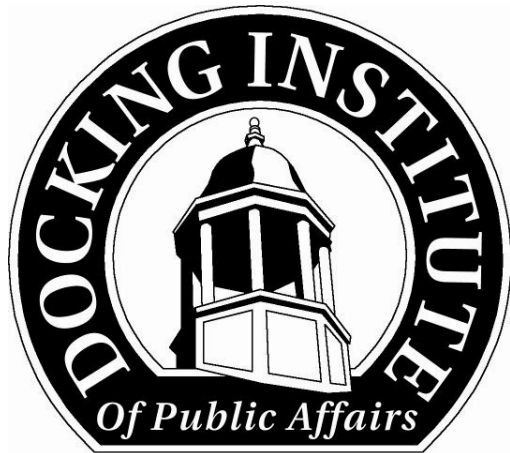


Ellsworth County Medical Center Healthcare Needs Assessment 2007

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December 2007



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Ellsworth County Medical Center Healthcare Needs Assessment 2007

Report by

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December 2007

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Table of Contents

List of Figures	iv
List of Tables.....	v
Executive Summary	1
Research Objectives.....	3
Methods	3
Findings from Survey	4
<i>Health Insurance Coverage</i>	4
<i>Medical Conditions or Problems</i>	12
<i>Perception of the Ellsworth County Medical Center</i>	18
<i>Factors that Influence Hospital Selection Decisions</i>	19
<i>Health Care Issues in Ellsworth County</i>	20
Appendix 1: Demographic Characteristics of the Sample.....	22
Appendix 2: Other Types of Insurance that Respondents have	25
Appendix 3: Other Types of Insurance that Respondents' Other Family Member(s) Have	26
Appendix 4: Other Health Problems that are not Mentioned in the Survey	27
Appendix 5: Comments and Ideas about the Ellsworth County Medical Center.....	28
Appendix 6: Telephone Survey Instrument.....	36

List of Figures

Figure 1: Number of Insurances Respondents have	4
Figure 2: Type of Health Insurance Coverage Respondents Have	5
Figure 3: Percentage of Respondents Who Have Dental, Vision, and Mental Health Coverage.....	6
Figure 4: Reasons for Respondents Not Having Health Insurance	7
Figure 5: Number of Insurances Respondents' Other Family Member(s) Have	8
Figure 6: Type of Health Insurance Coverage Respondents' Other Family Member(s) Have.....	9
Figure 7: Percentage of Respondents' Family Member(s) Who Have Dental, Vision, and Mental Health Coverage.....	10
Figure 8: Reasons for Respondents' Family Member(s) Not Having Health Insurance	11
Figure 9: Service Needs for Medical Conditions	14
Figure 10: Where Service Needs for Medical Conditions Are Being Met.....	16
Figure 11: Barriers to Receiving Health Services	17
Figure 12: Quality of the Ellsworth County Medical Center	18
Figure 13: Factors that Influence the Selection of a Hospital in General.....	19
Figure 14: Health Care Issues in Ellsworth County	21

List of Tables

Table 1: Service Needs for Medical Conditions 13

Table 2: Where Service Needs for Medical Conditions Are Being Met..... 15

Table 3: Factors that Influence the Selection of a Hospital in General 19

Table 4: Health Care Issues in Ellsworth County.....20

Ellsworth County Medical Center Healthcare Needs Assessment

Executive Summary

The Docking Institute of Public Affairs at Fort Hays State University conducted a telephone survey of 426 residents in Ellsworth County, Kansas from October 8 to October 22, 2007. The survey was designed primarily to investigate Ellsworth County residents' health insurance coverage status, their medical service needs and barriers to receiving services, and their perception of the services of the Ellsworth County Medical Center (ECMC).

The Docking Institute's analysis finds:

- More than ninety percent (93%) of respondents have health insurance coverage.
- About half (49.5%) of the respondents have their insurance through employer or previous employer.
- More than half (53.3%) of the respondents who do not have insurance indicate "too expensive" is the reason.
- More than seventy percent (74.6%) of the respondents indicate that their family member(s) have health insurance coverage.
- More than half (59.1%) of the respondents whose family member(s) have health insurance indicate that their family member(s) have their insurance through employer or previous employer.
- "Too expensive" is also the leading reason for respondents' family member(s) not having health insurance. Sixty percent of respondents select "too expensive" as the reason.
- Heart or blood pressure problem is the most prevalent medical problem for the respondents and their family members in Ellsworth County. About half (50.4%) of the respondents say that someone in their family need(s) care for heart or blood pressure problem.
- Seventy-five percent of the respondents who say they or their family member(s) have Alzheimer's disease indicate their service needs are met solely in Ellsworth County. Only 5% of the respondents who say they or their family member have cancer indicate their service needs are solely met in Ellsworth County.
- The leading reason that Ellsworth County residents' health needs are not being met is "the medication was too expensive". More than 40% of respondents say that expensive medication is the reason for their or their family members' health needs not being met.

- The medical professionals in ECMC receive the highest rating among the employees of ECMC. Slightly more than 18% of respondents rate the ECMC medical professionals as “excellent”, while 41.5% rate them as “very good”.
- “Whether the insurance will cover services” is viewed by respondents as the most important factor in selection of a hospital in general. Almost thirty percent (29.8%) of respondents select “whether your insurance will cover services” as “extremely important” in selection of a hospital.
- “Cost of health care services” is the leading health care issue in Ellsworth County. More than twenty-eight percent (28.4%) of the respondents indicate that “cost of health care services” is a major problem in Ellsworth County.

Research Objectives

The Docking Institute of Public Affairs at Fort Hays State University conducted a random digit dialed telephone survey for the Ellsworth County Medical Center (ECMC) beginning on October 8, 2007, and concluding on October 22, 2007. The survey was designed to investigate the health service needs of residents of Ellsworth County and their use of Ellsworth County health services. It was agreed between ECMC and the Docking Institute that the survey research would achieve the following objectives:

- Determine incidence of healthcare insurance, its type, and whether it covers mental and dental services. Incidence of uninsured status will also be reported.
- Determine the rate of unmet medical needs by disease type, and identify the top ten most unmet medical needs as defined by disease type. Perceived reasons for unmet need will also be examined.
- Determine perceived barriers to using ECMC.
- Determine perceptions of ECMC among those who may not have used its services.

Method

Within randomly selected households, adults (at least 18 years or older) with the most recent birthday were selected to maximize random selection of respondents within each household. A total of 676 randomly selected adults were contacted with 426 interviews completed, resulting in a cooperation rate of 63%. At a 95% confidence level, the margin of error for the full sample of 426 is 4.75%, assuming no response bias. A margin of error of 4.75% means that there is a 95% probability that findings among the sample vary no more than +/-4.75% from the value that would be found if the full population of interest could be studied, assuming no response bias.

Appendix 1 reports distributions on demographic characteristics of the sample and, where possible, Ellsworth County population parameters for the same demographic characteristics. The sample has higher percentages of female and middle-age and elderly people¹ (50 years and older in age) than the overall population. For other social indicators (especially those indicators representing household characteristics), differences between the sample statistic and the population parameter are within or very close to the overall sample margin of error.

¹ The author examined whether certain results of the study would be different without this over-representation of females and those who are middle age and older. A Gamma test is used to compare the answers from different age groups in terms of two key questions: 1) whether the respondents or their family members' health needs are being met and, 2) where their health needs are being met (in Ellsworth County, outside of the county, or both in and outside of the county). The answers of the under-counted young age group are not significantly different from those of the over-counted middle-age and elderly age group.

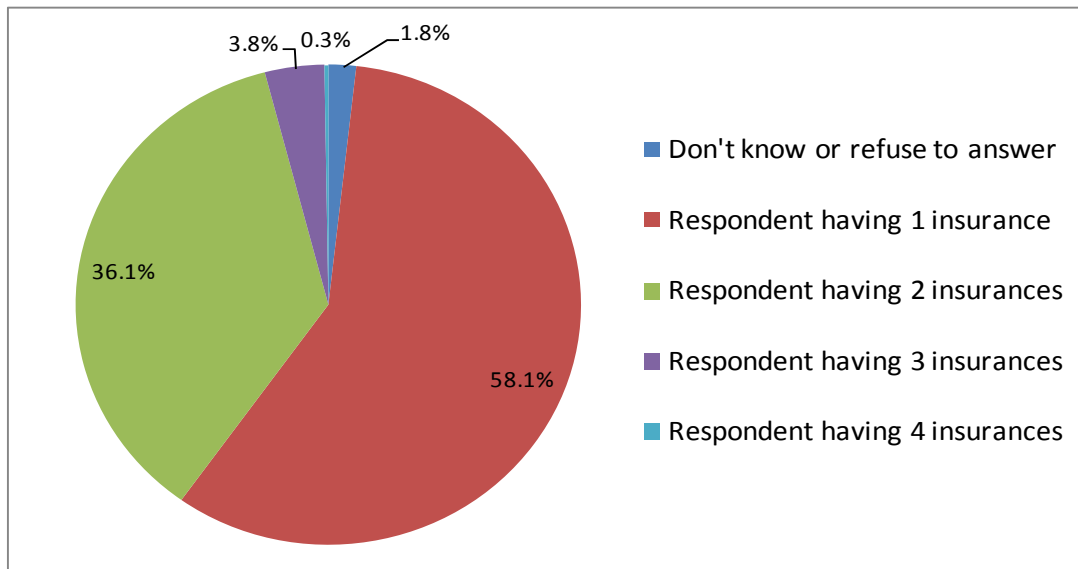
Findings from Survey

The questions in the telephone survey can be grouped into six sections. The survey starts by inquiring about health insurance coverage status of respondents and their family members, followed by the questions inquiring about medical conditions or problems of respondents and their family members. The third section addresses respondents' assessment of the quality of ECMC. The fourth section investigates the important factors that influence respondents' hospital selection decisions. The fifth section asks about health care issues in Ellsworth County. The last section asks demographic information. The findings for the last section are presented in Appendix 1. The following will present the findings for the other five sections.

Health Insurance Coverage

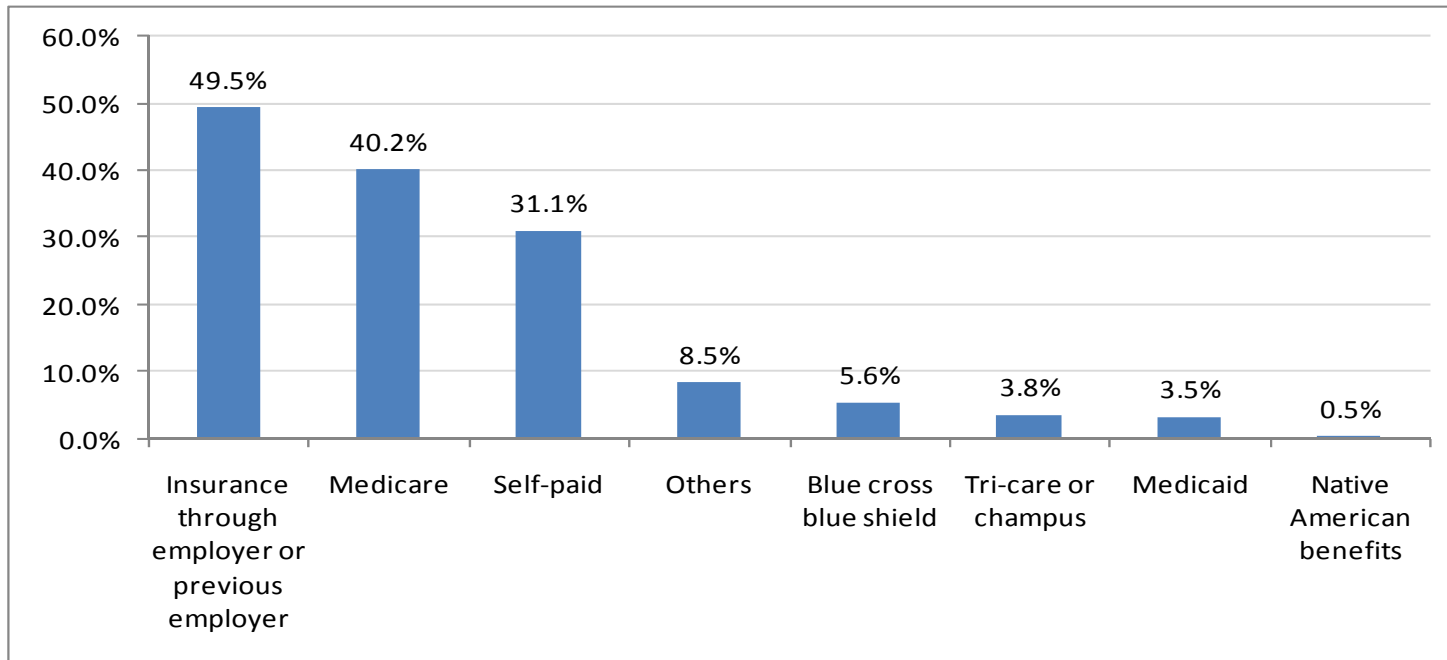
The first question in the survey asked whether the respondent has any health insurance coverage. Figure 1 shows that 93% (396 out of 426) of respondents answer "Yes". Of the 396 respondents who answer "Yes", more than half (58.1%) have one type of insurance coverage, and slight more than 40% have two or more types of insurance coverage.

