?

City	County	No.	% by City	No.	% by County
McConnellsburg	Fulton, PA	5	35.7%	6	42.9%
Warfordsburg	Fulton, PA	<u>1</u>	<u>7.1%</u>		
Chambersburg	Franklin, PA	2	14.3%	4	28.6%
Mercersburg	Franklin, PA	<u>2</u>	<u>14.3%</u>		
Hagerstown	Washington, MD	<u>2</u>	<u>14.3%</u>	2	14.3%
Bedford	Bedford, PA	<u>1</u>	<u>7.1%</u>	1	7.1%
Harrisburg/Hershey	Dauphin, PA	<u>1</u>	<u>7.1%</u>	<u>1</u>	<u>7.1%</u>
Total		<u>14</u>	<u>100.0%</u>	<u>14</u>	<u>100.0%</u>

Some respondents answered more than once.

Q23c. In which city did you or your family member receive drug and alcohol services?

City	County	No.	% by Location
McConnellsburg	Fulton, PA	<u>1</u>	<u>100.0%</u>
Total		<u><u>1</u></u>	<u><u>100.0%</u></u>

Q24. Has there been a time in the past 24 months when you were not able to get health care services due to a lack of transportation?

Response Category	No.	Percent
No	200	99.5%
Yes	<u>1</u>	<u>0.5%</u>
Total	<u>201</u>	<u>0.5%</u>

