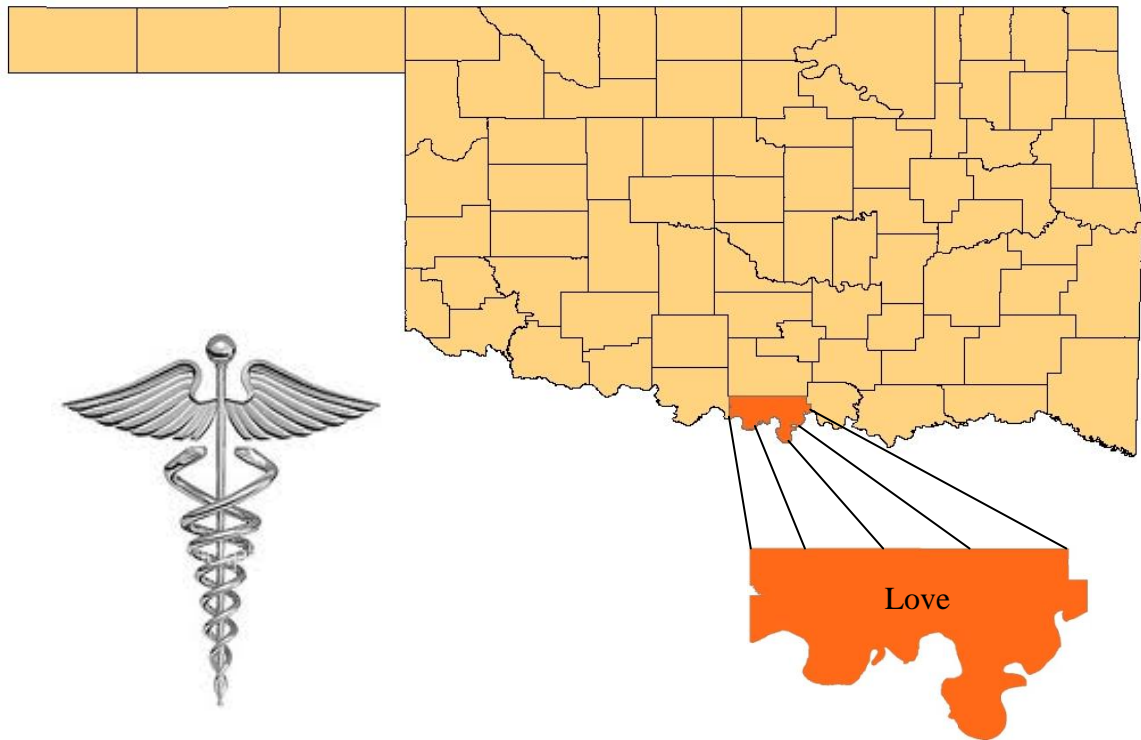


Mercy Health/Love County Hospital Medical Service Area Survey Results



**Oklahoma Office of Rural Health
OSU Center for Rural Health**



**Oklahoma Cooperative Extension Service
Oklahoma State University**

June 2012

Mercy Health/Love County Hospital
Medical Service Area Survey Results

**Community Health Engagement Process documents available online at:
www.okruralhealthworks.org**

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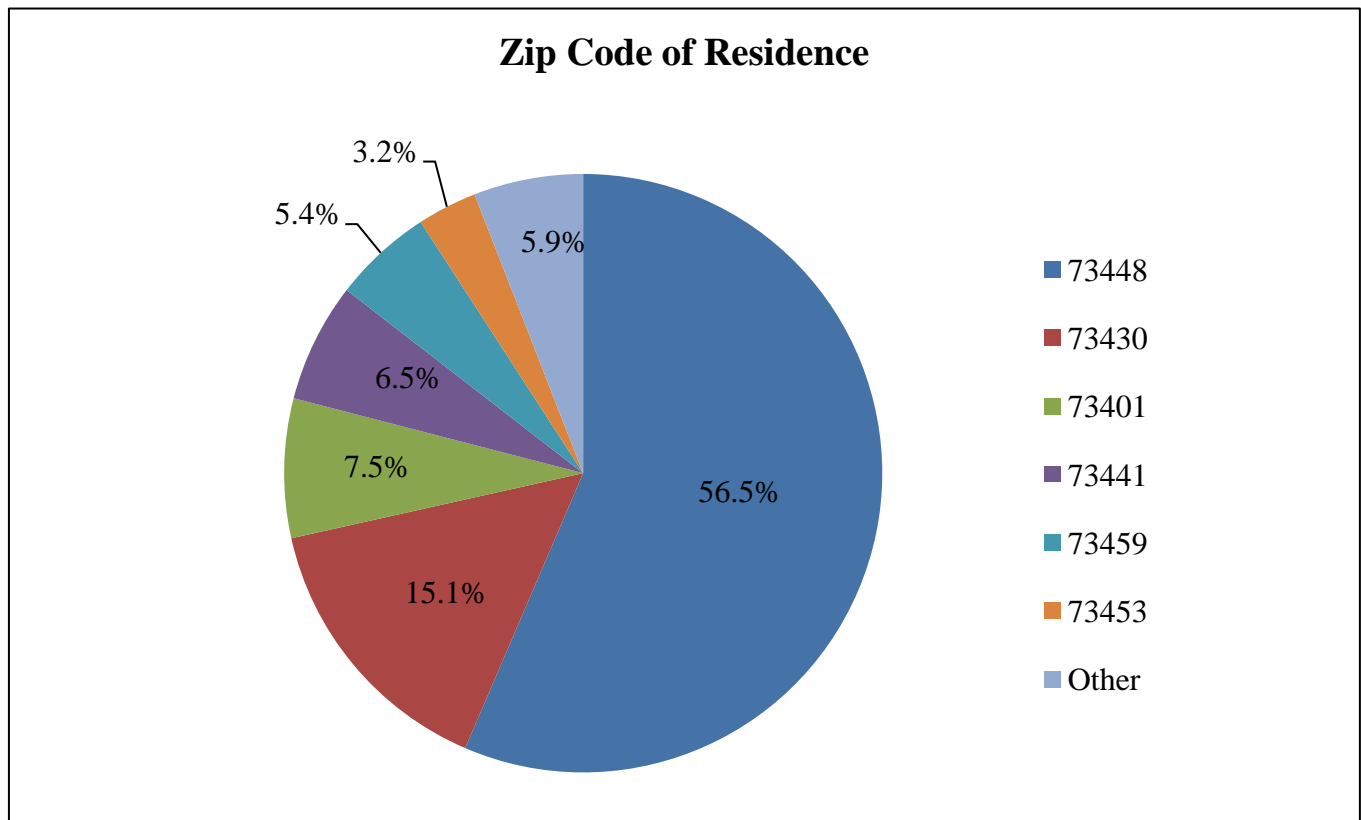
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Oklahoma Office of Rural Health
OSU Center for Rural Health

Oklahoma Cooperative Extension Service
Oklahoma State University

Zip Code of Residence

Response Category	No.	%
73448, Marietta	105	56.5%
73430, Burneyville	28	15.1%
73401, Milo or Pooleville	14	7.5%
73441, Leon	12	6.5%
73459, Thackerville	10	5.4%
73453, Overbrook	6	3.2%
73463, Wilson or Rubottom	2	1.1%
73446, Madill	2	1.1%
73456, Ringling or Cornish	2	1.1%
73071, Norman	1	0.5%
73443, Lone Grove	1	0.5%
73458, Springer	1	0.5%
73460, Tishomingo	1	0.5%
76240, Gainesville, Texas	1	0.5%
Total	186	100.0%



