



Cheyenne County Telephone Survey Results

Kansas Rural Health Options Project
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Introduction

In an effort to provide useful information resources to rural community and health care leaders, the Kansas Rural Health Options Project (KRHOP) has teamed with the Office of Local Government, a unit of the Department of Agricultural Economics and K-State Research and Extension, to develop this report as a component of the *Kansas Rural Health Works* program. KRHOP is a partnership of the Bureau of Local and Rural Health at the Kansas Department of Health and Environment, the Kansas Hospital Association, the Kansas Board of Emergency Medical Services and the Kansas Medical Society. *Kansas Rural Health Works* is supported by a federal grant to KRHOP (No. 5 H54 RH 00009-03) from the Health Resources and Services Administration, Office of Rural Health Policy.

The purpose of this report is to share the results of a county telephone survey. The purpose of the survey was to better understand local residents health-related needs and behaviors, and to gauge community perceptions relating to health-related issues. The questions included in the survey were devised and approved by the Cheyenne County Rural Health Works Steering Committee

Cheyenne County Health Market Area

The Cheyenne County Health Market Area was defined by the county boundaries. A random sample of land-line telephone numbers from the St. Francis (67756) and Bird City (67731) were contacted. All survey respondents were asked to verify they lived in Cheyenne County by reporting their residential zip code. The resulting distribution by zip code is shown below.

Geographic Distribution of Survey Respondents

Zip Code	City	Frequency	Percent
67756	St. Francis	171	80.7%
67731	Bird City	41	19.3%
	Total	212	100.0%

Survey Results

The survey research unit of the Docking Institute, Ft. Hays State University, conducted the random telephone survey between May 31 and June 8, 2011. They collected 212 completed surveys. The cooperation rate was 74%. In addition, 172 other respondents agreed to complete the survey, but were in an age demographic that had already been fulfilled. If these additional respondents are counted, the cooperation rate would have been 83%. All but three of the respondents had lived in the county for more than one year.

Demographics

Across the demographic categories for which data were collected (Table Q1b and Table Q26), the survey respondents were generally representative of the population in some respects but not all. In most surveys of rural residents, responses typically skew toward the older population. For this survey, an effort was made to achieve representativeness across age categories. However, people in the youngest age category, 18-34, remained elusive. In emphasizing age, a roughly representative distribution was obtained (Q1b), but an unintended consequence was to over-sample female respondents (Q26).

Health Care Provider Usage

Regarding patterns of health care provider usage (Q2-Q4), the majority of respondents (63%) use a Primary Care Physician. Another 22% see a Physician's Assistant. Only 2% regularly use a Nurse Practitioner. Five percent of respondents reported they don't see anyone for health care needs. About 82% of respondents have seen their primary health care provider within the past year. Two percent of respondents have not seen a doctor in the past five years.

About 82% of all respondents go to a Cheyenne County-based primary care provider. The most frequent alternatives are Wray, CO (6%) and Goodland (4%). Extrapolating these rates to the entire adult population (2,259), we estimate that Cheyenne County providers are capturing 1,858 of adult visits for adult routine health care. About 401 potential adult patients are receiving their primary health care services outside of Cheyenne County. If childrens' physician usage mirrors adult usage and we extrapolate to the total county population (2,734), this would suggest 492 patients receive out-of-county services. The vast majority of respondents (99%) were satisfied with the services received from a St. Francis-based provider.

General Hospital Usage

A series of questions inquired about hospital usage in the past 12 months (Q5-Q6). Sixty-one percent of respondents said that they or another household member had used inpatient or outpatient hospital services within the recent past. Of those, 61% of all respondents used the Cheyenne County Hospital for services. The most frequent alternative destinations were the Goodland Regional Medical Center (8%), the Hays Medical Center (6%), or any Denver hospital (6%). The reasons cited for hospital preference varied, and included distance from home (18%), personal preference (17%), specialty services (15%), emergency (14%), family reasons (13%), and doctor referral (12%).

Cheyenne County Hospital Usage and Perceptions

Questions 7-8 focused on use and perceptions of the Cheyenne County Hospital. Ninety-two percent of respondents in the overall sample had prior experience with the facility. Most recently, they received outpatient treatment (58%), emergency (24%) or inpatient (13%) services. Ninety percent of those who had experience with the hospital were either satisfied or somewhat satisfied with the services received. About ten percent indicated a level of dissatisfaction for some reason.

Bird City Clinic Usage and Perceptions

Question 9 inquired about usage of the Bird City Clinic. Thirty-two percent of respondents had prior experience using the clinic. Of those, 94% indicated satisfaction with their experience. When asked whether current office hours at the clinic were adequate to meet their needs, 78% said yes, 12% said no, and 10% were unsure.

Usage and Satisfaction of Other Health-Related Services

Question 10 queried respondents about their use of Cheyenne County health service providers and their satisfaction with the services received. After first being asked where they most often obtain service, anyone identifying a Cheyenne County provider was also asked how satisfied they were with the service received. If the respondent indicated they used a non-local provider, they were asked if they had ever had experience with the local provider.

Of the 212 respondents, the most frequently used services included pharmacy (75%), dentist (75%), chiropractor (60%), and physical therapy (43%). Respondents also were asked about their usage of services of an eye doctor. Only 6% indicated they did not need such service. Again, extrapolating to the entire adult population of the county, this would suggest there are 2,123 potential adult patients in Cheyenne County. If, as with other health service providers, the capture rate were 75%, this would potentially yield 1,592 adult patients. We can extrapolate the service capture and leakages by applying the total or adult population that used a local or non-local service provider.

For those who did use Cheyenne County-based service providers, there was almost universal satisfaction with the services received.

Among other service providers (Q10i), 54% of the sample had experience with the county health department and were overwhelmingly satisfied with the services received. Similar levels of satisfaction were reported by those who used ambulance service. Assisted living and long-term care services also provided a high degree of satisfaction.

Transportation Assistance

Respondents were asked several questions about the need for transportation assistance (Q11). Some 8% of respondents indicated that they must regularly travel outside of Cheyenne County for medical treatment. Approximately 12% percent of respondents indicated that transportation to medical appointments either within or outside of Cheyenne County represented a challenge (Q11a). We know that there are an estimated 1,238 households in the county. This would suggest that about 146 households had transportation challenges going to regular medical appointments.

Community Wellness Center

Questions 12a -12c asked about a community wellness center. After indicating that a full-service wellness and fitness center providing unlimited access to a range of fitness services did not currently exist in the county, respondents were asked whether the need for such a facility existed. Seventy-two percent of those responding indicated the need for such a center existed. Further, all respondents were asked whether such a center should include an indoor pool. Sixty-four percent indicated that it should include an

indoor pool. When asked if such a center existed, whether someone from their household use it, 75% indicated they would. Finally, of those who would use a fitness center, 94% indicated they would be willing to pay a fee for access.

Appendix 1 contains several tables showing the responses to these questions broken apart by demographic characteristics. The detail provided may provide insight into whether any differences of opinion exist across any age groups, gender, or income categories. Caution is needed when interpreting the results, however. The survey findings are general only across the entire sample. When breaking the responses into subgroups, the total number needed to extrapolate to the larger classes of age, gender, or income (200 responses) is insufficient.

Health Service Needs

Several questions inquired about survey participants perception of local health service needs. When asked about the need for a local eye doctor (Q13), 75% indicated the need for such a provider existed. When asked whether the hospital should offer maternity services (Q14), 89% believed it should. Finally, when asked whether they believed there was a need for an inpatient treatment facility for the elderly suffering from psychiatric disorders such as Alzheimer's Disease (Q15), 77% of respondents agreed.

Adequacy of Services for Retirees

Eighty-six percent of respondents indicated that it was their general intent to remain in Cheyenne County throughout retirement (Q16). When asked whether they believed health services in the county were adequate to sustain the needs of the elderly, 71% agreed while 25% disagreed. Additional detail broken out by demographic category is provided in Appendix 1. Caution is needed, however, when interpreting these results.

Nursing Care Facilities

A significant issue under active community consideration is the future the Good Samaritan Society - St. Francis Village nursing care facility. Since being destroyed by fire in October, 2010, the facility was rebuilt to a lesser capacity than previously existed. The Good Samaritan Society would now like to transfer ownership of the facility to Cheyenne County. Questions 17-20 report respondents' views on several related questions.

When asked whether there was need for assisted living apartments at the facility, 88% of respondents agreed. Of those perceiving the need for assisted living apartments, 86% thought they should be added even if it required partial funding with taxes. To the extent these responses represent the general views of county residents, we would calculate that 76% of all adults in Cheyenne County would be willing to see public resources invested in adding assisted living facilities to St. Francis Village. This conclusion should be tempered, however, by realization that survey respondents are not necessarily motivated voters, and that even small changes in the wording of a question might elicit very different results.

As a follow up to the assisted living question, respondents were asked whether single occupancy, private pay, skilled nursing rooms should be added to the facility. Sixty-eight percent of respondents agreed. Of those who agreed, 79% indicated they would support

public investment to see such facilities added. This represents 54% of the adult population of Cheyenne County.

