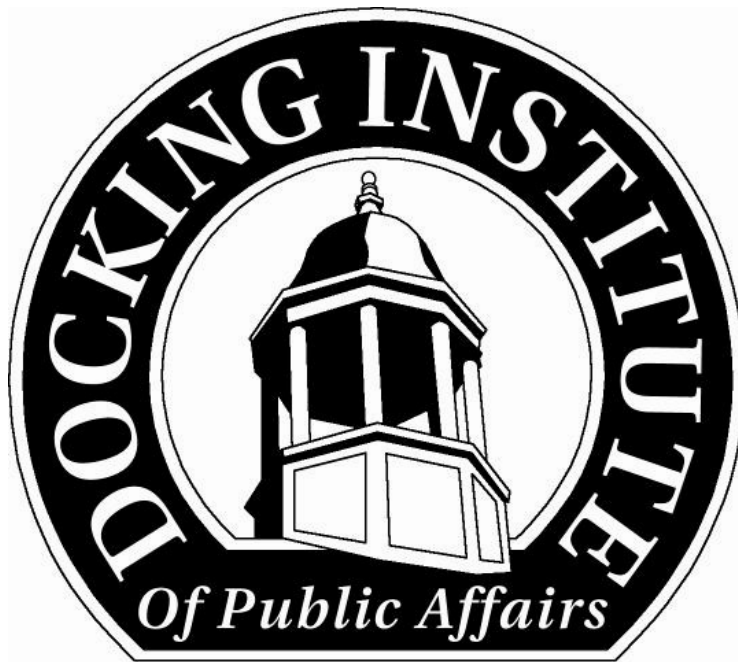
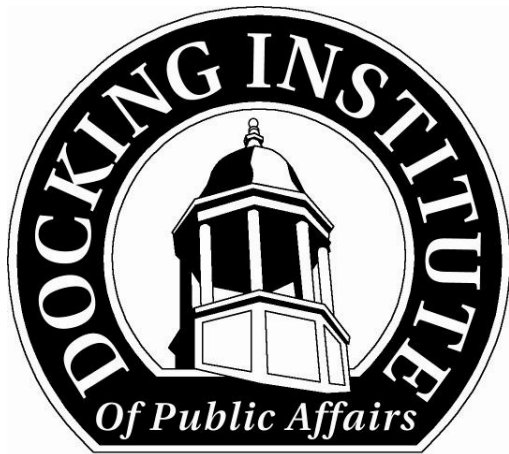


ELLSWORTH COUNTY MEDICAL CENTER OPINIONS AND USAGE SURVEY REPORT



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October 2004



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The staff of **the Docking Institute of Public Affairs** and its
University Center for Survey Research are dedicated to
serving the people of Kansas and surrounding states.

Please do not hesitate to contact our staff with questions, comments or for assistance.

ELLSWORTH COUNTY MEDICAL CENTER OPINIONS AND USAGE SURVEY REPORT

Report Prepared by

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October 2004

This research is supported by the Ellsworth County Hospital.

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Executive Summary

The Docking Institute of Public Affairs at Fort Hays State University conducted a telephone survey of 567 randomly selected residents of Ellsworth County, Kansas, and residents of the town of Lucas, Kansas, regarding issues of health care and health care facilities. The Docking Institute's independent analyses of the data find that:

- When medical care is needed, the vast majority of residents (91.2%) of Ellsworth County tend to visit a doctor's office or clinic, rather than go to a hospital emergency room or county health clinic. Approximately two-thirds of those surveyed tend to visit a physician or health clinic in Ellsworth, rather than go outside of the region. Convenience and location are the most important factors influencing the choice of doctor and health clinic.
- When hospitalization is required, the Ellsworth County Hospital (ECH) was the choice of 59.3% of respondents, and the hospital located in Salina was the choice of 23.8%. Location was mentioned as the most important factor for 47.9% of respondents.
- There is a very positive community perception of Ellsworth County Hospital. Among respondents who had never been treated at ECH, 69.9% indicated that they had a very good or good perception of the quality of the facility.
- Among those who had been treated at Ellsworth County Hospital, 91% of those surveyed responded that they were either extremely satisfied or somewhat satisfied with the quality of the services at ECH. The respondents overwhelmingly noted high levels of satisfaction with the professionalism and friendliness of the nurses, doctors, and staff.
- Overall satisfaction levels were very high for the Ellsworth, Holyrood, Lucas, and Wilson health clinics and staff.
- There are few differences in satisfaction levels for the ECH between those individuals with diabetes, high blood pressure, heart conditions, orthopedic problems, cancer, or other serious medical conditions. Each of these classes of patients rated satisfaction with ECH's overall quality as being either extremely satisfied or somewhat satisfied, by a margin of at least 84%.
- For those individuals who do not use ECH for hospitalization for diabetes, high blood pressure, heart conditions, orthopedic problems, cancer, or other serious medical conditions, the most commonly mentioned reasons are lack of services or equipment, and desire for a physician with expertise on the particular medical condition.

Methodology

Between September 14 and 22, 2004, the Docking Institute of Public Affairs conducted a telephone survey of 567 randomly selected residents of Ellsworth County, Kansas, as well as residents of the town of Lucas, Kansas. The respondents were surveyed using a Computer Assisted Telephone Interviewing (CATI) system. This system allows interviewers to enter information into a computer database as questions are answered by respondents.

A total of 777 citizens were successfully contacted, and 567 agreed to complete the interview, resulting in a cooperation rate of 73%. The survey has a margin of error of +/- 3.67%, meaning that 95% of the time the numbers reported will represent the views of the area within +/-3.67% of the reported values. Characteristics of the sample are found in the Appendix.

The Docking Institute and Ellsworth County Medical Center agreed on the questions to be used in the survey. The Ellsworth County Medical Center provided the objectives of the study and the Docking Institute was responsible for creating survey items that were technically correct and unbiased.

The Docking Institute notes that, in certain sections of this report, the sample size is under 30. In these instances, the results should be considered suggestive and not definitive.

General Health Questions

In the first part of the survey, respondents were asked some general questions regarding medical care. The respondents were asked where they were most likely to obtain medical care when ill. Specifically, the question asked, “When you are someone in your household needs medical care because of general illness or pain, do you go to a doctor’s office or clinic, to the hospital emergency room, to the county health department, or do you go without medical care?” The vast majority of respondents (91.2%) replied that they go to a doctor’s office or clinic. Only 3% of respondents stated that they go to a hospital emergency room for care, 0.4% replied that they attend a county health department, 3.9% of respondents state that they go without medical care, and 1.6% were undecided or did not know.

For those 38 respondents that do go without medical care, a follow-up question was asked querying respondents as to the most important reason for going without regular medical care. The most common answer was that medical care is too expensive or that the respondent did not have any health insurance. Another common set of responses is that the respondent was in good health and didn’t need regular medical care, or that “nature will take its course.”

For the two respondents who replied that they obtain their regular medical care from the county health department, a follow-up question was asked regarding the reason for doing so. The first person stated, “check-ups,” and the second respondent noted, “general medical care.”

Those respondents who answered that they obtain their regular medical care at a doctor's office or health clinic were then asked, "About how many days does it usually take to obtain an appointment?" The results are seen in Figure 1.

Figure 1. Days to Obtain Medical Appointment in Ellsworth County

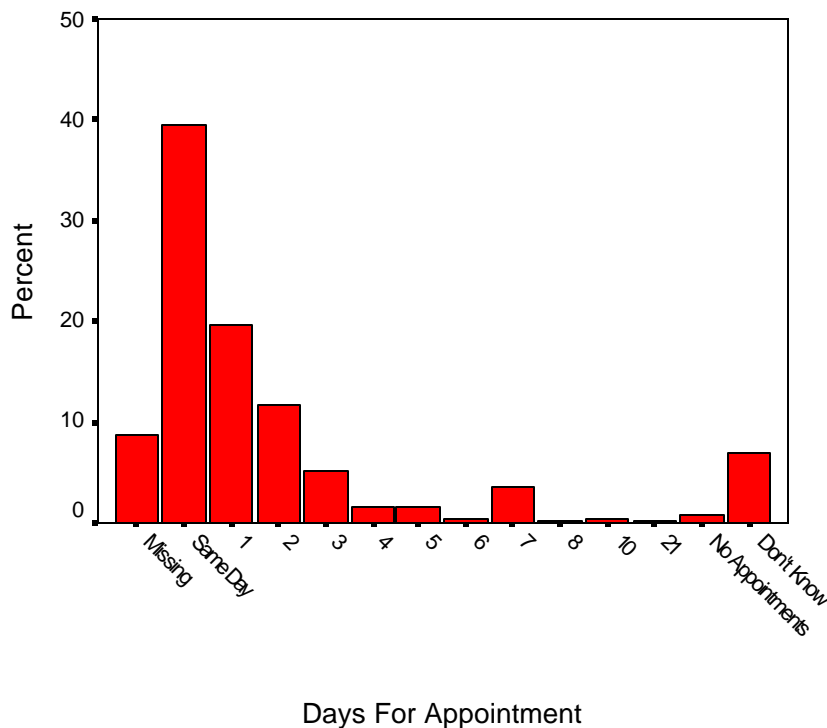


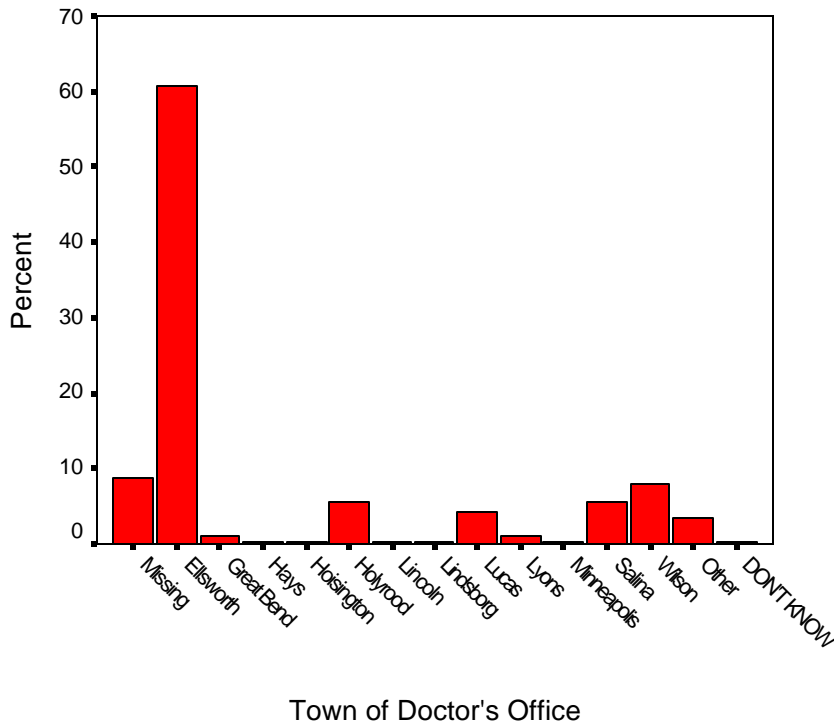
Figure 1 shows that, in the Ellsworth County region, it is apparently very easy to obtain an appointment in a doctor's office or health clinic. Over 43% of respondents are able to get an appointment on the same day that they call, and 39.9% are able to obtain an appointment within three days. Only four respondents reported a wait for an appointment of over seven days.

This finding is mirrored by the follow-up question, which asked if the respondent was satisfied with the amount of time it takes to get an appointment.

93.2% indicated that they were satisfied; only 4.3% of respondents were not satisfied with the time required to obtain a doctor’s appointment.

These respondents were also asked, “In what town is the office that you normally visit?” The answers to this question are seen in Figure 2.

Figure 2. Distribution of Doctors’ Offices Visited



Two-thirds of the respondents noted that they visit a doctor’s office or health clinic in Ellsworth, and the other responses are evenly distributed among other towns in the region.

Those respondents who stated that they generally obtain their medical care from a doctor’s office or clinic were also asked a series of questions as to their reasons for this choice. The results are seen in Table 1.