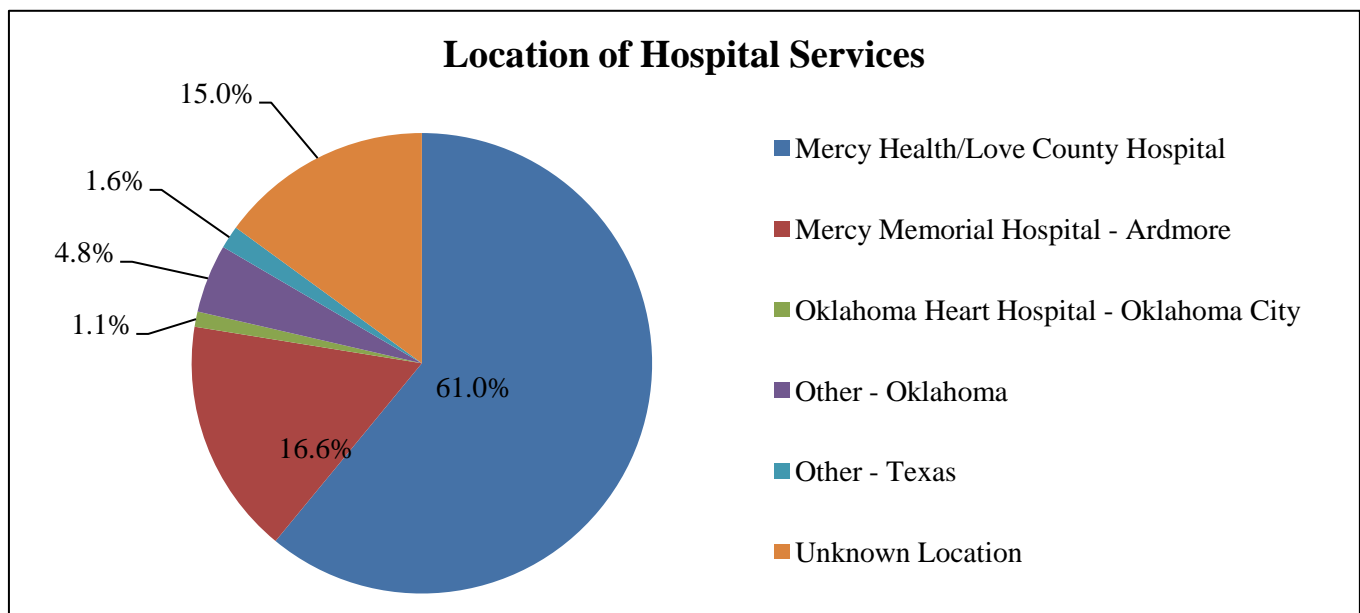
1. Have you or someone in your household used the services of a hospital in the past 24 months?

Response Category	No.	%
Yes	146	78.5%
No	39	21.0%
Don't know/No response	1	0.5%
Total	186	100.0%

2. Where did you receive hospital services?

Response Category	No.	%
Mercy Health/Love County Hospital	114	61.0%
Mercy Memorial Hospital - Ardmore	31	16.6%
Oklahoma Heart Hospital - Oklahoma City	2	1.1%
Children's Hospital - Oklahoma City	1	0.5%
Community Hospital - Oklahoma City	1	0.5%
Denton Regional Medical Center - Denton, Texas	1	0.5%
Durant Hospital - Durant	1	0.5%
Integrus Marshall County Medical Center - Madill	1	0.5%
McBride Orthopedic Hospital - Oklahoma City	1	0.5%
Oklahoma Spine Hospital - Oklahoma City	1	0.5%
Mercy Hospital - Oklahoma City	1	0.5%
North Texas Medical Center - Gainesville, Texas	1	0.5%
Presbyterian Hospital - Plano, Texas	1	0.5%
VA Hospital - Oklahoma City	2	1.1%
Other - No location given	28	15.0%
Total	187	100.0%