Regarding the question of potential county takeover of the facility, survey participants were given the following information: " As you probably know, the local nursing home is owned by a non-profit organization, Good Samaritan Society of Sioux Falls, South Dakota. This facility is only a double occupancy, skilled nursing home with independent living apartments on site. This property is not for sale by the owner. Since the fire in October 2010, the nursing facility has been partially restored to accommodate fewer residents. The Good Samaritan Society wants to transfer ownership of the facility to the county. If the county takes ownership the facility, a tax subsidy may be required to sustain operations at this reduced capacity."

Respondents were then asked, " To keep the existing facility operating, would you approve of the county assuming ownership of the facility, even if it would mean being partially funded by taxes?" Seventy-five percent answered affirmatively while 16% disagreed.

Regarding public investment in expanded facilities, participants were first told: "Prior to the fire, the Good Samaritan Society had identified a need for single occupancy private pay skilled nursing rooms and assisted living apartments. These units are not dependent on governmental reimbursement sources, but are desired by individuals who are capable of paying cash. Adding these rooms would improve the financial performance of the Long Term Care Facility significantly, and provide a full range of assisted living options for the elderly in Cheyenne County including independent living apartments, assisted living apartments, double occupancy skilled nursing rooms and single occupancy private pay skilled nursing rooms.

If after studying the county's long term care needs it is determined that expanding the facility by adding private pay single occupancy skilled nursing rooms and assisted living apartments to the existing nursing home would make the facility more self sufficient in the long-term, would you approve of the county making such additions, even if it would mean being partially funded by taxes?" Seventy-eight percent of respondents agreed and 15% disagreed.

Additional detail regarding these questions are shown in Appendix 1, but caution must be applied when interpreting these results.

Use of the Internet

Seventy-five percent of survey respondents indicated that they used the Internet (Q21). With appropriate caution about extrapolating small numbers, only about nine percent in the youngest demographic group did not use the Internet, and about 40% in the oldest demographic did. As seen in the demographic breakout, there is a significant income effect on Internet usage.

Among those who did use the Internet, 74% said they had used it previously to find health-related information. Only 10% had previously used it to find locally-available health-related information or service providers. However, 84% were somewhat or very confident that if they needed local information they would be able to find it.

Concluding Observations

The survey of Cheyenne County area residents provides insight into the health-related needs and behaviors of local residents. It highlights the challenges of local healthcare providers by showing the level of service leakage. It also suggests that if residents can be persuaded to try local providers, they are likely to get a highly satisfactory level of service.

Many of the inquiries into the level of distress experienced by local households suggests only smaller proportions of the citizenry are experiencing problems with such things as transportation challenges. Two points are germane here. First, small percentages extrapolated to the larger community translate into fairly high numbers of households experiencing distress. The second point that must be acknowledged are the challenges reaching the youngest age demographic, the most likely group to go without healthcare service.

Regarding the central questions of public investment in new and expanded facilities, there appears to be general public support for a new wellness/fitness center and the public takeover and expansion of nursing care facilities. These results, however, should not be taken as a public mandate. Any future action should require additional study and public discussion.

Still, our objective has been to provide insight into the health-related wants and needs of area residents. To the extent this can be translated into constructive action to strengthen local healthcare providers and enhance access to needed services, is a question left to the community to ponder.

Q1. Could you please tell me your zip code?

Zip Code	City	Frequency	Percent
67756	St. Francis	171	80.7%
67731	Bird City	41	19.3%
	Total	212	100.0%

Q1b. What age group are you in?

Response	Survey		Census	
	Frequency	Percent	Population	Percent
18-24	6	2.8%	187	8.0%
25-34	19	9.0%	204	9.0%
35-44	20	9.4%	277	12.0%
45-54	52	24.5%	479	21.0%
55-64	57	26.9%	382	17.0%
65-74	25	11.8%	289	13.0%
75+	33	15.6%	441	20.0%
Total	212	100.0%	2,259	100.0%

Q2. Which of the following medical professionals do you use for most of your routine health care?

Response	Frequency	Percent
Primary Care Physician	133	62.7%
Nurse Practitioner	4	1.9%
Physician's Assistant	47	22.2%
None, don't see anyone	10	4.7%
Other	16	7.5%
Don't know	2	0.9%
Refused	0	0.0%
Total	212	100.0%

Q2a. What other medical professional was identified?

Response	Frequency	Percent
Doctor	9	56.3%
Chiropractor	3	18.8%
Whoever is available	4	25.0%
Total	16	100.0%

Q3. When is the last time you saw your doctor for routine health care?

Response	Frequency	Percent
Less than 1 year ago	165	82.5%
Between 1 and 2 years ago	21	10.5%
Between 2 and 5 years ago	5	2.5%
More than 5 years ago	4	2.0%
Never - doesn't have a doctor	3	1.5%
Don't know	2	1.0%
Total	200	100.0%

Q4. What city do you go to the most when you see your doctor?

Response	Frequency	Percent
St. Francis	151	76.6%
Bird City	11	5.6%
Goodland	8	4.1%
Colby	5	2.5%
Atwood	0	0.0%
Wray, CO	11	5.6%
Burlington, CO	0	0.0%
Benkelman, NE	5	2.5%
Don't need service	0	0.0%
Other	6	3.0%
Don't know	0	0.0%
Refused	0	0.0%
Total	197	100.0%

Q4a. What other city was provided?

Response	Frequency	Percent
Fort Collins, CO	1	17%
Grand Island, NE	1	17%
Sharon Springs, KS	1	17%
Hays, KS	1	17%
McCook, NE	1	17%
Denver, CO	1	17%
Total	6	100%

Q4b. How would you describe your satisfaction with the quality of care provided by your doctor? Are you...

Response	Frequency	Percent
Satisfied	147	90.7%
Somewhat Satisfied	13	8.0%
Somewhat Dissatisfied	2	1.2%
Dissatisfied	0	0.0%
Total	162	100.0%

Q5. Have you or any members of your household used the inpatient or outpatient services of a hospital in the last 12 months?

Response	Frequency	Percent
Yes	130	61.3%
No	82	38.7%
Total	212	100.0%

Q5b. What hospital or hospitals were used by you or other members of your household in the last 12 months?

Hospital	Frequency	Percent
Cheyenne County Hospital, St. Francis	110	61.1%
Goodland Regional Medical Center, Goodland	14	7.8%
Citizens Medical Center, Colby	7	3.9%
Rawlins County Health Center, Atwood	1	0.6%
Decatur County Hospital, Oberlin	0	0.0%
Wray Community District Hospital, Wray, CO	5	2.8%
Dundy County Hospital, Benkelman, NE	4	2.2%
Kit Carson County Memorial Hospital, Burlington, CO	0	0.0%
Veteran's Administration (VA)	1	0.6%
Hays Medical Center	10	5.6%
Any Denver Hospital	10	5.6%
Other	18	10.0%
Total	180	100.0%

Q5c. What other hospital did you use?

Response	Frequency	Percent
North Platte, NE	1	5.3%
Prebetarian St. Lukes, Denver, CO	2	10.5%
Salina Regional Medical Center	2	10.5%
KU Med Center	1	5.3%
St. Joseph's, Denver, CO	1	5.3%
Greeley Hospital	2	10.5%
Aurora Med Center, Aurora, CO	1	5.3%
Ogallala Med Center, Ogallala, NE	1	5.3%
University of Colorado Hospital Medical Center	1	5.3%
Community Hospital in Nebraska	1	5.3%
North Platte General Hospital, North Platte, NE	1	5.3%
Burn Center, Greeley, CO	1	5.3%
MD Anderson, Houston, TX	1	5.3%
Hays Cardiac	1	5.3%
Northeast Colorado Medical Center	1	5.3%
East Morgan County Hospital	1	5.3%
Total	19	100%

Q6a-i. Why did you or other members of your family choose a hospital in the past 12 months? Was it...

Response	Frequency	Percent
Insurance coverage	8	1.5%
Doctor referral	64	11.7%
Specialty services	81	14.8%
Recommended by a friend	30	5.5%
Personal preference	95	17.4%
Distance from home	101	18.5%
Family lives close by	73	13.3%
Emergency	78	14.3%
Other	17	3.1%
Total	547	100.0%

Q6j. What were other reasons you or your family members chose a hospital in the past 12 months?

Response	Frequency	Percent
Rural area hard to travel not much of a choice	1	6%
Personal history is over 30 years long in hospital	1	6%
Surgeon was traveling	1	6%
Referrals	1	6%
Quality of care	1	6%
Doctors	1	6%
Required because of specialists	1	6%
Prefer doctors in goodland	1	6%
Specialty such as eye doctor	1	6%
Employed by hospital, don't care for St. Francis	1	6%
Avoid doctor in St. Francis	1	6%
Service	1	6%
Sent by hospital	1	6%
Cost	1	6%
They offer great care	1	6%
Preferred physician	1	6%
Wanted to see a specific doctor, followed him to out of county	1	6%
Total	17	100%

Q7. Have you (or any member of your household) EVER used the services of the Cheyenne County Hospital?