Table 1. Reason for Choosing Particular Health Care Provider

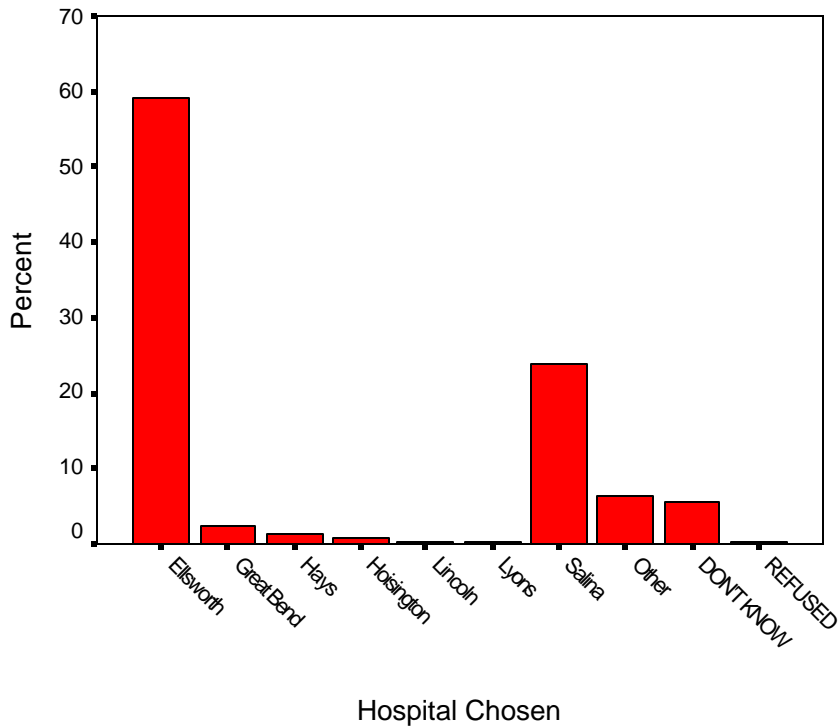
Reason	Yes	No
Recommended by others	23.0%	76.2%
Convenient	85.1%	14.5%
Seen in timely manner	77.2%	21.7%
Preferred provider	44.5%	52.4%
Only office possible	6.2%	92.8%
Know staff personally	40.6%	58.6%
Office is nearby	83.8%	15.9%

The data in Table 1 show that convenience and location most strongly influence patients to utilize doctors' offices and health clinics for their regular care; also important was the fact that patients are seen in a timely manner at these office. Less than half of respondents noted that they choose these offices because they know someone on the staff personally or because the office/clinic is a preferred provider under an insurance plan. Few respondents (23%) chose an office or clinic based upon the recommendation of others, and fewer still (6.2%) chose the office/clinic because it was the only place that would see the patient.

Ellsworth County Hospital

The respondents to the survey were asked, “Overall, if you or a household member needed hospitalization, which hospital would you go to?” The results are found in Figure 3.

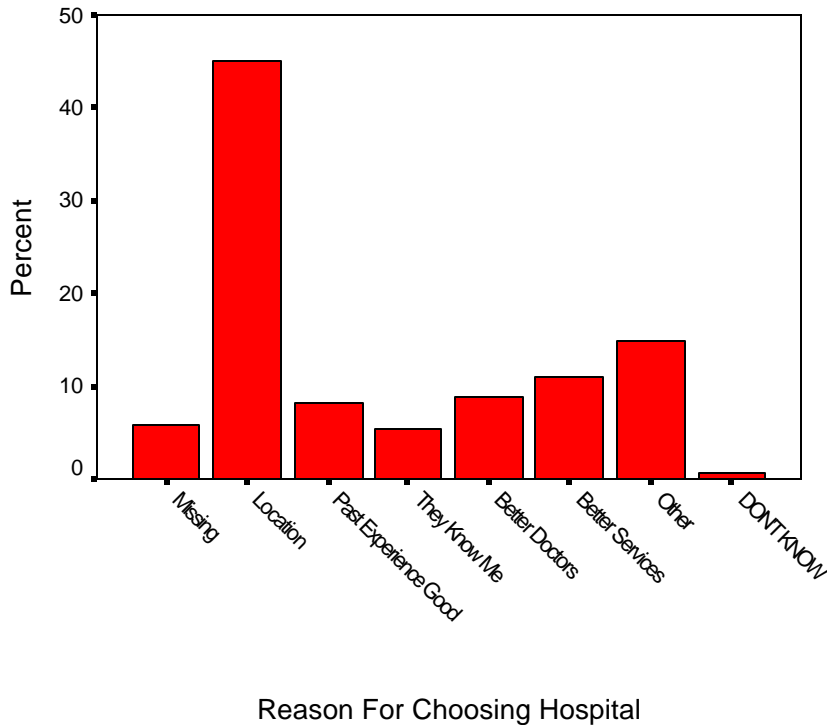
Figure 3. Hospital Most Likely to Use



The Ellsworth County Hospital was the choice of 59.3% of respondents, the hospital located in Salina was the choice of 23.8%, and other hospitals accounted for the remainder of the responses.

A follow-up question asked, “What is the main reason for choosing this hospital?” The results are shown in Figure 4.

Figure 4. Reasons for Choosing Particular Hospital

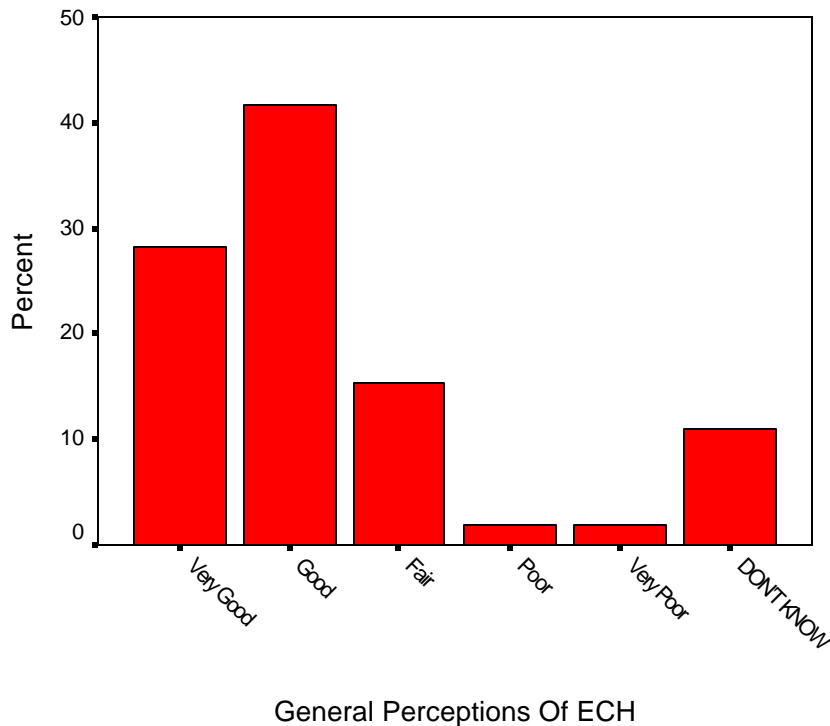


The chart shows that location is the most important factor for 47.9% of respondents, while the other reasons all accounted for about 15% or less. For those who chose “other,” a follow-up, open-ended question was asked. The majority of those respondents stated that they chose their hospital because their doctor is located there. Others said that convenience was the primary reason, and others noted that they were required to go to the veterans’ hospital.

All respondents were asked if they or an immediate family member had received medical services from the Ellsworth County Hospital in the last five years. 72.5% of respondents answered that someone in the family had been treated at Ellsworth Hospital, while 27.5% had not.

Those respondents who had not been treated at Ellsworth County Hospital were asked for their general perceptions of it. The results are seen in Figure 5.

Figure 5. General Perceptions of ECH by Those Not Receiving Services There in Last Five Years



These results show that there is a very positive community perception of Ellsworth County Hospital among those who have not been treated there in the last five years. Fully 69.9% responded that they had a very good or good perception of ECH, while only 6 respondents (3.8%) noted that they had a poor or very poor perception of ECH.

Those respondents who had received medical treatment at ECH were asked a series of questions asking them to rate their satisfaction in a number of areas. The results are shown in Figure 6.

Figure 6. Service-Specific Satisfaction with ECH

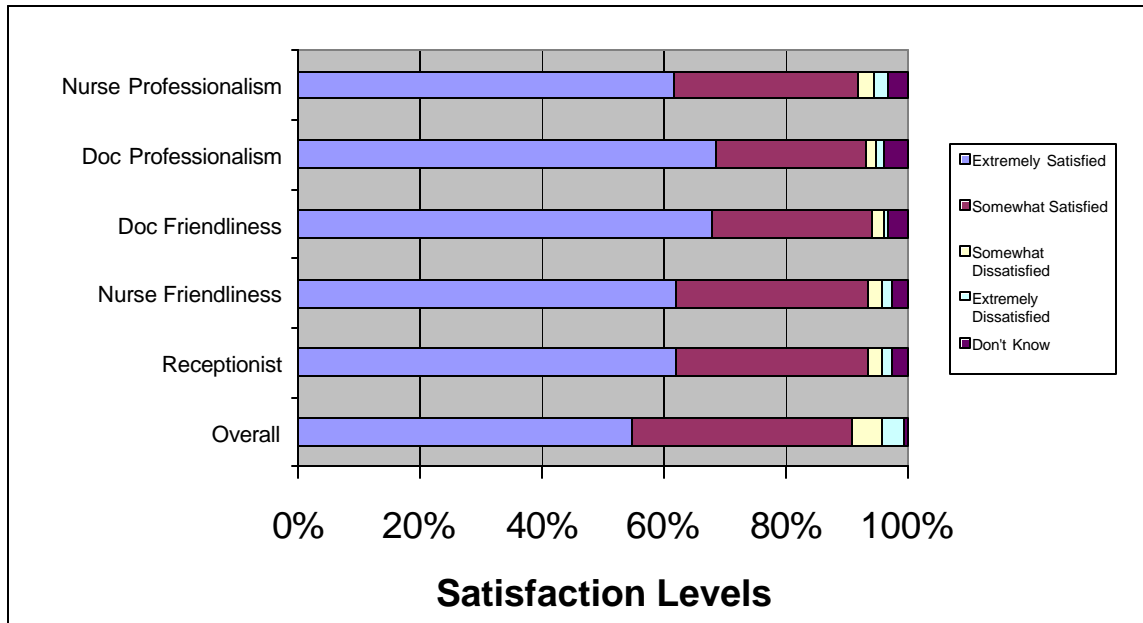


Figure 6 shows that those respondents familiar with the Ellsworth County Hospital report exceptionally high levels of satisfaction on every dimension. First, the respondents were queried as to their satisfaction with the overall quality of services provided by ECH. Fully 91% of respondents reported that they were either extremely satisfied or somewhat satisfied. Only 8.5% reported that there were somewhat or extremely dissatisfied.

Next, the respondents were asked to rate the professionalism of the nurses at ECH. Exactly 91.7% replied that they were either extremely satisfied or somewhat satisfied with the professionalism of the ECH nurses.

The respondents were asked to assess the professionalism of the doctors, nurse practitioners, and physician assistants at ECH. Again, very high levels of satisfaction were reported. Exactly 92.9% of respondents reported that they were

either extremely satisfied or somewhat satisfied with the professionalism of the doctors, nurse practitioners, and physician assistants.

Next, the respondents were asked to rate the friendliness of the staff at ECH. A full 94.2% reported that they were either extremely satisfied or somewhat satisfied with the friendliness of the receptionists at ECH. As for the friendliness of the ECH nurses, 93.4% of respondents replied that they were either extremely satisfied or somewhat satisfied. Next, 94.2% of respondents noted that they were either extremely satisfied or somewhat satisfied with the friendliness of the doctors, nurse practitioners, and physician assistants.

The respondents were also give a chance to make general, open-ended comments about the quality of the Ellsworth County Hospital. The positive comments tended to focus upon the cleanliness of the facility and competence of the staff. The negative comments, though, seemed to address a number of different issues with no major themes emerging. The comments are presented in their entirety in Appendix 2.