Figure1: Number of Insurances Respondents have (N=396)



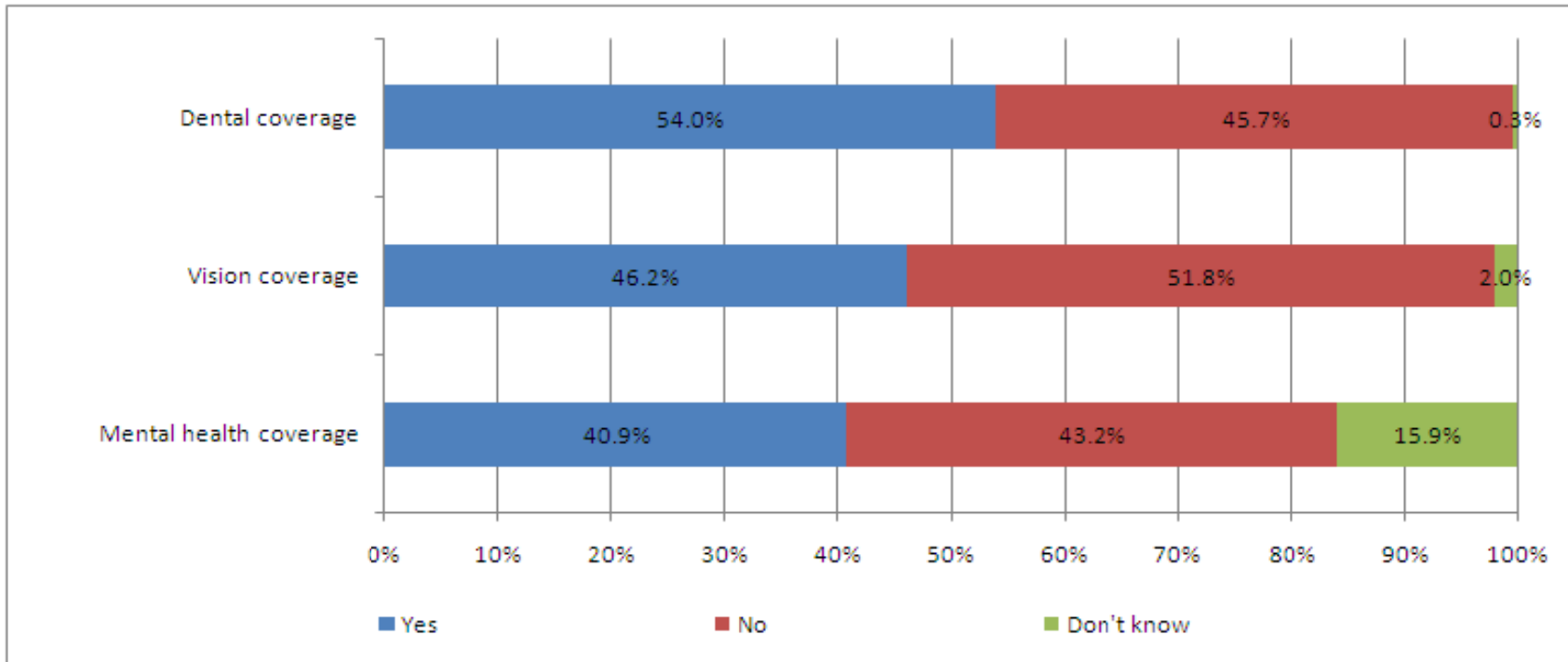
For the respondents who have health insurance coverage, the survey asked them to indicate the type of health insurance coverage they have. Figure 2 shows the type of insurance coverage the respondents have. Almost half (49.5%) of the respondents who have health insurance answer that they have their insurance through employer or previous employer. More than eight percent (8.5%) of the respondents indicate that they have insurance coverage other than those listed in the survey. Other types of insurance coverage indicated by the respondents are presented in Appendix 2.

Figure 2: Type of Health Insurance Coverage Respondents Have (N=396)



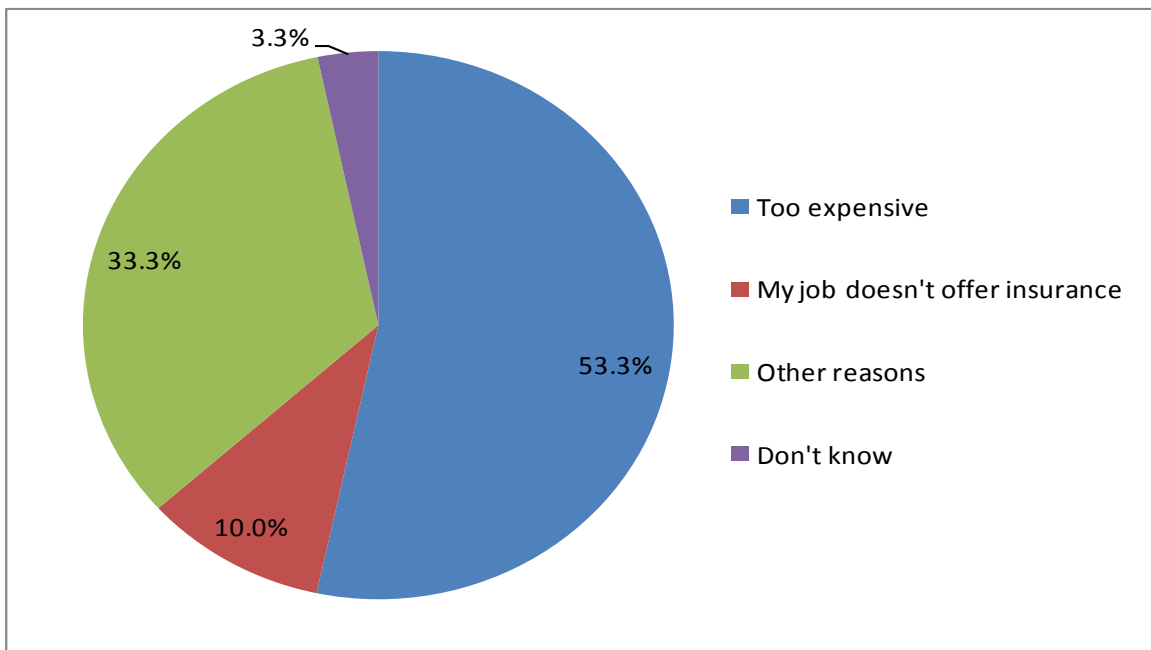
The respondents who have health insurance coverage were also asked if they have dental coverage, vision coverage, and mental health coverage. Figure 3 shows that more than half of the respondents with health insurance have dental coverage. A little less than half have vision and mental health coverage.

Figure 3: Percentage of Respondents Who Have Dental, Vision, and Mental Health Coverage (N=396)



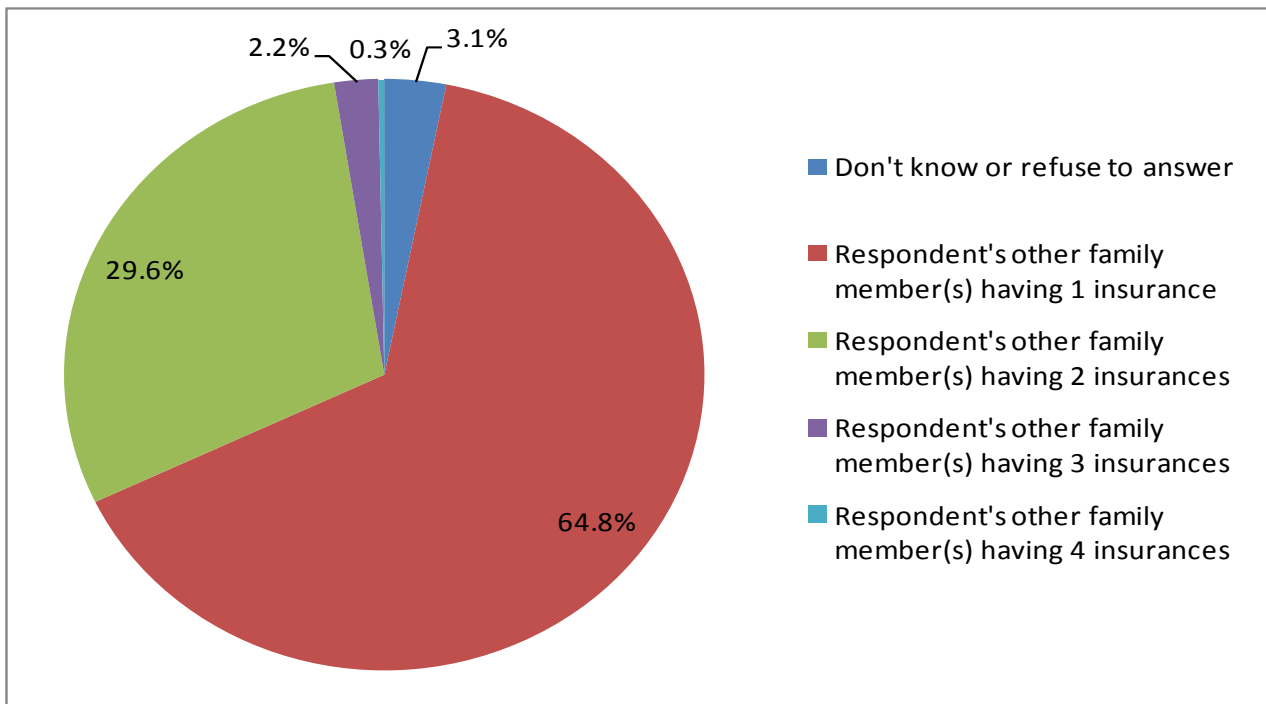
The respondents who indicate that they do not have health insurance coverage (7% out of 426) were asked for their perceptions of why they do not have insurance. More than half (53.3%) indicate that they do not have health insurance because it is too expensive (Figure 4). No respondent indicates “coverage was denied due to medical problems” as a reason. Other reasons indicated by the respondents include “job change”, “don’t need it because I am healthy”, “get medical through VA”, “just divorced and ex-husband dropped it”, “lost job”, “my other policy was no longer written in Kansas, also because of medical problems”, “self-employed”, “VA pension”, and “widow’s pension”.