Response	Frequency	Percent
Yes	195	92.0%
No	17	8.0%
Total	212	100.0%

Q8a. What type of service was obtained at your last visit to Cheyenne County hospital?

Response	Frequency	Percent
Inpatient	37	17.3%
Outpatient	125	58.4%
Emergency	52	24.3%
Total	214	100.0%

Q8b. How would you describe your satisfaction with your last Cheyenne County Hospital experience? Were you...

Response	Frequency	Percent
Satisfied	162	83.1%
Somewhat Satisfied	14	7.2%
Somewhat Dissatisfied	8	4.1%
Dissatisfied	11	5.6%
Total	195	100.0%

Q9. Have you or other members of your household EVER used the services of the Bird City Clinic?

Response	Frequency	Percent
Yes	69	32.5%
No	143	67.5%
Total	212	100.0%

Q9a. How would you describe your satisfaction with your last Bird City Clinic experience? Were you...

Response	Frequency	Percent
Satisfied	58	84.1%
Somewhat Satisfied	7	10.1%
Somewhat Dissatisfied	1	1.4%
Dissatisfied	1	1.4%
Don't know	2	2.9%
Total	69	100.0%

Q9b. Are the office hours at the Bird City Clinic adequate to meet your needs?

Response	Frequency	Percent
Yes	54	78.3%
No	8	11.6%
Don't know	7	10.1%
Total	69	100.0%

Q10a1. In what city do you or other members of your household go to the dentist?

Response	Frequency	Percent
St. Francis	158	74.5%
Goodland	9	4.2%
Colby	2	0.9%
Atwood	3	1.4%
Wray, CO	2	0.9%
Burlington, CO	0	0.0%
Benkelman, NE	12	5.7%
Don't need service	14	6.6%
Other	10	4.7%
Don't know	2	0.9%
Total	212	100.0%

Q10a2. If a St. Francis dentist, regarding this service, were you...

Response	Frequency	Percent
Satisfied	144	91.1%
Somewhat Satisfied	7	4.4%
Somewhat Dissatisfied	6	3.8%
Dissatisfied	0	0.0%
Don't know	1	0.6%
Total	158	100.0%

Q10a3. If a non-local dentist, have you ever tried the services of a St. Francis dentist?

Response	Frequency	Percent
Yes	16	57.1%
No	12	42.9%
Total	28	100.0%

Q10b1. In what city do you or other members of your household go to the pharmacy?

Response	Frequency	Percent
St. Francis	159	75.0%
Goodland	24	11.3%
Colby	2	0.9%
Atwood	1	0.5%
Wray, CO	2	0.9%
Burlington, CO	0	0.0%
Benkelman, NE	11	5.2%
Veteran's Administration (VA)	7	3.3%
Mail Order	1	0.5%
Importation	0	0.0%
Don't need service	3	1.4%
Other	2	0.9%
Don't know	0	0.0%
Refused	0	0.0%
Total	212	100.0%

Q10b2. If a St. Francis pharmacy, regarding this service, were you...

Response	Frequency	Percent
Satisfied	150	94.3%
Somewhat Satisfied	7	4.4%
Somewhat Dissatisfied	2	1.3%
Dissatisfied	0	0.0%
Total	159	100.0%

Q10b3. If a non-local pharmacy, have you ever tried the services of a St. Francis pharmacy?

Response	Frequency	Percent
Yes	32	66.7%
No	15	31.3%
Don't know	1	2.1%
Total	48	100.0%

Q10c1. In what city do you or other members of your household go to the chiropractor?

Response	Frequency	Percent
St. Francis	127	59.9%
Goodland	2	0.9%
Colby	7	3.3%
Atwood	2	0.9%
Wray, CO	0	0.0%
Burlington, CO	1	0.5%
Benkelman, NE	0	0.0%
Don't need se	71	33.5%
Other	1	0.5%
Don't know	1	0.5%
Refused	0	0.0%
Total	212	100.0%

Q10c2. If a St. Francis chiropractor, regarding this service, were you...

Response	Frequency	Percent
Satisfied	126	99.2%
Somewhat Satisfied	1	0.8%
Somewhat Dissatisfied	0	0.0%
Dissatisfied	0	0.0%
Total	127	100.0%

Q10c3. If a non-local chiropractor, have you ever tried the services of a St. Francis chiropractor?

Response	Frequency	Percent
Yes	7	58.3%
No	5	41.7%
Total	12	100.0%

Q10d1. In what city do you or other members of your household go to the eye doctor?

Response	Frequency	Percent
St. Francis	5	2.4%
Goodland	71	33.5%
Colby	19	9.0%
Atwood	1	0.5%
Wray, CO	1	0.5%
Burlington, CO	1	0.5%
Benkelman, NE	62	29.2%
Don't need service	12	5.7%
Other	39	18.4%
Don't know	1	0.5%
Refused	0	0.0%
Total	212	100.0%

Q10d2. If a St. Francis eye doctor, regarding this service, were you...

Response	Frequency	Percent
Satisfied	5	100.0%
Somewhat Satisfied	0	0.0%
Somewhat Dissatisfied	0	0.0%
Dissatisfied	0	0.0%
Total	5	100.0%

Q10e1. In what city do you or other members of your household go to for physical therapy services?

Response	Frequency	Percent
St. Francis	91	42.9%
Goodland	2	0.9%
Colby	0	0.0%
Atwood	0	0.0%
Wray, CO	3	1.4%
Burlington, CO	1	0.5%
Benkelman, NE	1	0.5%
Don't need service	109	51.4%
Other	5	2.4%
Don't know	0	0.0%
Refused	0	0.0%
Total	212	100.0%

Q10e2. If St. Francis physical therapist, regarding this service, were you...

Response	Frequency	Percent
Satisfied	87	95.6%
Somewhat Satisfied	3	3.3%
Somewhat Dissatisfied	0	0.0%
Dissatisfied	1	1.1%
Total	91	100.0%

Q10e3. If a non-local physical therapist, have you ever tried the services of a St. Francis physical therapist?

Response	Frequency	Percent
Yes	2	28.6%
No	5	71.4%
Don't know	0	0.0%
Total	7	100.0%

Q10f1. In what city do you or other members of your household go to for home healthcare services?

Response	Frequency	Percent
St. Francis	32	15.1%
Goodland	1	0.5%
Colby	0	0.0%
Atwood	0	0.0%
Wray, CO	0	0.0%
Burlington, CO	0	0.0%
Benkelman, NE	0	0.0%
Don't need service	176	83.0%
Other	3	1.4%
Don't know	0	0.0%
Refused	0	0.0%
Total	212	100.0%

Q10f2. If St. Francis home healthcare, regarding this service, were you...

Response	Frequency	Percent
Satisfied	29	90.6%
Somewhat Satisfied	1	3.1%
Somewhat Dissatisfied	1	3.1%
Dissatisfied	0	0.0%
Don't know	1	3.1%
Total	32	100.0%

Q10f3. If non-local home healthcare, have you ever tried the services of a St. Francis Home Healthcare provider?

Response	Frequency	Percent
Yes	0	0.0%
No	1	100.0%
Don't know	0	0.0%
Total	1	100.0%

Q10g1. In what city do you or other members of your household go to for massage therapy services?

Response	Frequency	Percent
St. Francis	40	18.9%
Goodland	1	0.5%
Colby	1	0.5%
Atwood	0	0.0%
Wray, CO	3	1.4%
Burlington, CO	2	0.9%
Benkelman, NE	0	0.0%
Don't need service	162	76.4%
Other	2	0.9%
Don't know	1	0.5%
Refused	0	0.0%
Total	212	100.0%

Q10g2. If St. Francis massage therapist, regarding this service, were you...

Response	Frequency	Percent
Satisfied	36	90.0%
Somewhat Satisfied	4	10.0%
Somewhat Dissatisfied	0	0.0%
Dissatisfied	0	0.0%
Total	40	100.0%

Q10g3. If non-local massage therapist, have you ever tried the services of a St. Francis massage therapist?

Response	Frequency	Percent
Yes	1	14.3%
No	5	71.4%
Don't know	1	14.3%
Total	7	100.0%

Q10h1. In what city do you or other members of your household go to for counseling services?

Response	Frequency	Percent
St. Francis	8	3.8%
Goodland	6	2.8%
Colby	3	1.4%
Atwood	0	0.0%
Wray, CO	1	0.5%
Burlington, CO	0	0.0%
Benkelman, NE	1	0.5%
Don't need service	192	90.6%
Other	1	0.5%
Don't know	0	0.0%
Refused	0	0.0%
Total	212	100.0%

Q10h2. If St. Francis-based counseling, regarding this service, were you...

Response	Frequency	Percent
Satisfied	8	100.0%
Somewhat Satisfied	0	0.0%
Somewhat Dissatisfied	0	0.0%
Dissatisfied	0	0.0%
Total	8	100.0%

Q10h3. If non-local counseling, have you ever tried the services of a St. Francis counseling service?

Response	Frequency	Percent
Yes	0	0.0%
No	11	100.0%
Don't know	0	0.0%
Total	11	100.0%

Q10i1. Have you or any other members of your household ever used the county health department services in Cheyenne County?