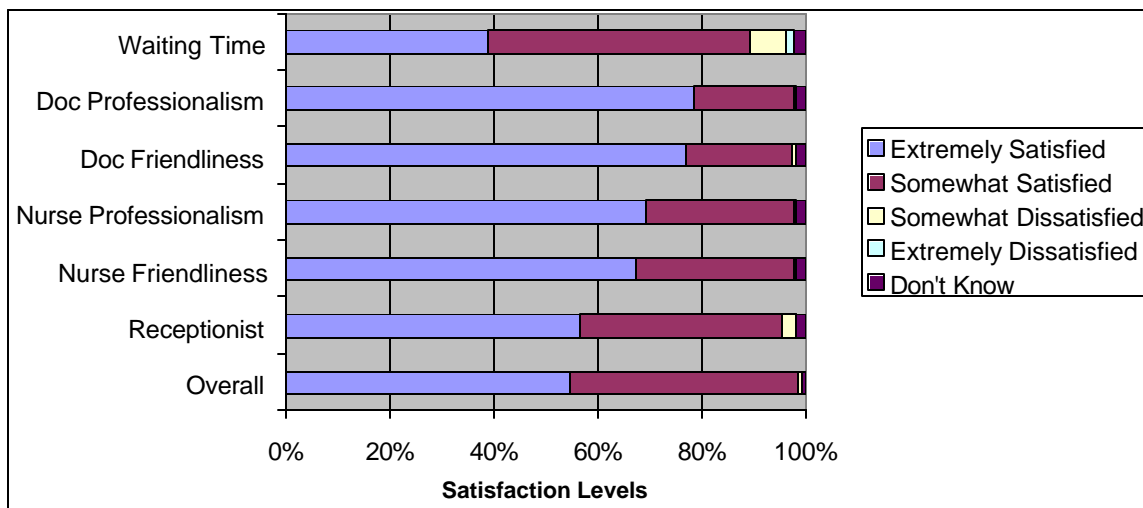
Clinics

Those respondents in the survey who stated that they choose the Ellsworth, Holyrood, Lucas, and Wilson clinics for their primary source of medical care were also queried as to their satisfaction with various items.

Ellsworth Clinic

Three hundred and forty-five respondents stated that they use the Ellsworth Clinic for their primary medical care. The results for the Ellsworth clinic are seen in Figure 7.

Figure 7. Ellsworth Clinic Service-Specific Satisfaction (N = 345)



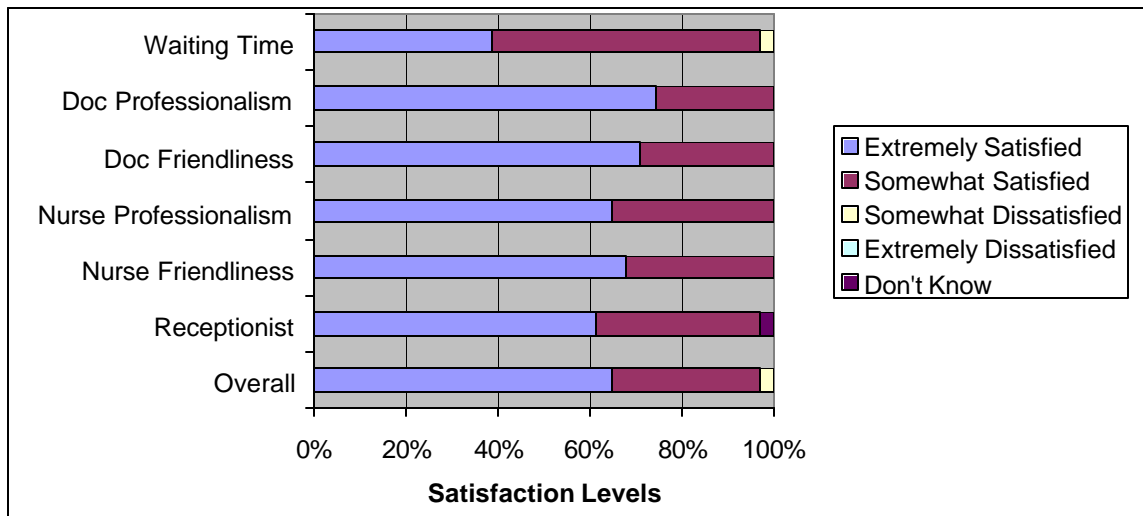
The overall satisfaction levels with the Ellsworth Clinic are exceptionally high. 98.6% of those respondents who frequent the Ellsworth Clinic are either extremely or somewhat satisfied with it. Respondents reported that they are either extremely or somewhat satisfied with the professionalism of the doctors, physician assistants, and nurse practitioners at a 97.7% level. Similarly, the respondents reported that they are either extremely or somewhat satisfied with the friendliness of the doctors,

physician assistants, and nurse practitioners at a 97.4% level. As for the nurses, respondents reported that they are either extremely or somewhat satisfied with the professionalism of the nurses at a 97.7% level, and they are either extremely or somewhat satisfied with the friendliness of the nurses at an identical 97.7% level. The judgment of the respondents towards the friendliness of the clinic receptionists was rated as either extremely or somewhat satisfied at a 95.4% level. The only variable that received slightly lower satisfaction levels (although still quite high) was the question asking respondents to rate their satisfaction with the normal waiting time at the clinic. Respondents reported that they are either extremely or somewhat satisfied with the waiting time at an 89.3% level. However, note that 38.8% of respondents denoted that they were “extremely satisfied” with the waiting time, compared with 50.4% who indicated that they were “somewhat satisfied.” These overall satisfaction levels do show that patients at the Ellsworth clinic are very satisfied with the service they receive.

Holyrood Clinic

Thirty-one respondents stated that they use the Holyrood medical clinic. The results are shown in Figure 8.

Figure 8. Holyrood Clinic Service-Specific Satisfaction (N = 38)



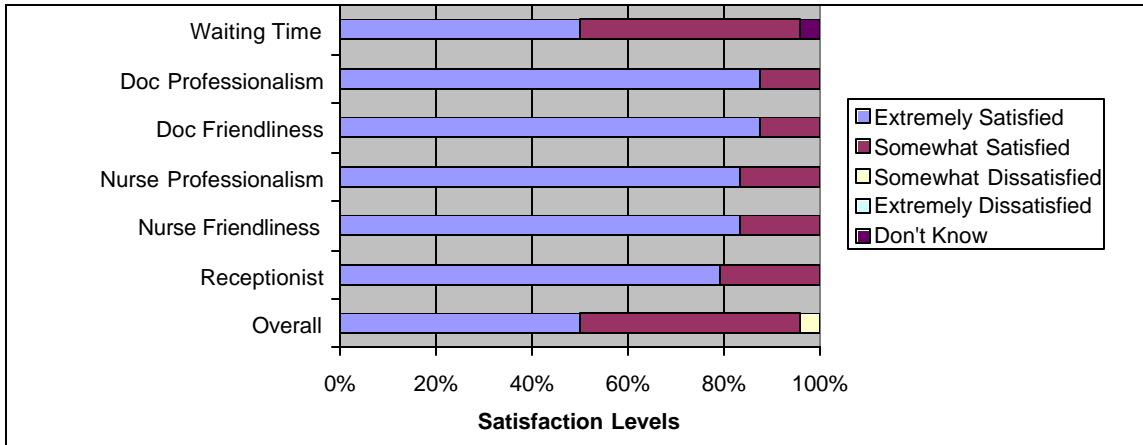
The totals seen in Figure 8 indicate very high levels of satisfaction with the Holyrood clinic (although it must be noted that these numbers are based upon 31 responses only). A full 96.8% of those respondents who frequent the Holyrood Clinic are either extremely or somewhat satisfied with it. The respondents reported that they are either extremely or somewhat satisfied with the professionalism of the doctors, physician assistants, and nurse practitioners at a 100% level. Similarly, the respondents reported that they are either extremely or somewhat satisfied with the friendliness of the doctors, physician assistants, and nurse practitioners at a 100% level. The respondents reported that they are either extremely or somewhat satisfied with the professionalism of the nurses at a 100% level, and they are either extremely or somewhat satisfied with the friendliness of the nurses at an identical 100% level. The judgment of the respondents towards the friendliness of the clinic receptionists was rated as either extremely or somewhat satisfied at a 96.8% level. Finally, respondents reported that they are either extremely or somewhat satisfied

with the waiting time at the Holyrood clinic at an 96.8% level. Thus, these overall satisfaction levels show that patients at the Holyrood clinic are exceptionally satisfied with the service they receive.

Lucas Clinic

Twenty-four respondents stated that they use the Lucas medical clinic. The results are shown in Figure 9.

Figure 9. Lucas Clinic Service-Specific Satisfaction (N = 24)



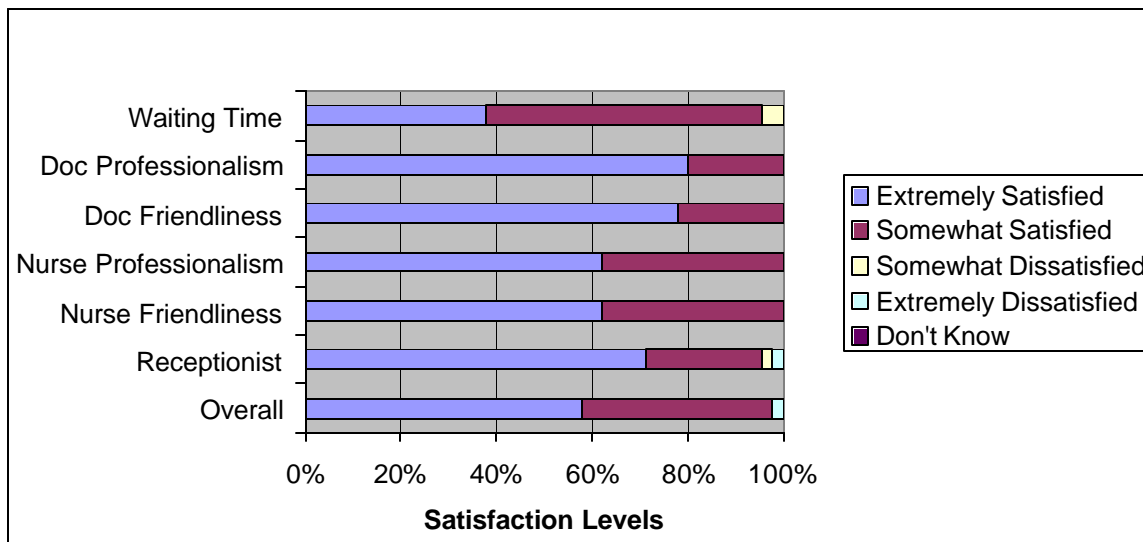
The totals seen in Figure 9 indicate very high levels of satisfaction with the Lucas clinic (although it must be noted that these numbers are based upon 24 responses only). Exactly 95.8% of those respondents who frequent the Lucas Clinic are either extremely or somewhat satisfied with it. The respondents reported that they are either extremely or somewhat satisfied with the professionalism of the doctors, physician assistants, and nurse practitioners at a 100% level. Similarly, the respondents reported that they are either extremely or somewhat satisfied with the friendliness of the doctors, physician assistants, and nurse practitioners at a 100%

level. The respondents reported that they are either extremely or somewhat satisfied with the professionalism of the nurses at a 100% level. They are either extremely or somewhat satisfied with the friendliness of the nurses at an identical 100% level. The judgment of the respondents towards the friendliness of the clinic receptionists was rated as either extremely or somewhat satisfied at a 100% level. Finally, respondents reported that they are either extremely or somewhat satisfied with the waiting time at the Lucas clinic at an 95.8% level. Thus, these overall satisfaction levels demonstrate that patients at the Lucas clinic are exceptionally satisfied with the service they receive.

Wilson Clinic

Forty-five respondents stated that they use the Wilson medical clinic as their primary source for medical care. The results are shown in Figure 10.