Figure 4: Reasons for Respondents Not Having Health Insurance (N=30)



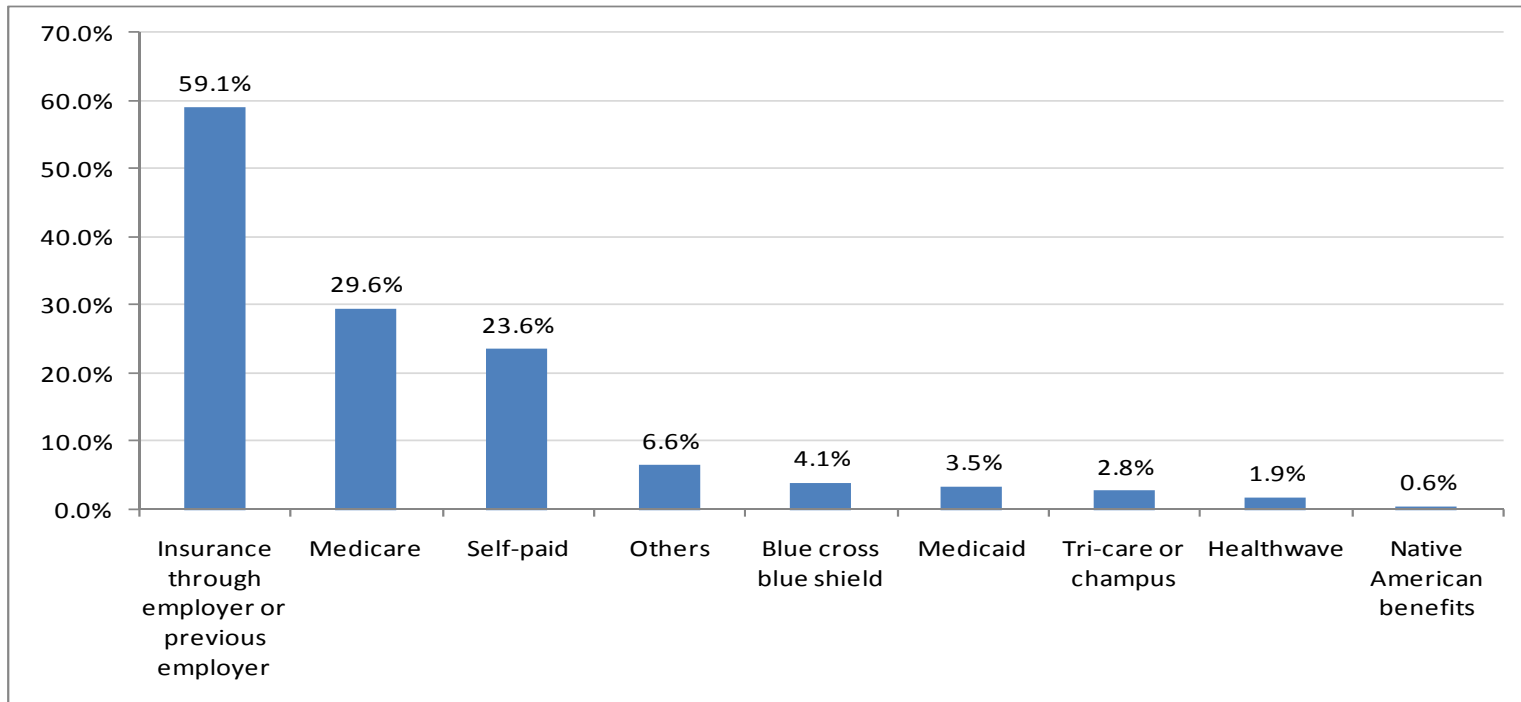
After inquiring about respondents' health insurance coverage, the survey asked respondents about health insurance coverage for other family members. For the question “**Do other family members living in your household have any health insurance coverage?**”, seventy-five percent (318 out of 426) of the respondents say “Yes”. Among those respondents who say “Yes”, 64.8% indicate that their other family member(s) have one type of insurance coverage. A little over thirty percent indicate that their other family member(s) have two or more types of insurance coverage (see Figure 5).

Figure 5: Number of Insurances Respondents' Other Family Member(s) Have (N=381)



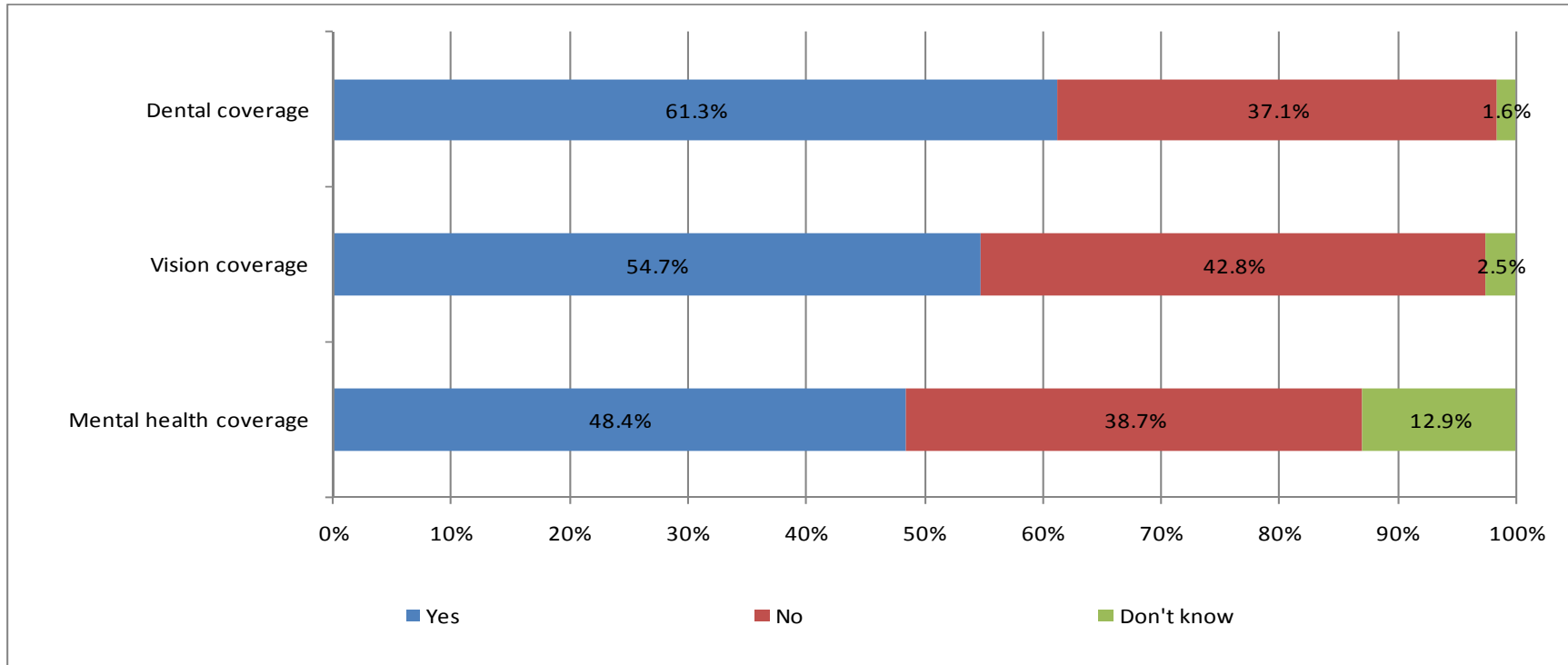
For the respondents whose other family member(s) have health insurance coverage, the survey asked them to indicate the type of health insurance coverage their family member(s) have. Figure 6 shows that 59.1% of the respondents whose family member(s) have health insurance answer that their family member(s) have their insurance through employer or previous employer. Other types of insurance coverage that the respondents' family member(s) have are presented in Appendix 3.

Figure 6: Type of Health Insurance Coverage Respondents' Other Family Member(s) Have (N=318)



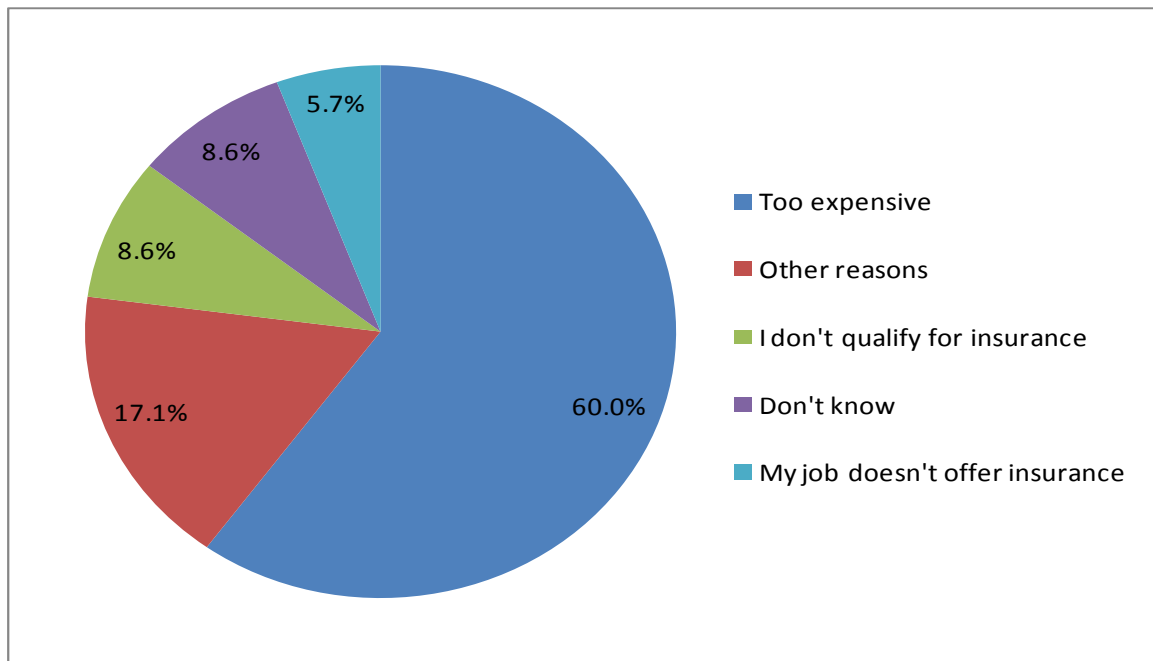
The survey also asked respondents if their family member(s) have dental coverage, vision coverage, and mental health coverage. Figure 7 shows that more than half of the respondents indicate that their family member have dental and vision coverage. A little less than half have mental health coverage.

Figure 7: Percentage of Respondents' Family Member(s) Who Have Dental, Vision, and Mental Health Coverage (N=318)



The survey further asked if there are family members living in respondents' household who do not have health insurance coverage. Fourteen respondents said "Yes". These 14 respondents, together with other 21 respondents who answer "No" to the question "**Do other family members living in your household have any health insurance coverage?**", were asked why their family members do not have health insurance. Figure 8 shows that "too expensive" again is the leading cause for not having health insurance. Other reasons indicated by respondents include "age and medical problems", "no one else live here", "recent divorce", and "self-employed".

Figure 8: Reasons for Respondents' Family Member(s) Not Having Health Insurance (N=35)



Medical Conditions or Problems

After inquiring about the health insurance coverage, the survey asked respondents about CURRENT medical conditions or problems that anyone in the household might have right now. Respondents were asked whether anyone in the household needs service for any of 23 medical conditions. If the needs are met, a follow-up question asked if the needs are being met in Ellsworth County or outside of Ellsworth County. Table 1 shows the answers to these questions. Figure 9 shows a ranking of the medical conditions by percentage of respondents who indicate that the condition exists within their family.

