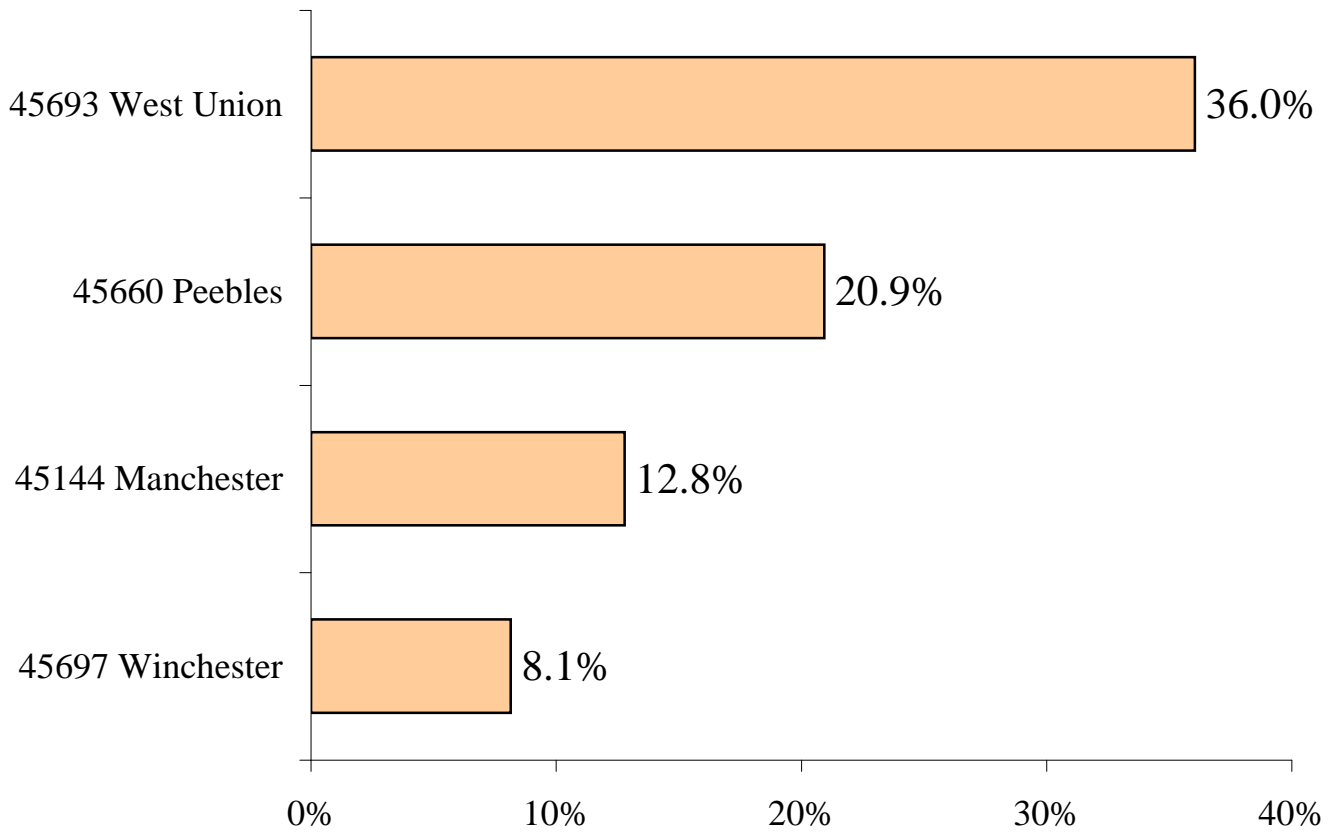


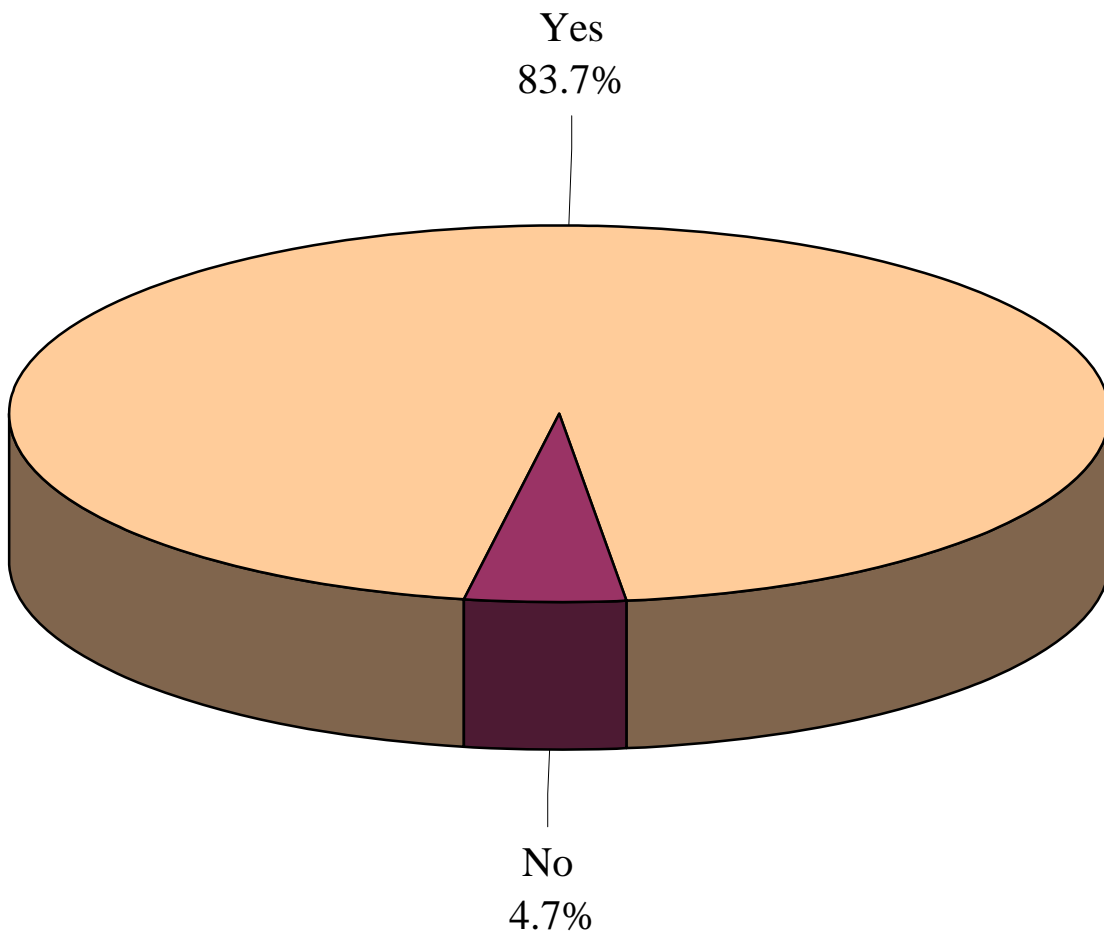
**FAIR Q1. What is your zip code?**

Response Category	No.	Percent
45693 West Union	31	36.0%
45660 Peebles	18	20.9%
45144 Manchester	11	12.8%
45697 Winchester	7	8.1%
45679 Seaman	6	7.0%
45101 Aberdeen	1	1.2%
45684 Stout	6	7.0%
45616 Blue Creek	1	1.2%
45650 Lynx	1	1.2%
45657 Otaway	2	2.3%
45105 Bentonville	1	1.2%
45618 Cherry Fork	1	1.2%
Total	86	100.0%



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

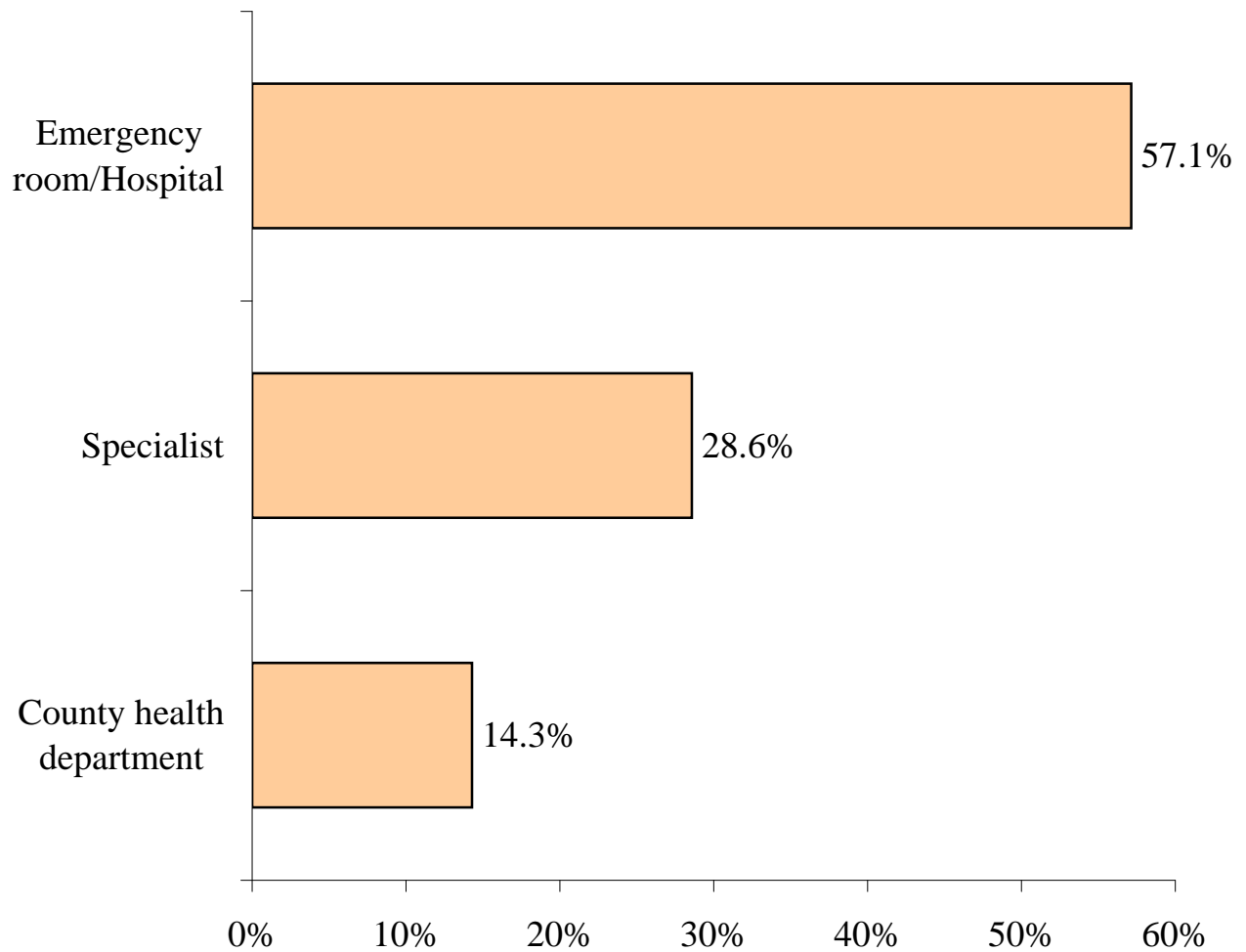
Response Category	No.	Percent
Yes	82	95.3%
No	<u>4</u>	<u>4.7%</u>
Total	86	100.0%



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

Response Category	No.	Percent
Emergency room/Hospital	4	57.1%
Specialist	2	28.6%
County health department	<u>1</u>	<u>14.3%</u>
Total	7	100.0%

Some respondents answered more than once.



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

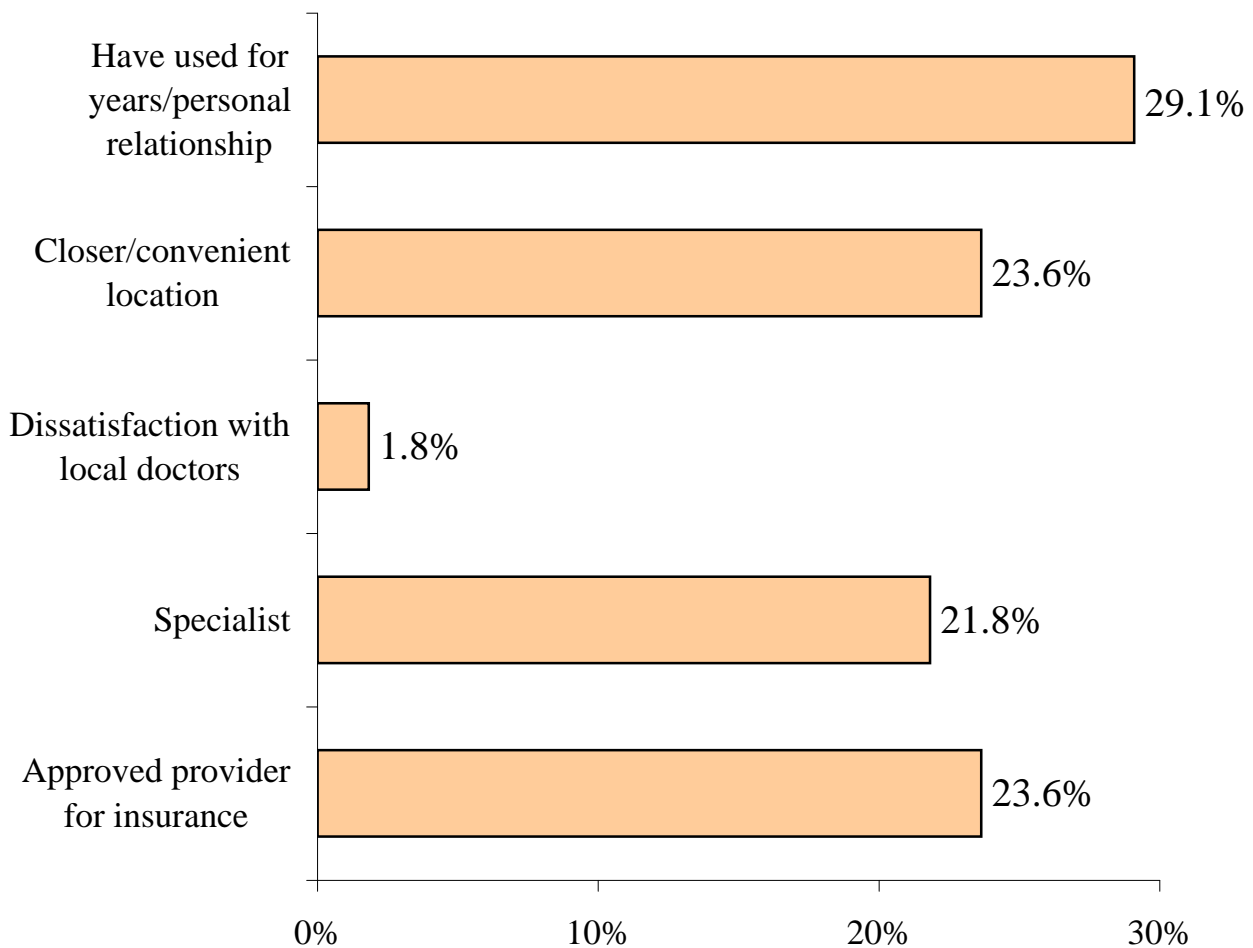
Response By County	Response by City	No. by Co.	No. by City	Percent by Co.	Percent by City
<i>Adams Co.</i>		53		53.5%	
	West Union		27		27.3%
	Seaman		14		14.1%
	Manchester		9		9.1%
	Peebles		1		1.0%
	Winchester		<u>2</u>		2.0%
<i>Clermont</i>	Batavia	3	3	3.0%	3.0%
<i>Hamilton</i>	Cincinnati	7	7	7.1%	7.1%
<i>Brown</i>		10		10.1%	
	Georgetown		6		6.1%
	Ripley		1		1.0%
	Sardinia		2		2.0%
	Mt. Orab		<u>1</u>		1.0%
<i>Highland</i>	Hillsboro	8	8	8.1%	8.1%
<i>Scioto</i>	Portsmouth	3	3	3.0%	3.0%
<i>Franklin</i>	Columbus	1	1	1.0%	1.0%
<i>Mason</i>	Lexington	1	1	1.0%	1.0%
<i>Fayette</i>	Maysville	<u>13</u>	<u>13</u>	<u>13.1%</u>	<u>13.1%</u>
<b>Total</b>		99	99	100.0%	100.0%

Some respondents answered more than once.

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

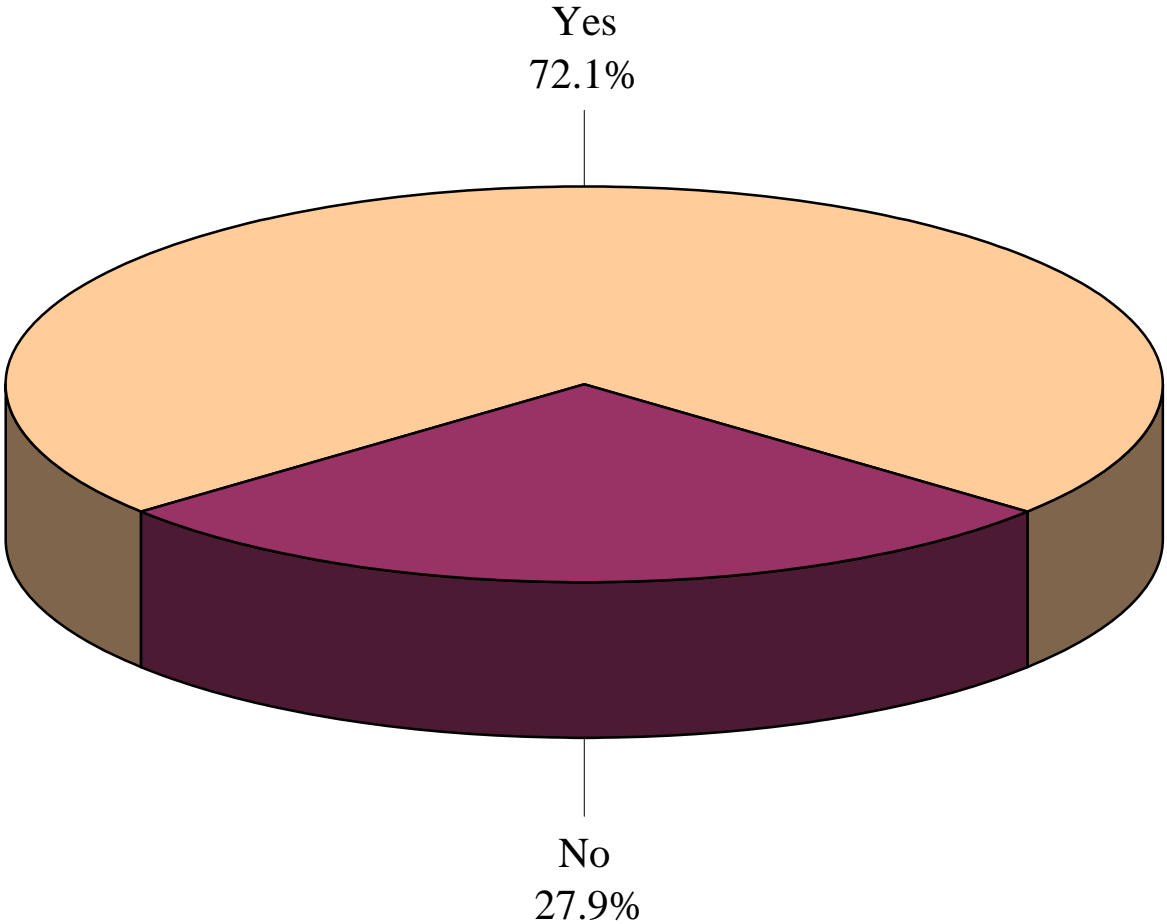
Response Category	No.	Percent
Have used for years/personal relationship	16	29.1%
Closer/convenient location	13	23.6%
Dissatisfaction with local doctors	1	1.8%
Specialist	12	21.8%
Approved provider for insurance	13	23.6%
Total	55	100.0%

Some respondents answered more than once.