Figure 10. Wilson Clinic Service-Specific Satisfaction (N = 45)



As with the other clinics, the totals seen in Figure 10 indicate very high levels of satisfaction with the Wilson clinic (although it must again be stated that these numbers are based upon 45 responses only). Exactly 97.8% of those respondents who frequent the Wilson Clinic are either extremely or somewhat satisfied with it. The respondents reported that they are either extremely or somewhat satisfied with the professionalism of the doctors, physician assistants, and nurse practitioners at a 100% level. Similarly, the respondents reported that they are either extremely or somewhat satisfied with the friendliness of the doctors, physician assistants, and nurse practitioners at a 100% level. The respondents reported that they are either extremely or somewhat satisfied with the professionalism of the nurses at a 100% level, and they are either extremely or somewhat satisfied with the friendliness of the nurses at an identical 100% level. The judgment of the respondents towards the friendliness of the clinic receptionists was rated as either extremely or somewhat satisfied at a 95.6% level. Finally, respondents reported that they are either extremely or somewhat satisfied with the waiting time at the Wilson clinic at an 95.6% level. Thus, these overall satisfaction levels demonstrate that patients at the Wilson clinic are very satisfied with the service they receive.

Satisfaction and Specific Medical Conditions

In this section, we examine the responses of respondents with specific medical conditions, such as diabetes or cancer.

Diabetes

The respondents were asked if any member of the household had had diabetes or high blood sugar in the last five years. Exactly 127 respondents (22.4%) answered yes. Of these 127 respondents, 81.1% stated that the primary care for this condition was provided by the regular health care provider; 15% indicated that care for this condition was provided by a specialist; and 1.6% said that the condition was not treated at all. Respondents were also asked where they received treatment for this condition. The results are shown in Figure 11.

Figure 11. Medical Office Where Treatment Generally Provided

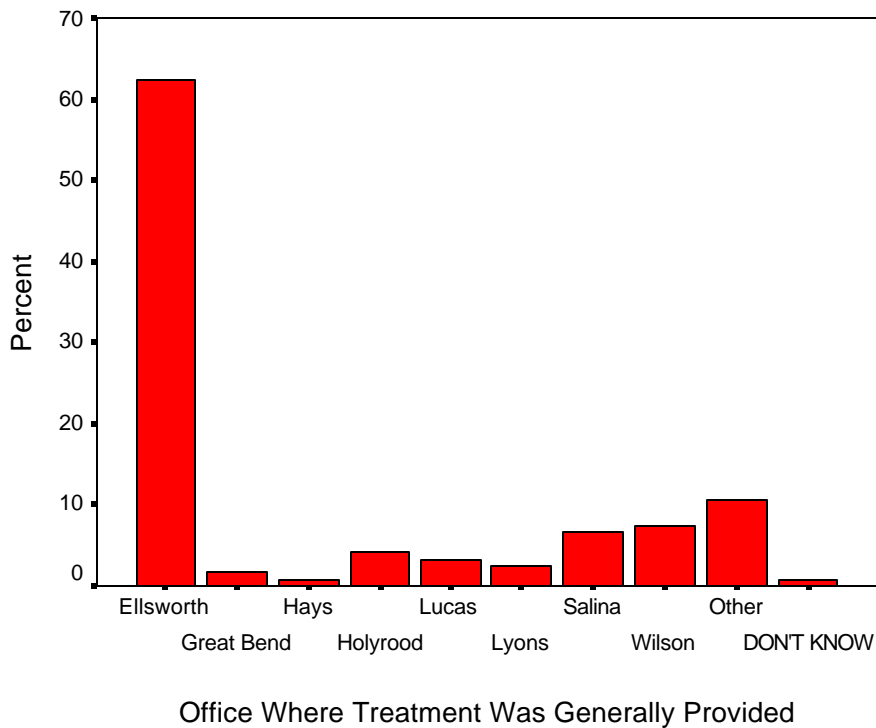
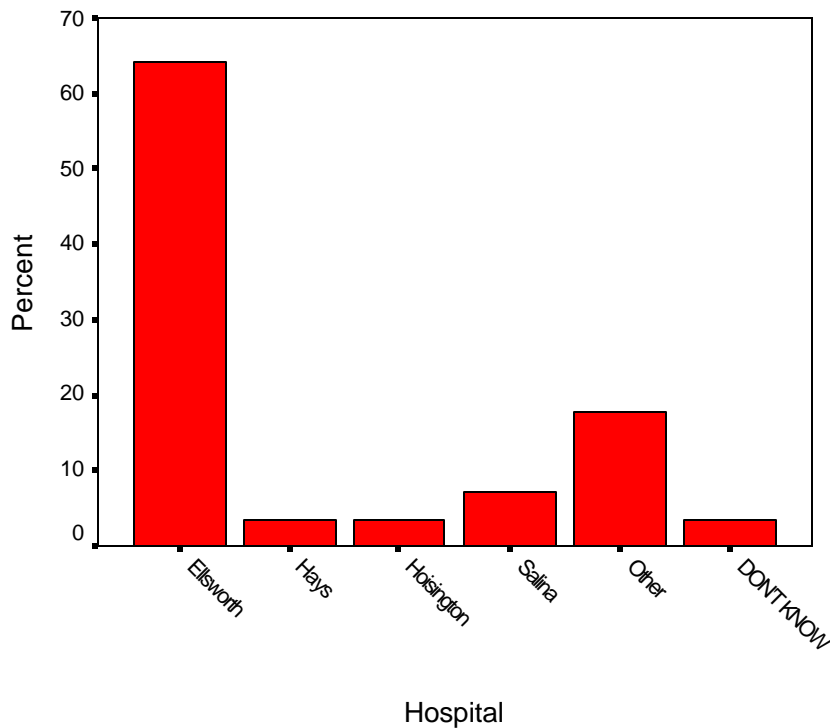


Figure 11 shows that the majority (62.3%) of respondents have their diabetes treated in Ellsworth.

These respondents were also queried as to whether hospitalization was required for their condition. Twenty-two percent (28 respondents) noted that they had been hospitalized for diabetes/high blood sugar. Figure 12 shows the hospitals where the respondents were treated for their diabetes.

Figure 12. Treatment for Diabetes: Hospitalization Location



Ten respondents were hospitalized in a hospital other than ECH; we queried these respondents as to why they chose to go outside of ECH. The results are seen in Table 2 (results do not total to 100% because some respondents refused to answer the question).

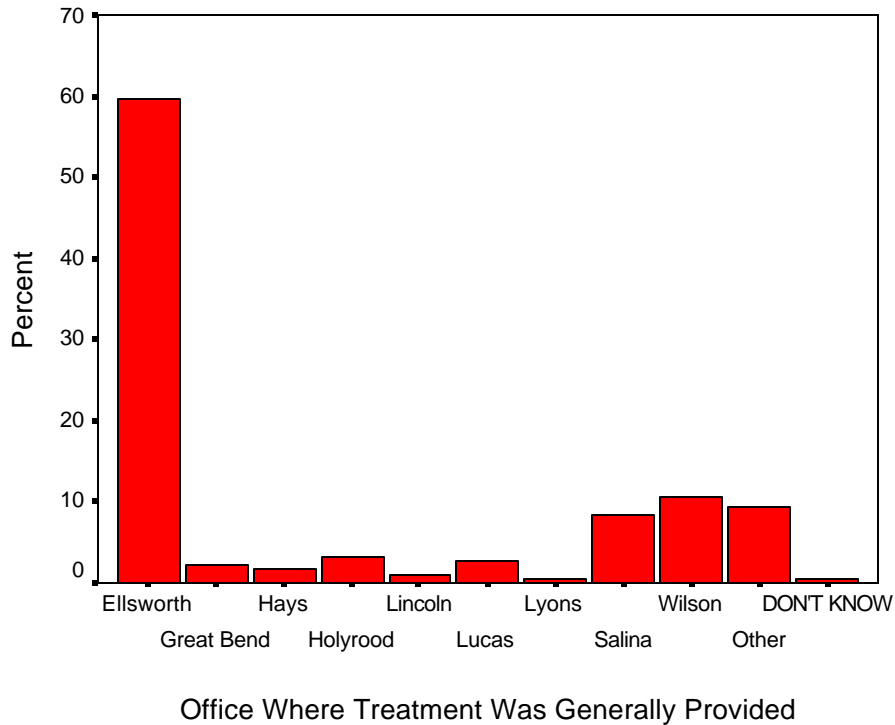
Table 2. Reasons Used Hospital Other than ECH for Diabetes Treatment (N = 10)

Reason	Yes	No
ECH lacked equipment	60% (6)	30%(3)
Doc with expertise not available at all	60% (6)	30%(3)
Wanted doc with more expertise	70% (7)	20% (2)
Insurance required	30%(3)	60% (6)
Doc does not spend sufficient time w/patients	10% (1)	80% (8)
ECH staff not courteous	10% (1)	70% (7)

Chronic High Blood Pressure or Hypertension

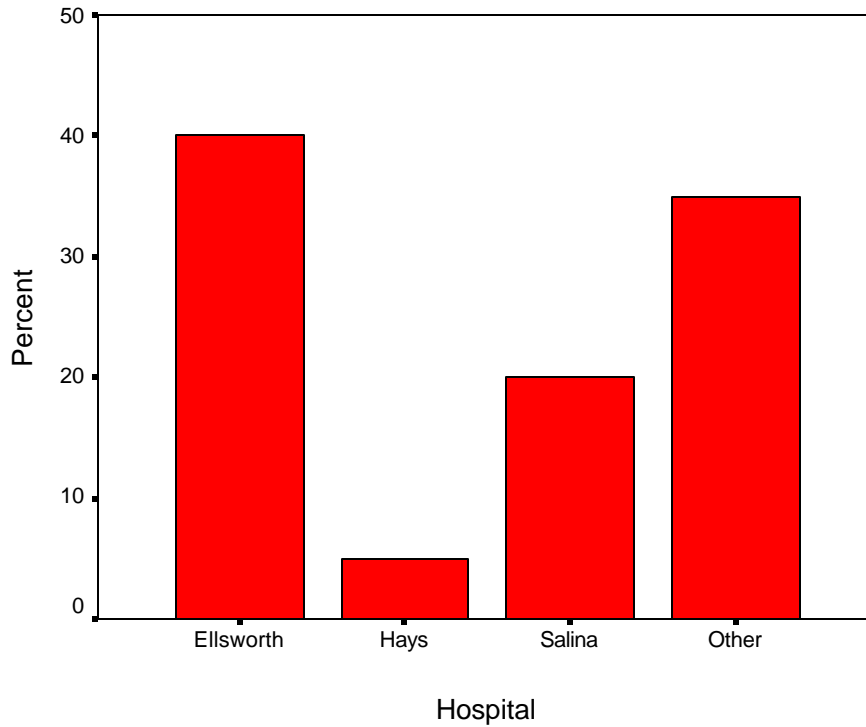
The respondents were asked if any member of the household had had chronic high blood pressure or hypertension in the last five years. Exactly 185 respondents (32.6%) answered yes. Of these 185 respondents, 89.2% stated that the primary care for this condition was provided by the regular health care provider; 8.6% indicated that care for this condition was provided by a specialist; and 1.1% said that the condition was not treated at all. Respondents were also asked where they received treatment for this condition. The results are shown in Figure 13.

Figure 13. Location of Office Visit for Hypertension Treatment



These respondents were also queried as to whether hospitalization was required for their condition. Exactly 10.8% (20 respondents) noted that they had been hospitalized for hypertension. Figure 14 shows the hospitals where the respondents were treated for their condition.

Figure 14. Treatment for Hypertension: Hospitalization Location (N = 20)



Twelve respondents were hospitalized in a hospital other than ECH; we queried these respondents as to why they chose to go outside of ECH. The results are seen in Table 3 (results do not total to 100% because some respondents refused to answer the question).