A heart or blood pressure condition stands out as the leading medical problem for the respondents and their family members in Ellsworth County. About half (50.4%) of the respondents say that someone in their family need(s) service for heart or blood pressure problem. No one reports substance abuse as a medical problem of family member(s). Besides substance abuse, Alzheimer and liver problems rank the lowest. Only 0.9% of the respondents say that someone in their family needs service for either Alzheimer or liver problems.

Table 2 shows where the service needs are being met for those who have medical problems.² Figure 10 ranks the medical conditions by percentage of people who indicate the service needs are being met solely in Ellsworth County. Alzheimer's disease ranks the highest. Seventy-five percent (3 out of 4) of the respondents who say they or their family member(s) have Alzheimer's disease indicate their service needs are met solely in Ellsworth County. Cancer ranks the lowest. Only five percent of the respondents who say they or their family member have cancer indicate their service needs are solely met in Ellsworth County; 90% indicate their needs are met outside of the county or both in and outside of the county. Table 2 also shows the percentage of respondents answering that their or their family member(s) medical needs are not being met. Liver problems rank the highest for "needs not being met". Half of the respondents with family member(s) having liver problems indicate that their service needs are not being met.

The survey asked respondents to indicate other health problems that they or their family member(s) have but that were not specifically mentioned in the survey. Appendix 4 lists other health problems that respondents or their family member(s) have. Among the 30 respondents who indicate that they or their family member(s) have other health problems, 66.7% say the needs are being met; 16.7% of them say the needs are not being met.

² The answers of the under-counted young age group are not significantly different from those of the over-counted middle-age and elderly age group, in terms of whether the health needs are being met and where the health needs are being met.

Table 1: Service Needs for Medical Conditions (N=426)

Medical Conditions	Family member(s) need services (%)	No one needs services (%)	Don't know (%)	Refuse to Answer (%)
Allergies	30.7	66.9	1.4	0.9
Alzheimer's	0.9	97.9	0.2	0.9
Arthritis	35.2	62.4	1.4	0.9
Bone problems	9.1	89.7	0.2	0.9
Cancer	4.6	93.9	0.2	1.2
Chronic pain	17.2	81.2	0.7	0.9
Diabetes	23.4	75.4	0.2	0.9
Digestive problems	10.3	88.5	0.2	0.9
Hearing problems	13.3	84.7	0.9	0.9
Heart or blood pressure problem	50.4	48.4	0.2	0.9
Kidney problems	4	94.8	0.2	0.9
Liver problems	0.9	97.7	0.5	0.9
Lung problems	10.6	88.3	0.2	0.9
Men's health problems	4.7	94.1	0.2	0.9
Obesity or weight problems	15.6	81.9	0.9	1.2
Pediatric or children's health problems	1.4	97.4	0.2	0.9
Psychiatric disorders	4.6	93.9	0.5	0.9
Skin problems	8.2	90.6	0.2	0.9
Sleep problems	10.1	88.3	0.7	0.9
Substance abuse	0	98.6	0.5	0.9
Thyroid problems	18.6	80	0.5	0.9
Vision	34.3	64.6	0.2	0.9
Women's health problems	4.9	93.7	0.5	0.9

Figure 9: Service Needs for Medical Conditions (N=426)

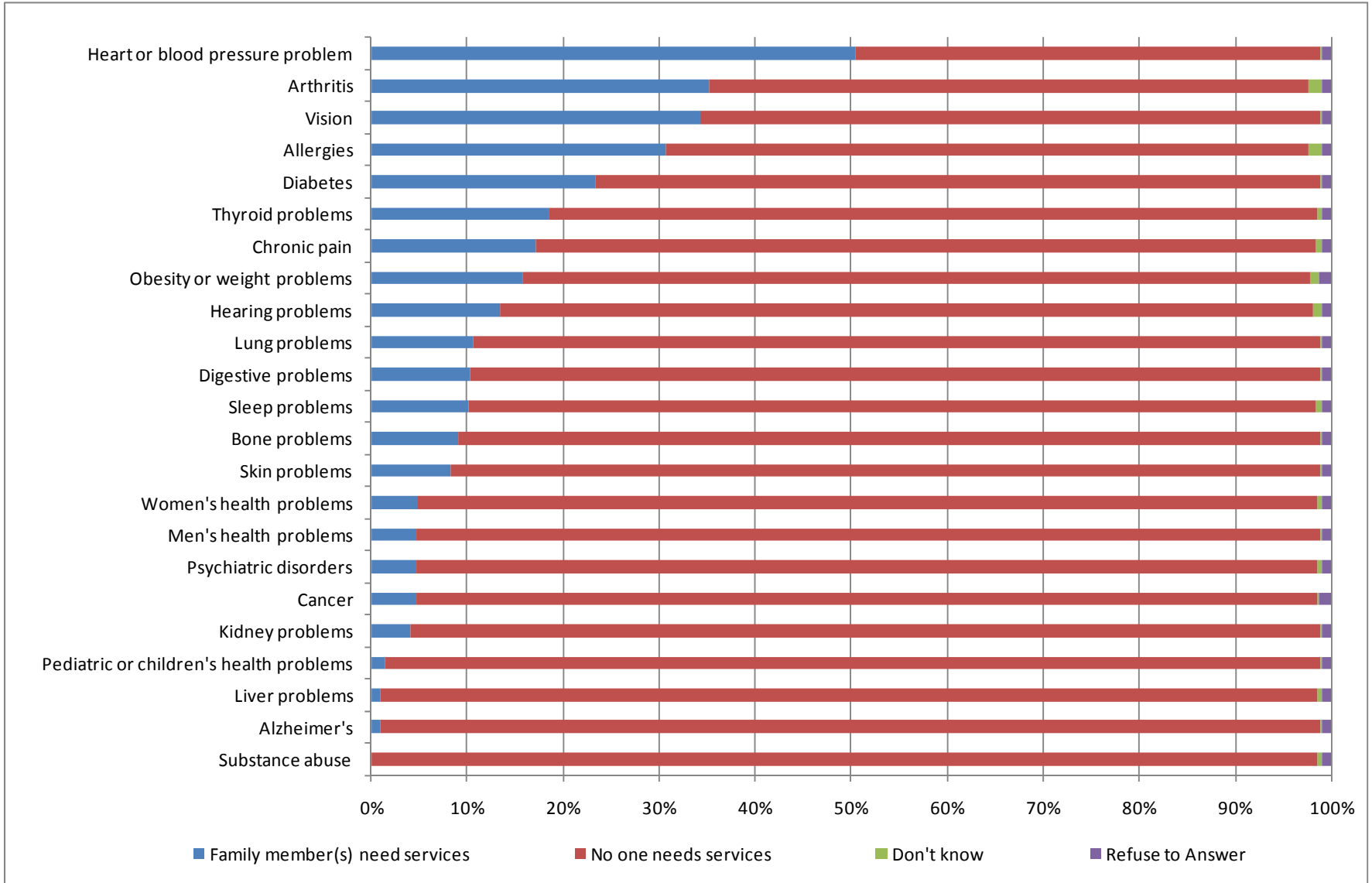


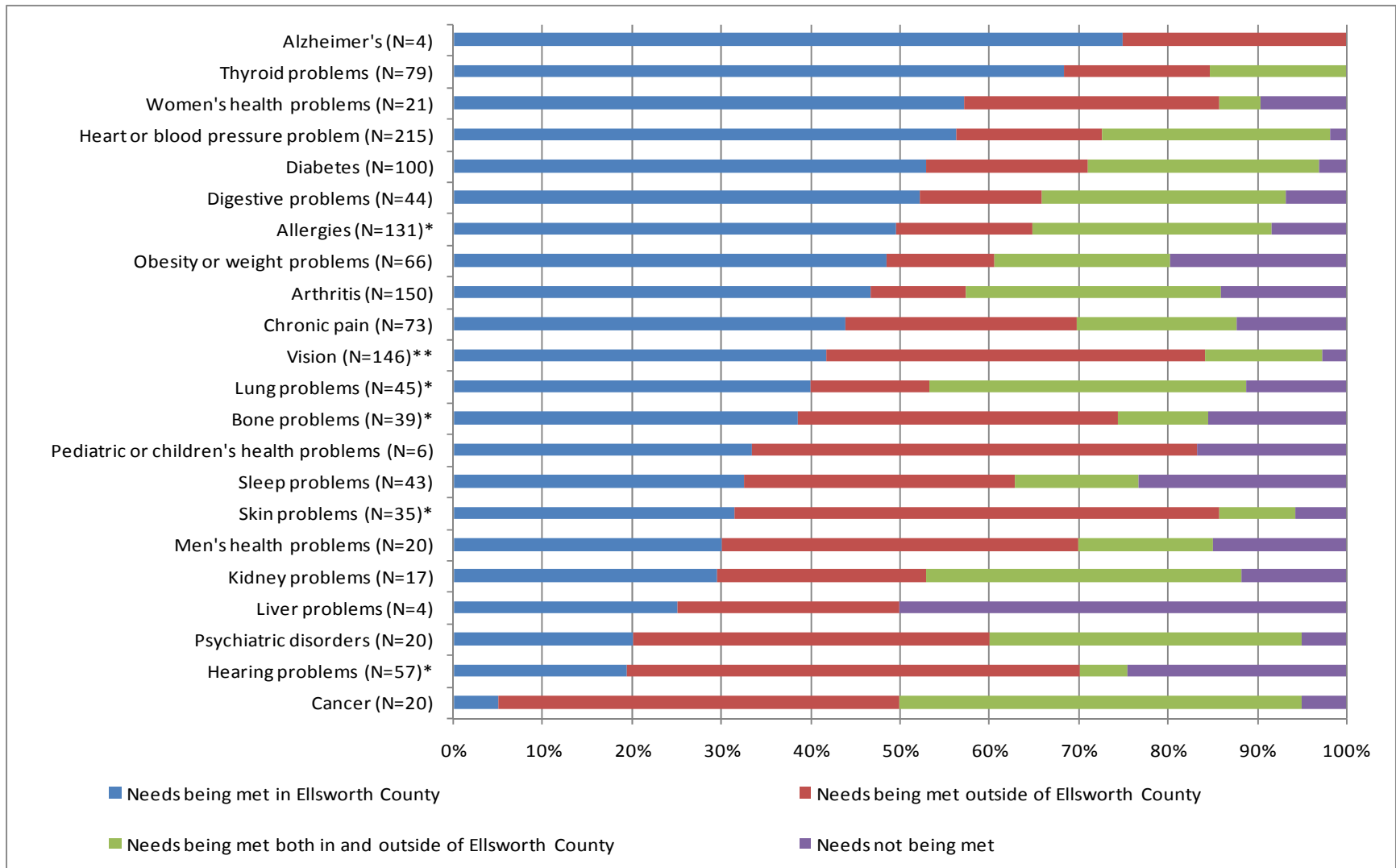
Table 2: Where Service Needs for Medical Conditions Are Being Met

Medical Conditions	Needs being met in Ellsworth County	Needs being met outside of Ellsworth County	Needs being met both in and outside of Ellsworth County	Needs not being met
Allergies (N=131)*	49.6	15.3	26.7	8.4
Alzheimer's (N=4)	75.0	25.0	0.0	0.0
Arthritis (N=150)	46.7	10.7	28.7	14.0
Bone problems (N=39)*	38.5	35.9	10.3	15.4
Cancer (N=20)	5.0	45.0	45.0	5.0
Chronic pain (N=73)	43.8	26.0	17.8	12.3
Diabetes (N=100)	53.0	18.0	26.0	3.0
Digestive problems (N=44)	52.3	13.6	27.3	6.8
Hearing problems (N=57)*	19.3	50.9	5.3	24.6
Heart or blood pressure problem (N=215)	56.3	16.3	25.6	1.9
Kidney problems (N=17)	29.4	23.5	35.3	11.8
Liver problems (N=4)	25.0	25.0	0.0	50.0
Lung problems (N=45)*	40.0	13.3	35.6	11.1
Men's health problems (N=20)	30.0	40.0	15.0	15.0
Obesity or weight problems (N=66)	48.5	12.1	19.7	19.7
Pediatric or children's health problems (N=6)	33.3	50.0	0.0	16.7
Psychiatric disorders (N=20)	20.0	40.0	35.0	5.0
Skin problems (N=35)*	31.4	54.3	8.6	5.7
Sleep problems (N=43)	32.6	30.2	14.0	23.3
Thyroid problems (N=79)	68.4	16.5	15.2	0.0
Vision (N=146)**	41.8	42.5	13.0	2.7
Women's health problems (N=21)	57.1	28.6	4.8	9.5
Substance abuse (N=0)	N/A	N/A	N/A	N/A

* One respondent did not know where the need for this medical condition is being met. This study assumes it is met in Ellsworth County.