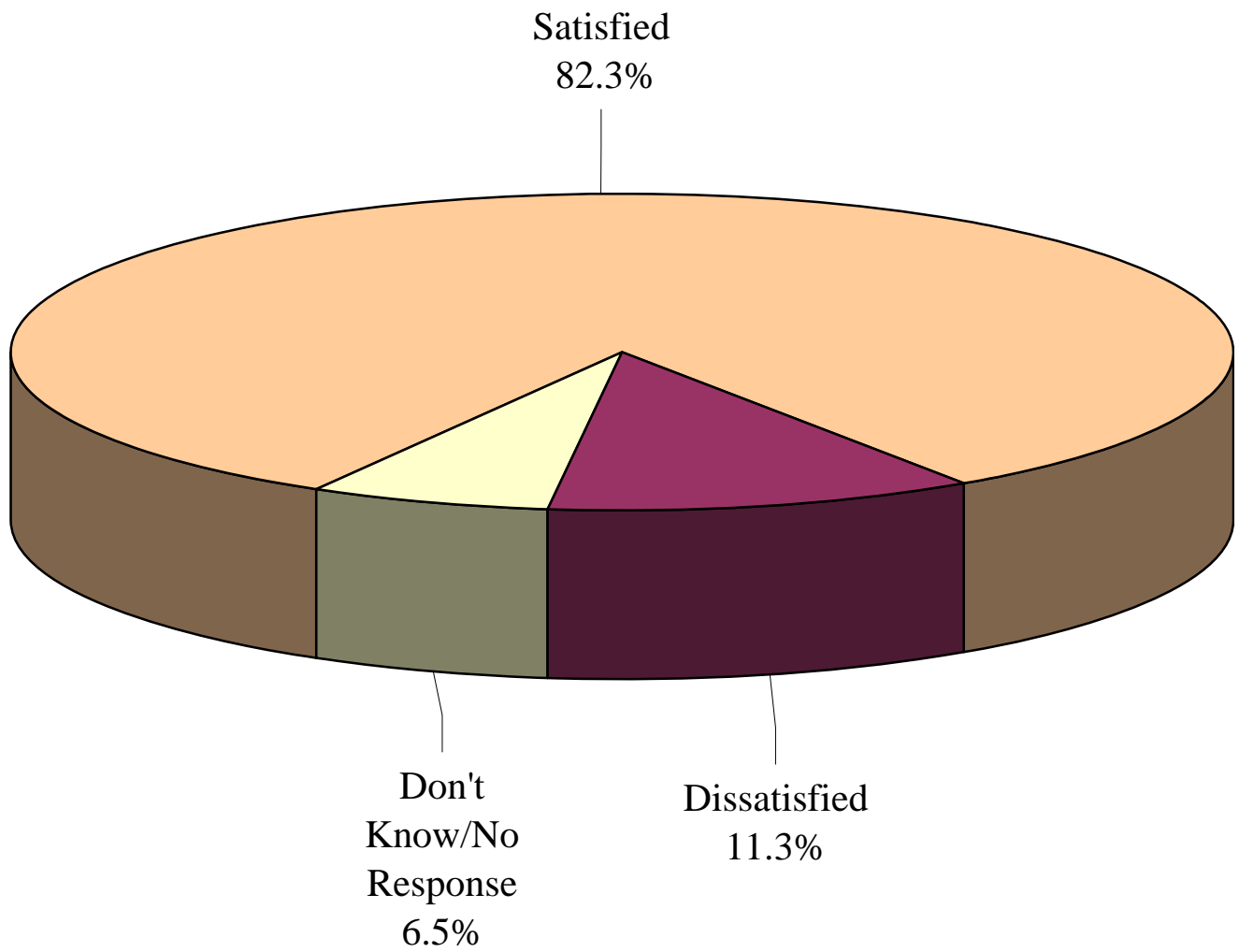
**FAIR Q4a. Have you or someone else in your household been to a doctor, a nurse practitioner, or a physician assistant in Adams County in the past 24 months?**

Response Category	No.	Percent
Yes	62	72.1%
No	<u>24</u>	<u>27.9%</u>
Total	86	100.0%



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

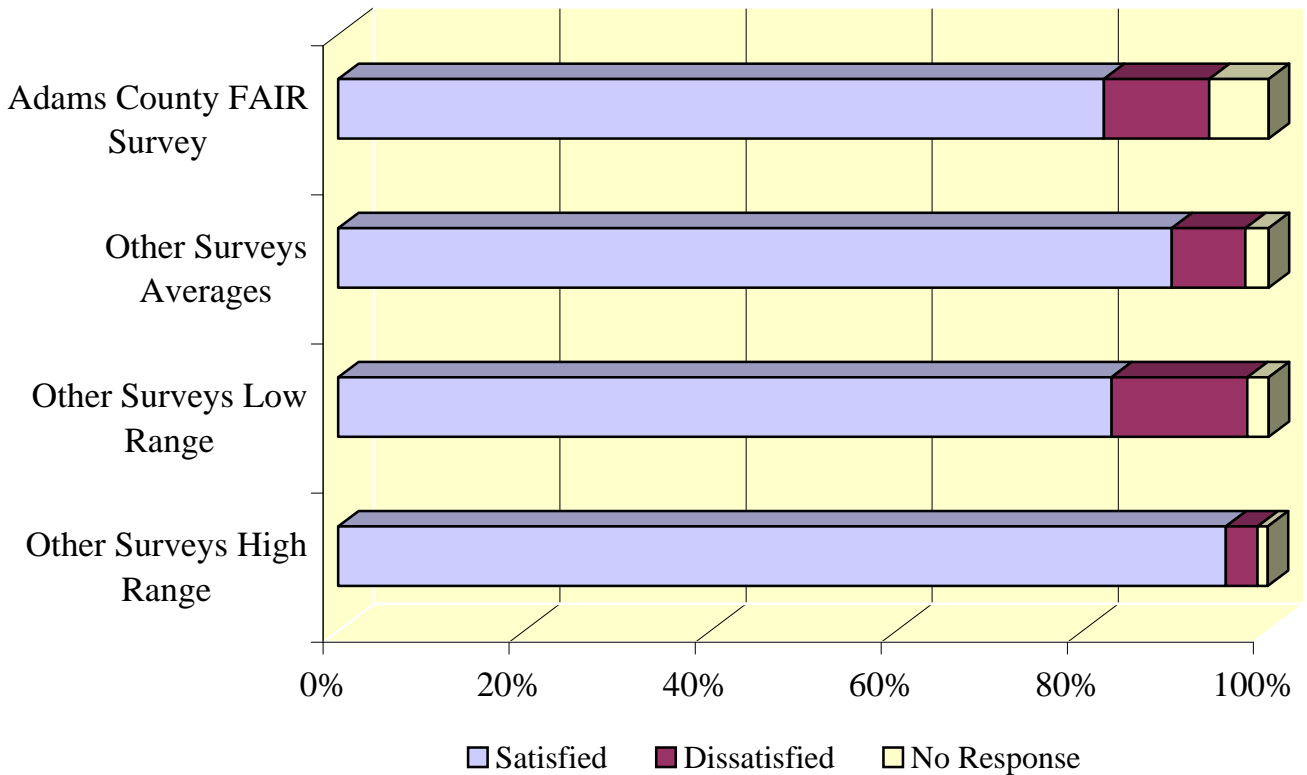
Response Category	No.	Percent
Satisfied	51	82.3%
Dissatisfied	7	11.3%
Don't know/No response	4	6.5%
Total	62	100.0%



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

**Compared to Other Studies**

Survey Area	Satisfied	Dissatisfied	No Response
Adams County FAIR Survey	82.3%	11.3%	6.5%
Other Surveys Averages	89.6%	7.9%	2.5%
Other Surveys Low Range	83.1%	14.6%	2.3%
Other Surveys High Range	95.4%	3.4%	1.1%



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

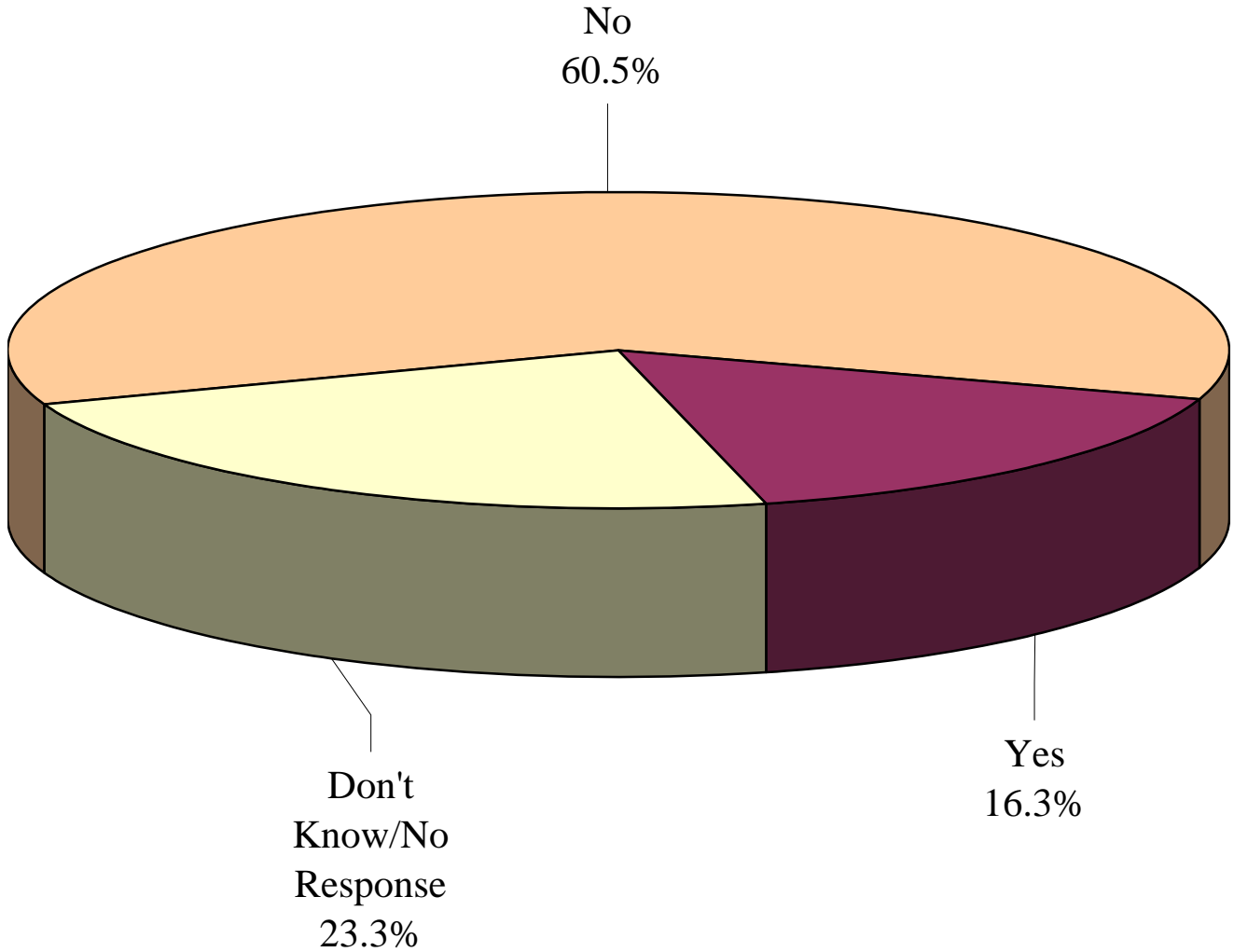
Response Category	No.	Percent
Good treatment/care	5	9.8%
Satisfied with doctors/nurses	11	21.6%
Just satisfied, no reason	2	3.9%
Established relationship with doctor	1	2.0%
Resolved medical issue(s)	6	11.8%
Knowledgeable/thorough	1	2.0%
Easy access	1	2.0%
Short waiting time	2	3.9%
Don't know/No response	<u>22</u>	<u>43.1%</u>
Total	51	100.0%

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

Response Category	No.	Percent
Incompetent/Uncaring medical professionals	3	42.9%
Just dissatisfied, no reason	2	28.6%
Misdiagnosis	1	14.3%
Don't know/No response	<u>1</u>	<u>14.3%</u>
Total	7	100.0%

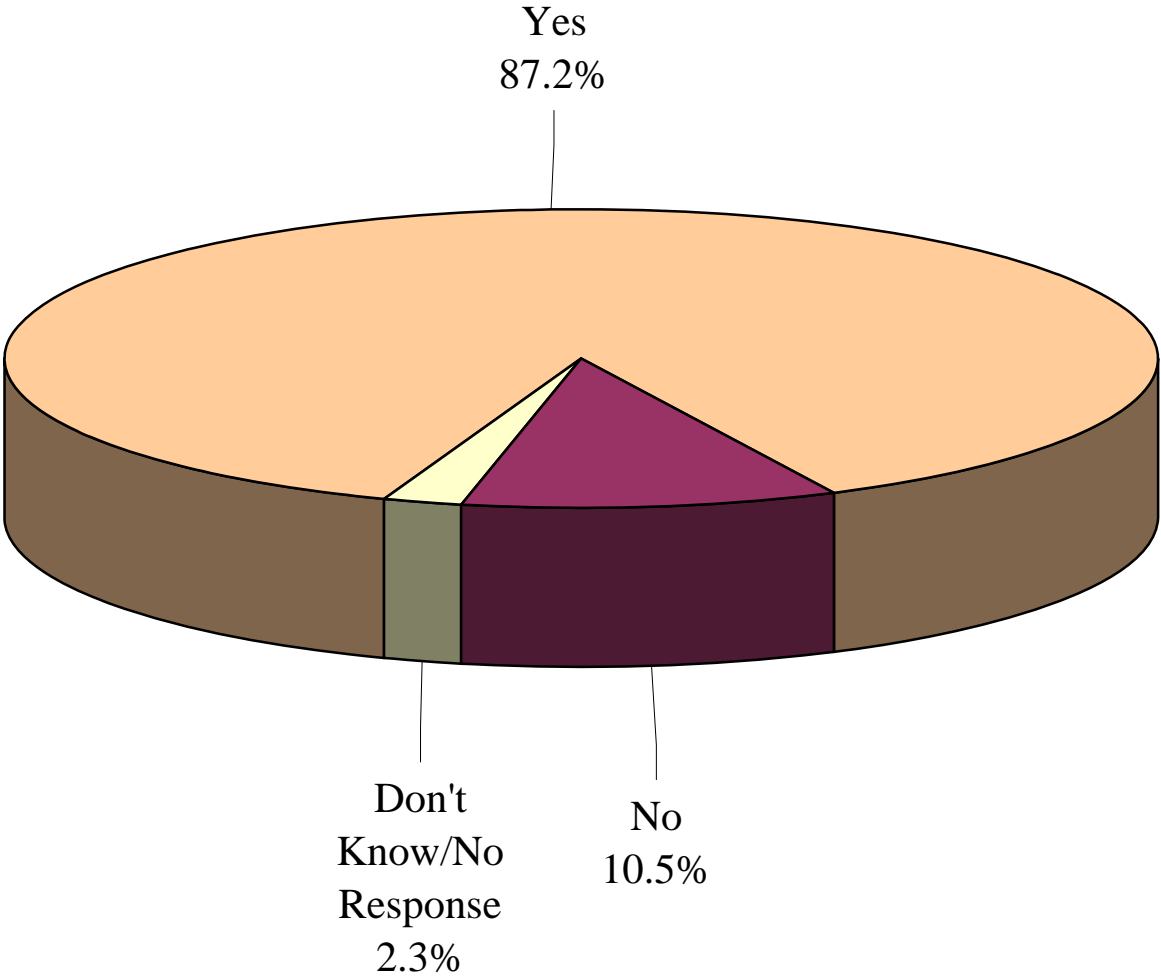
**FAIR Q5. Do you think there are enough family doctors in Adams County?**

Response Category	No.	Percent
No	52	60.5%
Yes	14	16.3%
Don't know/No response	<u>20</u>	<u>23.3%</u>
Total	86	100.1%



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

Response Category	No.	Percent
Yes	75	87.2%
No	9	10.5%
Don't know/No response	<u>2</u>	<u>2.3%</u>
Total	86	100.0%