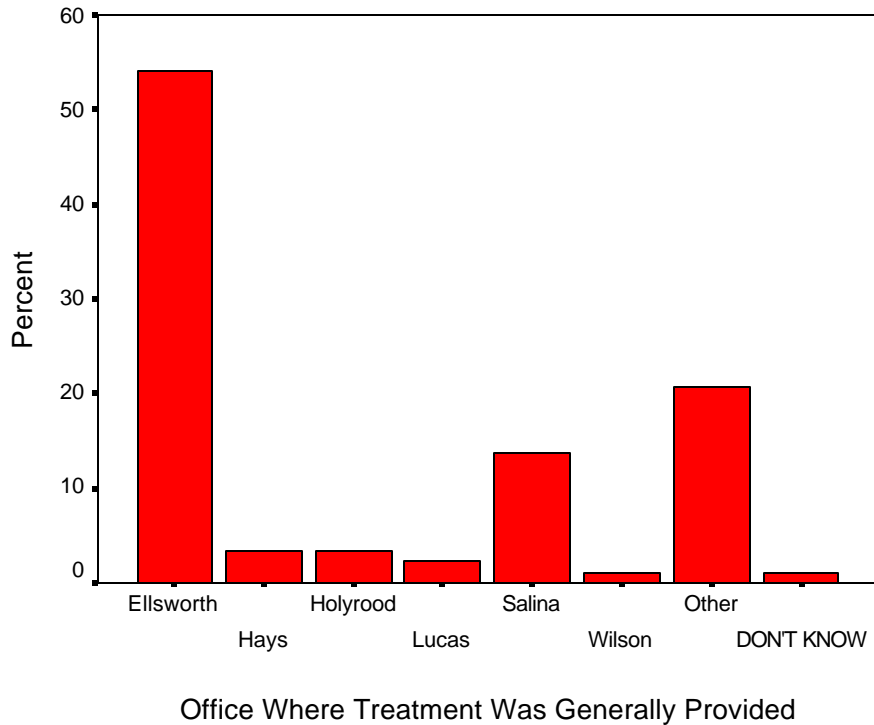
Table 3. Reasons Used Hospital Other than ECH for Hypertension (N = 12)

Reason	Yes	No
ECH lacked equipment	83.3% (10)	16.7%(2)
Doc with expertise not available at all	83.3% (10)	8.3%(1)
Wanted doc with more expertise	75% (9)	16.7% (2)
Insurance required	16.7% (2)	50% (6)
Doc does not spend sufficient time w/patients	16.7% (2)	50% (6)
ECH staff not courteous	(0)	58.3% (7)

Shortness of Breath, Chest Pains, or Heart Condition

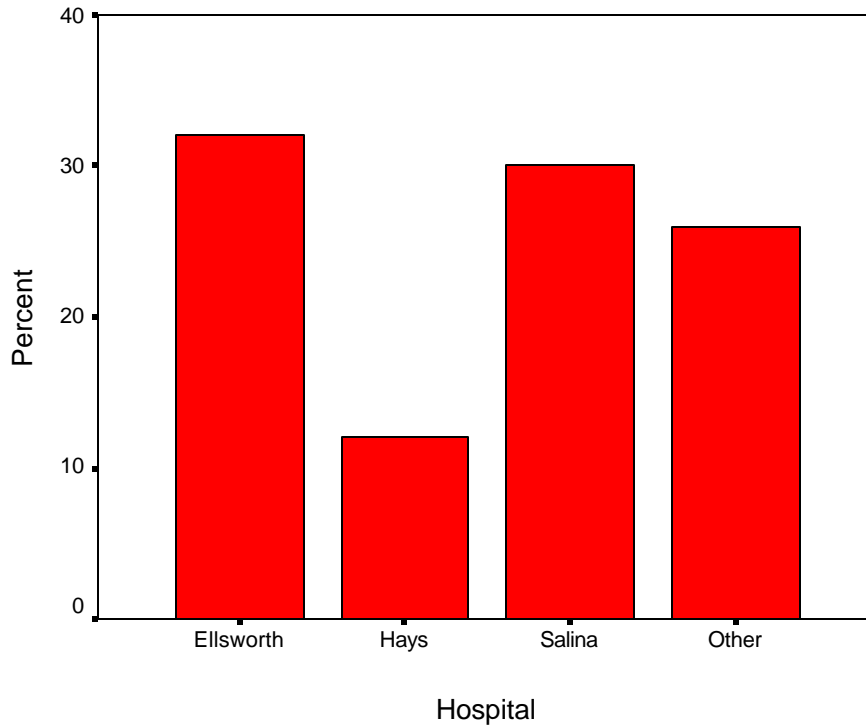
The respondents were asked if any member of the household had a heart condition in the last five years. Ninety-four respondents (16.6%) answered yes. Of these 94 respondents, 58.5% stated that the primary care for this condition was provided by the regular health care provider; 34% indicated that care for this condition was provided by a specialist; and 4.3% said that the condition was not treated at all. Respondents were also asked where they received treatment for this condition. The results are shown in Figure 15.

Figure 15. Location of Office Visits for Heath Problems (N = 94)



These respondents were also queried as to whether hospitalization was required for their condition. Exactly 53.2% (50 respondents) noted that they had been hospitalized for a heart condition. Figure 16 shows the hospitals where the respondents were treated for their condition.

Figure 16. Treatment for Heart Problems: Hospitalization Location (N = 50)



Thirty-four respondents were hospitalized in a hospital other than ECH; we queried these respondents as to why they chose to go outside of ECH. The results are seen in Table 4 (results do not total to 100% because some respondents refused to answer the question).

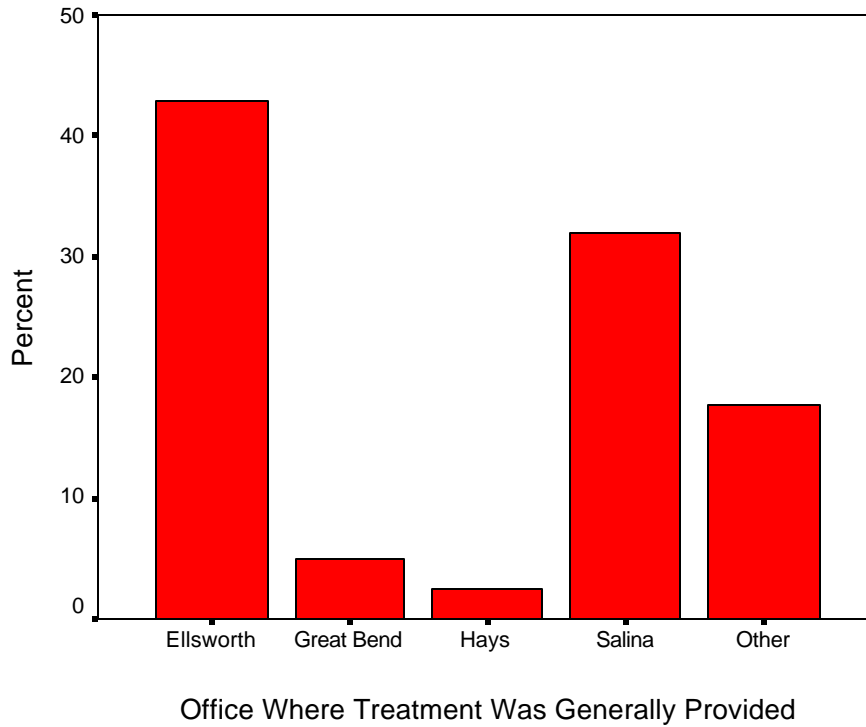
Table 4. Reason Used Hospital Other than ECH for Heart Condition Treatment (N = 34)

Reason	Yes	No
ECH lacked equipment	85.3% (29)	11.8%(4)
Doc with expertise not available at all	67.6% (23)	32.4%(11)
Wanted doc with more expertise	73.5% (25)	26.5% (9)
Insurance required	17.6% (6)	82.4% (28)
Doc does not spend sufficient time w/patients	8.8% (3)	91.2% (31)
ECH staff not courteous	8.8% (3)	91.2% (31)

Sprains, Hip Joint Replacements, Broken Bones

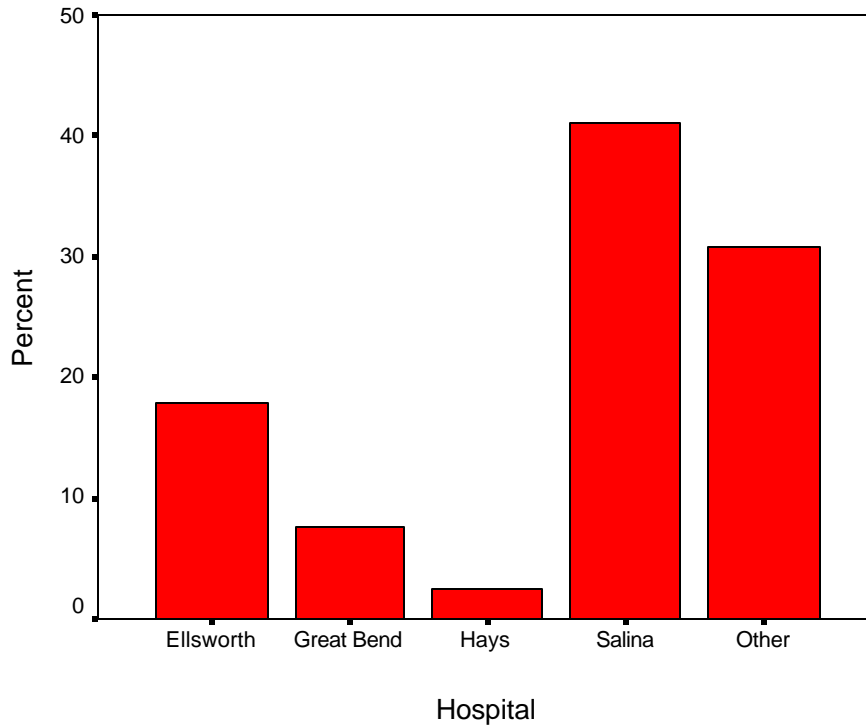
The respondents were asked if any member of the household had a orthopedic condition in the last five years. One hundred and twenty-nine respondents (22.8%) answered yes. Of these 129 respondents, 44.2% stated that the primary care for this condition was provided by the regular health care provider; 48.1% indicated that care for this condition was provided by a specialist; and 1.6% said that the condition was not treated at all. Respondents were also asked where they received treatment for this condition. The results are shown in Figure 17.

Figure 17. Location of Office Visits for Orthopedic Condition (N = 129)



These respondents were also queried as to whether hospitalization was required for their condition. Exactly 30.2% (39 respondents) noted that they had been hospitalized for an orthopedic condition. Figure 18 shows the hospitals where the respondents were treated for their condition.

Figure 18. Treatment for Orthopedic Condition: Hospitalization Location (N = 39)



Thirty-two respondents were hospitalized in a hospital other than ECH; we queried these respondents as to why they chose to go outside of ECH. The results are seen in Table 5 (results do not total to 100% because some respondents refused to answer the question).