** Three respondents did not know where the need for this medical condition is being met. This study assumes it is met in Ellsworth County.

Figure 10: Where Service Needs for Medical Conditions Are Being Met

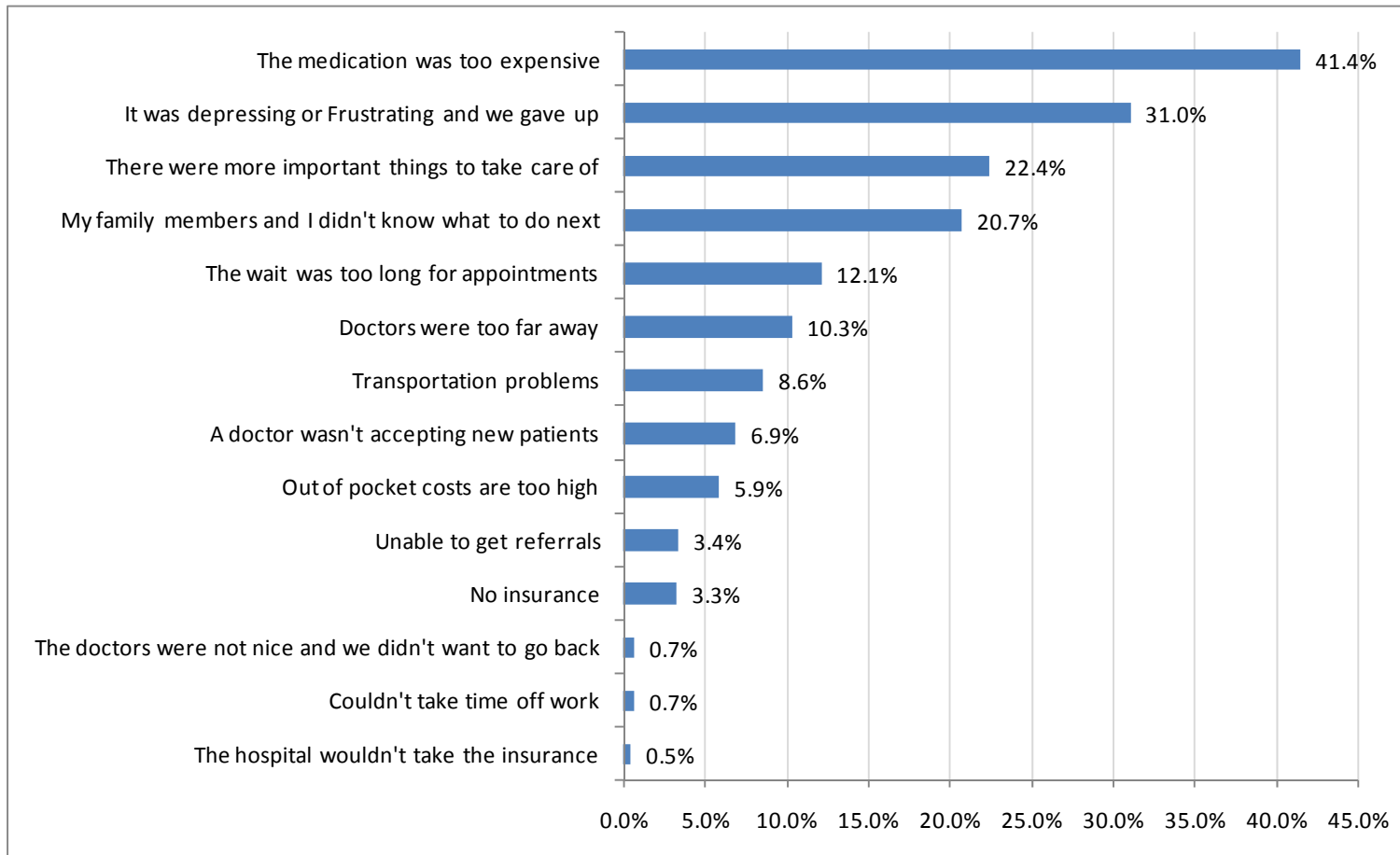


* One respondent did not know where the need for this medical condition is being met. This study assumes it is met in Ellsworth County.

** Three respondents did not know where the need for this medical condition is being met. This study assumes it is met in Ellsworth County.

Fifty-eight respondents indicate that the service needs for certain medical conditions or problems are not being met. The survey provides a list of reasons and asked those respondents to select from the list the reason(s) that they think are barrier(s) to receiving the services. Figure 11 shows the results for this question. The leading reason for which the health needs are not being met is that “the medication was too expensive” (41.4%). “The hospital wouldn’t take the insurance” ranks the lowest (0.5%).

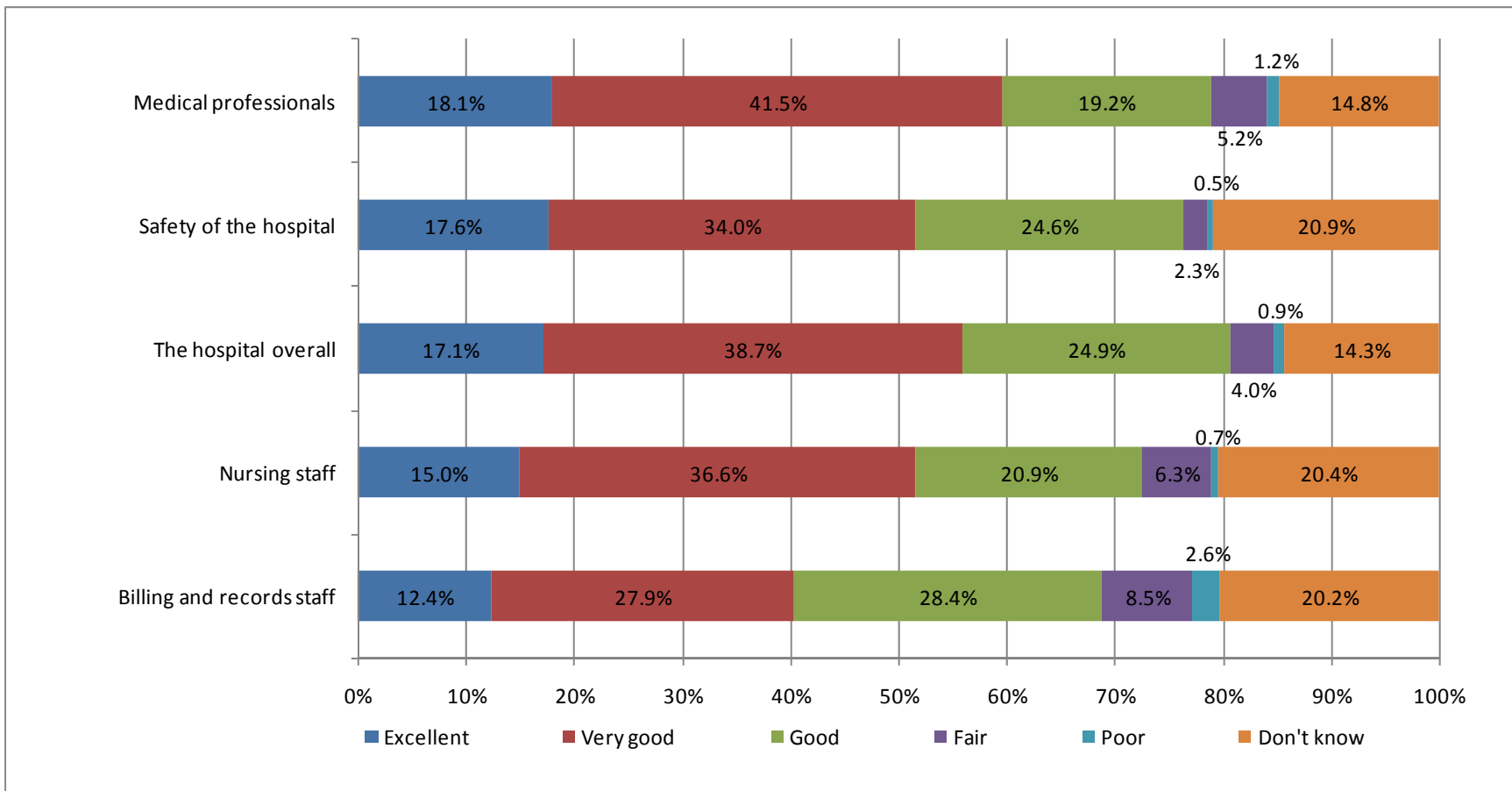
Figure 11: Barriers to Receiving Health Services (N=58)



Perception of the Ellsworth County Medical Center

The survey investigates respondents' perception of the Ellsworth County Medical Center by asking them to rate the service of the employees in ECMC, the safety of the Center, and the hospital overall. Figure 12 shows the respondents' ratings. The medical professionals in ECMC receive the highest "excellent" rating (slightly more than 18%). The billing and records staff receive the lowest "excellent" rating, although nearly 70% of the respondents rate the billing and records staff as at least "good". The survey also asked respondents for comments or ideas about ECMC, which are listed in Appendix 5.

Figure 12: Quality of the Ellsworth County Medical Center (N=426)



Factors that Influence Hospital Selection Decisions

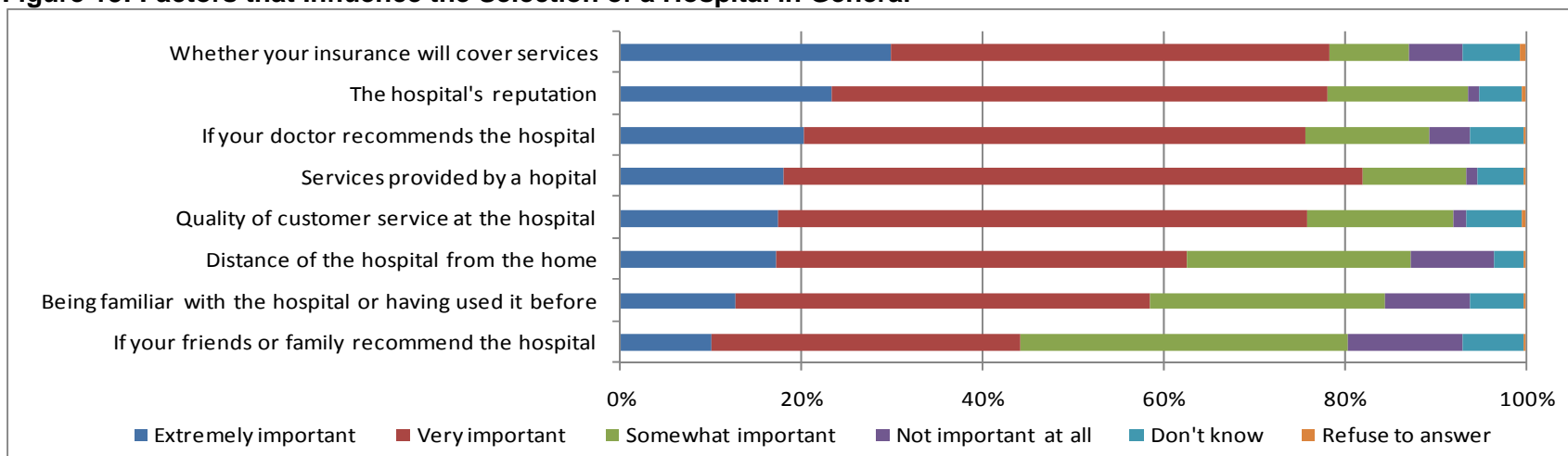
After rating ECMC, respondents were asked to think about what factors influence their selection of a hospital in general.

