

Community Hospital • Community Survey General Results

1. Do you feel there are sufficient doctors to meet local needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes- sufficient	333	72.2	72.2	72.2
	No - insufficient	105	22.8	22.8	95.0
	Unsure	23	5.0	5.0	100.0
	Total	461	100.0	100.0	

2. Does your family have a doctor that you have seen at least once in the past two years?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes - continue	402	87.2	87.2	87.2
	No - to Q#6	59	12.8	12.8	100.0
	Total	461	100.0	100.0	

3. What are the most important reasons why you chose your family doctor?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Convenience/Location	131	28.4	32.6	32.6
	Dr. reputation	98	21.3	24.4	57.0
	Dr. referral/recommendation	29	6.3	7.2	64.2
	Friend/Family recommendation	35	7.6	8.7	72.9
	Insurance reasons	39	8.5	9.7	82.6
	Long-term relationship with Dr.	39	8.5	9.7	92.3
	Specialist	4	.9	1.0	93.3
	Other	17	3.7	4.2	97.5
	Refused	10	2.2	2.5	100.0
	Total	402	87.2	100.0	
Missing	System	59	12.8		
Total		461	100.0		

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9. If you required hospitalization and your doctor would care for you at the hospital of your choice, which area hospital would be your first choice?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Springview Hospital	66	14.3	14.3	14.3
	Port Charles Hospital	132	28.6	28.6	43.0
	Doctor's Hospital	63	13.7	13.7	56.6
	General Hospital	21	4.6	4.6	61.2
	Community Hospital	96	20.8	20.8	82.0
	Pine Crest Hospital	23	5.0	5.0	87.0
	Other	14	3.0	3.0	90.0
	Unsure	27	5.9	5.9	95.9
	Advanced Health	9	2.0	2.0	97.8
	Lakeside Hospital	10	2.2	2.2	100.0
	Total	461	100.0	100.0	

9. If you required hospitalization and your doctor would care for you at the hospital of your choice, which area hospital would be your first choice? - Other hospitals

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		447	97.0	97.0	97.0
	Chicago	7	1.5	1.5	98.5
	Ann Arbor	1	.2	.2	98.7
	Texas	2	.4	.4	99.1
	Regional	1	.2	.2	99.3
	New York	2	.4	.4	99.8
	Mayo Clinic	1	.2	.2	100.0
	Total	461	100.0	100.0	

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21. Up-to-date technology

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	True	181	39.3	39.3	39.3
	False	127	27.5	27.5	66.8
	Unsure/Don't Know	153	33.2	33.2	100.0
	Total	461	100.0	100.0	

22. Good Doctors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	True	216	46.9	46.9	46.9
	False	119	25.8	25.8	72.7
	Unsure/Don't Know	126	27.3	27.3	100.0
	Total	461	100.0	100.0	

23. In the past two years, have you visited Community Hospital for any reason?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes - visited, continue	241	52.3	52.3	52.3
	No, did not visit - skip to Q #30	220	47.7	47.7	100.0
	Total	461	100.0	100.0	

24. What were you visiting for?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dr./Physican visit	22	4.8	9.1	9.1
	ER/Urgent Care	85	18.4	35.3	44.4
	Lab Work/tests/x-rays	57	12.4	23.7	68.0
	Patient in the hospital	30	6.5	12.4	80.5
	Physical therapy/Rehab	3	.7	1.2	81.7
	Visiting a patient	43	9.3	17.8	99.6
	Refused/NA	1	.2	.4	100.0
	Total	241	52.3	100.0	
Missing	System	220	47.7		
Total		461	100.0		

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29. Would you consider using Community Hospital's services in the future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	165	35.8	68.5	68.5
	No, because	67	14.5	27.8	96.3
	Unsure/NA	9	2.0	3.7	100.0
	Total	241	52.3	100.0	
Missing	System	220	47.7		
Total		461	100.0		

29. Would you consider using Community Hospital's services in the future? - If no, why?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		394	85.5	85.5	85.5
	A nurse delivered our baby	1	.2	.2	85.7
	Alot of trouble with knee replacement, next time I would go to a bigger hospital	1	.2	.2	85.9
	Bad	1	.2	.2	86.1
	Bad care	1	.2	.2	86.3
	Bad doctors in the ER	1	.2	.2	86.6
	Bad experiences	1	.2	.2	86.8
	Bad healthcare	1	.2	.2	87.0
	Bad reviews from friends	1	.2	.2	87.2
	Bad service	1	.2	.2	87.4
	Billing is screwed up	1	.2	.2	87.6
	Did not like the service	1	.2	.2	87.9
	Dirty, unkept, bad services.	1	.2	.2	88.1
	Doctor's didn't care.	1	.2	.2	88.3
	Doctor is elsewhere	1	.2	.2	88.5
	Doctors are in Smallville	1	.2	.2	88.7
	Doctors don't care about patients. Whabey and Coxfield are the only good ones.	1	.2	.2	88.9
	Don't trust them	1	.2	.2	89.2
	Don't trust them with my life, they screw up too much	1	.2	.2	89.4
	Had service	1	.2	.2	89.6
	Heard bad things	1	.2	.2	89.8
	Horrible treatment	1	.2	.2	90.0

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34. How many years have you lived at your current address?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 1 year	16	3.5	3.5	3.5
	1-2 years	33	7.2	7.2	10.6
	3-4 years	37	8.0	8.0	18.7
	5-9 years	68	14.8	14.8	33.4
	10-14 years	80	17.4	17.4	50.8
	15+ years	224	48.6	48.6	99.3
	Unsure/Refused/NA	3	.7	.7	100.0
	Total	461	100.0	100.0	

35. What city or township do you live in?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	River Twp.	50	10.8	10.8	10.8
	Rolling Hills Twp.	31	6.7	6.7	17.6
	City of Greatland	19	4.1	4.1	21.7
	Treeview Twp.	50	10.8	10.8	32.5
	Jefferson Twp.	50	10.8	10.8	43.4
	Washington Twp.	50	10.8	10.8	54.2
	Hope Twp.	50	10.8	10.8	65.1
	Grant Twp.	57	12.4	12.4	77.4
	City of Industry	104	22.6	22.6	100.0
	Total	461	100.0	100.0	

36. How many people live in your household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	One	72	15.6	15.6	15.6
	Two	204	44.3	44.3	59.9
	Three	72	15.6	15.6	75.5
	Four or more	111	24.1	24.1	99.6
	Refused	2	.4	.4	100.0
	Total	461	100.0	100.0	