Response	Frequency	Percent
Yes	114	53.8%
No	92	43.4%
Don't Know	6	2.8%
Total	212	100.0%

Q10i2. Regarding this service, were you...

Response	Frequency	Percent
Satisfied	99	86.8%
Somewhat Satisfied	10	8.8%
Somewhat Dissatisfied	1	0.9%
Dissatisfied	1	0.9%
Don't know	3	2.6%
Total	114	100.0%

Q10j1. Have you or any other members of your household or your immediate family ever used ambulance services in Cheyenne County?

Response	Frequency	Percent
Yes	90	42.5%
No	120	56.6%
Don't know	2	0.9%
Total	212	100.0%

Q10j2. Regarding this service, were you...

Response	Frequency	Percent
Satisfied	80	88.9%
Somewhat Satisfied	8	8.9%
Somewhat Dissatisfied	1	1.1%
Dissatisfied	1	1.1%
Total	90	100.0%

Q10k1. Has anyone in your family ever used nursing home services in St. Francis?

Response	Frequency	Percent
Yes	54	25.5%
No	158	74.5%
Total	212	100.0%

Q10k2. Regarding this service, were you...

Response	Frequency	Percent
Satisfied	34	63.0%
Somewhat Satisfied	11	20.4%
Somewhat Dissatisfied	4	7.4%
Dissatisfied	4	7.4%
Don't know	1	1.9%
Total	54	100.0%

Q11. Do you or other members of your household travel outside of Cheyenne County for regular medical treatment one or more times per month?

Response	Frequency	Percent
Yes	17	8.0%
No	194	91.5%
Don't know	1	0.5%
Total	212	100.0%

Q11a. Is transportation to regular medical appointments either inside or outside the county a challenge for you or other members of your household?

Response	Frequency	Percent
Yes	25	11.8%
No	187	88.2%
Don't know	0	0.0%
Total	212	100.0%

Q12. (1) Currently, a full service wellness and fitness center providing unlimited access to a wide variety of fitness services to the ENTIRE community does not exist in Cheyenne County. Do you believe there is a need for a community wellness center in Cheyenne County that has exercise classes and equipment and offers educational and wellness programs?

Response	Frequency	Percent
Yes	152	71.7%
No	38	17.9%
Don't know	22	10.4%
Total	212	100.0%

Q12a. (1) If a community wellness center existed in Cheyenne County do you think it should include an indoor pool?

Response	Frequency	Percent
Yes	135	63.7%
No	58	27.4%
Don't know	19	9.0%
Total	212	100.0%

Q12b. If a community wellness center existed in Cheyenne County, do you think you (or another member of your household) would use it?

Response	Frequency	Percent
Yes	160	75.5%
No	41	19.3%
Don't know	11	5.2%
Total	212	100.0%

Q12c. If yes above, if a community wellness center existed in Cheyenne County, would you or the household member be willing to pay a fee to use it?

Response	Frequency	Percent
Yes	150	93.8%
No	5	3.1%
Don't know	5	3.1%
Total	160	100.0%

Q13. Do you believe there is a need for an eye doctor in Cheyenne County?

Response	Frequency	Percent
Yes	158	74.5%
No	44	20.8%
Don't know	10	4.7%
Total	212	100.0%

Q14. Do you believe the Cheyenne County Hospital should offer maternity services?

Response	Frequency	Percent
Yes	188	88.7%
No	11	5.2%
Don't know	12	5.7%
Refused	1	0.5%
Total	212	100.0%

Q15. Do you believe there is a need for an inpatient treatment facility in Cheyenne County for the elderly who suffer psychiatric problems such as Alzheimer's Disease?

Response	Frequency	Percent
Yes	164	77.4%
No	28	13.2%
Don't know	20	9.4%
Total	212	100.0%

Q16. (1) Is it your general intention to live in Cheyenne County throughout retirement?

Response	Frequency	Percent
Yes	182	85.8%
No	19	9.0%
Don't know	11	5.2%
Total	212	100.0%

Q16a. In general, do you believe Cheyenne County health services are adequate to sustain the needs of Cheyenne County retirees?

Response	Frequency	Percent
Yes	151	71.2%
No	52	24.5%
Don't know	9	4.2%
Total	212	100.0%

Q17. (1) Now I'm going to ask some questions regarding the nursing home in Cheyenne County. Currently there are no assisted living apartments in the county. Do you see a need for assisted living apartments to be part of the current nursing home?

Response	Frequency	Percent
Yes	187	88.2%
No	11	5.2%
Don't know	14	6.6%
Total	212	100.0%

Q17a. (1) Do you believe that such a facility should be added to the existing nursing home, even if it would mean being partially funded by taxes?

Response	Frequency	Percent
Yes	160	85.6%
No	13	7.0%
Don't know	13	7.0%
Refused	1	0.5%
Total	187	100.0%

Q18. (1) Currently there are no single occupancy, private pay, skilled nursing rooms in Cheyenne County. Do you see a need for single occupancy, private pay, skilled nursing rooms to be part of the current nursing home?

Response	Frequency	Percent
Yes	144	67.9%
No	35	16.5%
Don't know	33	15.6%
Total	212	100.0%

Q18a. (1) Do you believe that such a facility should be added to the existing nursing home, even if it would mean being partially funded by taxes?

Response	Frequency	Percent
Yes	114	79.2%
No	21	14.6%
Don't know	9	6.3%
Total	144	100.0%

Q19. (1) As you probably know, the local nursing home is owned by a non-profit organization, Good Samaritan Society of Sioux Falls, South Dakota. This facility is only a double occupancy, skilled nursing home with independent living apartments on site. This property is not for sale by the owner. Since the fire in October 2010, the nursing facility has been partially restored to accommodate fewer residents. The Good Samaritan Society wants to transfer ownership of the facility to the county. If the county takes ownership the facility, a tax subsidy may be required to sustain operations at this reduced capacity.

To keep the existing facility operating, would you approve of the county assuming ownership of the facility, even if it would mean being partially funded by taxes?

Response	Frequency	Percent
Yes	159	75.0%
No	34	16.0%
Don't know	19	9.0%
Total	212	100.0%

Q20. (1) Prior to the fire, the Good Samaritan Society had identified a need for single occupancy private pay skilled nursing rooms and assisted living apartments. These units are not dependent on governmental reimbursement sources, but are desired by individuals who are capable of paying cash. Adding these rooms would improve the financial performance of the Long Term Care Facility significantly, and provide a full range of assisted living options for the elderly in Cheyenne County including independent living apartments, assisted living apartments, double occupancy skilled nursing rooms and single occupancy private pay skilled nursing rooms.

If after studying the county's long term care needs it is determined that expanding the facility by adding private pay single occupancy skilled nursing rooms and assisted living apartments to the existing nursing home would make the facility more self sufficient in the long-term, Would you approve of the county making such additions, even if it would mean being partially funded by taxes?

Response	Frequency	Percent
Yes	166	78.3%
No	31	14.6%
Don't know	14	6.6%
Refused	1	0.5%
Total	212	100.0%

Q21. (1) Do you use the internet?

Response	Frequency	Percent
Yes	159	75.0%
No	53	25.0%
Total	212	100.0%

Q21a. (1) Have you used the internet to find health-related information?

Response	Frequency	Percent
Yes	118	74.2%
No	41	25.8%
Total	159	100.0%

Q21b. (1) Have you used the internet to find Cheyenne County health services information or providers?

Response	Frequency	Percent
Yes	16	10.1%
No	142	89.9%
Total	158	100.0%

Q21c. (1) In general, how confident are you that you can find local health-related information on the internet?

Response	Frequency	Percent
Very confident	68	42.8%
Somewhat confident	65	40.9%
Not confident at all	13	8.2%
Don't know	13	8.2%
Total	159	100.0%

Q22. Have you lived in Cheyenne County for more than one year?

Response	Frequency	Percent
Yes	209	98.6%
No	3	1.4%
Total	212	100.0%

Q23. How many people reside in your household?

Response	Frequency	Percent
1	41	19.3%
2	105	49.5%
3	24	11.3%
4	22	10.4%
5	14	6.6%
6	1	0.5%
7	3	1.4%
8	0	0.0%
9	1	0.5%
10	1	0.5%
Total	212	100.0%

Q24. How many children under the age of 18 living in your home?

Response	Frequency	Percent
0	106	62.0%
1	32	18.7%
2	19	11.1%
3	8	4.7%
4	2	1.2%
5	2	1.2%
6	0	0.0%
7	2	1.2%
Total	171	100.0%

Q24a. How many children under the age of 13 living in your home?

Response	Frequency	Percent
0	28	43.1%
1	16	24.6%
2	9	13.8%
3	8	12.3%
4	0	0.0%
5	4	6.2%
Total	65	100.0%

Q24b. How many adult caregivers are in the home?

Response	Frequency	Percent
0	0	0.0%
1	10	15.4%
2	53	81.5%
3	1	1.5%
4	1	1.5%
Total	65	100.0%

Q25. What was your total family income for the last year?