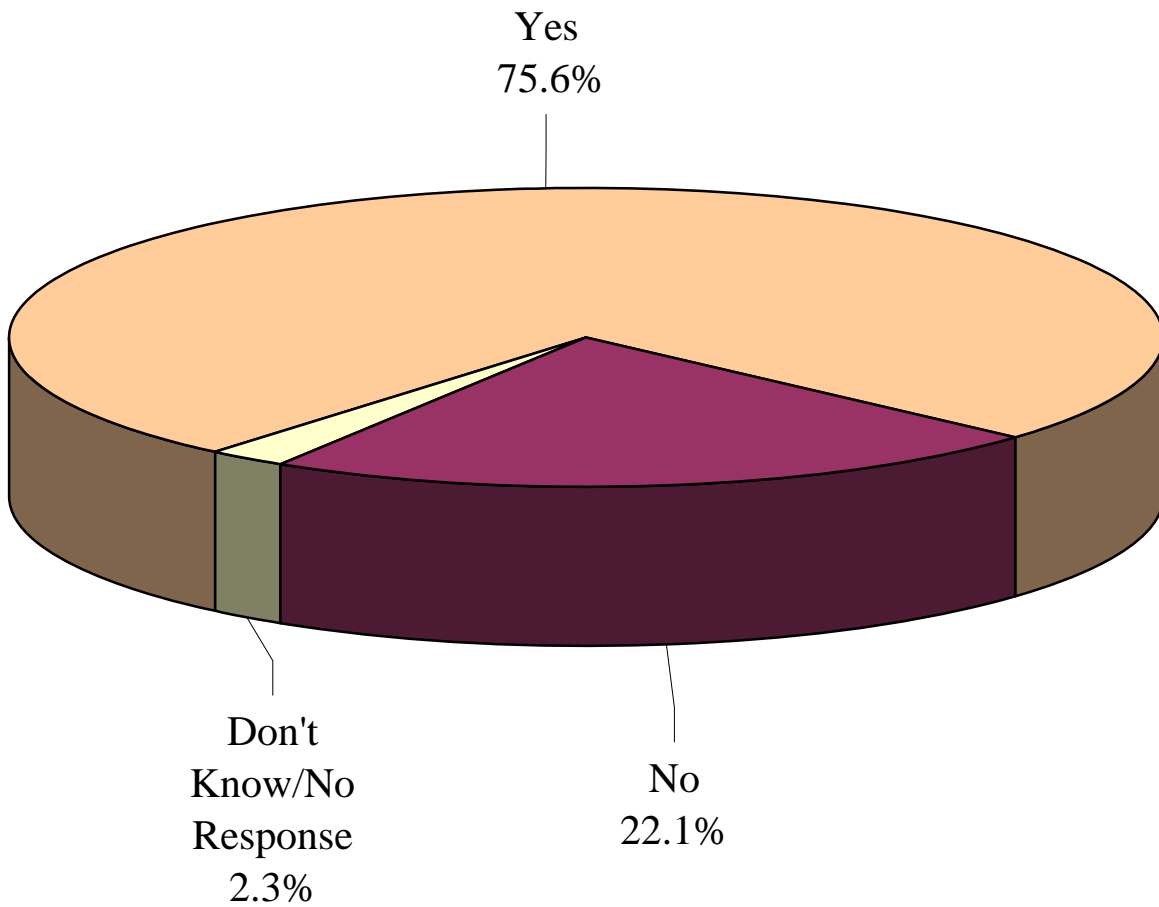


**FAIR ONLY Q. If no to obtaining an appointment with your medical provider in a timely manner, please specify how much time it took to obtain an appointment?**

Response Category	No.	Percent
Up to 3 weeks	1	11.1%
One month	1	11.1%
Up to 4 hours	1	11.1%
One to two weeks	1	11.1%
Too long; best dr., will wait	1	11.1%
Three days	1	11.1%
On hold forever	1	11.1%
Don't know/No response	<u>2</u>	<u>22.2%</u>
<b>Total</b>	<b>9</b>	<b>100.0%</b>

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

Response Category	No.	Percent
Yes	65	75.6%
No	19	22.1%
Don't know/No response	<u>2</u>	<u>2.3%</u>
Total	86	100.0%



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

Type of Specialist	No.	Percent
<b>Top 5 Responses</b>		
Orthopedist	11	12.2%
Cardiologist	9	10.0%
Neurologist	8	8.9%
Oncologist	7	7.8%
Ophthalmologist	<u>7</u>	<u>7.8%</u>
Total of Top 5	<u>42</u>	<u>46.7%</u>

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

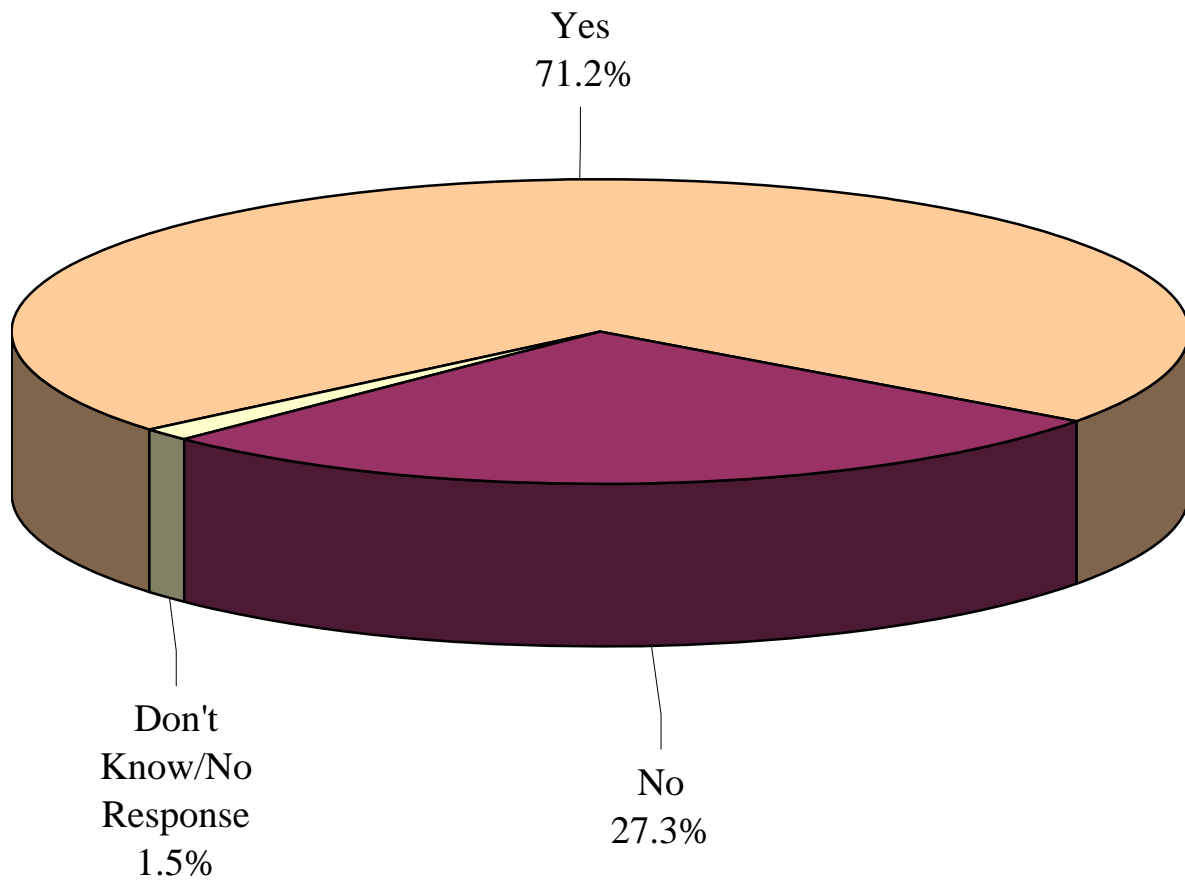
Type of Specialist	City	No.	Percent
Orthopedist	Cincinnati (4); Eastgate (3); Batavia (1); Dayton (1); Hillsboro (1); Portsmouth (1); Sardinia (1)	11	12.2%
Cardiologist	Cincinnati (3); West Union (3); Batavia (1); Hillsboro (1); Maysville, KY (1)	9	10.0%
Neurologist	Columbus (3); Cincinnati (2); Hillsboro (1); West Union (1); Rochester, MN (1)	8	8.9%
Oncologist	Cincinnati (3); Hillsboro (2); Springfield (1); Rochester, MN (1)	7	7.8%
Ophthalmologist	Cincinnati (4); Maysville, KY (3)	7	7.8%
Dermatologist	Cincinnati (4); Hillsboro (1); Portsmouth (1)	6	6.7%
ENT	Batavia (1); Georgetown (1); Old Washington (1); Maysville, KY (1)	4	4.4%
OB/GYN	Cincinnati (2); Hillsboro (1)	3	3.3%
Allergist	Cincinnati (1); Portsmouth (1)	2	2.2%
Endocrinologist	Cincinnati (1); Maysville, KY (1)	2	2.2%
Gastroenterologist	Hillsboro (1); Maysville, KY (1)	2	2.2%
Nephrologists	West Union (2); Lexington, KY (1)	2	2.2%
Neurosurgeon	Cincinnati (1); Lexington, KY (1)	2	2.2%
Podiatrist	Ripley (1); Maysville, KY (1)	2	2.2%
Psychiatrist	Seaman (2)	2	2.2%
Pulmonologist	Portsmouth (1); Maysville, KY (1)	2	2.2%
Radiologist	Cincinnati (1); Georgetown (1)	2	2.2%
Rheumatologist	Cincinnati (2)	2	2.2%
Not given	Maysville, KY (2); Chillicothe (1); Not given (1)	4	4.4%
One response each *		<u>11</u>	<u>12.2%</u>
<b>Total</b>		<b>90</b>	<b>100.0%</b>

Some respondents answered more than once.

\*One response each: Breast surgeon (Cincinnati); Pain management specialist (Cincinnati); Orthotic specialist (Sardinia); Periodontist (Berryville); Sports medicine specialist (Blue Ash); Pathologist (Columbus); Pediatrician (West Union); Vascular surgeon (West Union); General surgeon (Lexington, KY); Orthodontist (Maysville, KY) Urologist (Maysville, KY)

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

Response Category	No.	Percent
Yes	47	71.2%
No	18	27.3%
Don't know/No response	<u>1</u>	<u>1.5%</u>
Total	66	100.0%



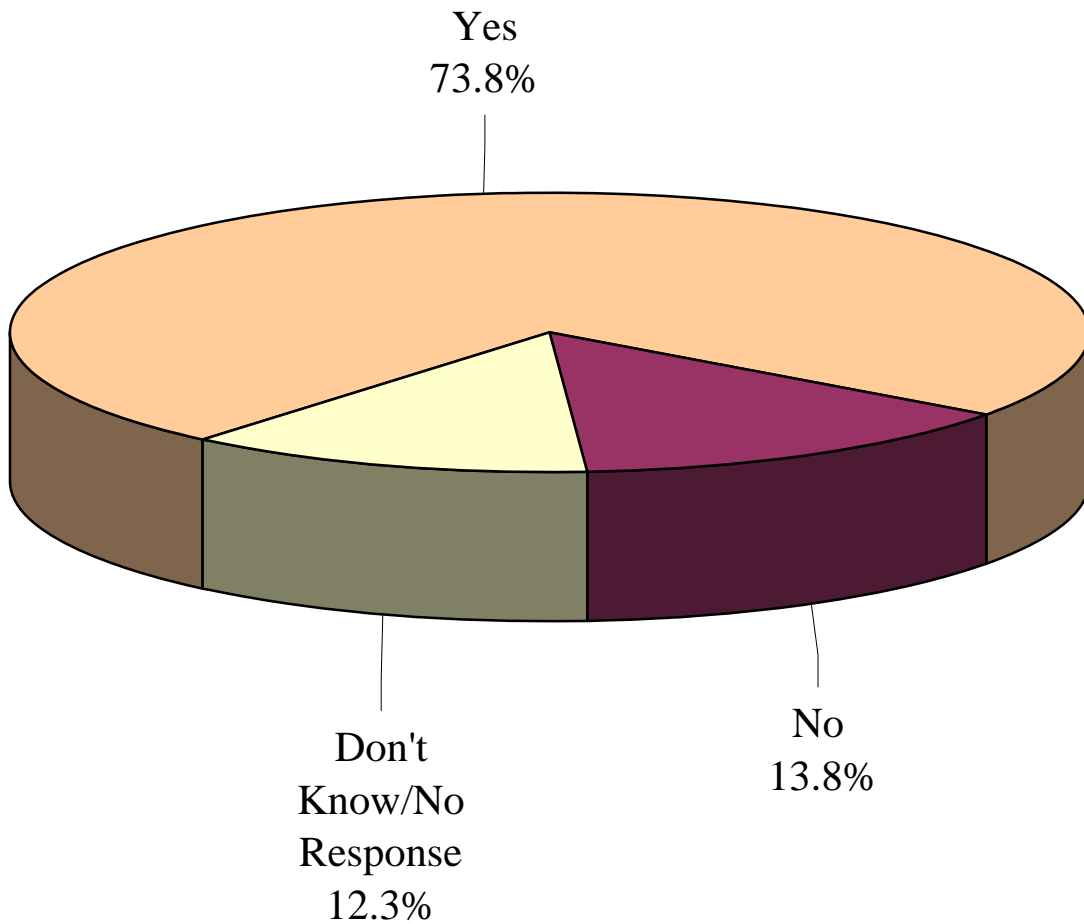
**FAIR Q7d. In which city were the tests or laboratory work conducted?**

Response Category	County	No.	Percent
Cincinnati	Hamilton	15	26.8%
Maysville, KY	Mason	6	10.7%
West Union	Adams	8	14.3%
Portsmouth	Scioto	4	7.1%
Batavia	Clermont	1	1.8%
Georgetown	Brown	2	3.6%
Hillsboro	Highland	6	10.7%
Columbus	Franklin	1	1.8%
Eastgate	Hamilton	2	3.6%
Adena	Jefferson	1	1.8%
Anderson Township	Hamilton	1	1.8%
Chillicothe	Ross	1	1.8%
Dayton	Montgomery	1	1.8%
Lexington, KY	Mason, KY	1	1.8%
Sardinia	Brown	1	1.8%
Seaman	Pike	1	1.8%
Springfield	Clark	1	1.8%
Urbana	Bellefontaine	1	1.8%
Waverly	Pike	1	1.8%
Rochester, MN	Olmsted, MN	<u>1</u>	<u>1.8%</u>
Total		56	100.0%

Some respondents answered more than once.

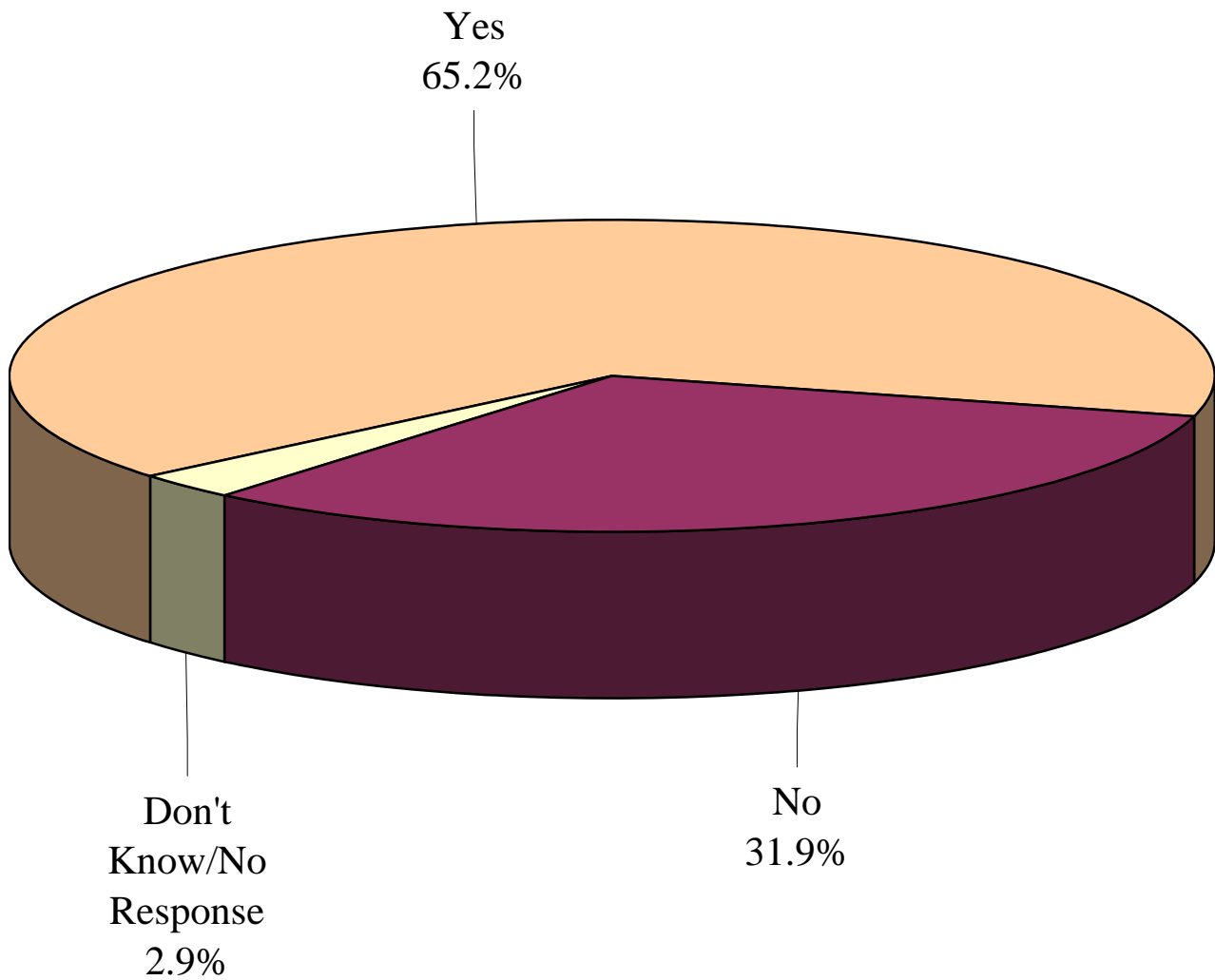
**FAIR Q7e. Are you aware that you can have your tests and/or your laboratory work performed at Adams County Hospital regardless of the location of your specialty physician?**

Response Category	No.	Percent
Yes	48	73.8%
No	9	13.8%
Don't know/No response	8	12.3%
Total	65	100.0%