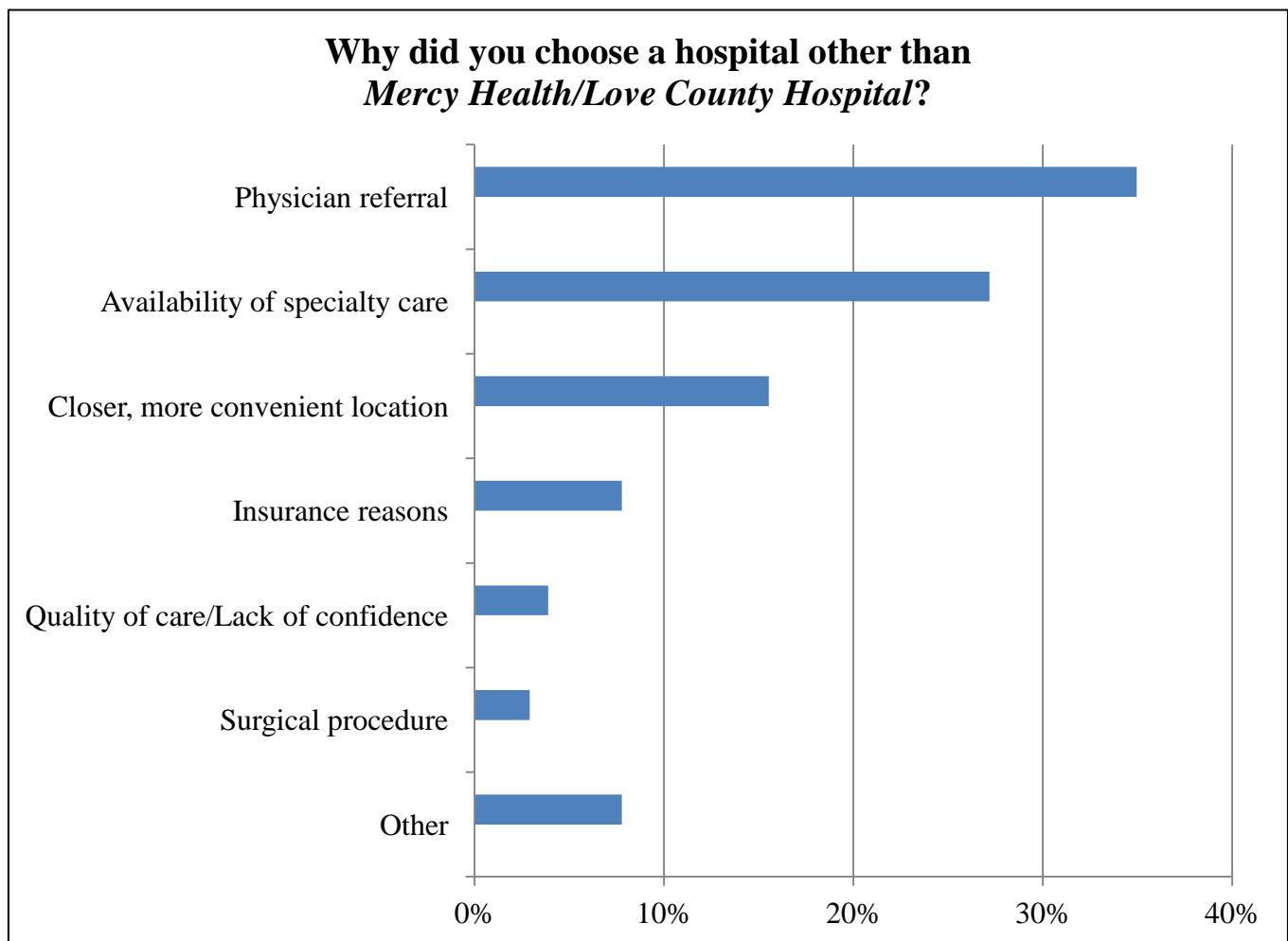
*Some respondents answered more than once. Average hospitals visited per respondent = 1.3



3. If you responded in question 2 that you or someone in your household received care at a hospital other than *Mercy Health/Love County Hospital*, why did you or your family member choose that hospital(s)?