Response	Frequency	Percent
Less than \$10,000	7	3.3%
Between \$10,000 and \$20,000	24	11.3%
Between \$20,000 and \$30,000	20	9.4%
Between \$30,000 and \$40,000	27	12.7%
Between \$40,000 and \$50,000	27	12.7%
Between \$50,000 and \$60,000	26	12.3%
Between \$60,000 and \$70,000	20	9.4%
Between \$70,000 and \$80,000	15	7.1%
Over \$80,000	24	11.3%
Don't know	10	4.7%
Refused	12	5.7%
Total	212	100.0%

Q26. What was the gender of the person being interviewed?

Response	Frequency	Percent
Female	143	67.5%
Male	69	32.5%
Total	212	100.0%

Appendix 1

Selected Questions Disaggregated by Demographic Characteristics

Note, when disaggregating the total results, we can no longer generalize to the entire subgroup due to having fallen below a threshold of 200 responses for any given subgroup.

Q12. (2) Do you believe there is a need for a community wellness center in Cheyenne County that has exercise classes and equipment and offers educational and wellness programs? (By age)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
18-44	32	71.1%	11	24.4%	2	4.4%	45
45-64	86	78.9%	15	13.8%	8	7.3%	109
65+	34	58.6%	12	20.7%	12	20.7%	58
Total	152	72%	38	18%	22	10%	212

Use caution when interpreting results from subgroups of the survey sample.

Q12. (3) Do you believe there is a need for a community wellness center in Cheyenne County that has exercise classes and equipment and offers educational and wellness programs? (By gender)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Female	108	75.5%	20	14.0%	15	10.5%	143
Male	44	63.8%	18	26.1%	7	10.1%	69
Total	152	71.7%	38	17.9%	22	10.4%	212

Use caution when interpreting results from subgroups of the survey sample.

Q12. (4) Do you believe there is a need for a community wellness center in Cheyenne County that has exercise classes and equipment and offers educational and wellness programs? (By income)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Under \$40,000	55	70.5%	13	16.7%	10	12.8%	78
Over \$40,000	82	73.2%	21	18.8%	9	8.0%	112
Total	137	72.1%	34	17.9%	19	10.0%	190

Use caution when interpreting results from subgroups of the survey sample.

Q12a. (2) If a community wellness center existed in Cheyenne County do you think it should include an indoor pool? (By age)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
18-44	33	73.3%	9	20.0%	3	6.7%	45
45-64	76	69.7%	26	23.9%	7	6.4%	109
65+	26	44.8%	23	39.7%	9	15.5%	58
Total	135	63.7%	58	27.4%	19	9.0%	212

Use caution when interpreting results from subgroups of the survey sample.

Q12a. (3) If a community wellness center existed in Cheyenne County do you think it should include an indoor pool? (By gender)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Female	100	69.9%	32	22.4%	11	7.7%	143
Male	35	50.7%	26	37.7%	8	11.6%	69
Total	135	63.7%	58	27.4%	19	9.0%	212

Use caution when interpreting results from subgroups of the survey sample.

Q12a. (4) If a community wellness center existed in Cheyenne County do you think it should include an indoor pool? (By income)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Under \$40,000	46	59.0%	22	28.2%	10	12.8%	78
Over \$40,000	77	68.8%	29	25.9%	6	5.4%	112
Total	123	64.7%	51	26.8%	16	8.4%	190

Use caution when interpreting results from subgroups of the survey sample.

Q16. (2) Is it your general intention to live in Cheyenne County throughout retirement? (By age)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
18-44	34	75.6%	6	13.3%	5	11.1%	45
45-64	94	86.2%	9	8.3%	6	5.5%	109
65+	54	93.1%	4	6.9%	0	0.0%	58
Total	182	85.8%	19	9.0%	11	5.2%	212

Use caution when interpreting results from subgroups of the survey sample.

Q16. (3) Is it your general intention to live in Cheyenne County throughout retirement? (By gender)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Female	127	88.8%	12	8.4%	4	2.8%	143
Male	55	79.7%	7	10.1%	7	10.1%	69
Total	182	85.8%	19	9.0%	11	5.2%	212

Use caution when interpreting results from subgroups of the survey sample.

Q16. (4) Is it your general intention to live in Cheyenne County throughout retirement? (By income)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Under \$40,000	67	85.9%	9	11.5%	2	2.6%	78
Over \$40,000	98	87.5%	9	8.0%	5	4.5%	112
Total	165	86.8%	18	9.5%	7	3.7%	190

Use caution when interpreting results from subgroups of the survey sample.

Q17. (2) Do you see a need for assisted living apartments to be part of the current nursing home? (By age)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
18-44	42	93.3%	1	2.2%	2	4.4%	45
45-64	99	90.8%	4	3.7%	6	5.5%	109
65+	46	79.3%	6	10.3%	6	10.3%	58
Total	187	88.2%	11	5.2%	14	6.6%	212

Use caution when interpreting results from subgroups of the survey sample.

Q17. (3) Do you see a need for assisted living apartments to be part of the current nursing home? (By gender)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Female	128	89.5%	7	4.9%	8	5.6%	143
Male	59	85.5%	4	5.8%	6	8.7%	69
Total	187	88.2%	11	5.2%	14	6.6%	212

Use caution when interpreting results from subgroups of the survey sample.

Q17. (4) Do you see a need for assisted living apartments to be part of the current nursing home? (By income)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Under \$40,000	61	78.2%	7	9.0%	10	12.8%	78
Over \$40,000	106	94.6%	3	2.7%	3	2.7%	112
Total	167	87.9%	10	5.3%	13	6.8%	190

Use caution when interpreting results from subgroups of the survey sample.

Q17a. (2) Do you believe that such a facility should be added to the existing nursing home, even if it would mean being partially funded by taxes? (By age)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
18-44	35	83.3%	4	9.5%	3	7.1%	42
45-64	84	84.8%	8	8.1%	7	7.1%	99
65+	41	91.1%	1	2.2%	3	6.7%	45
Total	160	86.0%	13	7.0%	13	7.0%	186

Use caution when interpreting results from subgroups of the survey sample.

Q17a. (3) Do you believe that such a facility should be added to the existing nursing home, even if it would mean being partially funded by taxes? (By gender)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Female	110	85.9%	9	7.0%	9	7.0%	128
Male	50	86.2%	4	6.9%	4	6.9%	58
Total	160	86.0%	13	7.0%	13	7.0%	186

Use caution when interpreting results from subgroups of the survey sample.

Q17a. (4) Do you believe that such a facility should be added to the existing nursing home, even if it would mean being partially funded by taxes? (By income)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Under \$40,000	57	95.0%	0	0.0%	3	5.0%	60
Over \$40,000	89	84.0%	10	9.4%	7	6.6%	106
Total	146	88.0%	10	6.0%	10	6.0%	166

Use caution when interpreting results from subgroups of the survey sample.

Q18. (2) Do you see a need for single occupancy, private pay, skilled nursing rooms to be part of the current nursing home? (By age)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
18-44	29	64.4%	9	20.0%	7	15.6%	45
45-64	78	71.6%	19	17.4%	12	11.0%	109
65+	37	63.8%	7	12.1%	14	24.1%	58
Total	144	67.9%	35	16.5%	33	15.6%	212

Use caution when interpreting results from subgroups of the survey sample.

Q18. (3) Do you see a need for single occupancy, private pay, skilled nursing rooms to be part of the current nursing home? (By gender)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Female	98	68.5%	23	16.1%	22	15.4%	143
Male	46	66.7%	12	17.4%	11	15.9%	69
Total	144	67.9%	35	16.5%	33	15.6%	212

Use caution when interpreting results from subgroups of the survey sample.

Q18. (4) Do you see a need for single occupancy, private pay, skilled nursing rooms to be part of the current nursing home? (By income)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Under \$40,000	55	70.5%	10	12.8%	13	16.7%	78
Over \$40,000	76	67.9%	20	17.9%	16	14.3%	112
Total	131	68.9%	30	15.8%	29	15.3%	190

Use caution when interpreting results from subgroups of the survey sample.

Q18a. (2) Do you believe that such a facility should be added to the existing nursing home, even if it would mean being partially funded by taxes? (By age)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
18-44	24	82.8%	4	13.8%	1	3.4%	29
45-64	63	80.8%	11	14.1%	4	5.1%	78
65+	27	73.0%	6	16.2%	4	10.8%	37
Total	114	79.2%	21	14.6%	9	6.3%	144

Use caution when interpreting results from subgroups of the survey sample.

Q18a. (3) Do you believe that such a facility should be added to the existing nursing home, even if it would mean being partially funded by taxes? (By gender)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Female	82	83.7%	11	11.2%	5	5.1%	98
Male	32	69.6%	10	21.7%	4	8.7%	46
Total	114	79.2%	21	14.6%	9	6.3%	144

Use caution when interpreting results from subgroups of the survey sample.

Q18a. (4) Do you believe that such a facility should be added to the existing nursing home, even if it would mean being partially funded by taxes? (By income)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Under \$40,000	43	78.2%	8	14.5%	4	7.3%	55
Over \$40,000	62	81.6%	10	13.2%	4	5.3%	76
Total	105	80.2%	18	13.7%	8	6.1%	131

Use caution when interpreting results from subgroups of the survey sample.