Table 3 shows how the respondents view the importance of a list of factors. Figure 13 ranks the factors by the percentage of respondents who say “extremely important” to each factor. “Whether your insurance will cover services” is viewed by respondents as the most important factor in selection of a hospital in general. Almost thirty percent of respondents select “whether your insurance will cover services” as “extremely important”.

Table 3: Factors that Influence the Selection of a Hospital in General

Factors	Extremely important	Very important	Somewhat important	Not important at all	Don't know	Refuse to answer
Being familiar with the hospital or having used it before	12.7	45.8	26.1	9.4	5.9	0.2
Distance of the hospital from the home	17.1	45.5	24.6	9.2	3.3	0.2
If your doctor recommends the hospital	20.2	55.4	13.8	4.5	5.9	0.2
If your friends or family recommend the hospital	10.1	34.0	36.2	12.7	6.8	0.2
Quality of customer service at the hospital	17.4	58.5	16.2	1.4	6.1	0.5
Services provided by a hopital	18.1	63.8	11.5	1.2	5.2	0.2
The hospital's reputation	23.2	54.9	15.5	1.2	4.7	0.5
Whether your insurance will cover services	29.8	48.6	8.7	5.9	6.3	0.7

Figure 13: Factors that Influence the Selection of a Hospital in General



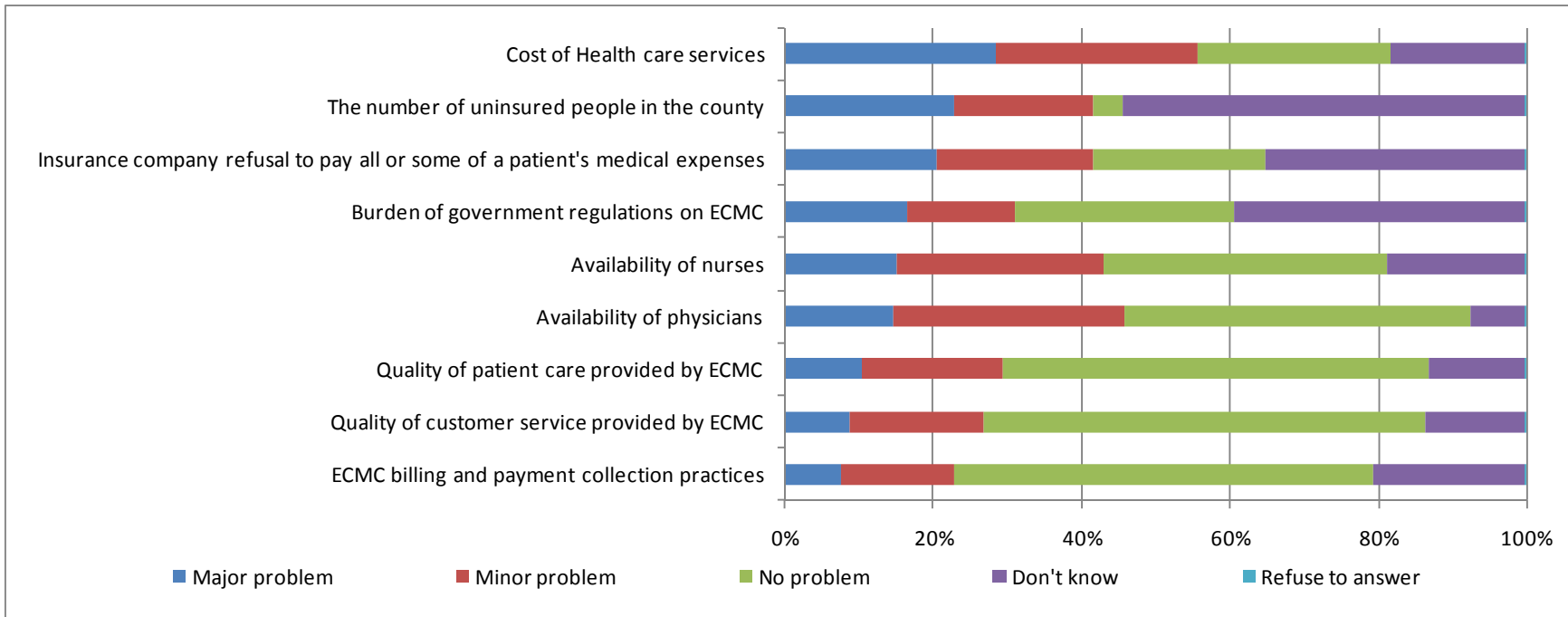
Health Care Issues in Ellsworth County

The survey presented a list of health care issues, and asked respondents to indicate whether they think each of the issues is a major problem, a minor problem, or no problem in Ellsworth County. The results are shown in Table 4. Figure 14 ranks the issues by percentage of respondents who say the factor is a major problem. “Cost of health care services” ranks the highest. More than twenty-eight percent of the respondents think “cost of health care services” is a major problem in Ellsworth County. “ECMC billing and payment collection practices” and “quality of customer service provided by ECMC” appear least likely to be major problems. More than half of the respondents think there are no problems in Ellsworth County, and less than 10% think there are major problems.

Table 4: Health Care Issues in Ellsworth County

Health care issues	Major problem	Minor problem	No problem	Don't know	Refuse to answer
Availability of physicians	14.6	31.2	46.7	7.3	0.2
Availability of nurses	15.0	27.9	38.3	18.5	0.2
Cost of Health care services	28.4	27.2	26.1	18.1	0.2
Quality of patient care provided by ECMC	10.3	19.0	57.5	12.9	0.2
Quality of customer service provided by ECMC	8.7	18.1	59.6	13.4	0.2
ECMC billing and payment collection practices	7.5	15.3	56.6	20.4	0.2
Burden of government regulations on ECMC	16.4	14.6	29.6	39.2	0.2
The number of uninsured people in the county	22.8	18.8	4.0	54.2	0.2
Insurance company refusal to pay all or some of a patient's medical expenses	20.4	21.1	23.2	35.0	0.2

Figure 14: Health Care Issues in Ellsworth County



Appendix 1: Demographic Characteristics of the Sample

Social Indicators		Survey Sample	Study Population
Gender (%)	Male	(N=426) 41.5	53.3 ^a
	Female	58.5	46.7 ^a
Marital Status (%)	Married	(N=346) 73.0	59.5 ^b
	Single	27.0	40.5 ^b
Homeownership (%)	Own a home	(N=417) 86.6	79.6 ^a
	Rent	13.4	20.4 ^a
Hispanic Origin (%)		(N=422) 2.3	3.2 ^c
Race (%)	White	97.4	93.1 ^c
	Black or African American	0.0	4.3 ^c
	American Indian and Alaska Native alone	0.0	0.6 ^c
	Asian	0.5	0.2 ^c
	Native Hawaiian or Other Pacific Islander	0.2	0.0 ^c
	Some other race	1.7	0.7 ^c
	Biracial	0.2	0.9 ^c
Household Income (%)	Less than \$10,000	(N=333) 3.3	9.6 ^a
	\$10,000 to \$19,999	12.0	17.5 ^a
	\$20,000 to \$29,999	17.1	13.7 ^a
	\$30,000 to \$39,999	15.6	15.6 ^a
	\$40,000 to \$49,999	18.0	12.1 ^a
	\$50,000 to \$59,999	10.2	10.1 ^a
	\$60,000 or more	23.7	21.3 ^a
Have School Age Children (%)	Yes	(N=336) 26.5	27.7 ^d

Appendix 1 (cont.): Demographic Characteristics of the Sample

Social Indicators		Survey Sample	Study Population
Employment Status (%)		(N=422)	
	Working	50.7	53.7 ^e
	Homemaker	8.5	Data not available
	Unemployed	0.9	3.5 ^f
	Retired	35.3	25.9 ^g
	Disabled	4.5	Data not available
Education (%)		(N=422)	
	Eight grade or less	3.1	6.0 ^h
	High school graduate	30.6	35.5 ^h
	Associates/Technical/Vocational school	11.1	7.6 ^h
	Some college	25.6	26.8 ^h
	College graduate	18.2	11.2 ^h
	Post college graduate	6.9	3.8 ^h
Age (of those 18 and older) (%)		(N=418)	
	18 to 24 years old	1.7	9.3 ^a
	25 to 29 years old	3.4	6.8 ^a
	30 to 34 years old	3.8	6.8 ^a
	35 to 39 years old	4.1	9.7 ^a
	40 to 44 years old	6.0	11.3 ^a
	45 to 49 years old	8.1	9.9 ^a
	50 to 54 years old	9.8	7.9 ^a
	55 to 59 years old	11.0	6.7 ^a
	60 to 64 years old	11.2	5.9 ^a
	65 to 69 years old	9.1	5.9 ^a
	70 to 74 years old	11.2	5.4 ^a
75 to 79 years old	8.9	5.5 ^a	
	80 years old and over	11.7	9.1 ^a
Years living in the Ellsworth County area	Mean	(N=420) 36	Data not available
	Std. Deviation	24.4	Data not available

^a Source: U.S. Census Bureau (<http://factfinder.census.gov>). This is the information in 2000.

^b Source: U.S. Census Bureau (<http://factfinder.census.gov>). This is the information in 2000. This figure represents individuals that are 15 years of age or older. It is possible for survey respondents who are widowed to consider themselves still as married. If widowed is considered as being married instead of being single, the percentage of married people in 2000 census would be 69.8%, and the percentage of single people in 2000 census would be 30.2%.

^c Source: U.S. Census Bureau (<http://factfinder.census.gov>). This is the information in 2000. This figure represents individuals that are 18 years of age or older.

^d Source: U.S. Census Bureau (<http://factfinder.census.gov>). This is the information in 2000. This figure represents the percentage of households with children 18 years or younger.

^e Source: U.S. Bureau of Labor Statistics (<http://bls.gov>). This is the information in 2006.

^f Source: U.S. Bureau of Labor Statistics (<http://bls.gov>). The figure represents the official unemployment rate for Ellsworth County in 2006.

^g Source: U.S. Census Bureau (<http://factfinder.census.gov>). This is the information in 2000. This figure represents those individuals that are age 65 or older, and is used only as a rough estimate for retired individuals.

^h Source: U.S. Census Bureau (<http://factfinder.census.gov>). This is the information in 2000. This figure represents individuals that are 25 years of age or older.