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

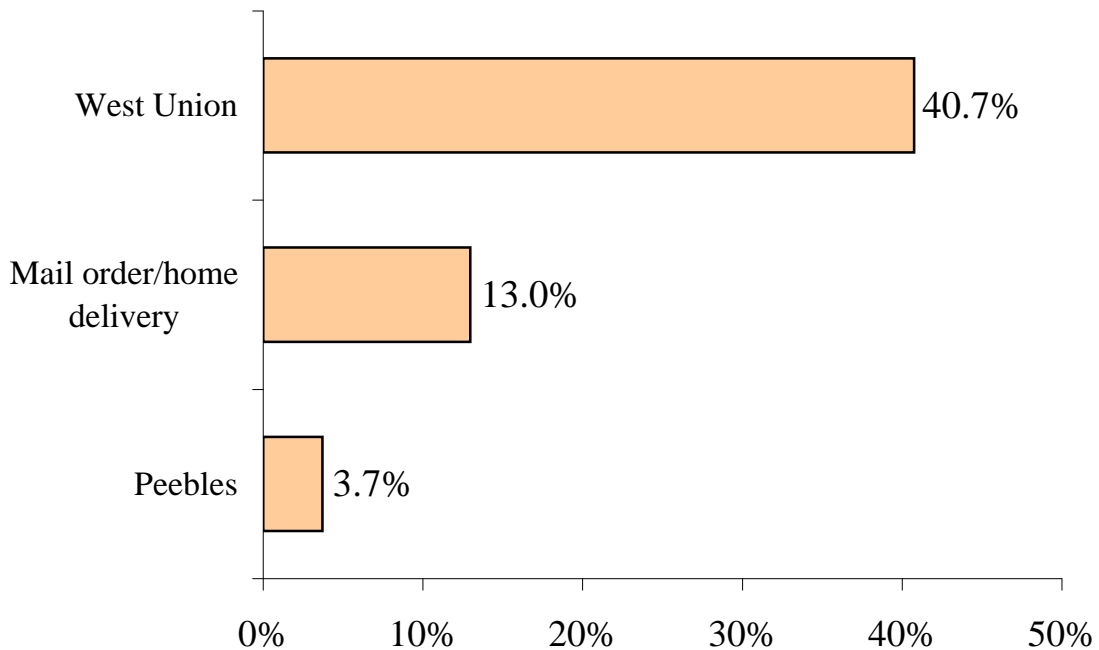
Response Category	No.	Percent
Yes	45	65.2%
No	22	31.9%
Don't know/No response	<u>2</u>	<u>2.9%</u>
Total	69	100.0%



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

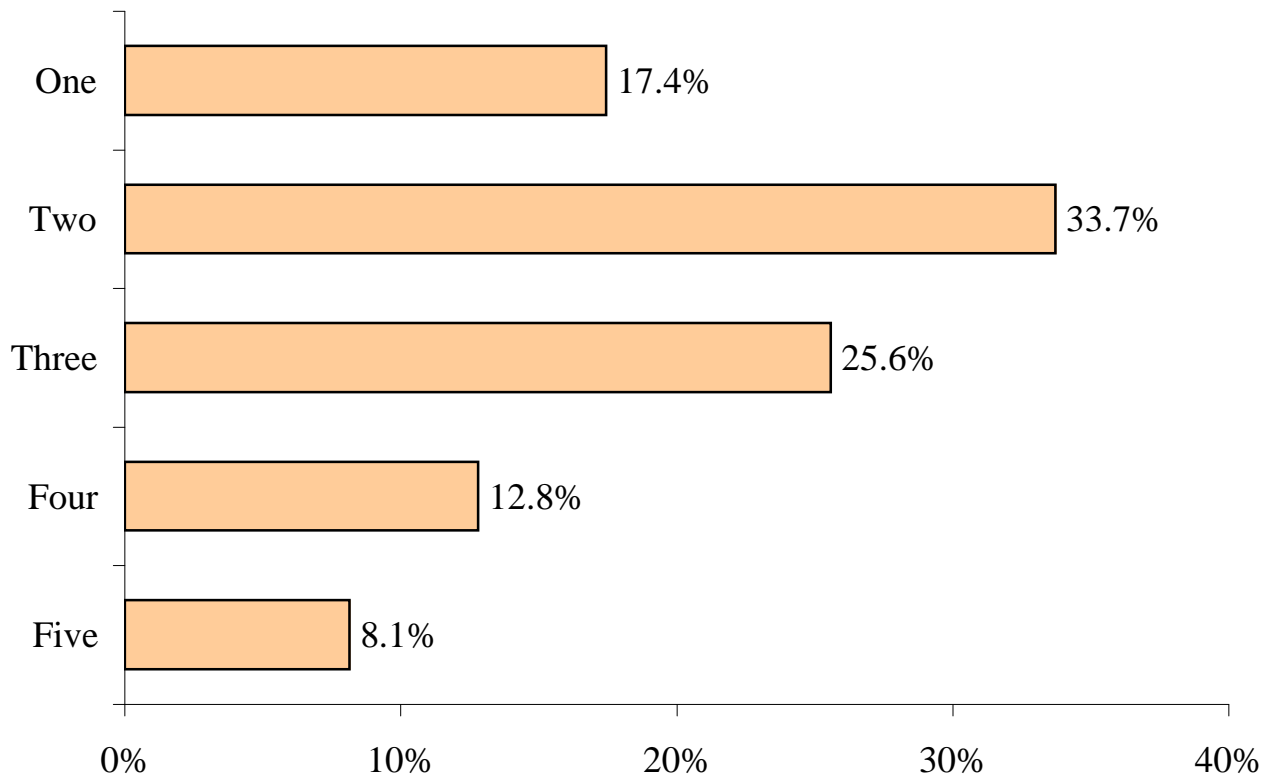
Response Category	County	No.	Percent
West Union	Adams	22	40.7%
Mail order/home delivery	N/A	7	13.0%
Peebles	Adams	2	3.7%
Cincinnati	Hamilton	1	1.9%
Georgetown	Brown	3	5.6%
Hillsboro	Highland	2	3.7%
Manchester	Adams	3	5.6%
Seaman	Adams	8	14.8%
Portsmouth	Scioto	1	1.9%
Dayton	Montgomery	1	1.9%
Urbana	Bellefontaine	1	1.9%
Winchester	Adams	1	1.9%
Doctor provided	N/A	<u>2</u>	<u>3.7%</u>
<b>Total</b>		<b>54</b>	<b>100.0%</b>

Some respondents answered more than once.



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

Response Category	No.	Percent
One	15	17.4%
Two	29	33.7%
Three	22	25.6%
Four	11	12.8%
Five	7	8.1%
Don't know/No response	<u>2</u>	<u>2.3%</u>
Total	86	100.0%



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

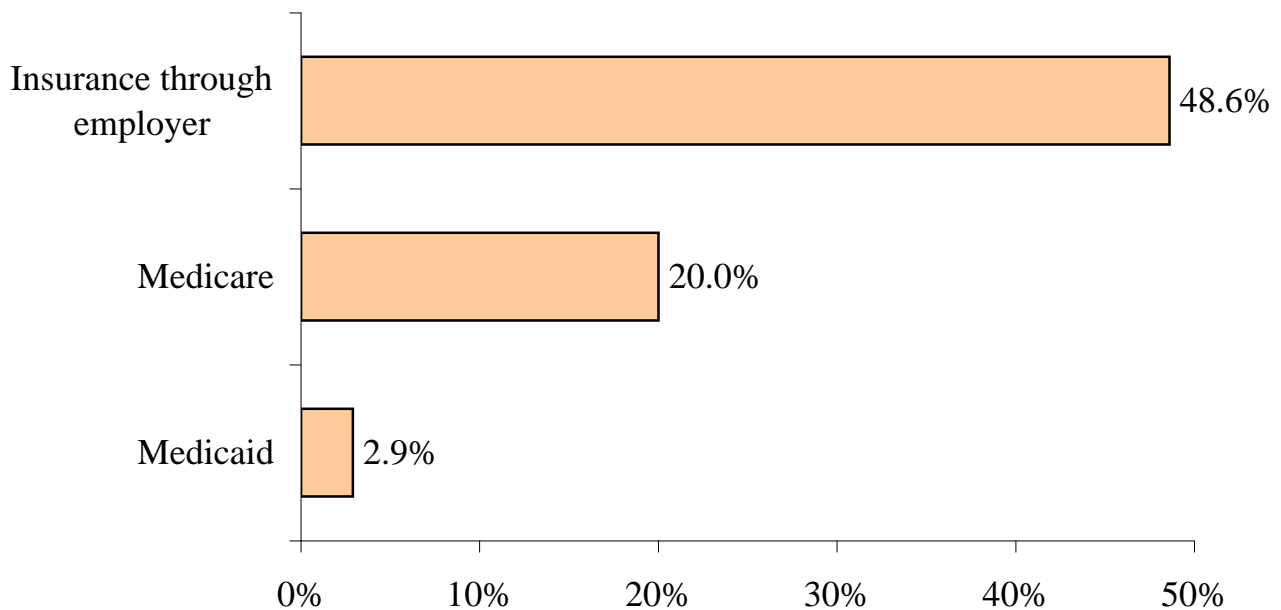
Response Category	Number by Sub Category	Number by Major Category	Percent
Medicare			
General	19	27	26.5%
Part D	6		
Supplemental	<u>2</u>		
Insurance through employer		45	44.1%
Self-paid insurance plan		1	1.0%
Medicaid		6	5.9%
Do not have insurance		6	5.9%
VA benefits		1	1.0%
Champus/TriCare Program		1	1.0%
Anthem		5	4.9%
Aetna		4	3.9%
Blue Cross/Shield		2	2.0%
Humana		1	1.0%
Medical Mutual		1	1.0%
UMR		1	1.0%
United Health Care		<u>1</u>	<u>1.0%</u>
Total		102	100.0%

Some respondents answered more than once.

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

Response Category	Number by Sub Category	Number by Major Category	Percent
Insurance through employer		34	48.6%
Medicare			
General	10	14	20.0%
Part D	<u>4</u>		
Medicaid		2	2.9%
Self-paid insurance plan		2	2.9%
Do not have insurance		3	4.3%
Champus/TriCare Program		1	1.4%
VA benefits		1	1.4%
Anthem		4	5.7%
Blue Cross/Shield		3	4.3%
Humana		2	2.9%
Aetna		1	1.4%
Medical Mutual		1	1.4%
UMR		1	1.4%
United Health Care		<u>1</u>	<u>1.4%</u>
Total		70	100.0%

Some respondents answered more than once

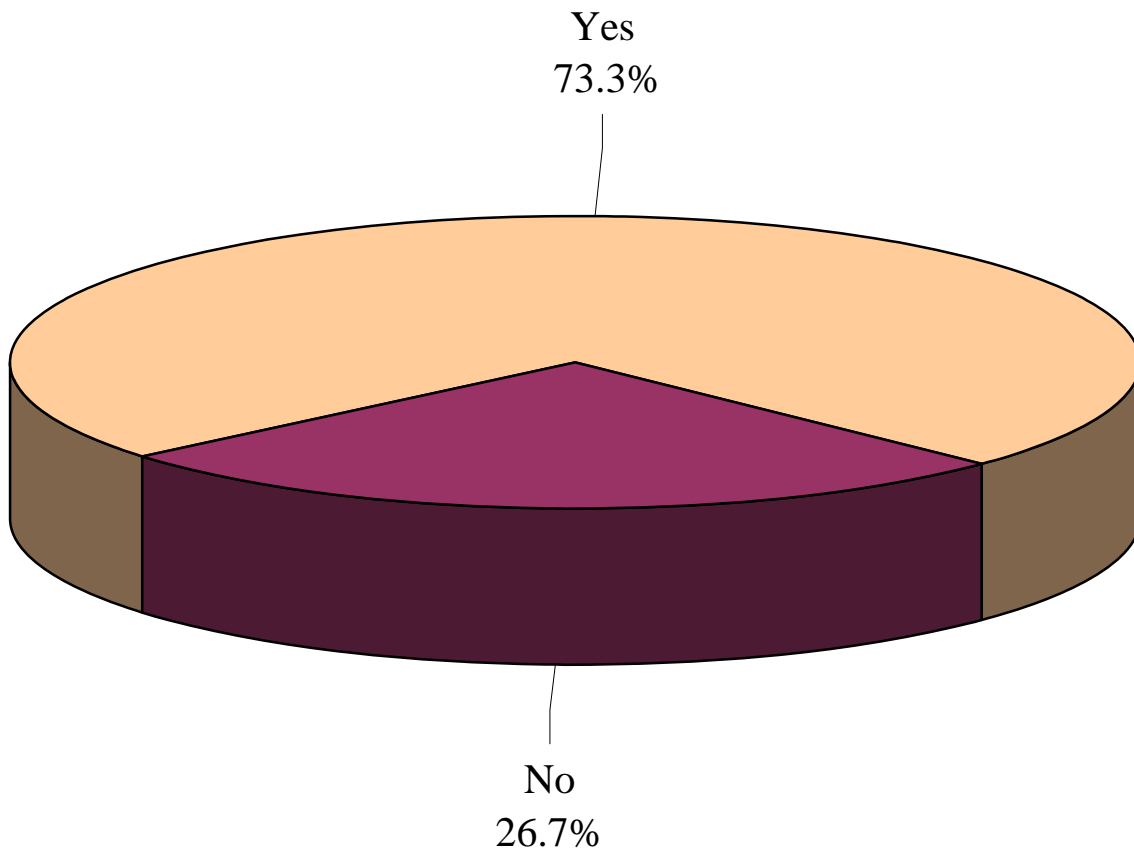


**FAIR ONLY. Why do you not have health insurance for yourself?**

Response Category	No.	Percent
Too Expensive	<u>6</u>	<u>100.0%</u>
Total	6	100.0%

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

Response Category	No.	Percent
Yes	63	73.3%
No	<u>23</u>	<u>26.7%</u>
Total	86	100.0%



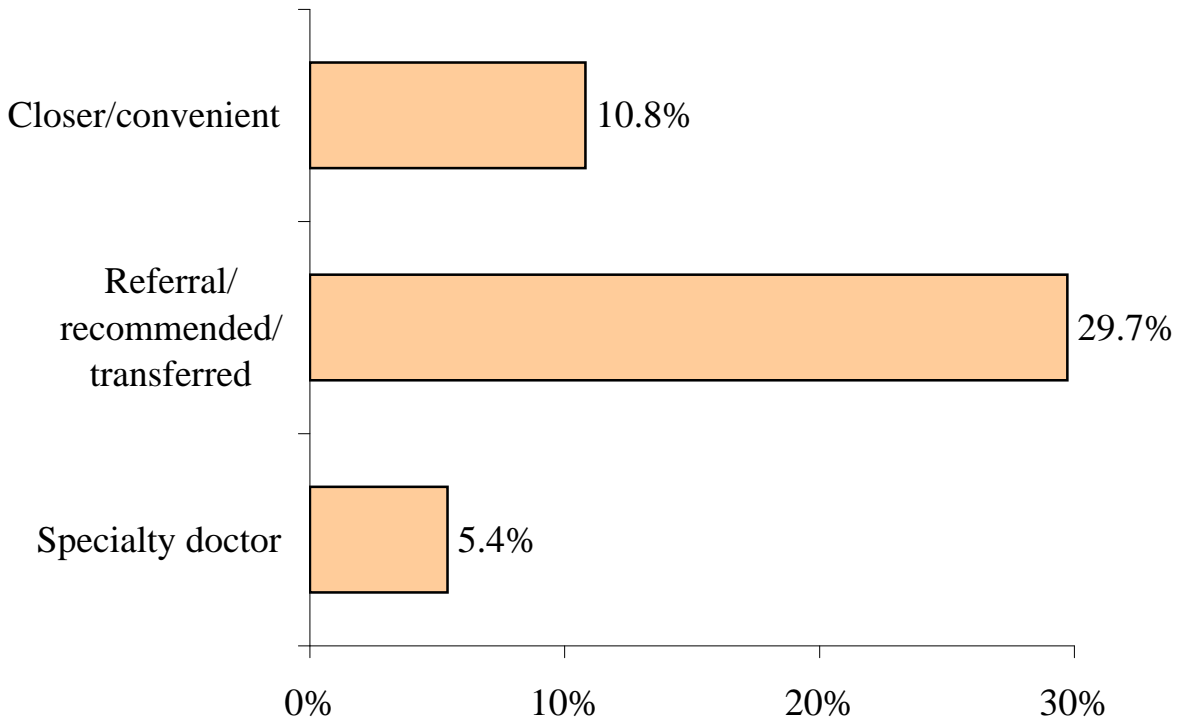
**FAIR Q11. At which hospital(s) were services received?**

Hospital Name	City	No.	Percent
Adams County Hospital	West Union	35	38.0%
Meadowview Regional Hospital	Maysville, KY	12	13.0%
Clermont Mercy Hospital	Batavia	8	8.7%
Brown County Hospital	Georgetown	6	6.5%
Highland District Hospital	Hillsboro	11	12.0%
Southern Ohio Medical Center	Portsmouth	5	5.4%
Children's Hospital	Cincinnati	7	7.6%
Mercy Hospital Anderson	Cincinnati	2	2.2%
University of Cincinnati Hospital	Cincinnati	1	1.1%
The Jewish Hospital	Cincinnati	1	1.1%
Eastgate Surgical Center	Cincinnati	1	1.1%
Columbus Children's Hospital	Columbus	1	1.1%
Kettering Medical Center	Dayton	1	1.1%
Bourbon Community Hospital	Paris, KY	<u>1</u>	<u>1.1%</u>
<b>Total</b>		<b>92</b>	<b>100.0%</b>

Some respondents answered more than once.