Q19. (2) To keep the existing facility operating would you approve of the county assuming ownership of the facility, even if it would mean being partially funded by taxes? (By age)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
18-44	35	77.8%	8	17.8%	2	4.4%	45
45-64	80	73.4%	18	16.5%	11	10.1%	109
65+	44	75.9%	8	13.8%	6	10.3%	58
Total	159	75.0%	34	16.0%	19	9.0%	212

Use caution when interpreting results from subgroups of the survey sample.

Q19. (3) To keep the existing facility operating would you approve of the county assuming ownership of the facility, even if it would mean being partially funded by taxes? (By gender)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Female	108	75.5%	21	14.7%	14	9.8%	143
Male	51	73.9%	13	18.8%	5	7.2%	69
Total	159	75.0%	34	16.0%	19	9.0%	212

Use caution when interpreting results from subgroups of the survey sample.

Q19. (4) To keep the existing facility operating should you approve of the county assuming ownership of the facility, even if it would mean being partially funded by taxes? (By income)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Under \$40,000	57	73.1%	13	16.7%	8	10.3%	78
Over \$40,000	88	78.6%	18	16.1%	6	5.4%	112
Total	145	76.3%	31	16.3%	14	7.4%	190

Use caution when interpreting results from subgroups of the survey sample.

Q20. (2) Would you approve of the county making such additions, even if it would mean being partially funded by taxes? (By age)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
18-44	37	82.2%	6	13.3%	2	4.4%	45
45-64	79	75.2%	19	18.1%	7	6.7%	105
65+	50	82.0%	6	9.8%	5	8.2%	61
Total	166	78.7%	31	14.7%	14	6.6%	211

Use caution when interpreting results from subgroups of the survey sample.

Q20. (3) Would you approve of the county making such additions, even if it would mean being partially funded by taxes? (By gender)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Female	115	80.4%	18	12.6%	10	7.0%	143
Male	51	75.0%	13	19.1%	4	5.9%	68
Total	166	78.7%	31	14.7%	14	6.6%	211

Use caution when interpreting results from subgroups of the survey sample.

Q20. (4) Would you approve of the county making such additions, even if it would mean being partially funded by taxes? (By income)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Under \$40,000	62	80.5%	9	11.7%	6	7.8%	77
Over \$40,000	89	79.5%	18	16.1%	5	4.5%	112
Total	151	79.9%	27	14.3%	11	5.8%	189

Use caution when interpreting results from subgroups of the survey sample.

Q21. (2) Do you use the internet? (By age)

Response	Yes	Percent	No	Percent	Total
18-44	41	91.1%	4	8.9%	45
45-64	93	88.6%	12	11.4%	105
65+	25	40.3%	37	59.7%	62
Total	159	75.0%	53	25.0%	212

Use caution when interpreting results from subgroups of the survey sample.

Q21. (3) Do you use the internet? (By gender)

Response	Yes	Percent	No	Percent	Total
Female	111	77.6%	32	22.4%	143
Male	48	69.6%	21	30.4%	69
Total	159	75.0%	53	25.0%	212

Use caution when interpreting results from subgroups of the survey sample.

Q21. (4) Do you use the internet? (By income)

Response	Yes	Percent	No	Percent	Total
Under \$40,000	46	59.0%	32	41.0%	78
Over \$40,000	98	87.5%	14	12.5%	112
Total	144	75.8%	46	24.2%	190

Use caution when interpreting results from subgroups of the survey sample.

Q21a. (2) Have you used the internet to find health-related information? (By age)

Response	Yes	Percent	No	Percent	Total
18-44	32	78.0%	9	22.0%	41
45-64	70	75.3%	23	24.7%	93
65+	16	64.0%	9	36.0%	25
Total	118	74.2%	41	25.8%	159

Use caution when interpreting results from subgroups of the survey sample.

Q21a. (3) Have you used the internet to find health-related information? (By gender)

Response	Yes	Percent	No	Percent	Total
Female	85	76.6%	26	23.4%	111
Male	33	68.8%	15	31.3%	48
Total	118	74.2%	41	25.8%	159

Use caution when interpreting results from subgroups of the survey sample.

Q21a. (4) Have you used the internet to find health-related information? (By income)

Response	Yes	Percent	No	Percent	Total
Under \$40,000	32	69.6%	14	30.4%	46
Over \$40,000	78	79.6%	20	20.4%	98
Total	110	76.4%	34	23.6%	144

Use caution when interpreting results from subgroups of the survey sample.

Q21b. (2) Have you used the internet to find Cheyenne County health services information or providers? (By age)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
18-44	7	17.1%	34	82.9%	0	0.0%	41
45-64	7	7.4%	87	91.6%	1	1.1%	95
65+	2	8.7%	21	91.3%	0	0.0%	23
Total	16	10.1%	142	89.3%	1	0.6%	159

Use caution when interpreting results from subgroups of the survey sample.

Q21b. (3) Have you used the internet to find Cheyenne County health services information or providers? (By gender)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Female	13	11.7%	98	88.3%	0	0.0%	111
Male	3	6.3%	44	91.7%	1	2.1%	48
Total	16	10.1%	142	89.3%	1	0.6%	159

Use caution when interpreting results from subgroups of the survey sample.

Q21b. (4) Have you used the internet to find Cheyenne County health services information or providers? (By income)

Response	Yes	Percent	No	Percent	Don't Know	Percent	Total
Under \$40,000	6	13.0%	39	84.8%	1	2.2%	46
Over \$40,000	10	10.2%	88	89.8%	0	0.0%	98
Total	16	11.1%	127	88.2%	1	0.7%	144

Use caution when interpreting results from subgroups of the survey sample.

Q21c. (2) In general, how confident are you that you can find local health-related information on the internet? (By age)

Response	Very Confident	Percent	Somewhat Confident	Percent	Not Confident at All	Percent	Don't Know	Percent	Total
18-44	17	41.5%	21	51.2%	1	2.4%	2	4.9%	41
45-64	42	45.2%	38	40.9%	5	5.4%	8	8.6%	93
65+	9	36.0%	6	24.0%	7	28.0%	3	12.0%	25
Total	68	42.8%	65	40.9%	13	8.2%	13	8.2%	159

Use caution when interpreting results from subgroups of the survey sample.

Q21c. (3) In general, how confident are you that you can find local health-related information on the internet? (By gender)

Response	Very Confident	Percent	Somewhat Confident	Percent	Not Confident at All	Percent	Don't Know	Percent	Total
Female	49	44.1%	47	42.3%	7	6.3%	8	7.2%	111
Male	19	39.6%	18	37.5%	6	12.5%	5	10.4%	48
Total	68	42.8%	65	40.9%	13	8.2%	13	8.2%	159

Use caution when interpreting results from subgroups of the survey sample.

Q21c. (4) In general, how confident are you that you can find local health-related information on the internet? (By income)

Response	Very Confident	Percent	Somewhat Confident	Percent	Not Confident at All	Percent	Don't Know	Percent	Total
Under \$40,000	18	39.1%	18	39.1%	7	15.2%	3	6.5%	46
Over \$40,000	46	46.9%	41	41.8%	6	6.1%	5	5.1%	98
Total	64	44.4%	59	41.0%	13	9.0%	8	5.6%	144

Use caution when interpreting results from subgroups of the survey sample.

Appendix 2

Cheyenne County Telephone Survey Instrument

Introduction and Screener:

Hi. I'm calling regarding the Cheyenne County health care survey. I'm calling from Fort Hays State University. I am asking a few questions about family and adult health care and the use of healthcare facilities in Cheyenne County on behalf of the Cheyenne County healthcare steering committee and the Kansas Rural Health Works project. I need to speak with the adult in the household at least 18 years or older with the most recent birthday. Is that you?

Your answers will remain completely confidential. May I ask you some questions?

1. First, could you please tell me your zip code?

67756 St. Francis
 67731 Bird City
 _____ Some other city

IF SOME OTHER CITY....

1a. Thank you, but we have already reached enough households from your particular community. Thanks so much for your time and have a great evening.

1b. And in what year were you born? [THIS WILL ALLOW US TO SCREEN OUT RESPONDENTS ONCE WE HAVE REACHED AGE-LEVEL QUOTAS]

1c. Thank you, but we are trying to reach a balanced number of individuals from different age groups in the area, and we have already reached enough individuals from your particular age group. Thanks so much for your time and have a great evening.