Appendix 2: Other Types of Insurance that Respondents have (N=396)

Type of Health Insurance	Percent
AARP	0.3
Accident policies	0.3
Aflac	0.8
American family	0.3
Cancer plan	0.5
Customer care	0.3
Disability	0.3
GHA	0.3
Humana	0.8
KHIA	0.3
Knights of Columbus	0.3
Med Co	0.3
MedTrac	0.3
Military	0.3
Mutual of Omaha	0.5
Nursing home coverage	0.3
Physician's mutual	0.3
Plan 65	0.5
Plan D	0.3
Supplemental	0.3
United health	0.3
VA healthcare	0.5
Don't know	0.8
Refuse to answer	0.3

Appendix 3: Other Types of Insurance that Respondents' Other Family Member(s) Have (N=318)

Type of Health Insurance	Percent
Aflac	0.6
American Family	0.3
Cancer plan	0.3
Disability	0.3
GHA	0.3
HMO	0.3
Humana	0.3
Med Co	0.3
Military	0.6
Mutal of Omaha	0.6
Plan 65	0.3
Plan D	0.3
Preferred health care/commercial	0.3
Supplemental	0.3
United health	0.3
VA health care	0.9
Don't know	0.3

Appendix 4: Other Health Problems that are not Mentioned in the Survey (N=426)

Health Problems	Percent
Back Problems	0.2
Bladder Problems	0.5
Brain injury problem	0.2
Carparel tunnel	0.2
Cholesterol and intenstines	0.5
Colon problems	0.2
COPD emphazema	0.2
Gallbladder removal	0.2
Knee replacement surgery (next week outside of the county)	0.2
Gout	0.2
Hernia (surgery in December in Great Bend)	0.2
Immune System	0.2
Lab work	0.2
Lower lumbar problems	0.2
Seizures	0.2
MS	0.2
Neurophty in the feet	0.2
Parkinson's disease	0.2
Potassium deficiancy	0.2
Back surgery(still getting checkups for it)	0.2
Restless Leg Sydrome	0.2
Spinalspinosis	0.2
No other problems	93.0
Don't know	0.9
Refuse to answer	0.5

Appendix 5: Comments and Ideas about the Ellsworth County Medical Center

Positive Comments

- Does a good job; doctors do a good job of examining and will readily move patient on to Salina or Hays.
- When I was there, I was very happy with it. Everyone took care of everything like good professionals.
- Always treated me alright; if it's more advanced that they can't handle, they will shoot you off to salina or wichita.
- Always treated very nice there.
- Always very satisfied with everything done there. The hospital is always willing to offer any type of help.
- Appreciating the new facility and quality, it really has improved with the new facility.
- As far as she can say, they were very good with her husband and kind to her, and she was very pleased.
- Availability at clinics, etc. where there's someone there 5 days a week.
- Been good to her, good service, there when she needs them.
- Been pleased with what we had to use.
- Cleaning staff does excellent.
- Community is grateful for the new hospital and clinic; they are proud of how it is compared to the old hospital.
- Excellent care given.
- Excellent hospital.
- Experience has been extremely positive.
- Feels very secure with hospital, excellent job, best diagonalistic services, great radiology equipment.
- For a small community, the care system is wonderful.
- For a small town it is very fortunate to have some extra stuff, such as bone density; doesn't have to go out of town unless recommended; A+.
- For what they do, they're fine. They can't do everything and have to refer to Salina sometimes.
- From experience and from a community that size, they have excellent services but federal government needs to help more with insurance.
- Glad there is one close.

- Glad they are there; thinks it is great for a small hospital.
- Good hospital; close; can get there in 15 to 20 minutes.
- Good hospital, good doctors and nurses, EMS very important.
- Good little center for a small town.
- Good place to be.
- Grateful.
- Great doctor (just goes to one doctor in the hospital).
- Have had several family members there and the quality was very good.
- Haven't been there, but his wife has and the care they had was excellent.
- He feels that the county is very fortunate to have a medical center in this area.
- I'm just glad that it is here.
- I'm proud of their services for the small community.
- I'm very pleased.
- I've been very satisfied; I haven't had any major incidents, but they have taken care of our needs as good as we could have expected.
- I am pleased with hospital services and doctors here.
- I am very impressed with the staff and the facilities the Ellsworth County Medical Center has. I am also impressed with their desire & mission to provide the best possible care for the county.
- I don't have any complaints.
- I feel that it is an excellent place to go if you're ill, and they are good at recognizing when they can't handle the problem and transporting or referring you onward.
- I have been there many times and have enjoyed it. I don't see anything wrong and think they do a wonderful job.
- I have never heard any bad stories about the hospital such as infection or other medical problems.
- I know a lot of people who are happy there. It just hasn't been the place they have gone to. They go closer to their kids.
- I think it's great they built a new facility and it's being used. They send you on when needed.
- I think it's very good. They might have problems that I might not be aware of, but it seems to be alright.

- I think it is a good little facility. They don't have everything available, but for what they have I think they do an excellent job.
- I think it is a great facility and I recommend it to everyone.
- I think that they are a very good hospital, they try to work with you and do everything they can to help you.
- I think the facilities are really in excellent shape. The staff and doctors are also excellent and two of them are actually overqualified in my opinion.
- I think they are working at getting better all the time. I appreciate that they are trying to get more doctors in and more help. I believe that they are on the right track.
- I was in the hospital in May and it was a good experience.
- I was very satisfied.
- I would guess under all of the circumstances it's pretty good in comparison to others. They seem to keep advancing as far as local testing that can be done.
- I would recommend the hospital to anyone.
- If it's something serious, they'll send you off.
- If it ain't broke, don't fix it.
- If they don't do a certain test at the hospital they look for a way of bringing it into the medical center...for instance a bone density test. they bring people in so we don't have to drive very far to get it
- IN general think they do a very good job.
- it's a good facility, need more physicians/specialists
- it's a good place to go
- It's acceptable.
- It's not a too bad of a hospital, if they just can keep enough staff and enough time for the doctors to talk to their patients and give them more time.
- It's very excellent place.
- It is a clean facility and they seem very caring.
- It is a very good operation to have here in this county.
- It is clean and I'm impressed.

- It is one of the best places around.
- I like the hospital.
- Looks like it's a good facility. Never used it.
- My husband and I always use the services here because we love the hospital including the staff. There is an environment of friendliness and welcoming.
- Nice new facility; been there to visit; thinks it seems very modern, and if they can't handle there they will move you along to the next place that can help you; not a complain, a good thing.
- Nice place
- Just thankful they're here.
- Provide a good service.
- They have been real good the couple times I have been there.
- Very happy with facility; but when they were talking about building a new hospital, I think we need a more glorified emergency room, mostly concerned with a good family practice and emergency center. I feel that's what we have. They could use more bed space.
- Never had any problems when they go there; have pretty good care when they're there.
- Continue to have good doctors that we have; continue with adequate staff.
- Facility is pretty good. They have a good rehab center. He thought facility was very good. Dr. Slumpka is so busy that it is very difficult to get in to see him.
- Good hospital and good doctors.
- Nothing at this time; do a good job with what they have; will send on to another hospital if needed
- Overall satisfied. Not enough insured.
- Pleased there is a hospital in county.
- Positives were that the nurses were very friendly and the doctors were very helpful..The food/cafeteria services were very good and the entire hospital was very clean and neat. A
- Only if they are unstable should you send to Salina, especially since county tax payers support.
- She hadn't had much experience in the hospital itself, but has heard good things about it.

- The county is excited and proud of the hospital. They provide a wonderful service to the community and is a wonderful service for the elderly or for people with children who do not want to travel to go to the doctor.
- The hospital is very nice.
- The times we've been there they've been really good. We had an emergency once and called when we were on our way. When we got there they had people ready and waiting for us. That made us very happy with the service we received.
- They are doing well and they are always looking for improvements.
- They are glad to have a hospital in the county with good doctors.
- They are very accepting.
- They do a good job and we are lucky to have them.
- They do a pretty good job.
- They do a wonderful job; would like people who are not covered to become covered, especially women who aren't married or are jobless, or students.
- They have a wonderful physical therapy facility. Really accommodating.
- They have quick response in the emergency room.
- They would not send an ambulance when we needed it.
- Think it's a very good organization and very well run. Think they're trying to get as much out of it as they can, budget-wise.
- Think it's an excellent facility for the size of the town, and thinks they have some excellent doctors there.
- Think it's a great hospital; highly recommended.
- Think the hospital is pretty good. They do a good job.
- Think they're very fortunate to have it in town, to be able to get the services you can there, now.
- Think they are excellent and think the hospital is excellent too.
- Think they have a very good staff of doctors. Been in there several times, and not a long wait, very satisfied with the hospital.
- Think very fortunate to have the services and staff that they have.
- Think we're lucky to have them in the county, but as far as anything serious, they would send you on, but it's nice to have a place to go first.

- Thinks it's a good hospital and good for the community.
- Treated me great there.
- Very good!
- Very happy they are here.
- Very happy with it.
- Very intelligent and apt manager; doing a good job; haven't heard any derogatory talk about manager or hospital.
- Very kind, generous, polite, courteous; very lucky for the people.
- Very pleased with services.
- Very satisfied with services received; loves the clinic (get in w/in 10-15 min)
- We're extremely fortunate to have this facility. And they continue to strive to improve their performance with new expansions.
- We're glad we have it here for emergencies that close by.
- We're well satisfied for the size of the hospital.
- We are blessed to have Ellsworth County Medical Center.

Negative Comments

- The doctors at Ellsworth send patients on to Salina rather than just treating the illness, especially common with self-employed or elderly; want to do chest x-rays, ect. for common cold rather than just giving you antibiotics; more confidence in the current do
- Not available for most of the time, especially during the holidays.
- Disappointed in hospital in general
- Had to go to emergency room with dog bite and she had to wait for the doctor on call because he was waiting to get his hair cut
- Heard a lot of problems with people quitting in personnel and good people leaving
- Didn't need the sentry building north of hospital. Big waste of money.
- I have prescriptions, and the only problem I have is when I need a refill, the Ellsworth county Medical Center and their subsidiaries don't provide refills. I have to see a physician again.

- I think that when they built the new hospital and they told us they were going to have better quality care and more types of care they were lying. It is more pretty, spacious, etc., but the equipment like CTs and MRI's aren't there.
- I wish they offered more things, they have no specialists, they have to go to Wichita or Salina, they don't provide surgeries.
- If the doctor is on call they should be there, not at some other facility. We went to see the doctor there for a swollen eye for my son, and although we didn't see the doctor, we got charged for seeing the doctor. Bill for what you service.
- Like to see the nurses get back to you quicker.
- More important for them to discuss cost with you before providing the service
- Need better food, more staff; not enough help over there; be a little sharper; not happy with billing practices.
- Need more doctors. There are only 3 doctors available at any given time. Staff scared of her brother with cerebral palsy. No one could see him other than speech therapist. Everyone was afraid to give him food or water. Improve skills with special people.
- On their records, but in 2 separate incidents I had injuries and MRI's on a right limb, and both mentioned it as the left limb injury. I think that is pretty bad.
- One problem is that the state insurance is changing and this makes paying any bills very frustrating because the hospital and doctor's WILL NOT accept it.
- Issue between EMS and hospital: not pleased with resolution; not in best interest of patients. Doesn't think the hospital needs a new building and it's not a necessary use of tax dollars.
- The negatives were the slowness of the emergency room when her husband went.
- Doesn't like the doctors
- Seems like, they're very far away, and would be nice if they could do surgery there again.
- She's heard and seen things. More like a bandaid hospital. People get more sick instead of better.
- Some people, when you check in, they were ill-tempered toward us.
- The clinic is all right but I would rather go to the hospital in Salina.
- The only problem is that my wife has migraines and if she gets shots at the hospital our insurance won't cover it.
- The people are well intentioned, but are out of the loop or indoctrinated. They are in fact just making America's health care problems worse.

- The size of the town they need to adopt a better pediatrics for the hospital. They used to do deliveries, but they don't do it anymore, which is a burden for going to Salina. They don't cast anything like broken bones.
- Their hiring practices are not very good.
- They need a better quality of people running the hospital.
- Was taken by ambulance and regular doctor was not on call; another one was there and chewed him out for drug use and he thought it was uncalled for and he will never see that doctor again.
- We only use the facility for rehab and emergency. Billing has always been a problem. They are very slow to send in paperwork to Medicare, and there's always a problem with the billing. The staff never seems to know what's going on.
- When going to register you have to fill out forms EVERY time you go to the hospital---information should already be on file
- They don't have a good reputation; do not recommend friends or family to go there.