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

Response Category	No.	Percent
Closer/convenient	4	10.8%
Referral/recommended/transferred	11	29.7%
Specialty doctor	2	5.4%
Where my doctor works	16	43.2%
Better service/care/quality	4	<u>10.8%</u>
Total	37	100.0%



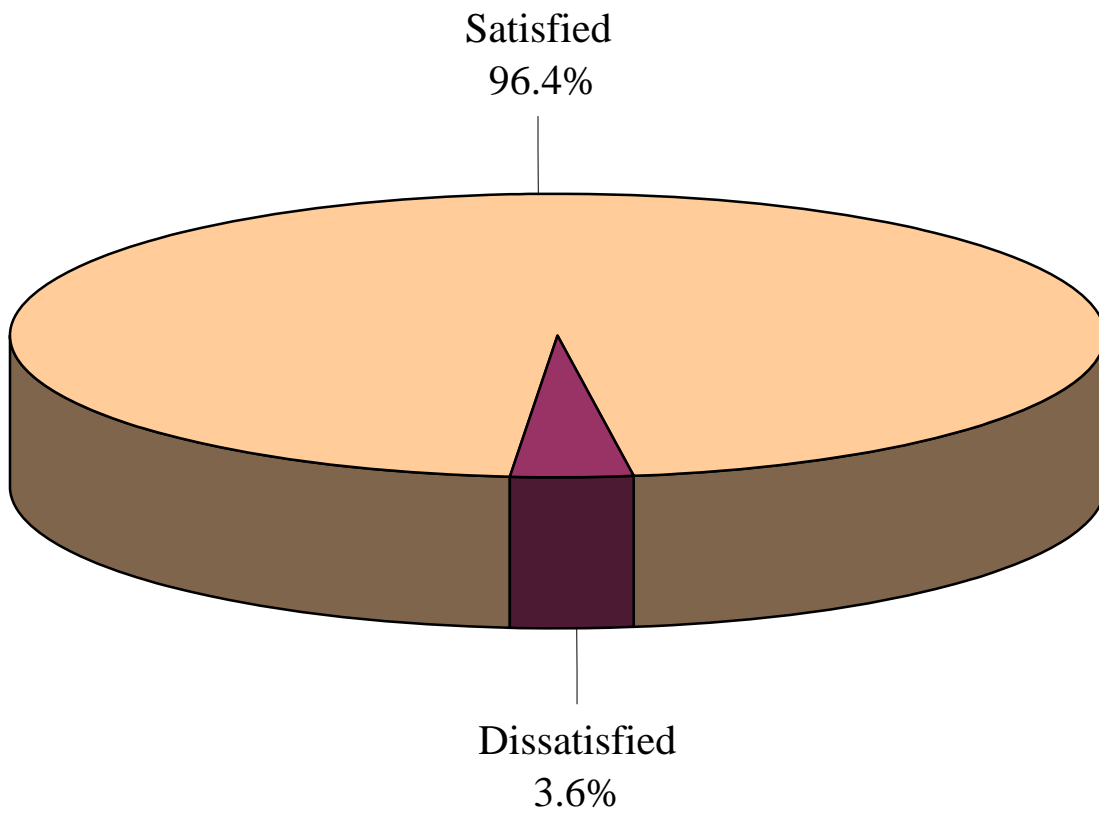
**FAIR Q13a. What hospital services were used at a hospital other than Adams County Hospital?**

Response Category	No.	Percent
Emergency room	23	16.5%
X-ray	14	10.1%
Laboratory (blood) tests	18	12.9%
Inpatient stay	8	5.8%
Specialty doctor	10	7.2%
Inpatient surgery	6	4.3%
Outpatient surgery	10	7.2%
MRI	6	4.3%
Mammogram	11	7.9%
Radiology	8	5.8%
Birthing services	1	0.7%
Physical therapy	4	2.9%
Ultrasound	5	3.6%
Mental health/substance abuse	2	1.4%
Respiratory therapy	5	3.6%
Bone density testing	3	2.2%
Sleep study	2	1.4%
Angiogram	1	0.7%
Neurological	1	0.7%
Don't know/No response	<u>1</u>	<u>0.7%</u>
<b>Total</b>	<b>139</b>	<b>100.0%</b>

Some respondents answered more than once.

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

Response Category	No.	Percent
Satisfied	53	96.4%
Dissatisfied	<u>2</u>	<u>3.6%</u>
Total	55	100.0%



**FAIR ONLY Q. Why do you say that you were satisfied  
with the services you received at a hospital  
other than Adams County Hospital?**

Response Category	No.	Percent
Good care/service	14	26.4%
Quick response/short waiting time	4	7.5%
Meets needs	2	3.8%
Medical issues resolved	1	1.9%
Don't know/No response	<u>32</u>	<u>60.4%</u>
Total	53	100.0%

Some respondents answered more than once.

**FAIR ONLY Q. Why do you say that you were dissatisfied  
with the services you received at a hospital  
other than Adams County Hospital?**

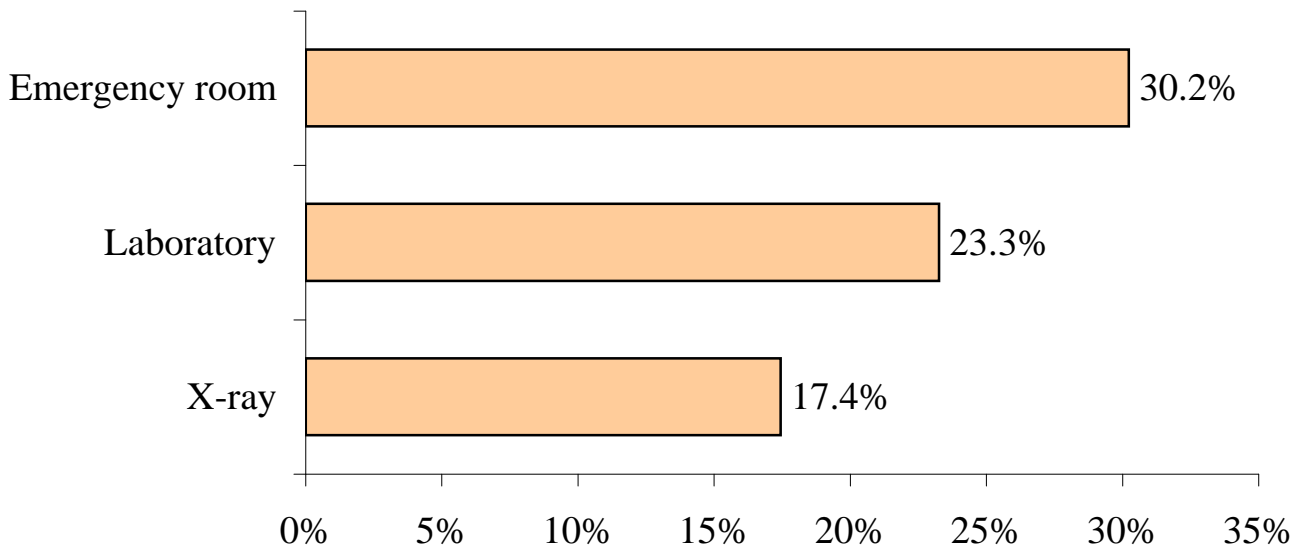
Response Category	No.	Percent
Dissatisfied with care	1	50.0%
Sent home with no results	<u>1</u>	<u>50.0%</u>
Total	2	100.0%

Some respondents answered more than once.

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

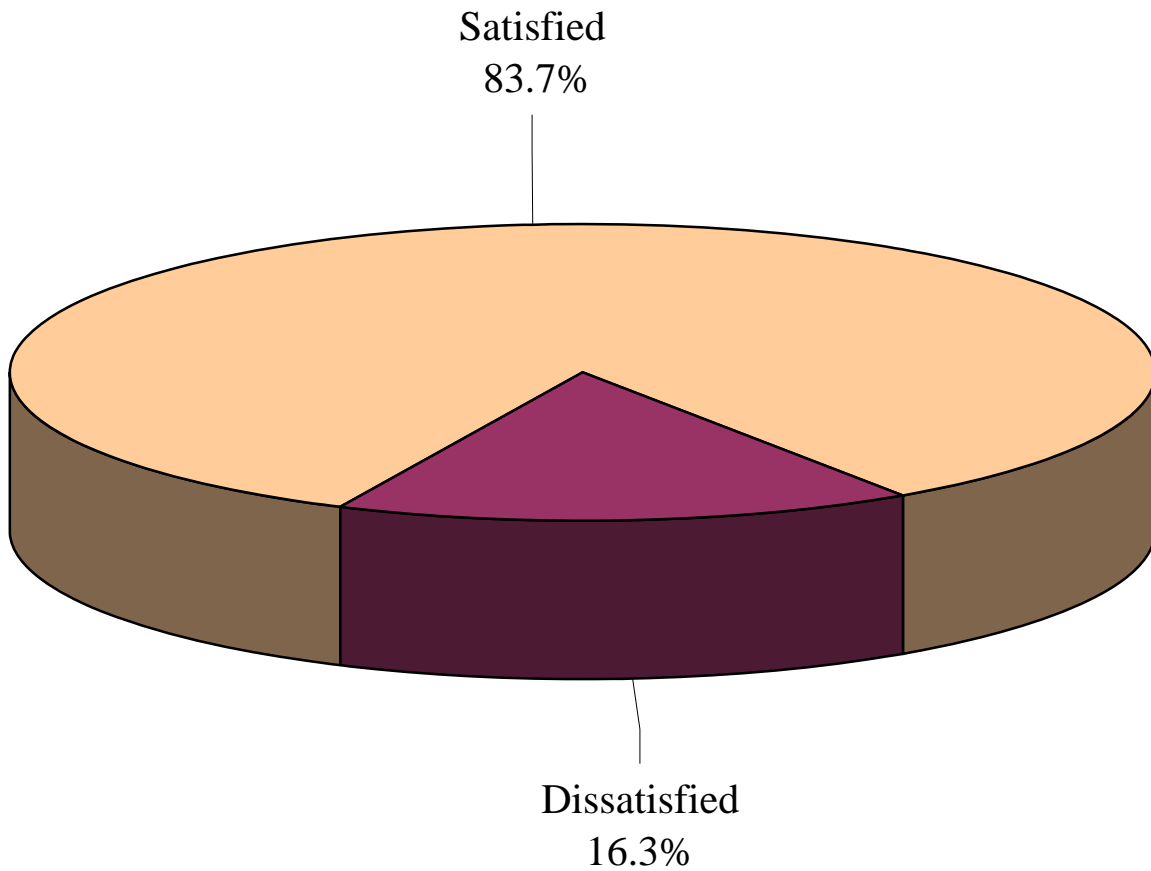
Response Category	No.	Percent
Emergency room	26	30.2%
Laboratory	20	23.3%
X-ray	15	17.4%
Inpatient stay/medical surgical unit	3	3.5%
Outpatient procedures	6	7.0%
CT scan	3	3.5%
Ultrasound	1	1.2%
MRI	2	2.3%
Surgery	1	1.2%
Specialty clinics	3	3.5%
Therapy (physical/occupational)	2	2.3%
Mammogram	1	1.2%
Bone density scan	1	1.2%
Drug screening	1	1.2%
Outpatient IV therapy	1	1.2%
<b>Total</b>	<b>86</b>	<b>100.0%</b>

Some respondents answered more than once.



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

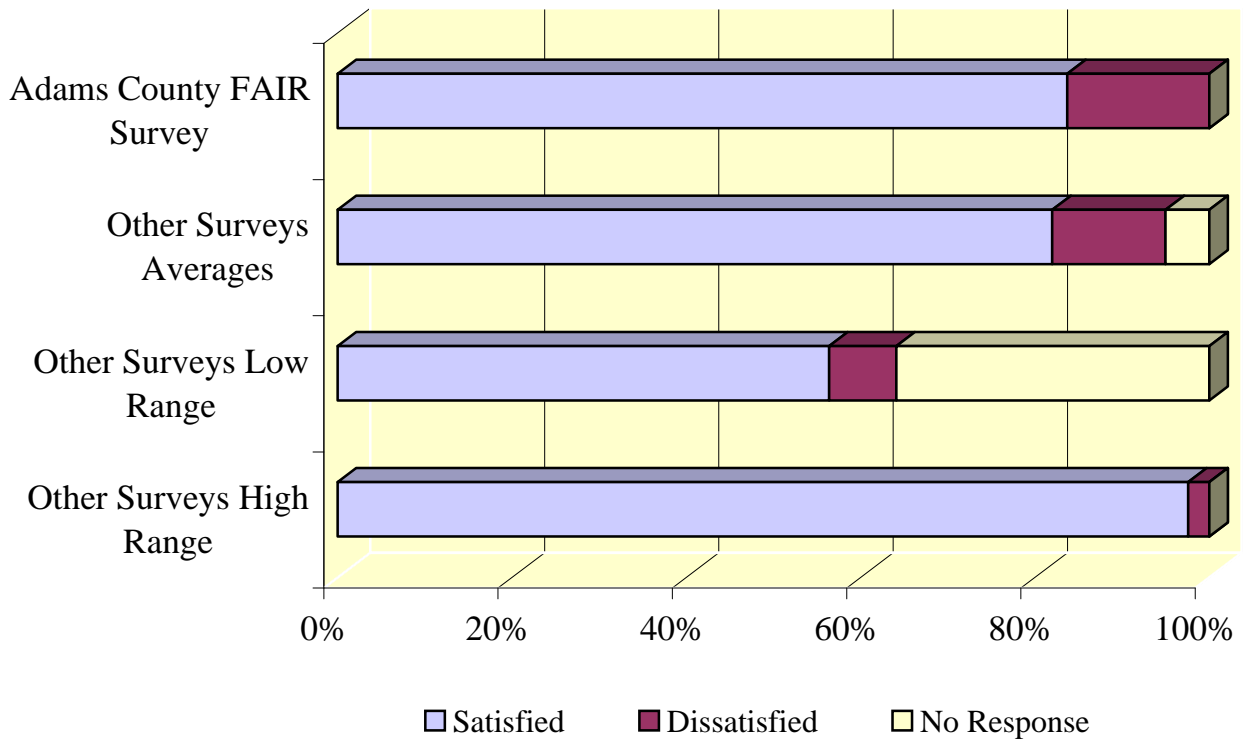
Response Category	No.	Percent
Satisfied	36	83.7%
Dissatisfied	7	16.3%
Total	43	100.0%



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

**Compared to Other Studies**

Survey Area	Satisfied	Dissatisfied	No Response
Adams County FAIR Survey	83.7%	16.3%	0.0%
Other Surveys Averages	82.0%	13.0%	5.0%
Other Surveys Low Range	56.4%	7.7%	35.9%
Other Surveys High Range	97.6%	2.4%	0.0%



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

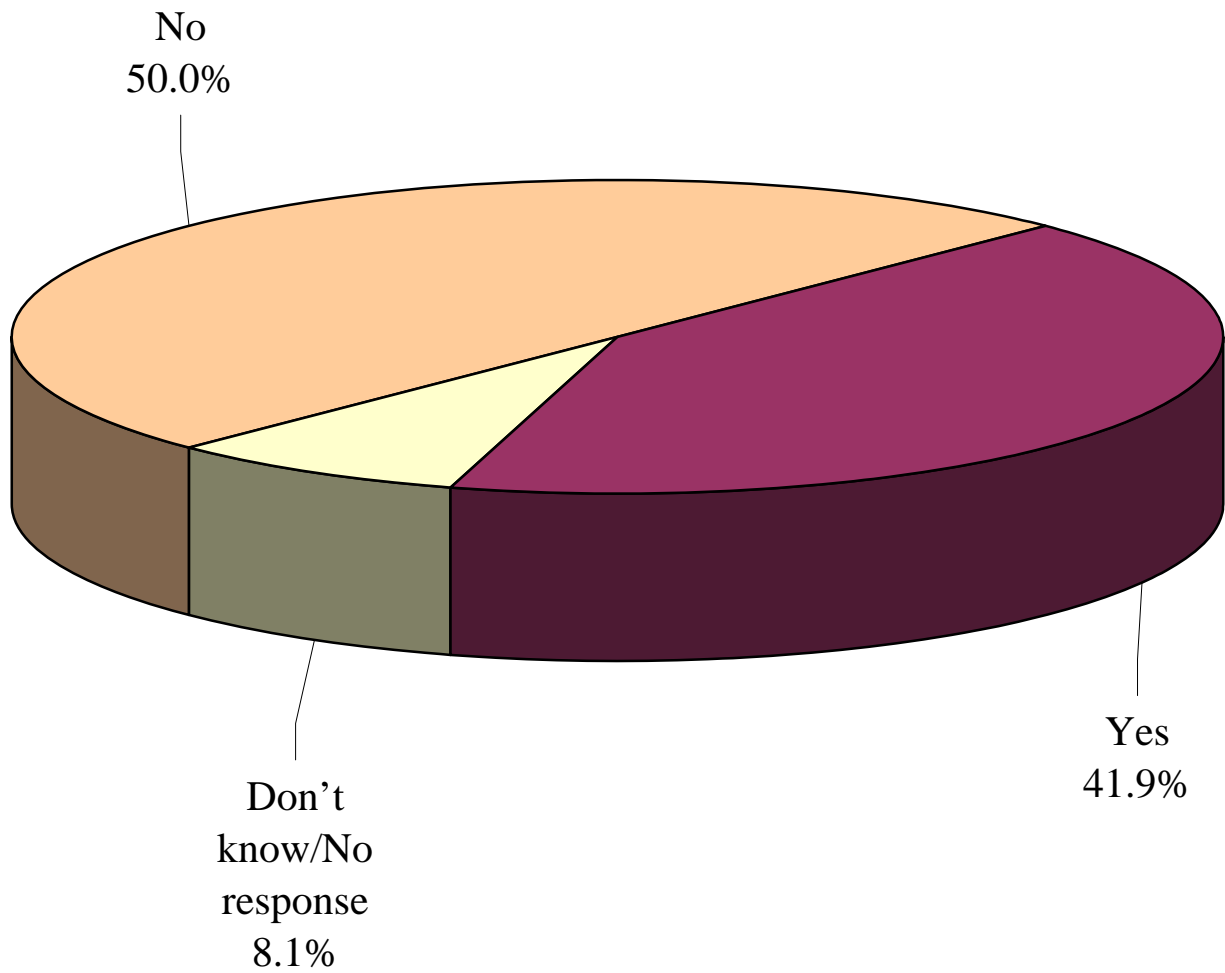
Response	No.	Percent
Good care	13	36.1%
Satisfied, but had problems with doctors	1	2.8%
Quick service/quick response	3	8.3%
Resolved medical issue	2	5.6%
Professional, caring doctors/nurses/staff	1	2.8%
Location of hospital	2	5.6%
Don't know/No response	<u>14</u>	<u>38.9%</u>
Total	36	100.1%