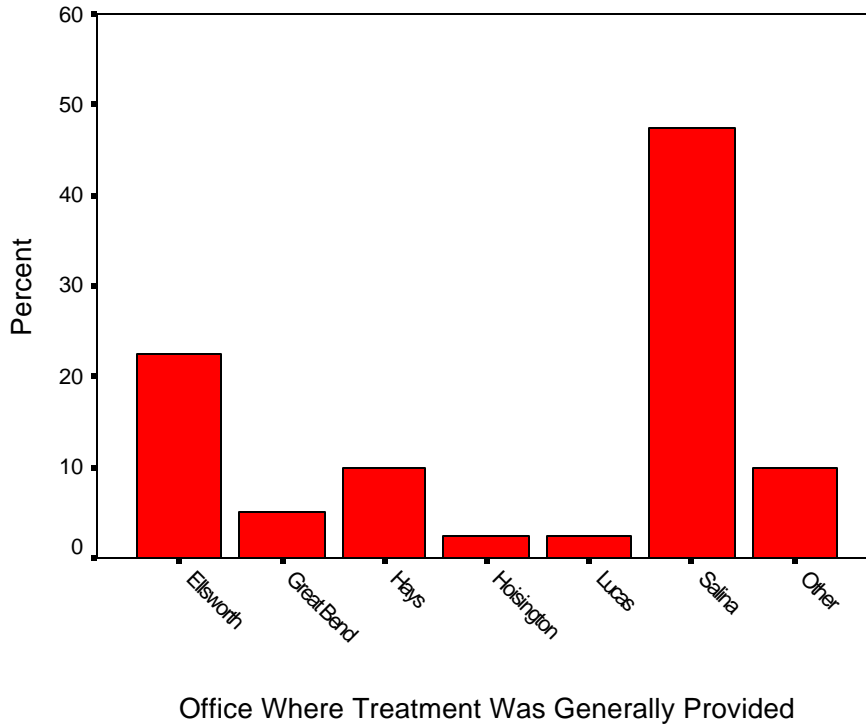
Table 5. Reason Used Hospital Other than ECH for Orthopedic Condition (N = 32)

Reason	Yes	No
ECH lacked equipment	78.1% (25)	18.8%(6)
Doc with expertise not available at all	81.3% (26)	15.6%(5)
Wanted doc with more expertise	56.3% (18)	40.6% (13)
Insurance required	15.6% (5)	81.3% (26)
Doc does not spend sufficient time w/patients	6.3% (2)	87.5% (28)
ECH staff not courteous	9.4% (3)	87.5% (28)

Cancer

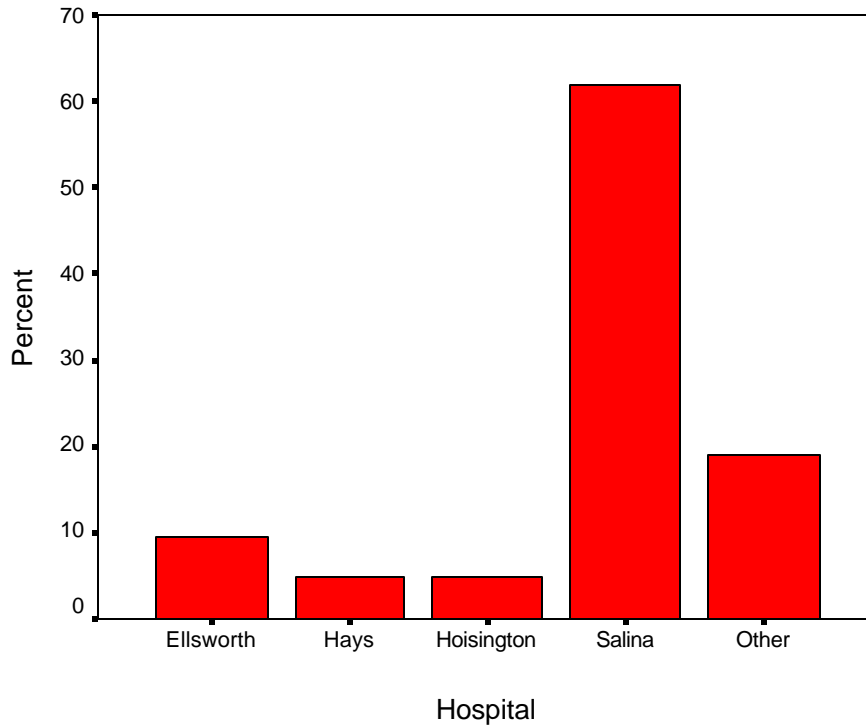
The respondents were asked if any member of the household had had cancer in the last five years. Forty respondents (7.1%) answered yes. Of these 40 respondents, 30% stated that the primary care for this condition was provided by the regular health care provider, and 70% indicated that care for this condition was provided by a specialist. Respondents were also asked where they received treatment for this condition. The results are shown in Figure 19.

Figure 19. Location of Office Visits for Cancer Treatment (N = 129)



These respondents were also queried as to whether hospitalization was required for their condition. Exactly 52.5% (21 respondents) noted that they had been hospitalized for cancer. Figure 20 shows the hospitals where the respondents were treated for their condition.

Figure 20. Treatment for Cancer: Hospitalization Location (N = 21)



Nineteen respondents were hospitalized in a hospital other than ECH; we queried these respondents as to why they chose to go outside of ECH. The results are seen in Table 6 (results do not total to 100% because some respondents refused to answer the question).

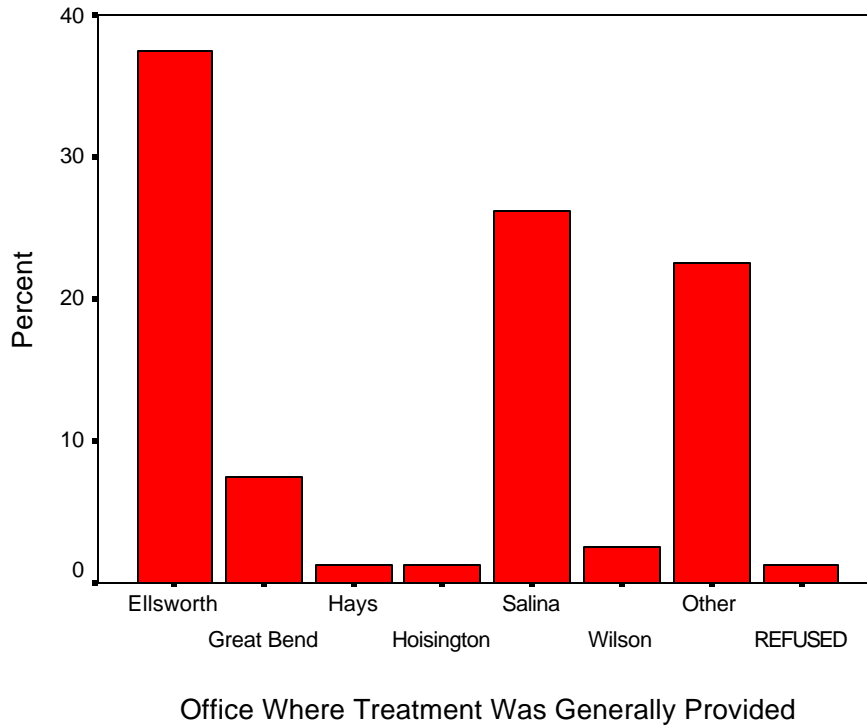
Table 6. Reason Used Hospital Other than ECH for Cancer (N = 19)

Reason	Yes	No
ECH lacked equipment	68.4% (13)	21.1% (4)
Doc with expertise not available at all	63.2% (12)	31.6% (6)
Wanted doc with more expertise	89.5% (17)	5.3% (1)
Insurance required	26.3% (5)	68.4% (13)
Doc does not spend sufficient time w/patients	10.5% (2)	78.9% (15)
ECH staff not courteous	10.5% (2)	78.9% (15)

Other Serious Illness or Medical Condition

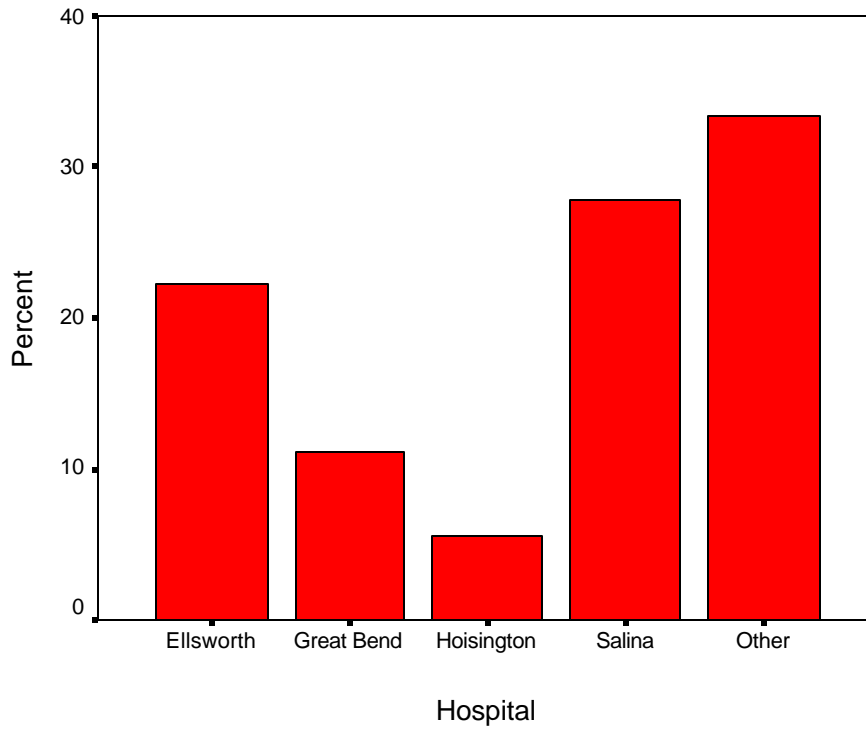
The respondents were asked if any member of the household had any other serious illness or medical condition in the last five years. Eighty-two respondents (14.5%) answered yes. The medical conditions mentioned by the respondents are presented in Appendix Three. Of these 82 respondents, 48.8% stated that the primary care for this condition was provided by the regular health care provider, 48.8% indicated that care for this condition was provided by a specialist, and 1.2% indicated that their condition was not treated. Respondents were also asked where they received treatment for this condition. The results are shown in Figure 21.

Figure 21. Location of Office Visits for Treatment of Other Condition (N = 82)



These respondents were also queried as to whether hospitalization was required for their illness. Exactly 43.9% (36 respondents) noted that they had been hospitalized for their condition. Figure 22 shows the hospitals where the respondents were treated for their condition.

Figure 22. Treatment for Cancer: Hospitalization Location (N = 36)



Twenty-eight respondents were hospitalized in a hospital other than ECH; we queried these respondents as to why they chose to go outside of ECH. The results are seen in Table 7 (results do not total to 100% because some respondents refused to answer the question).

Table 7. Reason Used Hospital Other than ECH for Other Medical Condition (N = 28)

Reason	Yes	No
ECH lacked equipment	71.4% (20)	25% (7)
Doc with expertise not available at all	57.1% (16)	39.3% (11)
Wanted doc with more expertise	60.7% (17)	32.1% (9)
Insurance required	7.1% (2)	85.7% (24)
Doc does not spend sufficient time w/patients	(0)	96.4% (27)
ECH staff not courteous	(0)	96.4% (27)

When patients do not use ECH for hospitalization and across most of the health conditions, “hospital lacked services or equipment needed for treatment” is mentioned most often by respondents as the reason for using another hospital. Though some variation by health conditions is seen, the other most commonly mentioned reasons for not using ECH are “wanted to see a physician with more expertise on the condition” and “a physician with expertise on the condition was not available at all.”

Comparison of Satisfaction by Medical Condition

In this section, we analyze the satisfaction with ECH by medical condition. In other words, we measure whether individuals with a certain medical condition are more or less likely to be satisfied with the overall quality of services provided by Ellsworth County Hospital. The results are shown in the figure below.