Suggestions

- Would be nice if there was an ambulance in Wilson
- Change the billing; instead of separate, make it all in one.
- Doesn't want them to try to be all things to all people, but be a primary service center for some emergencies and maintain adequate family practice abilities.
- He would like to see expansion.
- More doctors in the heart practice.
- More specialists available would be nice.
- Need more capable people working there.
- No need for it, but would like dialysis treatment there.
- Physicians are getting older and need replaced soon.
- They are going to need to get at least two more physicians.
- Wish there was a way to get competent doctors--only 1 doctor with MD, others are MO's...more MD's also have surgery
- Would be nice if they could find some young doctors or a young doctor to help the doctors now.

Appendix 6: Telephone Survey Instrument

Q1. First I am going to ask some questions about health insurance coverage for you and your family. First, do you yourself have any health insurance coverage?

- 1 Yes [SKIP TO Q1a]
- 2 No [SKIP TO Q1f]
- 8 DON'T KNOW [SKIP TO Q1f]
- 9 REFUSED [SKIP TO Q1f]

→ If yes

Q1a What type of health insurance coverage do you have? Is it
[READ ALL AND SELECT ALL THAT APPLY]

- 1. Through an employer or previous employer
- 2. Medicare
- 3. Medicaid
- 4. Tri-care or Champus
- 5. A Self-paid plan
- 6. Native American Benefits
- 7. Healthwave
- 8. Some other kind of coverage

IF (ANS = 8) SKIP TO Q1b

ALL ELSE SKIP TO Q1c

If 8

Q1b What other kind of coverage do you have?

Q1c. Do you have dental coverage?

Q1d. Vision coverage?

Q1e. Mental health coverage?

→ If not yes (no insurance coverage)

Q1f. Which best explains why you don't have health insurance coverage?

- 1. Too expensive
- 2. Coverage was denied due to medical problems
- 3. My job doesn't offer insurance
- 4. I don't qualify for insurance [ex HASN'T WORKED LONG ENOUGH]
- 5. Some other reason

IF (ANS = 5) SKIP TO Q1g

IF (ANS IS NOT 5) SKIP TO Q2

IF 5
Q1g Some other reason entered here

Q2. Do other family members living in your household have any health insurance coverage?

1 Yes

2 No

7 I live alone/no one else here

8 DON'T KNOW

9 REFUSED

IF Q2 IS YES, SKIP TO Q2a (what type)

IF Q2 IS NO, SKIP TO Q3a (why don't have insurance)

IF Q2 IS 7, 8, OR 9, SKIP TO Q4a (skip to medical conditions)

If yes,

Q2a What type of health insurance coverage do your family members have? Is it

[SELECT ALL THAT APPLY]

1. Through an employer or previous employer
2. Medicare
3. Medicaid
4. Tri-care or Champus
5. A Self-paid plan
6. Native American Benefits
7. Healthwave
8. Some other kind of coverage

IF (ANS = 8) SKIP TO Q2b

ALL ELSE SKIP TO Q2c

If 8

Q2b What other kind of coverage do your family members have?

Q2c. Do your family members have dental coverage?

Q2d. Vision coverage?

Q2e Mental health coverage?

Q3. Are there any family members living in your household who do not have health insurance coverage?

1 Yes

[SKIP TO Q3a]

2 No

[SKIP TO Q4a]

8 DON'T KNOW [SKIP TO Q4a]
9 REFUSED [SKIP TO Q4a]

If yes,
Q3a. Which best explains why they don't have health insurance coverage?

1. Too expensive
2. Coverage was denied due to medical problems
3. Job doesn't offer insurance
4. I don't qualify for insurance
5. Some other reason [SPECIFY]

IF (ANS = 5) SKIP TO Q3a1

ALL ELSE SKIP TO Q4a

If 5

Q3a1 Some other reason entered here.

Q4a. Now we would like to ask you about CURRENT medical conditions or problems that anyone in your household might have RIGHT NOW. I am going to read a list of medical conditions. If no one has the condition or problem RIGHT NOW, tell me, "no one needs this service". If someone in the household does have that condition or problem RIGHT NOW, tell me whether the medical needs are being met, or not being met, for that condition. The first condition is cancer. Does anyone in the household have cancer right now?

[IF NO, ENTER 3.]

[IF YES, ASK "ARE MEDICAL NEEDS BEING MET OR NOT BEING MET"?]

1 Needs being met
2 Needs not being met
3 No one needs services
8 DON'T KNOW
9 REFUSED
IF 1 (NEEDS BEING MET) SKP Q4a1
ALL ELSE SKIP TO Q4B

Q4a1

If needs being met....

a1.Are the needs being met in Ellsworth County, outside of Ellsworth County, or both?

[SAME STRUCTURE REPEATS FOR ALL OF THE FOLLOWING]

[READ INFO IN PARENS ONLY IF NEEDED]

- b. Does anyone in the household have diabetes right now?
- c. Does anyone have obesity or weight problems right now?
- d. Does anyone have psychiatric disorders right now (like depression, panic disorder, bipolar disorder)?
- e. How about alzheimer's?
- f. Arthritis?
- g. Allergies?
- h. Lung problems (like asthma or emphysema)?
- i. Digestive problems (like colitis, inflammatory bowel disease, acid reflux)?
- j. Heart or blood pressure problems (like heart disease, murmurs, hypertension)?
- k. Chronic pain (like migraines, chronic back or neck pain)?
- l. Vision problems (like cataracts, glaucoma, macular degeneration)?
- m. Hearing problems (like deafness, hearing loss, vertigo or tinnitus)?
- n. Liver problems (like cirrhosis, jaundice)?
- o. Kidney problems (like incontinence, blood in urine, kidney stones)?
- p. Skin problems (like acne, psoriasis, eczema, rashes)?
- q. Bone problems (like osteoporosis, knee or hip replacement, bone tumors)?
- r. Sleep problems (like insomnia, narcolepsy, sleep apnea)?
- s. Thyroid problems (hypo or hyperthyroidism)?
- t. Pediatric or children's health problems (like ADD, bedwetting, birth defects)?
- u. Men's health problems (like prostate problems, hair loss, impotence)?
- v. Women's health problems (like menopause, obgyn care, varicose veins)?
- w. Substance abuse?
- x. Are there any health problems experienced by someone in the household?
 - IF YES SKIP TO Q4xopen
 - Q4xopen What health problems were not mentioned
 - Q4x1 Are the medical needs being met or not being met

IF NO OR IF AFTER Q4x SERIES ABOVE,
AT LEAST ONE ABOVE NEEDS NOT MET, SKIP Q5a
NEVER INDICATED NEEDS NOT MET, SKIP TO Q6a

[IF ANY MEDICAL NEEDS ABOVE WERE NOT BEING MET]

Q5. Thinking of any of the medical conditions or problems where needs are NOT being met for someone in the household, please tell me which of the following are barriers to receiving those services by answering yes or no.

[SELECT ALL THAT APPLY]

- a. Were needs not being met because there was no insurance?
- b. Were needs not being met because the hospital wouldn't take the insurance?
- c. Because out of pocket costs are too high?
- d. Was it because someone in the household was unable to get referrals?

- e. Because there were transportation problems?
- f. Because there were child care problems?
- g. Because doctors were too far away?
- h. Because it was depressing or frustrating and we just gave up?
- i. Because the wait was too long for appointments?
- j. Because a doctors wasn't accepting new patients?
- k. Because someone in the household couldn't take time off of work?
- l. Were needs not being met because no one knew what to do next?
- m. Because the medication was too expensive ?
- n. Because the doctors were not nice and no one wanted to go back to the doctor?
- o. Because there were other things to take care of that were more important?

Q6a. Now we have some questions about Ellsworth County Medical Center. If you don't have enough information to answer any of these questions, please just say "don't know". How would you rate the knowledge level and skill level of the medical professionals at the Ellsworth County Medical Center? Do you think they are excellent, very good, good, fair, or poor?

[REST OF SERIES USES SAME STRUCTURE]

Q6b. The quality of the nursing staff?

Q6c. The quality of the billing and records staff?

Q6d. The safety of the hospital [IS IT STERILE, DOES IT PASS EQUIPMENT INSPECTIONS, ARE DOCTORS QUALIFIED, DO YOU FEEL SAFE THERE?]

Q6e. The hospital overall?

Q7. In general, when you need to choose a hospital, how important are the following in your hospital selection process. Are they extremely important, very important, somewhat important, or not important at all?

[IF YOU WERE GOING TO DECIDE WHETHER TO USE A CERTAIN HOSPITAL OR NOT, HOW IMPORTANT WOULD THIS BE.]

- a. Distance of the hospital from your home
- b. The types of services a hospital provides
- c. Whether your insurance will cover services
- d. If your doctor recommends the hospital
- e. If your friends or family recommend the hospital
- f. Being familiar with the hospital or having used it before
- g. Quality of customer service at the hospital
- h. The hospital's reputation

Q8. Okay, we're almost finished. I'm going to read to you a list of health care issues. For each item I read, please indicate whether you think the issue is a major problem, a minor problem, or no problem in Ellsworth County:

- a. Availability of physicians
- b. Availability of nurses
- c. Cost of health care services
- d. Quality of patient care provided by Ellsworth Co Medical Cntr
- e. Quality of customer service provided by Ellsworth Co Medical Cntr
- f. Ellsworth Co Medical Cntr billing and payment collection practices
- g. Burden of government regulations on Ellsworth Co Medical Cntr
[SUCH AS HIPAA OR EMTALA ACT]
- h. The number of uninsured people in the county
- i. Insurance company refusal to pay all or some of a patient's medical expenses

Q9. Do you have any other comments or ideas about Ellsworth County Medical Center that you would like to tell us.

Q10 And now I have a few questions about yourself to help us analyze the results of the survey. What year were you born?

Q11 Are you of Mexican or some other Hispanic origin?

Q12 Do you consider yourself:

- 1 White
- 2 Black or African American
- 3 Biracial
- 4 American Indian or Alaskan Native
- 5 Asian
- 6 Native Hawaiian or Other Pacific Islander
- 7 Some other race

Q13 Are you married or single?

Q14 Are you working, a homemaker, unemployed, or retired?

- 1 Working
- 2 Homemaker
- 3 Unemployed
- 4 Retired
- 5 Disabled

IF Q2 = 7 (THEY LIVE ALONE) SKIP TO Q16

Q15 How many children under the age of 18 live in the household?

Q16 Do you own or rent your home?
[OWNING INCLUDES PAYING A MORTGAGE]
[RENTING INCLUDES HOUSING ASSISTANCE]

Q17 How many years have you lived in the Ellsworth County area?

Q18 Was your total family income for the last year above or below \$40,000?
[IF BELOW \$40,000, READ THE FOLLOWING RESPONSES]

- 1 Was it less than \$10,000,
- 2 Between \$10,000 and \$20,000,
- 3 Between \$20,000 and \$30,000?
- 4 Or was it between \$30,000 and \$40,000?

[IF ABOVE \$40,000, READ THE FOLLOWING RESPONSES]

- 5 Was it between \$40,000 and \$50,000,
- 6 Between \$50,000 and \$60,000,
- 7 Between \$60,000 and \$70,000,
- 8 Between \$70,000 and \$80,000
- 9 Or was it over \$80,000

Q19 What is the highest level of education you completed?
[FIT ANSWER]

- 1 Eighth grade or less
- 2 Some high school
- 3 High school graduate
- 4 Vocational school
- 5 Some college
- 6 College graduate (Bachelors)
- 7 Post college graduate (Anything more than bachelors)

Q20 That's all that I have. Thank you very much for your time.
SURVEYOR: WAS THE RESPONDENT...

- 1 FEMALE
- 2 MALE
- 8 DK