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

Response	No.	Percent
Unprofessional doctors/nurses/staff	1	14.3%
Long waiting time	1	14.3%
Misdiagnosis	1	14.3%
Dissatisfied with care	2	28.6%
Medical issue not resolved	1	14.3%
Don't know/No response	<u>1</u>	<u>14.3%</u>
Total	7	100.1%

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

Response	No.	Percent
No	43	50.0%
Yes	36	41.9%
Don't know/No response	7	8.1%
Total	86	100.0%



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

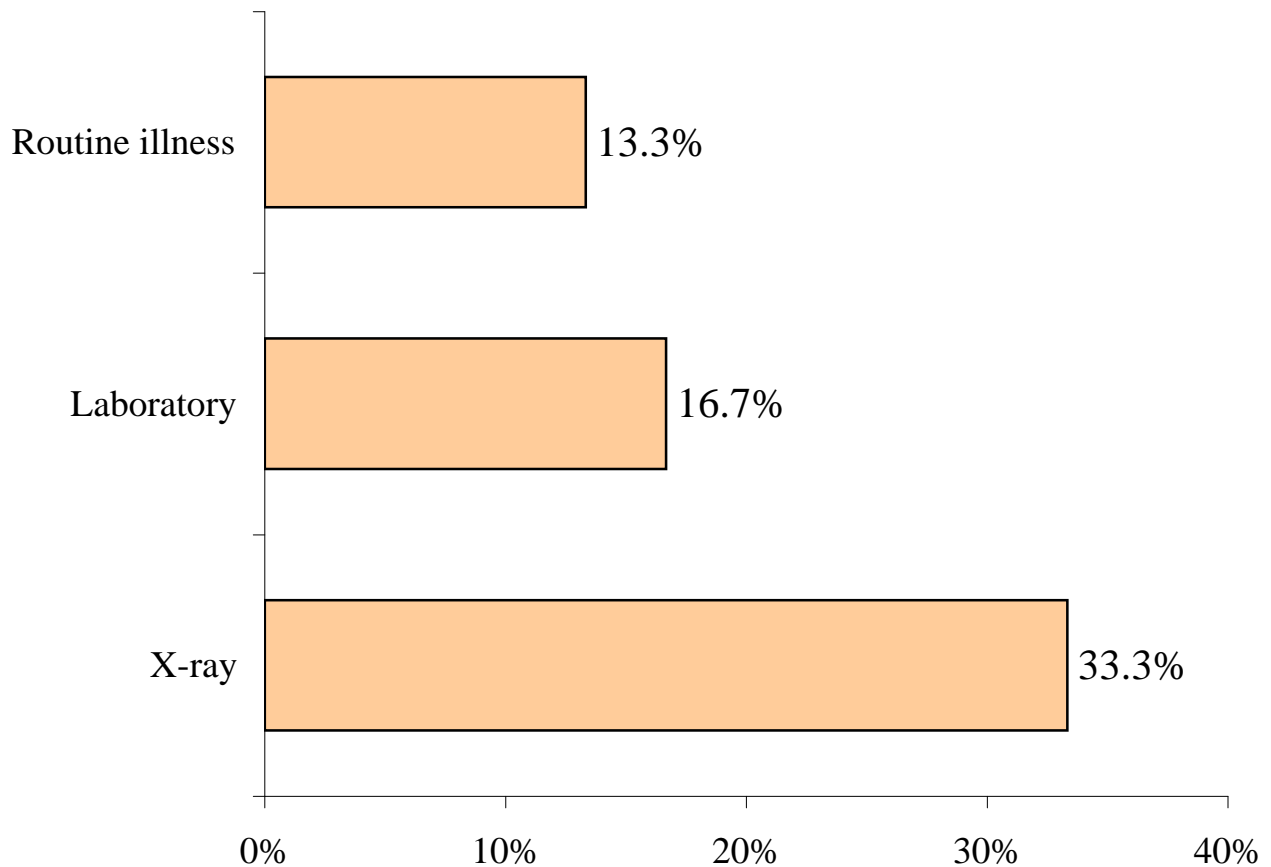
Response Category	City	No.	Percent
Adams County Hospital	West Union, OH	28	53.8%
Meadowview Regional Medical Center	Maysville, KY	9	17.3%
Clermont Mercy Hospital	Batavia, OH	2	3.8%
Brown County Hospital	Georgetown, OH	2	3.8%
Highland District Hospital	Hillsboro, OH	3	5.8%
Children's Hospital	Cincinnati, OH	3	5.8%
Mercy Hospital Anderson	Cincinnati, OH	1	1.9%
Columbus Children's Hospital	Columbus, OH	1	1.9%
Adena	Waverly, OH	1	1.9%
Name not given	Chillicothe, OH	1	1.9%
Don't know/No response		<u>1</u>	<u>1.9%</u>
<b>Total</b>		<b>52</b>	<b>100.0%</b>

Some respondents answered more than once.

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

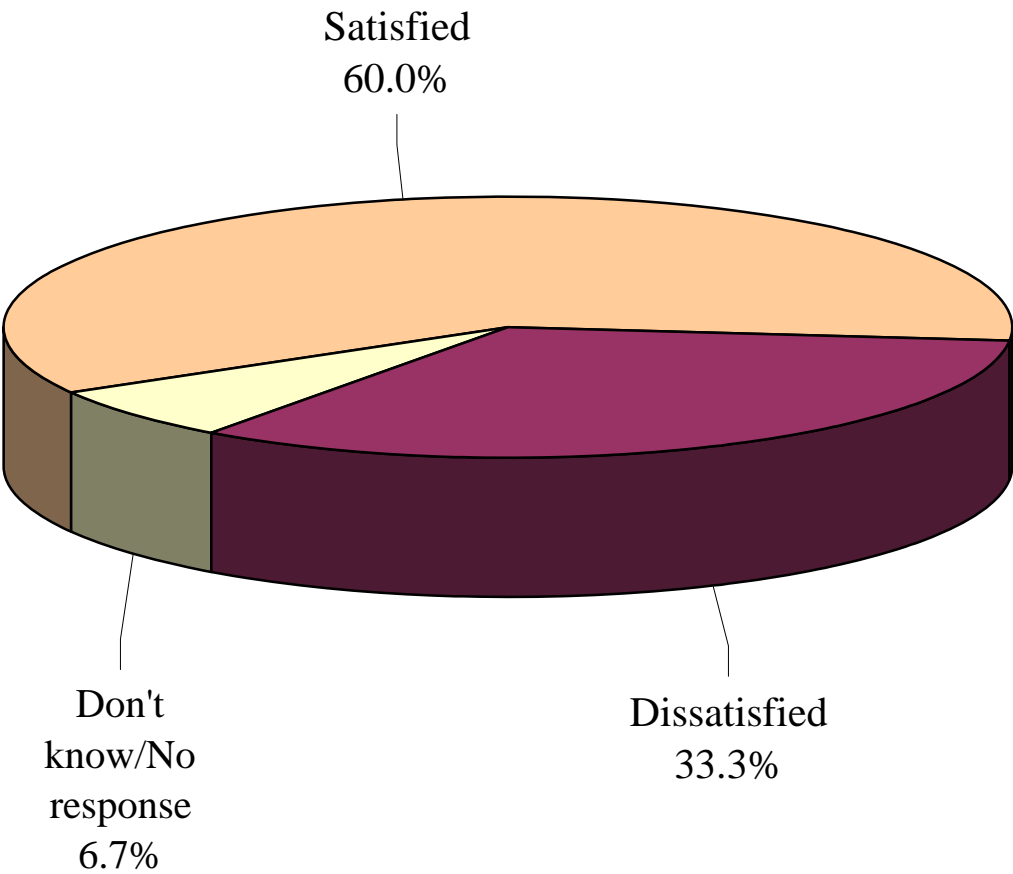
Response Category	No.	Percent
Routine illness	4	13.3%
Laboratory	5	16.7%
X-ray	10	33.3%
Trauma care	5	16.7%
Cardiac evaluation	3	10.0%
Respiratory therapy	2	6.7%
Don't know/No response	1	3.3%
<b>Total</b>	<b>30</b>	<b>100.0%</b>

Some respondents answered more than once.



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

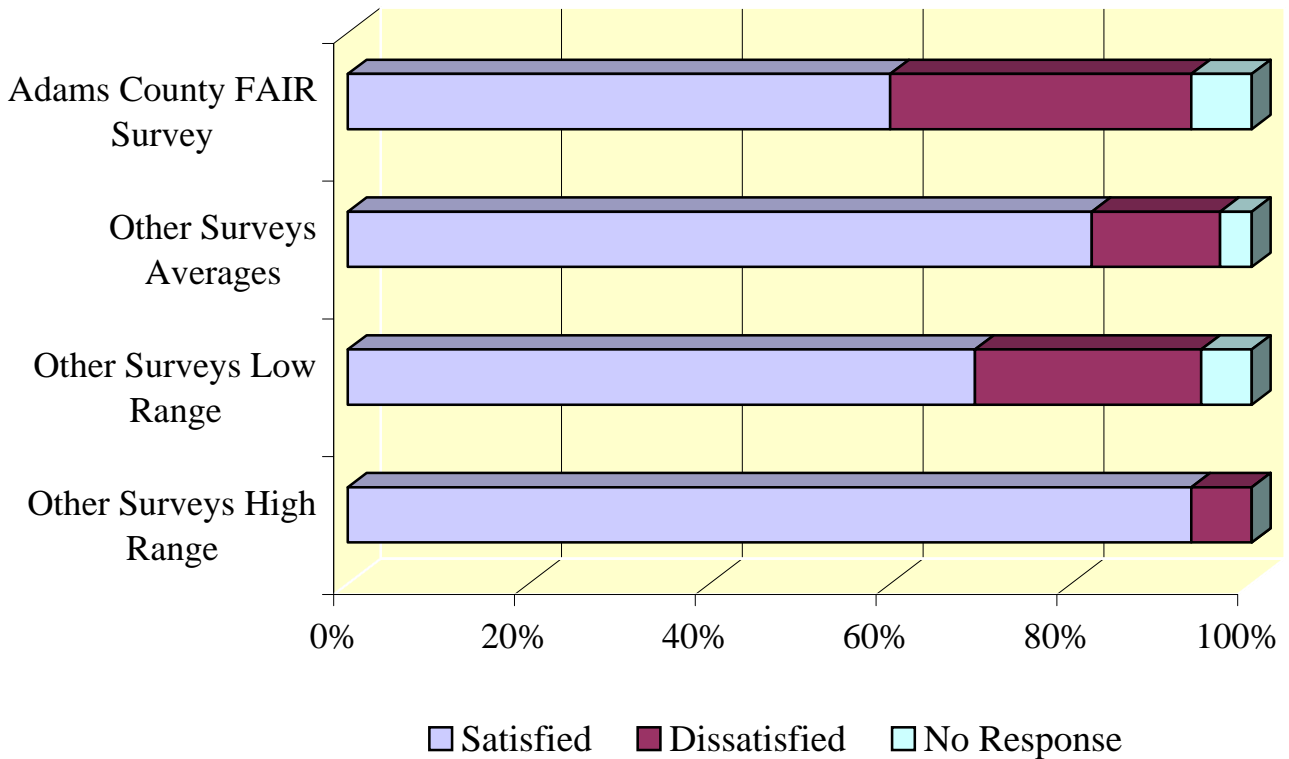
Response	No.	Percent
Satisfied	18	60.0%
Dissatisfied	10	33.3%
Don't know/No response	2	6.7%
Total	30	100.0%



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

**Compared to Other Studies**

Survey Area	Satisfied	Dissatisfied	No Response
Adams County FAIR Survey	60.0%	33.3%	6.7%
Other Surveys Averages	82.3%	14.2%	3.5%
Other Surveys Low Range	69.4%	25.0%	5.6%
Other Surveys High Range	93.3%	6.7%	0.0%



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

Response Category	No.	Percent
Resolved medical issue(s)	1	5.6%
Good care/service	4	22.2%
Professional, caring doctors/nurses/staff	1	5.6%
Don't know/No response	<u>12</u>	<u>66.7%</u>
Total	18	100.0%

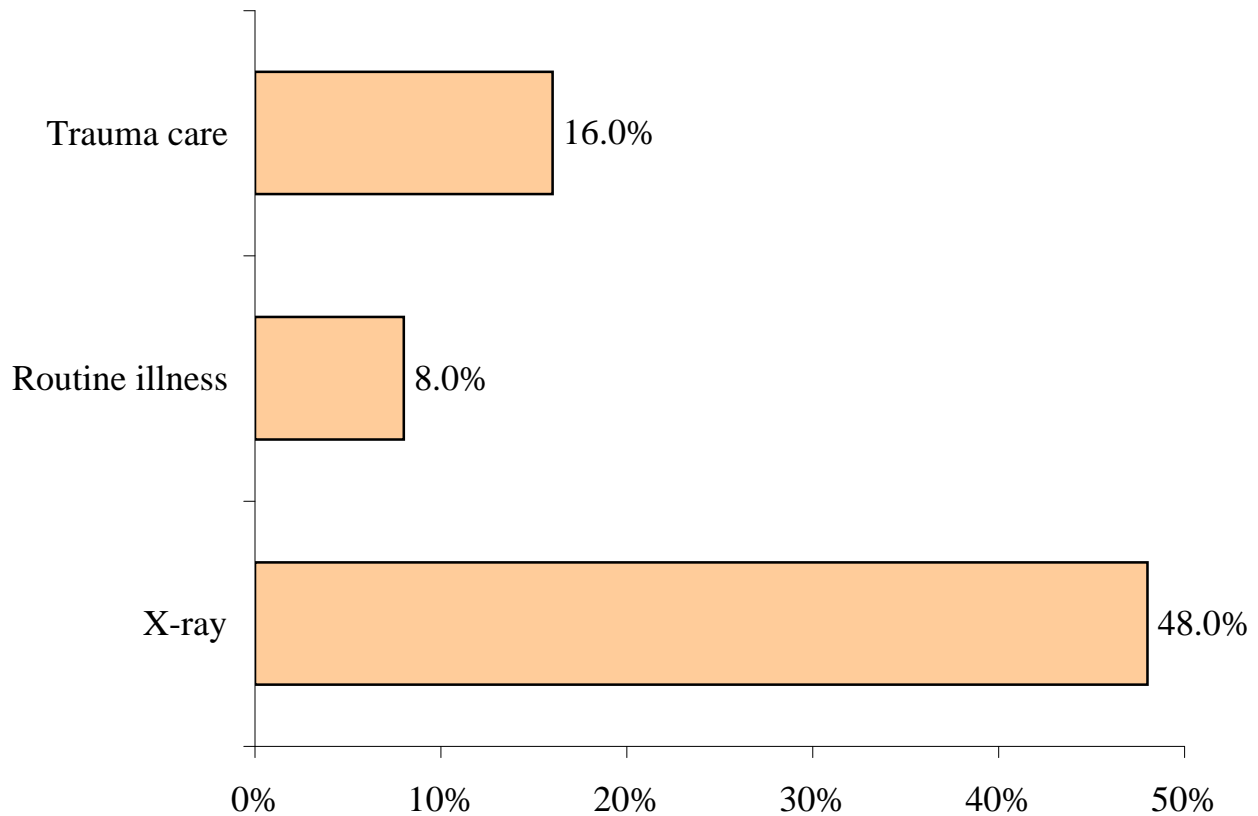
**FAIR Q19b-2. Why do you or someone in your household say that you were dissatisfied with the services you received at the emergency room in Adams County Hospital?**

Response Category	No.	Percent
Long waiting time	5	50.0%
Not satisfied with doctors/nurses	3	30.0%
Insurance difficulty	1	10.0%
Misdiagnosis	<u>1</u>	<u>10.0%</u>
Total	10	100.0%

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

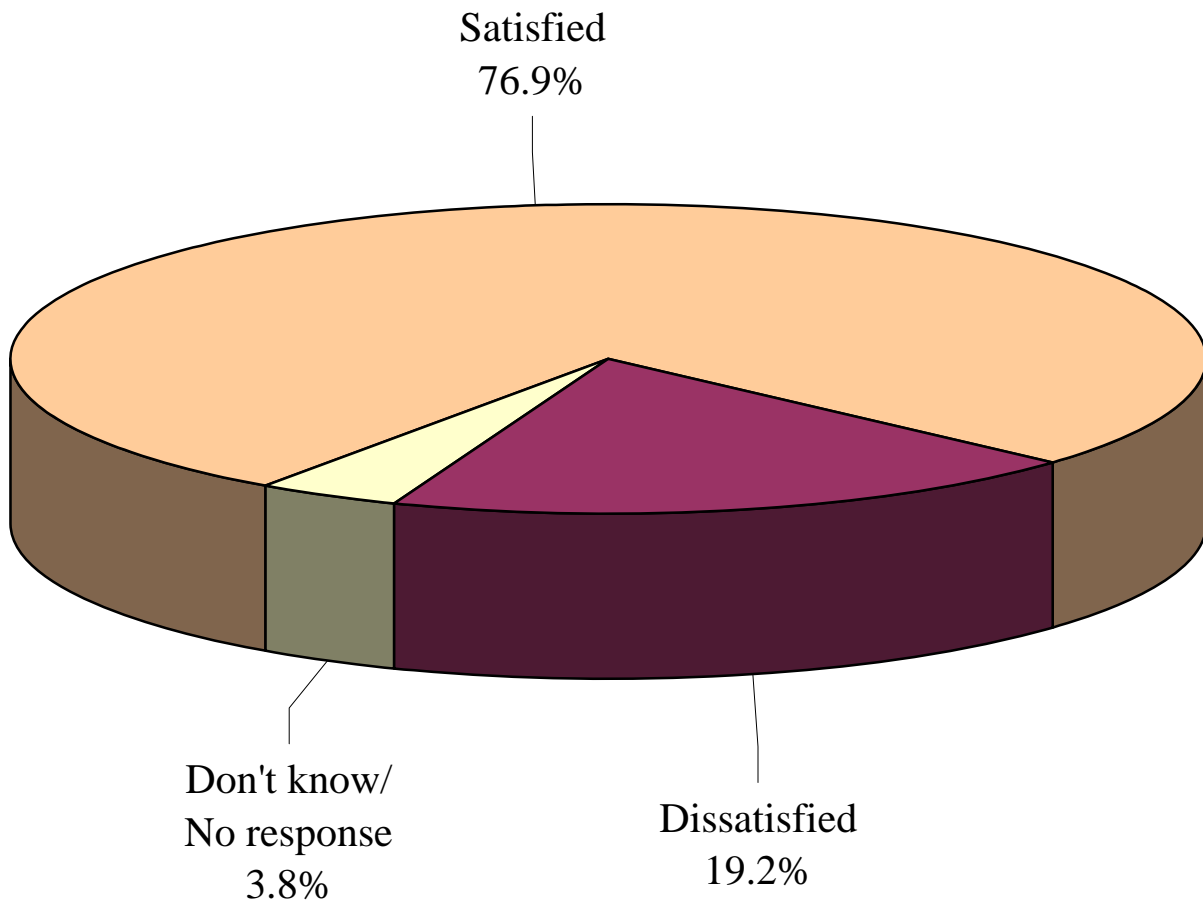
Response Category	No.	Percent
Trauma care	4	16.0%
Routine illness	2	8.0%
X-ray	12	48.0%
Laboratory	12	48.0%
Cardiac evaluation	6	24.0%
Respiratory therapy	3	12.0%
CT scan	1	4.0%
Don't know/No response	3	12.0%
Total	25	100.0%

Some respondents answered more than once.