2. Ok. Which of the following medical professionals do you use for MOST of your routine health care?

[CHECKUPS, COMMON ILLNESSES, GENERAL ACHES AND PAINS]

- 1 Primary Care Physician
- 2 Nurse Practitioner
- 3 Physician's Assistant
- 4 None, don't see anyone
- 5 Other
- 8 Don't Know
- 9 Refused

2a. What other medical professional was identified?**3. Regardless of who you use for your routine health care, for the rest of this survey, we will refer to this person as "your doctor." When is the last time you saw your doctor for routine health care?**

- 1 Was it less than 1 year ago
- 2 Between 1 and 2 years ago
- 3 Between 2 and 5 years ago
- 4 Or More than 5 years ago
- 5 Never – doesn't have a doctor

- 8 Don't Know
- 9 Refused

[FOR Q4, IF ANSWER IS ST.FRANCIS OR BIRD CITY, RECEIVE "4b"]

4. What city do you go to the most when you see your doctor?
 [WAIT FOR RESPONSE. SELECT ONLY ONE.]

- | | |
|----------------------|-----------------|
| 1 St. Francis | 2 Bird City |
| 3 Goodland | 4 Colby |
| 5 Atwood | 6 Wray, CO |
| 7 Burlington, CO | 8 Benkelman, NE |
| 9 Don't need service | 10 Other |
| 88 Don't know | 99 Refused |

4a. What other city was provided?

4b. How would you describe your satisfaction with the quality of care provided by your doctor? Are you...

- 1=Satisfied 2=Somewhat Satisfied 3=Somewhat Dissatisfied 4=Dissatisfied
- 8=Don't Know 9=Refused

[FOR Q5, IF ANSWER IS YES, RECEIVE "5b" AND "6" SERIES. IF NO, GO TO Q7.]

5. Next, I have a few questions about hospital services used by you or other members of your household. Household members are individuals who actually live in your home. Now, have you or any members of your household used the inpatient or outpatient services of a hospital in the last 12 months?

- 1=Yes 2=No 8=Don't Know 9=Refused

5b. Please tell me what hospital or hospitals were used by you or other members of your household in the last 12 months.

[WAIT FOR RESPONSE. SELECT ALL THAT APPLY]

- 1=Y 0=N Cheyenne County Hospital, St. Francis
- 1=Y 0=N Goodland Regional Medical Center, Goodland
- 1=Y 0=N Citizens Medical Center, Colby
- 1=Y 0=N Rawlins County Health Center, Atwood
- 1=Y 0=N Decatur County Hospital, Oberlin
- 1=Y 0=N Wray Community District Hospital, Wray, CO
- 1=Y 0=N Dundy County Hospital, Benkelman, NE
- 1=Y 0=N Kit Carson County Memorial Hospital, Burlington, CO
- 1=Y 0=N Veteran's Administration (VA)
- 1=Y 0=N Hays Medical Center

1=Y 0=N Any Denver Hospital

1=Y 0=N Other (Specify)_____

5c. List other hospitals here.

6a. Think of the reasons why you or other members of your household chose a hospital in the past 12 months.

Was a hospital ever chosen because of insurance coverage?

1=Yes 2=No 8=Don't Know 9=Refused

6b. Was a hospital ever chosen because of a doctor referral?

1=Yes 2=No 8=Don't Know 9=Refused

6c. Was a hospital ever chosen because of the specialty services the hospital offered?

1=Yes 2=No 8=Don't Know 9=Refused

6d. Was a hospital ever chosen because it was recommended by a friend?

1=Yes 2=No 8=Don't Know 9=Refused

6e. Was a hospital ever chosen because of personal preference?

1=Yes 2=No 8=Don't Know 9=Refused

6f. Because of its distance from your home?

1=Yes 2=No 8=Don't Know 9=Refused

6g. Because family members lived close by?

1=Yes 2=No 8=Don't Know 9=Refused

6h. Was a hospital ever chosen because it was an emergency?

1=Yes 2=No 8=Don't Know 9=Refused

6i. Were there any other reasons why certain hospitals were chosen in the past 12 months?

1=Yes 2=No 8=Don't Know 9=Refused

6j. Enter other reason here.

If Q5b1 = 1, Skip to Q8a.

7. Have you (or other members of your household) EVER used the services of the Cheyenne County Hospital?

1=Yes 2=No 8=Don't Know 9=Refused

[IF YES, RECEIVE Q8a and Q8b. IF NO, GO TO Q9.]

8a. Recalling the most recent visit to Cheyenne County Hospital, what type of service was obtained? [READ EACH ITEM, SELECT ALL THAT APPLY]

- 1=Y 0=N Inpatient
- 1=Y 0=N Outpatient
- 1=Y 0=N Emergency

8b. How would you describe your satisfaction with your last Cheyenne County Hospital experience? Were you....
 1=Satisfied 2=Somewhat Satisfied 3=Somewhat Dissatisfied 4=Dissatisfied
 8=Don't Know 9=Refused

9. Have you or other members of your household EVER used the services of the Bird City Clinic?
 1=Yes 2=No 8=Don't Know 9=Refused
 [IF YES, RECEIVE Q9a and Q9b. IF NO, GO TO Q10a1.]

9a. How would you describe your satisfaction with your last Bird City Clinic experience? Were you....
 1=Satisfied 2=Somewhat Satisfied 3=Somewhat Dissatisfied 4=Dissatisfied
 8=Don't Know 9=Refused

9b. Are the office hours at the Bird City Clinic adequate to meet your needs?
 1=Yes 2=No 8=Don't Know 9=Refused

[FOR ALL ITEMS IN 10 SERIES, IF ANSWER TO "a1" IS "St. Francis," RECEIVE "a2", NOT "a3"]

[FOR ALL ITEMS IN 10 SERIES, IF ANSWER TO "a1" IS SOME OTHER CITY, RECEIVE "a3", NOT "a2"]

10a1. Now I am going to ask you where you or other members of your household go to MOST OFTEN for certain medical services. Please think of your use of these services in the past two years. First, in what city do you or other members of your household go to the dentist? [WAIT FOR RESPONSE. SELECT ONLY ONE.]

- | | |
|-----------------|----------------------|
| 1 St. Francis | 2 Goodland |
| 3 Colby | 4 Atwood |
| 5 Wray, CO | 6 Burlington, CO |
| 7 Benkelman, NE | 8 Don't need service |
| 9 Other | 10 |
| 88 Don't know | 99 Refused |

10a2. How would you describe your satisfaction with those services? Were you:
 1=Satisfied 2=Somewhat Satisfied 3=Somewhat Dissatisfied 4=Dissatisfied
 8=Don't Know 9=Refused

10a3. Have you ever tried the services of a St. Francis dentist?
 1=Yes 2=No 8=Don't Know 9=Refused

10b1. What about pharmacy? [WAIT FOR RESPONSE. SELECT ONLY ONE.]

- 1 St. Francis
- 2 Goodland
- 3 Colby
- 4 Atwood
- 5 Wray, CO
- 6 Burlington, CO
- 7 Benkelman, NE
- 8 Veteran's Administration (VA)
- 9 Mail Order
- 10 Importation
- 11 Don't need service
- 12 Other
- 88 Don't know
- 99 Refused

10b2. How would you describe your satisfaction with those services? Were you:
1=Satisfied 2=Somewhat Satisfied 3=Somewhat Dissatisfied 4=Dissatisfied
8=Don't Know 9=Refused

10b3. Have you ever tried the services of a St. Francis pharmacy?
1=Yes 2=No 8=Don't Know 9=Refused

10c1. What about chiropractor services? [WAIT FOR RESPONSE. SELECT ONLY ONE.]

- 1 St. Francis
- 2 Goodland
- 3 Colby
- 4 Atwood
- 5 Wray, CO
- 6 Burlington, CO
- 7 Benkelman, NE
- 8 Don't need service
- 9 Other
- 88 Don't know
- 99 Refused

10c2. How would you describe your satisfaction with those services? Were you:
1=Satisfied 2=Somewhat Satisfied 3=Somewhat Dissatisfied 4=Dissatisfied
8=Don't Know 9=Refused

10c3. Have you ever tried the services of a St. Francis chiropractor?
1=Yes 2=No 8=Don't Know 9=Refused

10d1. What about eye doctor? [WAIT FOR RESPONSE. SELECT ONLY ONE. NOTE: NO "10d3" OPTION HERE]

- 1 St. Francis
- 2 Goodland
- 3 Colby
- 4 Atwood
- 5 Wray, CO
- 6 Burlington, CO
- 7 Benkelman, NE
- 8 Don't need service
- 9 Other
- 88 Don't know
- 99 Refused

10d2. How would you describe your satisfaction with those services? Were you:

1=Satisfied 2=Somewhat Satisfied 3=Somewhat Dissatisfied 4=Dissatisfied
8=Don't Know 9=Refused

10e1. What about physical therapy services? [WAIT FOR RESPONSE. SELECT ONLY ONE.]

- 1 St. Francis
- 2 Goodland
- 3 Colby
- 4 Atwood
- 5 Wray, CO
- 6 Burlington, CO
- 7 Benkelman, NE
- 8 Don't need service
- 9 Other
- 88 Don't know
- 99 Refused

10e2. How would you describe your satisfaction with those services? Were you:
1=Satisfied 2=Somewhat Satisfied 3=Somewhat Dissatisfied 4=Dissatisfied
8=Don't Know 9=Refused

10e3. Have you ever tried the services of a St. Francis physical therapist physical therapy services?

1=Yes 2=No 8=Don't Know 9=Refused

10f1. Home Healthcare services? [WAIT FOR RESPONSE. SELECT ONLY ONE.]