Figure 23. Satisfaction with ECH by Medical Condition

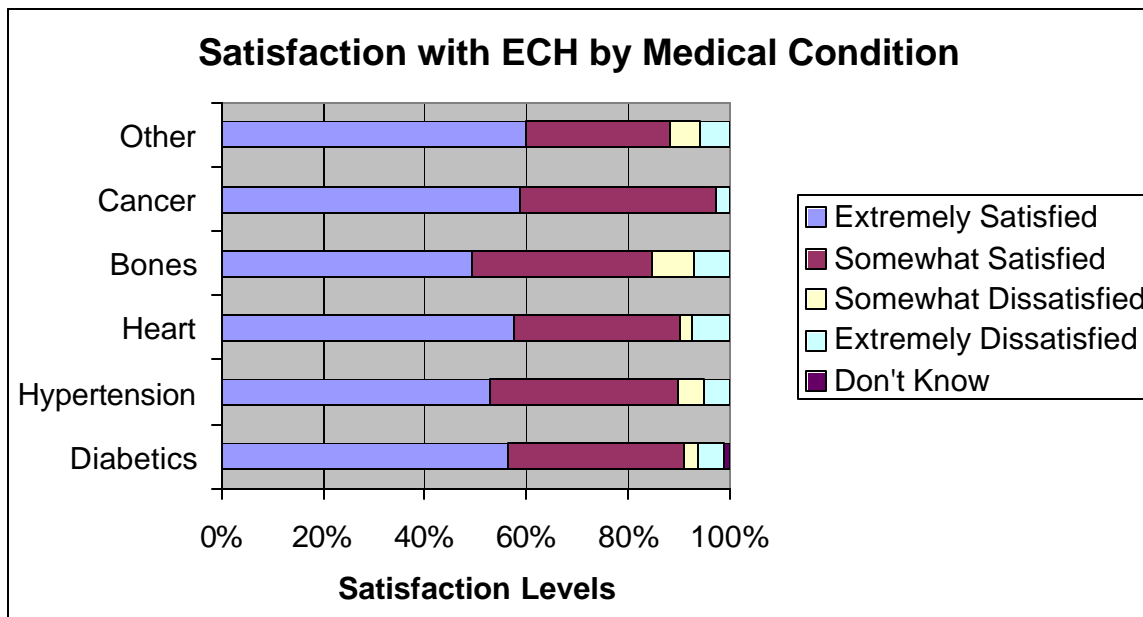


Figure 23 shows that there are few differences in satisfaction levels between those individuals with diabetes, high blood pressure, heart conditions, orthopedic problems, cancer, or other serious medical conditions. Each of these classes of patients rated satisfaction with ECH's overall quality as being either extremely satisfied or somewhat satisfied by a margin of at least 84%. The only category that differed slightly was the orthopedic class, which gave ECH an "extremely satisfied" rating of 49.1%, which is about 10% lower than the "extremely satisfied" rating given

by the “other serious medical condition” category. However, the magnitude of this difference should not be overstated. Nearly half of all orthopedic patients taking part in the survey were very satisfied with the care provided by ECH. Overall, the highest cumulative ratings were given by those individuals with cancer—97.1% of these respondents were either extremely satisfied or somewhat satisfied. In general, it appears from these responses that Ellsworth County Hospital is doing an excellent job of providing medical care for a variety of patients.

Appendix One

Table 8. Socio-Demographic Characteristics of Sample

<u>Age</u>	
Mean	56 years
Median	56 years
<u>How Long in Area</u>	
Mode	All my life
<u>Gender</u>	
Male	55%
Female	45%
<u>Children Under Age 18 in Household</u>	
1 Child Under Age 18	13.0%
2 Children Under Age 18	16.9%
3 Children Under Age 18	3.6%
4 Children Under Age 18	.9%
5 Children Under Age 18	1.1%
6 Children Under Age 18	.2%
<u>Children Under Age 5 in Household</u>	
1 Child Under Age 5	15.8%
2 Children Under Age 5	11.4%
<u>Home Ownership</u>	
Own home	88.2%
Rent	10.8%
<u>Highest Educational Level Attained</u>	
Less Than High School Diploma	5.1%
High School Graduate	35.1%
Some College	25.9%
Associates or Technical Degree	11.6%
College Graduate (Bachelors)	12.5%
Masters or Law Degree	7.8%
Doctoral Degree	.9%

Table 8. Socio-Demographic Characteristics (continued)

<u>Household Income</u>	
Less than \$10,000	4.6%
Between \$10,000 and \$20,000	11.3%
Between \$20,000 and \$30,000	12.0%
Between \$30,000 and \$40,000	13.1%
Between \$40,000 and \$50,000	15.4%
Between \$50,000 and \$60,000	10.4%
Between \$60,000 and \$70,000	7.1%
Over \$70,000	8.0%
<u>Take Baby to Well-Baby Check-Ups</u>	
Yes	77.3%
No	20.5%
<u>Total Number of People in Household</u>	
One	22.6%
Two	45.5%
Three	10.9%
Four	13.9%
Five	3.9%
Six	1.4%
Seven	.7%
Eight	.5%

Appendix Two

Q4k General Comments To Make About Quality Of Hospital?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	157	27.7	27.7	27.7
a little bit slow at times	1	.2	.2	27.9
a very good facility and ran by very good people all have various ways of treating things, different doctors have different	1	.2	.2	28.0
opinions and it is confusing. Some like testing, others just give medicine.	1	.2	.2	28.2
A lot of great potential and some really good people, they could do better.	1	.2	.2	28.4
appreciate having a quality local hospital	1	.2	.2	28.6
bandaid stop its like a first aid station	1	.2	.2	28.7
big lack of understanding of charts, but the hospital is fine	1	.2	.2	28.9
bills need to be put out faster	1	.2	.2	29.1
bugs running across the floor, should spray for bugs	1	.2	.2	29.3
building is great and people are very great upbeat personality	1	.2	.2	29.5
Can't do much	1	.2	.2	29.6
clean and always somebody taking care of it, rooms are	1	.2	.2	29.8

always very nice and clean				
clean and everything seemed to be modernized compared to the old hosp., a lot more technology clean, well run, have had hospital experience in larger cities	1	.2	.2	30.0
impressed and tickled with local treatment	1	.2	.2	30.2
delayed billing problems	1	.2	.2	30.3
Dk	1	.2	.2	30.5
do good work	1	.2	.2	30.7
doctors are great, nursing staff is not good	1	.2	.2	30.9
doctors go to different hosp.	1	.2	.2	31.0
not always there	1	.2	.2	31.2
does not have as good care as the last hospital	1	.2	.2	31.4
doing excellent job	1	.2	.2	31.6
don't use it enough to know	1	.2	.2	31.6
excellent hospital	2	.4	.4	31.9
excellent quality	1	.2	.2	32.1
extremely satisfied	1	.2	.2	32.3
extremely dissatisfied with last visit,they have lost samples of blood and urine	1	.2	.2	32.5
work and she had to come back in has happened several times	1	.2	.2	32.6
facilities are really nice for the size of town staff is professional	1	.2	.2	32.6

Fairly new, and getting new things all the time.	1	.2	.2	32.8
feels very fortunate with the high quality of hospital they have	1	.2	.2	33.0
for a rural area, its outstanding	1	.2	.2	33.2
for general care it is quality, for specialized care they are good about sending you where you need to go, nice they know there limitations.	1	.2	.2	33.3
friendly, outgoing; excellent care	1	.2	.2	33.5
going down hill with the employees	1	.2	.2	33.7
good	1	.2	.2	33.9
good as it can get	1	.2	.2	34.0
good care and services	1	.2	.2	34.2
good facility	1	.2	.2	34.4
good hospital	2	.4	.4	34.7
good hospital, wish could have more professional doctors	1	.2	.2	34.9
good place to be if you have to go to hospital- top notch....great	1	.2	.2	35.1
bend is really nice too				
good place to go	1	.2	.2	35.3
good quality hospital	1	.2	.2	35.4
Great facility there, they've done well. Its clean, everyone is on the ball.	1	.2	.2	35.6
great hospital	1	.2	.2	35.8
happy with it	1	.2	.2	36.0

has improved drastically in the last year	1	.2	.2	36.2
have no problems, know people there and they are all great- but can't afford all the health care	1	.2	.2	36.3
haven't been there that much	1	.2	.2	36.5
Her experience has been very good, they were fortunate that the Ellsworth County hospital was nearby, showed a lot of consideration for her family	1	.2	.2	36.7
High quality hospital, nice new improvements	1	.2	.2	36.9
husband was extremely ill and they sent him to another place, therefore saving his life	1	.2	.2	37.0
I'm glad it's there, nice place	1	.2	.2	37.2
I'm very satisfied with the whole bit	1	.2	.2	37.4
i appreciate all they care they've given us in the last four years. Never had a problem with their friendliness.	1	.2	.2	37.6
I don't know how it could be much better, they have everything about you could possibly want, new, beautiful, facilities excellent, good place, extremely lucky to have such nice facility	1	.2	.2	37.7

i have had to use them a lot, and they've done well with me. I usually get in the same day, or even a script same day.	1	.2	.2	37.9
i have no complaints	1	.2	.2	38.1
I have nothing against it	1	.2	.2	38.3
i like it, its very comfortable. Great food for a hospital.	1	.2	.2	38.4
I like the new building he's satisfied	1	.2	.2	38.6
i think for a small town its quite good treatment is personal	1	.2	.2	38.8
I think it's a good place to go when you need to be there.	1	.2	.2	39.0
I think it's pretty good, I've been to several hospitals and I would call it A-1	1	.2	.2	39.2
I think its a "keen" hospital. They took care of me when I had a stroke, and a malaria breakdown.	1	.2	.2	39.3
I think its exceptional for the size of our town. Can't ask for much better.	1	.2	.2	39.5
I like the fact that they bring in specialists one a month. i think its good. The doctors do a great job considering they don't have a full hospital for specialist treatments.	1	.2	.2	39.7

I think its great and they are doing quite well for a small rural hospital	1	.2	.2	39.9
I think our hospital has come a long way. We go through a lot of nurses, not enough consistency. The bouncing around with nurses makes me wonder why they cant keep nurses. There are a few nurses we've had problems with in terms of professionalism.	1	.2	.2	40.0
All I think they do a wonderful job, the quality is excellent	1	.2	.2	40.2
It's a nice hospital, they have improved it greatly since they built the new one	1	.2	.2	40.4
it's all new and the quality is excellent	1	.2	.2	40.6
it's always clean and seems to be real good place	1	.2	.2	40.7
it's great	1	.2	.2	40.9
it's new and nice, and clean	1	.2	.2	41.1
it's new and nice, and it's a good hospital	1	.2	.2	41.3
it's wonderful, and they have done a good job	1	.2	.2	41.4
it was very clean, nothing dissatisfying	1	.2	.2	41.6

its a fine hospital, I would like to go there but have no choice because of my insurance plan	1	.2	.2	41.8
Its a good little hospital, but cannot always provide all the care they need. If have to go somewhere else, we end up paying two hospitals.	1	.2	.2	42.0
Its a good place to go and they do a good job.	1	.2	.2	42.2
Its a little hospital, they don't really have the staff they need, but I was treated good and it was clean	1	.2	.2	42.3
its a neat little hospital here.	1	.2	.2	42.5
It's great	1	.2	.2	42.7
Its just a pretty good place for a small community	1	.2	.2	42.9
its lame not very good services	1	.2	.2	43.0
its nice to go to but they do not have surgeries there anymore	1	.2	.2	43.2
its not too bad for a hospital in a small community	1	.2	.2	43.4
its poor	1	.2	.2	43.6
its pretty important to me, very satisfied	1	.2	.2	43.7
its really nice	1	.2	.2	43.9
its very good and we always use it if it can provide the services we may need	1	.2	.2	44.1
its very poor.	1	.2	.2	44.3

I've been pleased with the care both myself and my mother have gotten there.	1	.2	.2	44.4
	1	.2	.2	44.6
just that they do a really good job	1	.2	.2	44.8
just a real nice hospital	1	.2	.2	45.0
Kind of high priced like the improvements they have made like have the clinic and hospital together look for it to expand as far as wellness clinic goes	1	.2	.2	45.1
lot better than the other more nurses that are more familiar with hospital need better nurses	1	.2	.2	45.3
need more people	1	.2	.2	45.5
need to refer people on faster	1	.2	.2	45.7
never been disappointed , no complaints at all	1	.2	.2	45.9
nice and clean, but very limited	1	.2	.2	46.0
Nice place and very well kept up.	1	.2	.2	46.2
no	182	32.1	32.1	46.4
No	1	.2	.2	46.6
no a good hospital	1	.2	.2	46.7
no been there only once was hurting really bad and the pain meds took over	1	.2	.2	46.9
no complaints	1	.2	.2	46.9
no I think they do a good job	1	.2	.2	47.0

no problems at all	1	.2	.2	80.1
no problems excellent	1	.2	.2	80.2
no problems with the hospital	1	.2	.2	80.4
no, been very nice	1	.2	.2	80.6
no, very satisfactory	1	.2	.2	80.8
nope	1	.2	.2	81.0
nothing negative...	1	.2	.2	81.1
on the whole its been very satisfactory	1	.2	.2	81.3
our experiences have been very good excellent care staff is understanding and accommodating.	1	.2	.2	81.5
..for small community we have good doctors parking lots very small	1	.2	.2	81.7
physical therapy department is outstanding and lady says this fact is well known	1	.2	.2	81.8
pleasant as possible	1	.2	.2	82.0
pretty good	1	.2	.2	82.2
pretty good facility	1	.2	.2	82.4
pretty good hospital they strive for good patient care	1	.2	.2	82.5
provide good service	1	.2	.2	82.7
quality care	1	.2	.2	82.9
quality is poor, because they don't do nothing here, it's just a first aid station.	1	.2	.2	83.1
real nice hospital	1	.2	.2	83.2

real nice hospital, don't think they needed a new building, old one was satisfactory.	1	.2	.2	83.4
services are good but cost a lot	1	.2	.2	83.6
she just really doesn't like the hospital, doesn't think the employees are educated or "know what they're talking about"	1	.2	.2	83.8
small town that does band aid stuff, and i wouldn't go there	1	.2	.2	84.0
sometimes the emergency room door, there isn't anyone there	1	.2	.2	84.1
sometimes they lack professional attitude	1	.2	.2	84.3
super hospital, and totally satisfied	1	.2	.2	84.5
super hospital, great equip, and good doctors	1	.2	.2	84.7
take blood it doesn't hurt at all....very impressed with their	1	.2	.2	84.8
professionalism and skill				
taken very well care of	1	.2	.2	85.0
tests results are very quick and accurate	1	.2	.2	85.2
That they have excellent service, no problems	1	.2	.2	85.4
the care is poor				
mother was in not long ago very dissatisfied with care during her stay	1	.2	.2	85.5