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

Response Category	No.	Percent
Satisfied	20	76.9%
Dissatisfied	5	19.2%
Don't know/No response	1	3.8%
Total	26	99.9%



**FAIR ONLY Q. Why do you or someone in your household say that you were satisfied with the services you received at the emergency room in a hospital other than Adams County Hospital?**

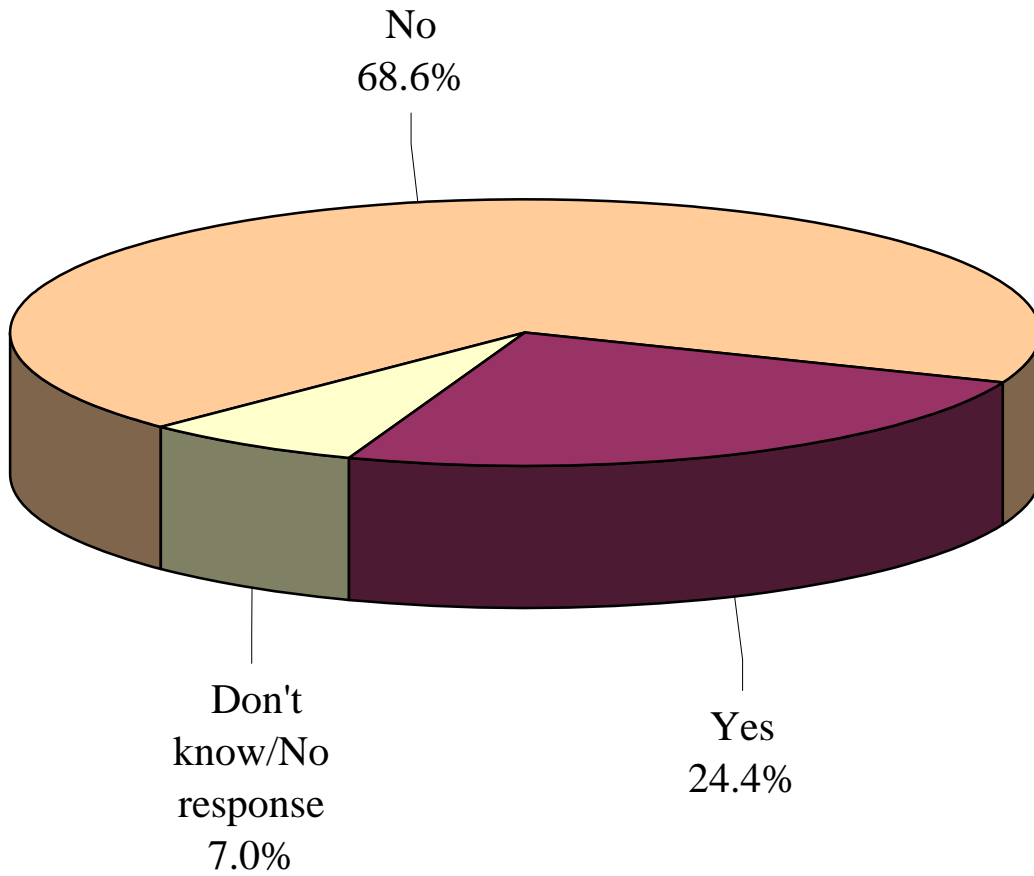
Response Category	No.	Percent
Quick response	5	25.0%
Just satisfied	2	10.0%
Professional, caring doctors/nurses/staff	2	10.0%
Good care/service	1	5.0%
Resolved medical issue(s)	1	5.0%
Don't know/No response	<u>9</u>	<u>45.0%</u>
Total	20	100.0%

**FAIR ONLY Q. Why do you or someone in your household say that you were dissatisfied with the services you received at the emergency room in a hospital other than Adams County Hospital?**

Response Category	No.	Percent
Not satisfied with doctors/nurses	4	80.0%
Long waiting time	<u>1</u>	<u>20.0%</u>
Total	5	100.0%

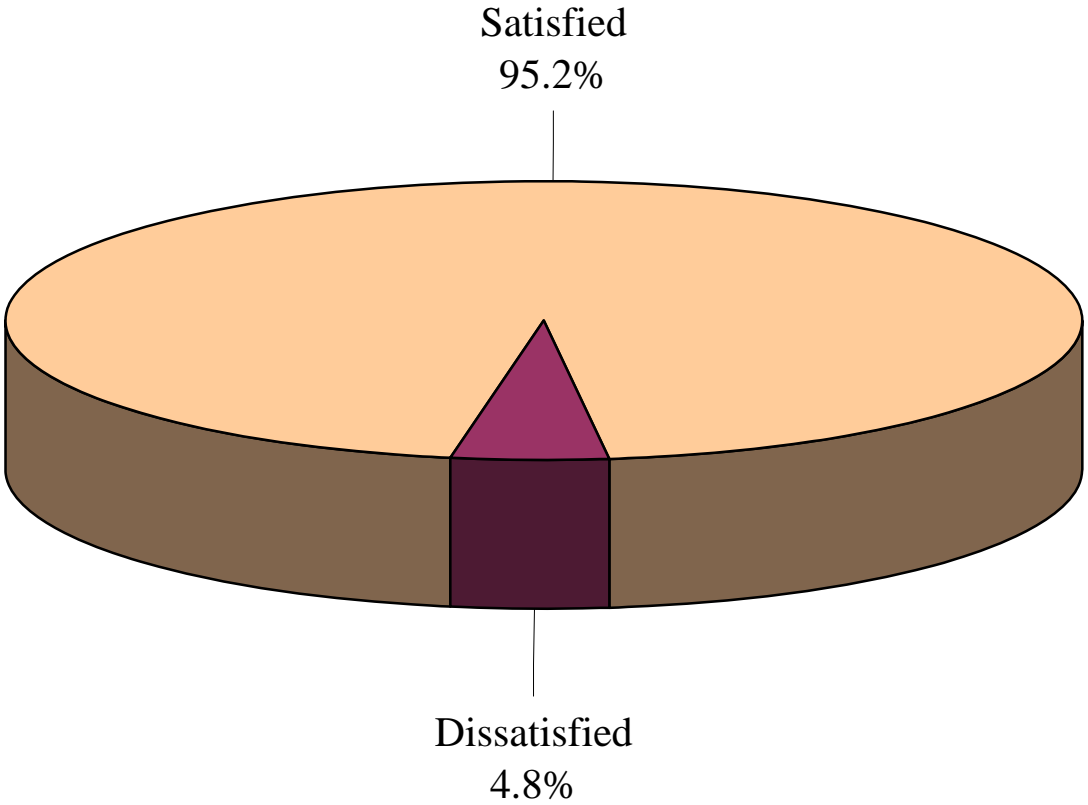
**FAIR ONLY Q. Have you or family member used  
the Hope Van in the last 24 months?**

Response Category	No.	Percent
No	59	68.6%
Yes	21	24.4%
Don't know/No response	<u>6</u>	<u>7.0%</u>
Total	86	100.0%



**FAIR ONLY Q. How satisfied were you or someone in your family  
with the services you received from the Hope Van?  
Would you say you were...?**

Response Category	No.	Percent
Satisfied	20	95.2%
Dissatisfied	<u>1</u>	<u>4.8%</u>
Total	21	100.0%



**FAIR ONLY Q. Why do you or someone in your household say that you were satisfied with the services you received from the Hope Van?**

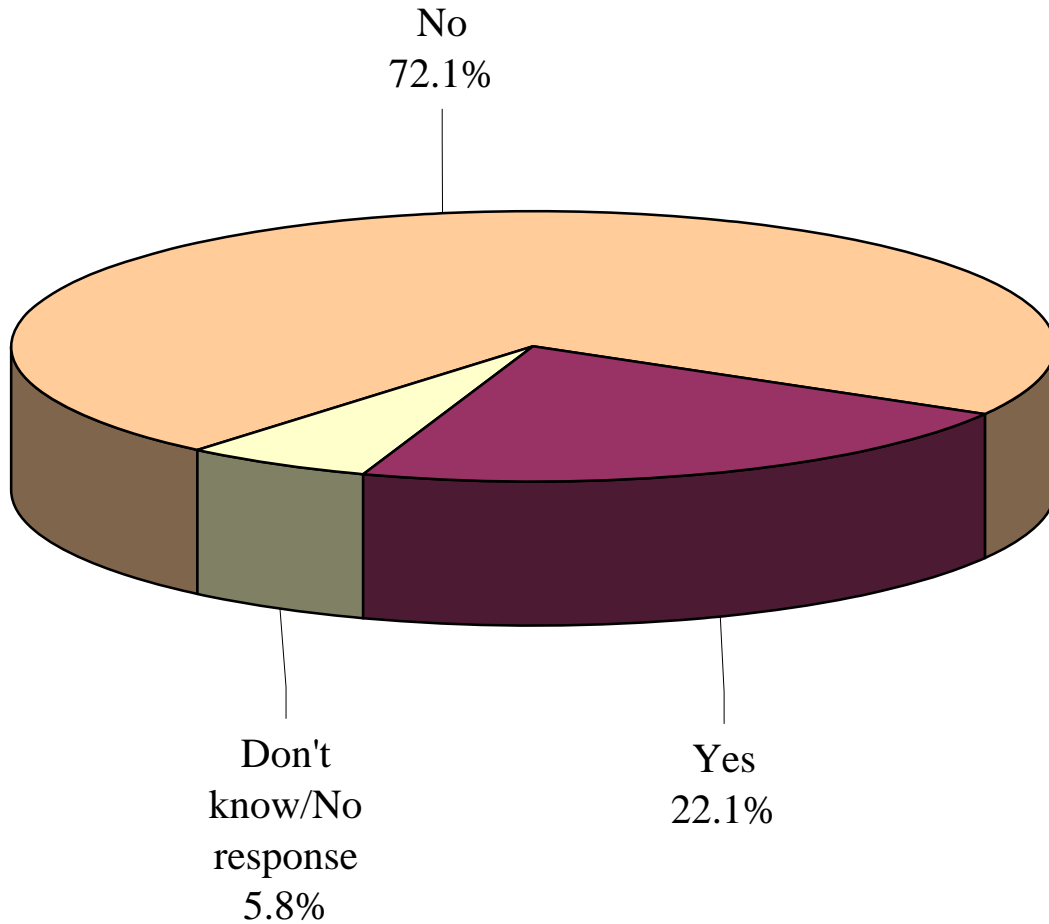
Response Category	No.	Percent
Good care/service	6	30.0%
Close/convenient	2	10.0%
Cost of care	2	10.0%
Professional, caring doctors/nurses/staff	2	10.0%
Just satisfied, no reason	1	5.0%
Quick response	1	5.0%
Don't know/No response	<u>6</u>	<u>30.0%</u>
Total	20	100.0%

**FAIR ONLY Q. Why do you or someone in your household say that you were dissatisfied with the services you received from the Hope Van?**

Response Category	No.	Percent
Dissatisfied with care, no reason	<u>1</u>	<u>100.0%</u>
Total	1	100.0%

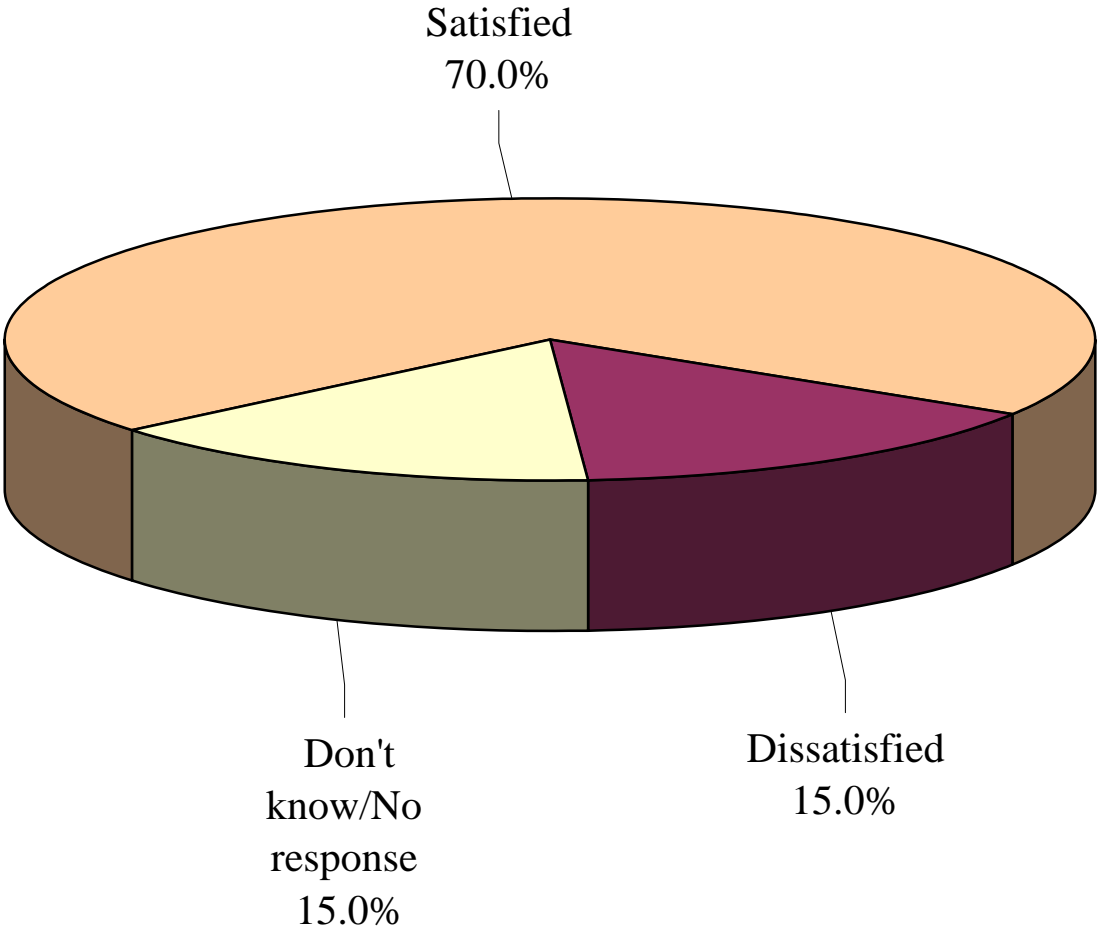
**FAIR Q22. Have you or a family member used the Southern Ohio Health Clinic at Seaman or Health Source at Seaman in the last 24 months?**

Response Category	No.	Percent
No	62	72.1%
Yes	19	22.1%
Don't know/No response	5	5.8%
Total	86	100.0%



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

Response Category	No.	Percent
Satisfied	14	70.0%
Dissatisfied	3	15.0%
Don't know/No response	3	15.0%
Total	20	100.0%



**FAIR ONLY Q. Why do you or someone in your family say that you were satisfied with the services you received from Southern Ohio Health Clinic at Seaman or Health Source at Seaman?**

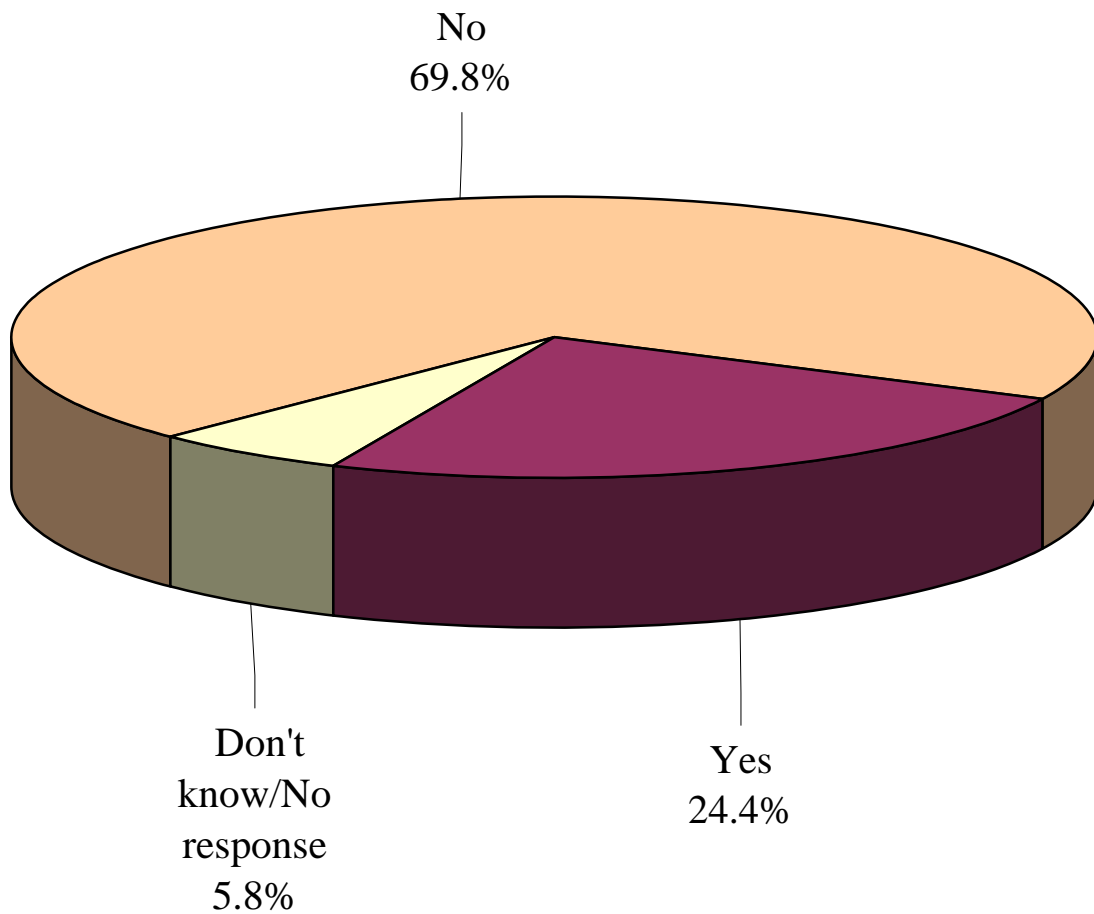
Response Category	No.	Percent
Just satisfied, no reason	4	28.6%
Good care/service	3	21.4%
Professional, caring doctors/nurses/staff	3	21.4%
Don't know/No response	4	<u>28.6%</u>
Total	14	100.0%