- 1 St. Francis
- 2 Goodland
- 3 Colby
- 4 Atwood
- 5 Wray, CO
- 6 Burlington, CO
- 7 Benkelman, NE
- 8 Don't need service
- 9 Other
- 88 Don't know
- 99 Refused

10f2. How would you describe your satisfaction with those services? Were you:
1=Satisfied 2=Somewhat Satisfied 3=Somewhat Dissatisfied 4=Dissatisfied
8=Don't Know 9=Refused

10f3. Have you ever tried the services of a St. Francis Home Healthcare provider?

1=Yes 2=No 8=Don't Know 9=Refused

10g1. Massage Therapy services? [WAIT FOR RESPONSE. SELECT ONLY ONE.]

- 1 St. Francis
- 2 Goodland
- 3 Colby
- 4 Atwood
- 5 Wray, CO
- 6 Burlington, CO
- 7 Benkelman, NE
- 8 Don't need service

9 Other
99 Refused

88 Don't know

10g2. How would you describe your satisfaction with those services? Were you:
1=Satisfied 2=Somewhat Satisfied 3=Somewhat Dissatisfied 4=Dissatisfied
8=Don't Know 9=Refused

10g3. Have you ever tried the services of a St. Francis massage therapist?
1=Yes 2=No 8=Don't Know 9=Refused

10h1. Counseling services? [WAIT FOR RESPONSE. SELECT ONLY ONE.]

1 St. Francis
3 Colby
5 Wray, CO
7 Benkelman, NE
9 Other
99 Refused

2 Goodland
4 Atwood
6 Burlington, CO
8 Don't need service
88 Don't know

10h2. How would you describe your satisfaction with those services? Were you:
1=Satisfied 2=Somewhat Satisfied 3=Somewhat Dissatisfied 4=Dissatisfied
8=Don't Know 9=Refused

10h3. Have you ever tried the services of a St. Francis counseling services?
1=Yes 2=No 8=Don't Know 9=Refused

10i1. Have you or any other members of your household ever used the county health department services in Cheyenne County?
1=Yes 2=No 8=Don't Know 9=Refused
[IF YES, ASK Q10i2. IF NO, GO TO Q10j1.]

10i2. How would you describe your satisfaction with those services? Were you:
1=Satisfied 2=Somewhat Satisfied 3=Somewhat Dissatisfied 4=Dissatisfied
8=Don't Know 9=Refused

10j1. Have you or any other members of your household or your immediate family ever used ambulance services in Cheyenne County? [EMS, EMERGENCY MEDICAL TRANSPORT]
1=Yes 2=No 8=Don't Know 9=Refused
[IF YES, ASK Q10j2. IF NO, GO TO Q10k1.]

10j2. How would you describe your satisfaction with those services? Were you:
1=Satisfied 2=Somewhat Satisfied 3=Somewhat Dissatisfied 4=Dissatisfied
8=Don't Know 9=Refused

10k1. Has anyone in your family ever used Nursing Home services in St. Francis?

1=Yes 2=No 8=Don't Know 9=Refused

[IF YES, ASK Q10k2. IF NO, GO TO Q11.]

10k2. How would you describe your satisfaction with those services? Were you:

1=Satisfied 2=Somewhat Satisfied 3=Somewhat Dissatisfied 4=Dissatisfied

8=Don't Know 9=Refused

11. Do you or other members of your household need to travel outside of Cheyenne County for regular medical treatment one or more times per month?

1=Yes 2=No 8=Don't Know 9=Refused

11a. Is transportation to regular medical appointments either inside or outside the county a challenge for you or other members of your household?

1=Yes 2=No 8=Don't Know 9=Refused

12. Currently, a full service wellness and fitness center providing unlimited access to a wide variety of fitness services to the ENTIRE community does not exist in Cheyenne County. Do you believe there is a need for a community wellness center in Cheyenne County that has exercise classes and equipment, and offers educational and wellness programs?

1=Yes 2=No 8=Don't Know 9=Refused

12a. If a community wellness center existed in Cheyenne County, do you think you it should include an indoor pool?

1=Yes 2=No 8=Don't Know 9=Refused

12b. If a community wellness center existed in Cheyenne County, do you think you (or another member of your household) would use it?

1=Yes 2=No 8=Don't Know 9=Refused

[IF YES, ASK Q12c. IF NO, GO TO Q13.]

12c. If a community wellness center existed in Cheyenne County, would you or the household member be willing to pay a fee to use it?

1=Yes 2=No 8=Don't Know 9=Refused

13. Do you believe there is a need for an eye doctor in Cheyenne County?

1=Yes 2=No 8=Don't Know 9=Refused

14. Do you believe the Cheyenne County Hospital should offer maternity services?

1=Yes 2=No 8=Don't Know 9=Refused

15. Do you believe there is the need for an inpatient treatment facility in Cheyenne County for the elderly who suffer psychiatric problems such as Alzheimer's Disease?

1=Yes 2=No 8=Don't Know 9=Refused

16. Is it your general intention to live in Cheyenne County throughout retirement?

1=Yes 2=No 8=Don't Know 9=Refused

16a. In general, do you believe Cheyenne County health services are adequate to sustain the needs of Cheyenne County retirees?

1=Yes 2=No 8=Don't Know 9=Refused

17. Now I'm going to ask some questions regarding the nursing home in Cheyenne County. Currently there are no assisted living apartments in the county. Do you see a need for assisted living apartments to be part of the current nursing home?

1=Yes 2=No 8=Don't Know 9=Refused

[IF YES, ASK Q17a. IF NO, GO TO Q18.]

17a. Do you believe that such a facility should be added to the existing nursing home, even if it would mean being partially funded by taxes?

1=Yes 2=No 8=Don't Know 9=Refused

18. Currently there are no single occupancy, private pay, skilled nursing rooms in Cheyenne County. Do you see a need for single occupancy, private pay, skilled nursing rooms to be part of the current nursing home?

1=Yes 2=No 8=Don't Know 9=Refused

[IF YES, ASK Q18a. IF NO, GO TO Q19]

18a. Do you believe that such a facility should be added to the existing nursing home, even if it would mean being partially funded by taxes?

1=Yes 2=No 8=Don't Know 9=Refused

19. As you probably know, the local nursing home is owned by a non-profit organization, Good Samaritan Society of Sioux Falls, South Dakota. This facility is only a double occupancy, skilled nursing home with independent living apartments on site. This property is not for sale by the owner. Since the fire in October 2010, the nursing facility has been partially restored to accommodate fewer residents. The Good Samaritan Society wants to transfer ownership of the facility to the county. If the county takes ownership the facility, a tax subsidy may be required to sustain operations at this reduced capacity.

To keep the existing facility operating, would you approve of the county assuming ownership of the facility, even if it would mean being partially funded by taxes?

1=Yes 2=No 8=Don't Know 9=Refused

20. Prior to the fire, the Good Samaritan Society had identified a need for single occupancy private pay skilled nursing rooms and assisted living apartments. These units are not dependent on governmental reimbursement sources, but are

desired by individuals who are capable of paying cash. Adding these rooms would improve the financial performance of the Long Term Care Facility significantly, and provide a full range of assisted living options for the elderly in Cheyenne County including independent living apartments, assisted living apartments, double occupancy skilled nursing rooms and single occupancy private pay skilled nursing rooms.

If after studying the county's long term care needs it is determined that expanding the facility by adding private pay single occupancy skilled nursing rooms and assisted living apartments to the existing nursing home would make the facility more self sufficient in the long-term, would you approve of the county making such additions, even if it would mean being partially funded by taxes?

1=Yes 2=No 8=Don't Know 9=Refused

[FOR Q21, IF ANSWER IS YES, RECEIVE "21a" "21b" AND "21c."]

21. Do you use the Internet?

1=Yes 2=No 8=Don't Know 9=Refused

21a. Have you used the Internet to find health-related information?

1=Yes 2=No 8=Don't Know 9=Refused

21b. Have you used the Internet to find Cheyenne County health services information or providers?

1=Yes 2=No 8=Don't Know 9=Refused

21c. In general, how confident are you that you can find local health-related information on the Internet?

1=Very Confident 2=Somewhat Confident 3=Not Confident at All 8=Don't Know
9=Refused

22. And now I have a few questions to help analyze the results of this survey.

Have you lived in Cheyenne County for more than one year?

1=Yes 2=No 8=Don't Know 9=Refused

23. How many people reside in your household?

88=Don't Know 99=Refused

[IF 23 IS GREATER THAN 1, RECEIVE "24."]

24. Are there any children under the age of 18 living in your home? If yes, how many?

88=Don't Know 99=Refused

[IF 24 IS GREATER THAN 0, RECEIVE "24a." and "24b."]

24a. Are there any children under the age of 13 living in your home? If yes, how many?

0=None 88=Don't Know 99=Refused

24b. How many adult caregivers are in the home?

8=Don't Know 9=Refused

25. 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 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?

88 DON'T KNOW

99 REFUSED

26. That's all that I have. Thank you for your time and have a nice _____.

Interviewer will decide on the answer to this question!!!

- 1 Female
- 2 Male
- 3 Not Sure

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