The doctors and nurses - quality of service excellent. The billing department - the work may or may not be there when you want it - they are unorganized, for example, with the blood work. Bills can be anywhere from 6-9 weeks behind. Bad for blue cross the doctors know when to send someone to a different hospital if needed.	1	.2	.2	85.7
the food is bad	1	.2	.2	86.1
the hospital is clean, up-to-date, and has excellent personnel.	1	.2	.2	86.2
The nurses need more training with IV's. Some of the nurses can do it without it being painful	1	.2	.2	86.4
the nurses need to concentrate more on quality of care.	1	.2	.2	86.6
The only experience was in there immediate family, on the care side, made some almost crucial mistakes, did apologize though. Her children not allowed to be taken to Ellsworth Hospital	1	.2	.2	86.8

the overall quality has great potential. There are some issues that may have been solved in part by the clinic moving up there with the hospital building. The organizational skills and the ability to deal with patients in the E.R. in a timely manner are	1	.2	.2	86.9
there for 5 days and became friends...very good, wonderful care	1	.2	.2	87.1
There is nothing bad I can say about this place it is excellent.	1	.2	.2	87.3
There wasn't a lot of communication b/w the hospital and clinic	1	.2	.2	87.5
They are doing the best job they can for the type of facility it is	1	.2	.2	87.7
they are doing well with what they've got	1	.2	.2	87.8
they can fire the director and get someone that doesn't get as much money	1	.2	.2	88.0
They did not have the right gauge catheter for my father, needed multiple visits to correct problem.	1	.2	.2	88.2
they do a good job	1	.2	.2	88.4
They do well considering the size of the town. Its just Ellsworth	1	.2	.2	88.5

they have been very good	1	.2	.2	88.7
they know when to send you to a different clinic	1	.2	.2	88.9
they need to make it more handicap accessible	1	.2	.2	89.1
they spend too much on the hospital and it's too big	1	.2	.2	89.2
they try really hard to make people comfortable and taken care of	1	.2	.2	89.4
they work hard and try to do what is right	1	.2	.2	89.6
Think it would be nice if we didn't have to go elsewhere for surgery, but realize that's not practical	1	.2	.2	89.8
think they are incompetent	1	.2	.2	89.9
Think they do a very good job for the size of town	1	.2	.2	90.1
thinks that is really good and the clinic has a place to exercise	1	.2	.2	90.3
thinks the hospital is good for the community, but they need to be equally interested in all of their questions.	1	.2	.2	90.5
tighter group care about people clean	1	.2	.2	90.7
too many politics in the community rather than concentrating on being good medical providers.	1	.2	.2	90.8

treats you with respect - very best	1	.2	.2	91.0
trying to do a better job	1	.2	.2	91.2
UP TO DATE AND STAFF IS WELL VERSED FOR HER NEEDS AND PLEASANT AND NEAT	1	.2	.2	91.4
very fine facility	1	.2	.2	91.5
very caring, good hospital	1	.2	.2	91.7
very clean and very nice	1	.2	.2	91.9
very clean, and wonderful	1	.2	.2	92.1
Very clean, very accommodating.	1	.2	.2	92.2
very fortunate to have such a great place - - husband got great care late in the evening. doctors were waiting	1	.2	.2	92.4
very fortunate to have the new hospital...very professional	1	.2	.2	92.6
very fortunate to have this hospital	1	.2	.2	92.8
very good	1	.2	.2	92.9
very good and try very hard. her favorite thing about them is: "if they do not have the facilities or services i need, they won't hesitate to send me elsewhere, and i really respect that"	1	.2	.2	93.1
very good care and good food	1	.2	.2	93.3
very good care, intense	1	.2	.2	93.5
very good everybody is friendly	1	.2	.2	93.7

very good for how small it is; excellent doctors	1	.2	.2	93.8
very good hospital	1	.2	.2	94.0
very good.....have came a long ways and if anything comes up they will take him to Salina....great bunch of doctors very happy with it	1	.2	.2	94.2
very impressed with it	2	.4	.4	94.5
very impressed, equipment is advanced, very good job dealing with patients	1	.2	.2	94.7
very nice	1	.2	.2	94.9
very nice facility	1	.2	.2	95.1
very nice hospital for a small town hospital. I think its a great facility	1	.2	.2	95.2
very nice, glad to have it	1	.2	.2	95.4
very poor	1	.2	.2	95.6
very professional and feels glad have such a great facility in Ellsworth	1	.2	.2	95.8
very satisfied	1	.2	.2	95.9
very satisfied, expect sometimes have to wait too long to be seen	1	.2	.2	96.1
very satisfied, no complaints	1	.2	.2	96.3
very well kept and run	1	.2	.2	96.5
very, very good quality hospital and doctors	1	.2	.2	96.6
was admitted received excellent care	1	.2	.2	96.8
was satisfied, just didn't meet his needs	1	.2	.2	97.0
way above	1	.2	.2	97.2
	1	.2	.2	97.4

average				
Way to the reception desk was a little hard to find	1	.2	.2	97.5
we're lucky to have it	1	.2	.2	97.7
We've been happy with the service we've received and grateful we have a hospital in this town where we live.	1	.2	.2	97.9
we are blessed to have it	1	.2	.2	98.1
We have been with this doctor for 30 years and now have to switch because the doctor is a ppo but the hospital where the lab work is done is not a ppo and they have to pay for it plus the insurance premium, very dissatisfied with ER and experience at hosp	1	.2	.2	98.2
well kept	1	.2	.2	98.4
wellness center good	1	.2	.2	98.6
what little bit she was there, it looked all right to her	1	.2	.2	98.8
when you ask for something they take quite a while to get it, not very on the ball I guess you could say	1	.2	.2	98.9
wide variety of services for community	1	.2	.2	99.1
wish that there were more options instead of transferring for	1	.2	.2	99.3

surgery				
wish they did surgery there instead of having to go somewhere else	1	.2	.2	99.5
wished that they provided more services for major things	1	.2	.2	99.6
wished they had more variety in their food	1	.2	.2	99.8
wouldn't go anywhere else	1	.2	.2	100.0
Total	567	100.0	100.0	

Appendix Three

Q10COND

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	485	85.5	85.5	85.5
allergies	1	.2	.2	85.7
Alzheimer's	1	.2	.2	85.9
Alzheimer's	1	.2	.2	86.1
Aneurysm in kidney	1	.2	.2	86.2
Appendicitis	1	.2	.2	86.4
arthritis	1	.2	.2	86.6
asthma	1	.2	.2	86.8
asthma	1	.2	.2	86.9
asthma...but he said that it hasn't been really serious. he is on medication and has it under fairly good control	1	.2	.2	87.1
back problems	1	.2	.2	87.3
back surgery, hernia surgery	1	.2	.2	87.5
bipolar disorder	1	.2	.2	87.7
bit by a dog	1	.2	.2	87.8
Blood in the urine, biopsies	1	.2	.2	88.0
bronciolitus, phonemia, rsv	1	.2	.2	88.2
bronchitis	1	.2	.2	88.4
Biopsy	1	.2	.2	88.5
Cardiac surgery	1	.2	.2	88.7
carpal tunnel surgery on his wrist, done in Wichita. another medical procedure, dealing with his arteries, couldn't remember what it was called: was done in Salina.	1	.2	.2	88.9
child was knocked out	1	.2	.2	89.1
chronic back pain	1	.2	.2	89.2

chronic sinus infection requiring surgery	1	.2	.2	89.4
colon surgery, heart surgery, glaucoma, arthritis, back surgery	1	.2	.2	89.6
crohn's disease	1	.2	.2	89.8
cut on right arm	1	.2	.2	89.9
cut through tendon of finger, was sent to Salina from Ellsworth	1	.2	.2	90.1
daughter was born with a birth defect	1	.2	.2	90.3
degenerate disk disease and several other problems	1	.2	.2	90.5
depression and arthritis	1	.2	.2	90.7
depression, anxiety and panic attacks	1	.2	.2	90.8
dk	1	.2	.2	91.0
Emphysema	1	.2	.2	91.2
emphazma	1	.2	.2	91.4
epilepsy	1	.2	.2	91.5
fibromyalgia, anxieties	1	.2	.2	91.7
gall bladder	1	.2	.2	91.9
gall bladder surgery	1	.2	.2	92.1
gallbladder surgery	1	.2	.2	92.2
gallbladder, thyroid cancer, hysterectomy,	1	.2	.2	92.4
two hip replacements				
gall bladder surgery	1	.2	.2	92.6
gout	1	.2	.2	92.8

had circulation problems in her foot...needed amputation of her big toe, said she went to great bend for the surgery, not because of lack of services in Ellsworth, but because she didn't yet have a doctor located there at the time	1	.2	.2	92.9
head concussion	1	.2	.2	93.1
Hepatitis B	1	.2	.2	93.3
Hepatitis C	1	.2	.2	93.5
hernia surgery in Salina	1	.2	.2	93.7
hernia??	1	.2	.2	93.8
his wife is treated for depression	1	.2	.2	94.0
hypercardia, but she has had it for several years and has been on medication for it for several years keeping it under control	1	.2	.2	94.2
hysterectomy, husband had hand surgery	1	.2	.2	94.4
emphysema	1	.2	.2	94.5
kidney failure	1	.2	.2	94.7
kidney infection	2	.4	.4	95.1
kidney stone	1	.2	.2	95.2
lupus and migraines	1	.2	.2	95.4
massive heart attack husband passed away	1	.2	.2	95.6
migraines	1	.2	.2	95.8
multiple sclerosis	1	.2	.2	95.9
My husband had back problems.	1	.2	.2	96.1
Neurological testing	1	.2	.2	96.3
osteoporosis	1	.2	.2	96.5
pancreatitis	1	.2	.2	96.6
Parkinson's	1	.2	.2	96.8

disease				
pneumonia	1	.2	.2	97.0
pneumonia and a gall bladder, started in Ellsworth, got transferred to Salina for gall bladder ref	1	.2	.2	97.2
Respiratory difficulties	1	.2	.2	97.5
ruptured colon	1	.2	.2	97.7
Sinus infection	1	.2	.2	97.9
sinus operation	1	.2	.2	98.1
Schizophrenia	1	.2	.2	98.2
socoid	1	.2	.2	98.4
sores, and infection on legs	1	.2	.2	98.6
spine condition	1	.2	.2	98.8
stroke - doctors never told him about it	1	.2	.2	98.9
stroke	1	.2	.2	99.1
strokes	1	.2	.2	99.3
subdural hematoma	1	.2	.2	99.5
surgery got infection, kidney failure, seizure	1	.2	.2	99.6
west Nile	1	.2	.2	99.8
west Nile disease, she was not so much being treated for the disease itself, but for the neurological damage that it caused	1	.2	.2	100.0
Total	567	100.0	100.0	