**FAIR ONLY Q. Why do you or someone in your family say that you were dissatisfied with the services you received from Southern Ohio Health Clinic at Seaman or Health Source at Seaman?**

Response Category	No.	Percent
Dissatisfied with doctors	2	66.7%
Lack of doctors	<u>1</u>	<u>33.3%</u>
Total	3	100.0%

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

Response Category	No.	Percent
No	60	69.8%
Yes	21	24.4%
Don't know/No response	<u>5</u>	<u>5.8%</u>
Total	86	100.0%



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

Response Category	No.	Percent
Satisfied	<u>21</u>	<u>100.0%</u>
Total	21	100.0%

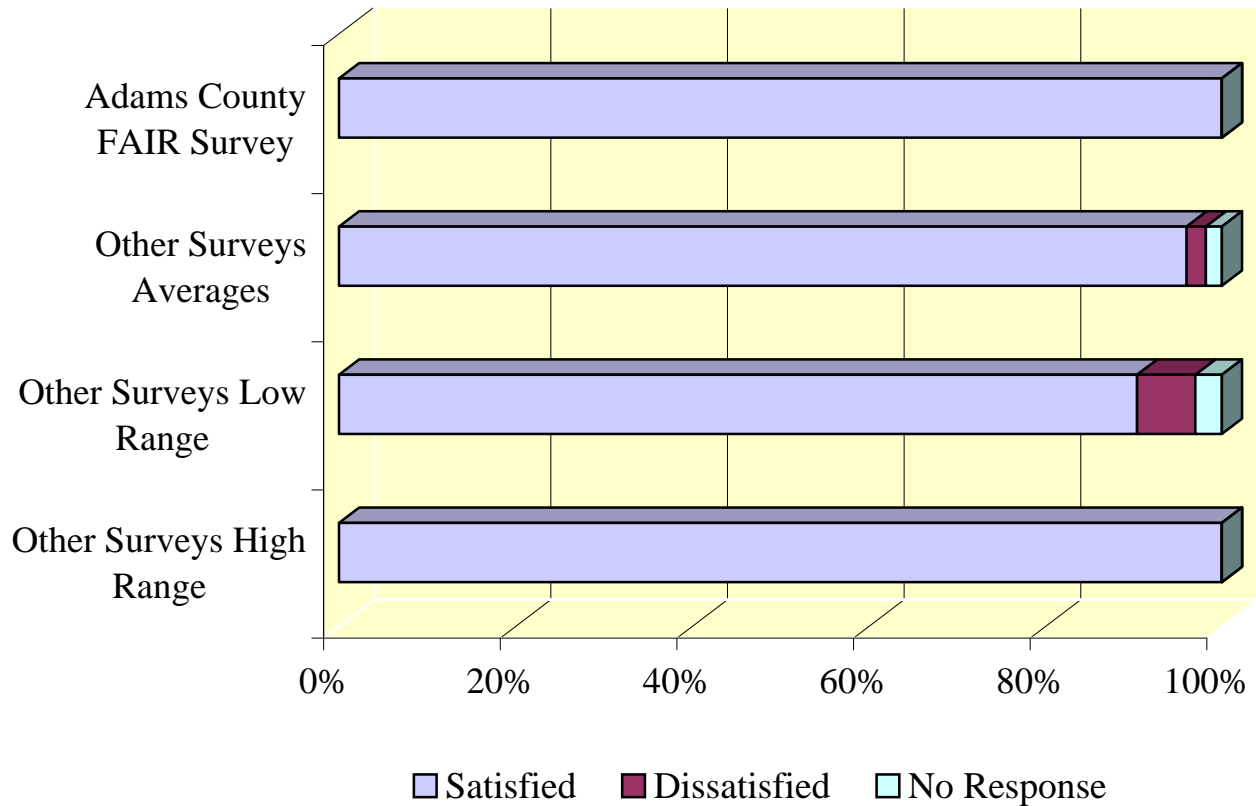
**FAIR ONLY Q. Why do you or someone in your household say that you were satisfied with the services you received from Adams County Health Department?**

Response Category	No.	Percent
Good care/service	7	33.3%
Just satisfied	4	19.0%
Quick response/short waiting time	3	14.3%
Don't know/No response	<u>7</u>	<u>33.3%</u>
Total	21	100.0%

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

**Compared to Other Studies**

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

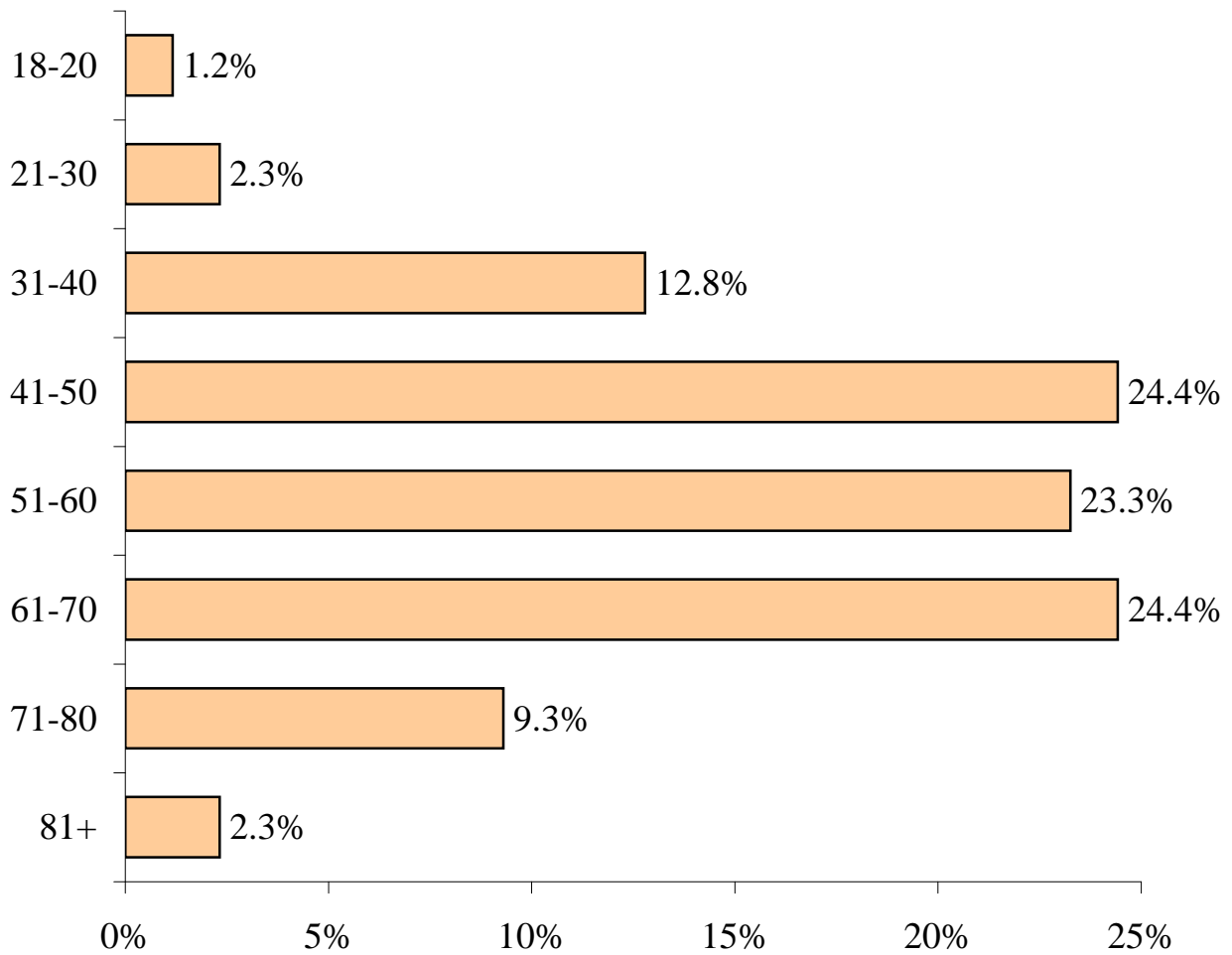


**FAIR Q26. What concerns you most about health care in your community?**

Response Category	No.	Percent
No concerns/complaints	3	3.5%
High cost of care	9	10.5%
Insurance companies dictating treatments	2	2.3%
Lack of doctors/need better doctors	12	14.0%
Availability of specialists	2	2.3%
Distance to health facilities	12	14.0%
Uncaring doctors/nurses/staff	3	3.5%
Just dissatisfied	4	4.7%
Closing of hospital/new hospital being built	4	4.7%
Lack of knowledge at hospital	3	3.5%
Ambulance does not take you where you want to go	2	2.3%
Lack of health care for children	2	2.3%
Alternative medicine	1	1.2%
Emergency room wait time	1	1.2%
Don't know/No response	<u>26</u>	<u>30.2%</u>
<b>Total</b>	<b>86</b>	<b>100.0%</b>

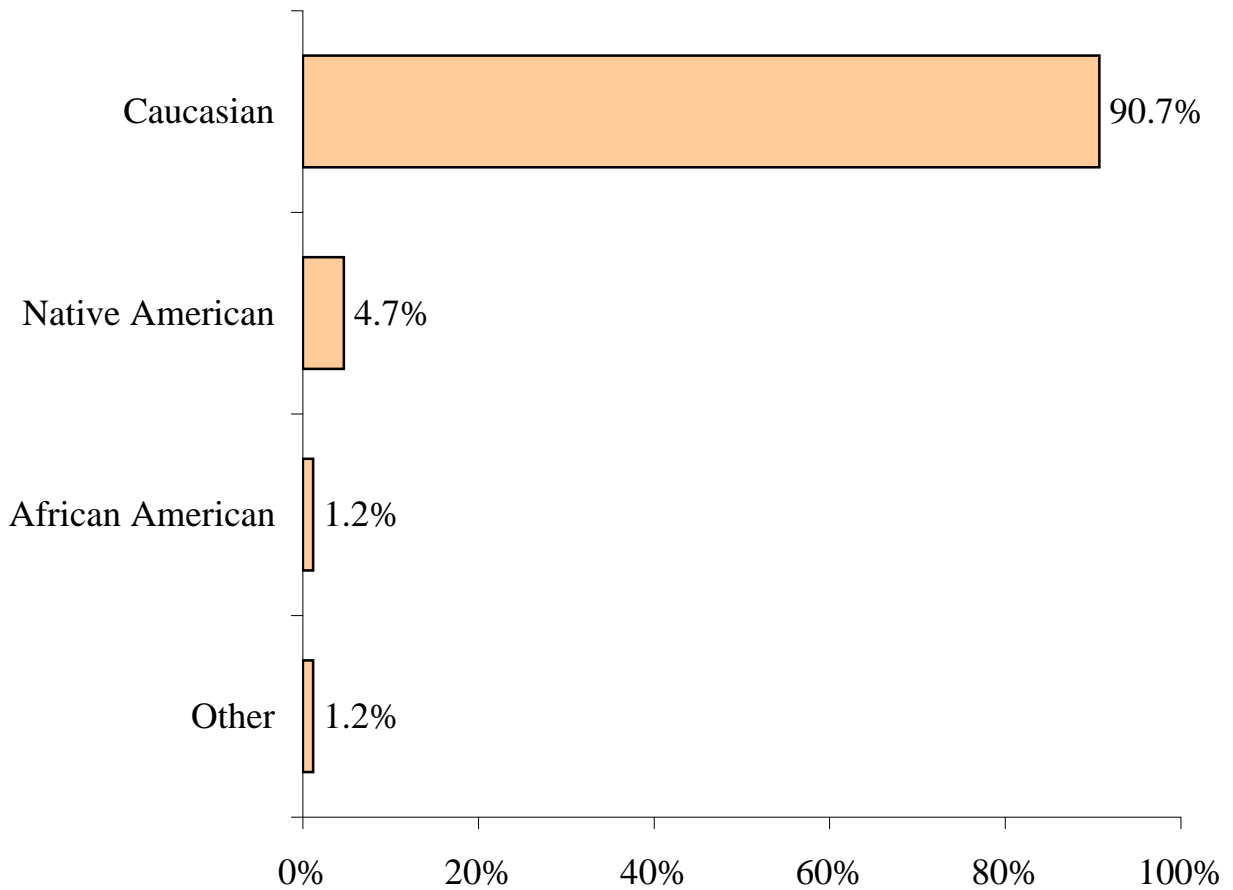
**FAIR Q27. What is your age?**

Response Category	No.	Percent
18-20	1	1.2%
21-30	2	2.3%
31-40	11	12.8%
41-50	21	24.4%
51-60	20	23.3%
61-70	21	24.4%
71-80	8	9.3%
81+	<u>2</u>	<u>2.3%</u>
Total	86	100.0%



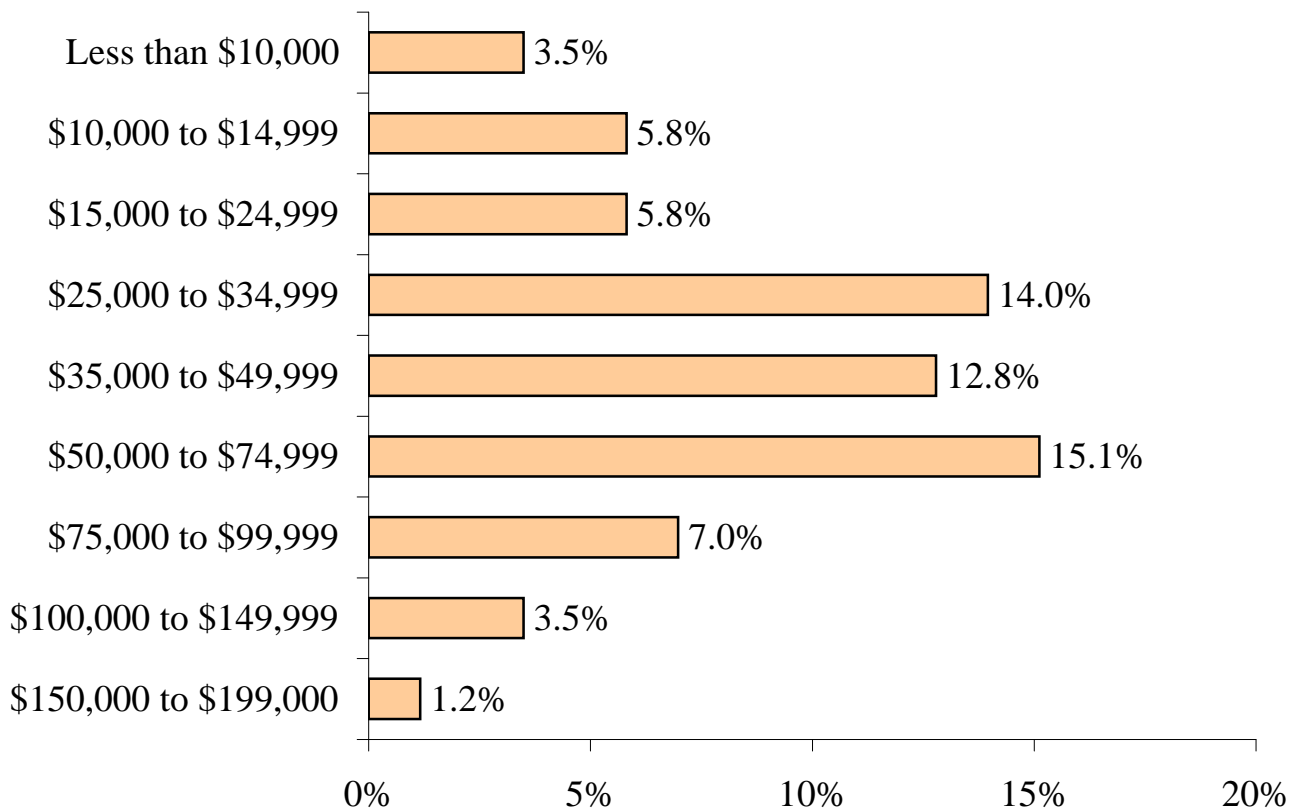
**FAIR Q28. What is your ethnicity?**

Response Category	No.	Percent
Caucasian	78	90.7%
Native American	4	4.7%
African American	1	1.2%
Other	1	1.2%
Don't know/No response	<u>2</u>	<u>2.3%</u>
Total	86	100.1%



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

Response Category	No.	Percent
Less than \$10,000	3	3.5%
\$10,000 to \$14,999	5	5.8%
\$15,000 to \$24,999	5	5.8%
\$25,000 to \$34,999	12	14.0%
\$35,000 to \$49,999	11	12.8%
\$50,000 to \$74,999	13	15.1%
\$75,000 to \$99,999	6	7.0%
\$100,000 to \$149,999	3	3.5%
\$150,000 to \$199,000	1	1.2%
Don't know/No response	<u>27</u>	<u>31.4%</u>
Total	86	100.0%



### FAIR Q30. What is your gender?

Response Category	No.	Percent
Female	69	80.2%
Male	12	14.0%
No response	5	5.8%
Total	86	100.0%