Response Category	No.	%
Physician referral	36	35.0%
Availability of specialty care	28	27.2%
Closer, more convenient location	16	15.5%
Insurance reasons	8	7.8%
Quality of care/Lack of confidence	4	3.9%
Surgical procedure	3	2.9%
Wait time at Mercy Health/Love County Hospital	2	1.9%
Dialysis	1	1.0%
Labor and delivery	1	1.0%
Physical therapy	1	1.0%
Other	3	2.9%
Total	103	100.0%

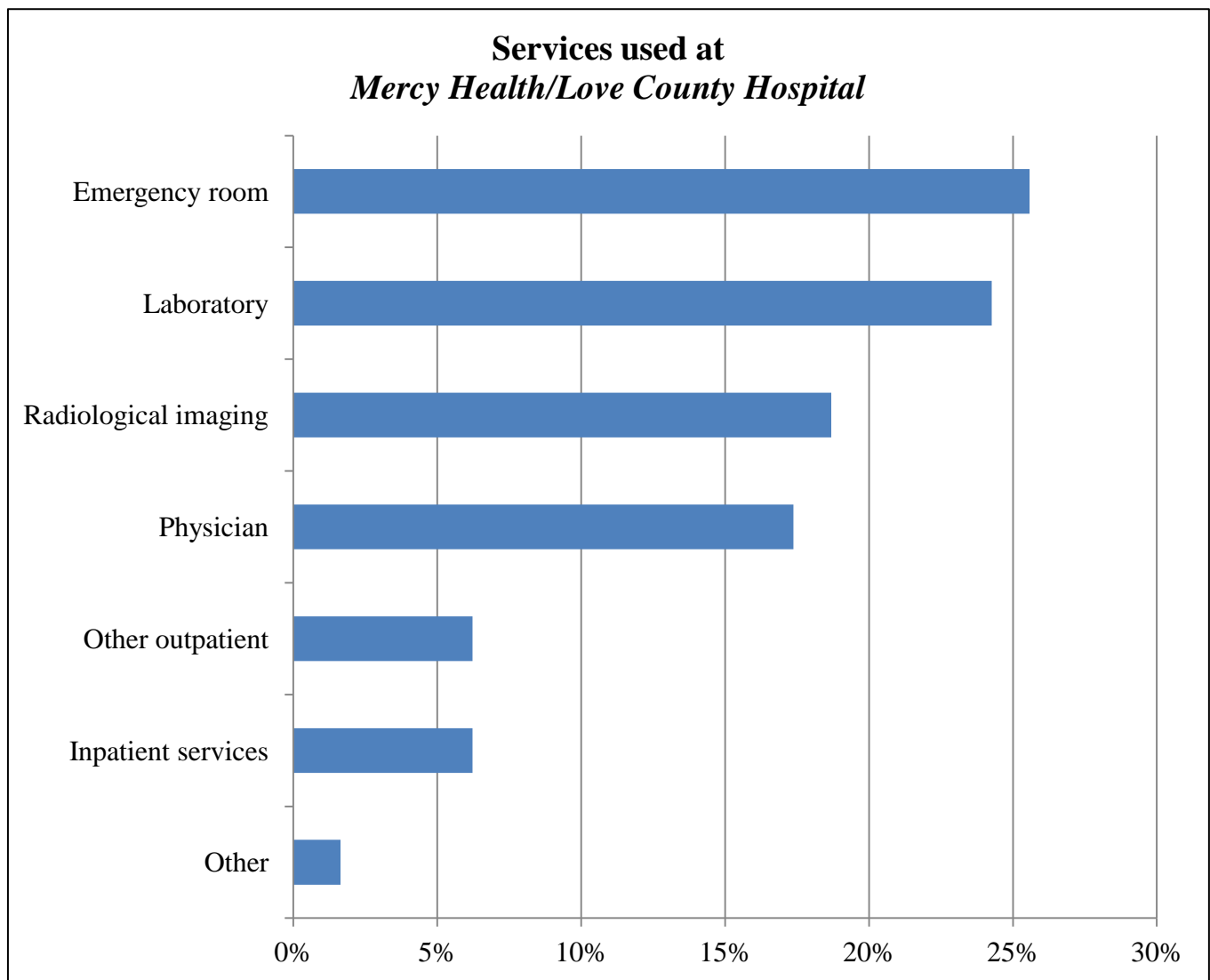
*Some respondents selected more than one category. Average number of categories selected = 1.4



4. What hospital service(s) were used at *Mercy Health/Love County Hospital* ?

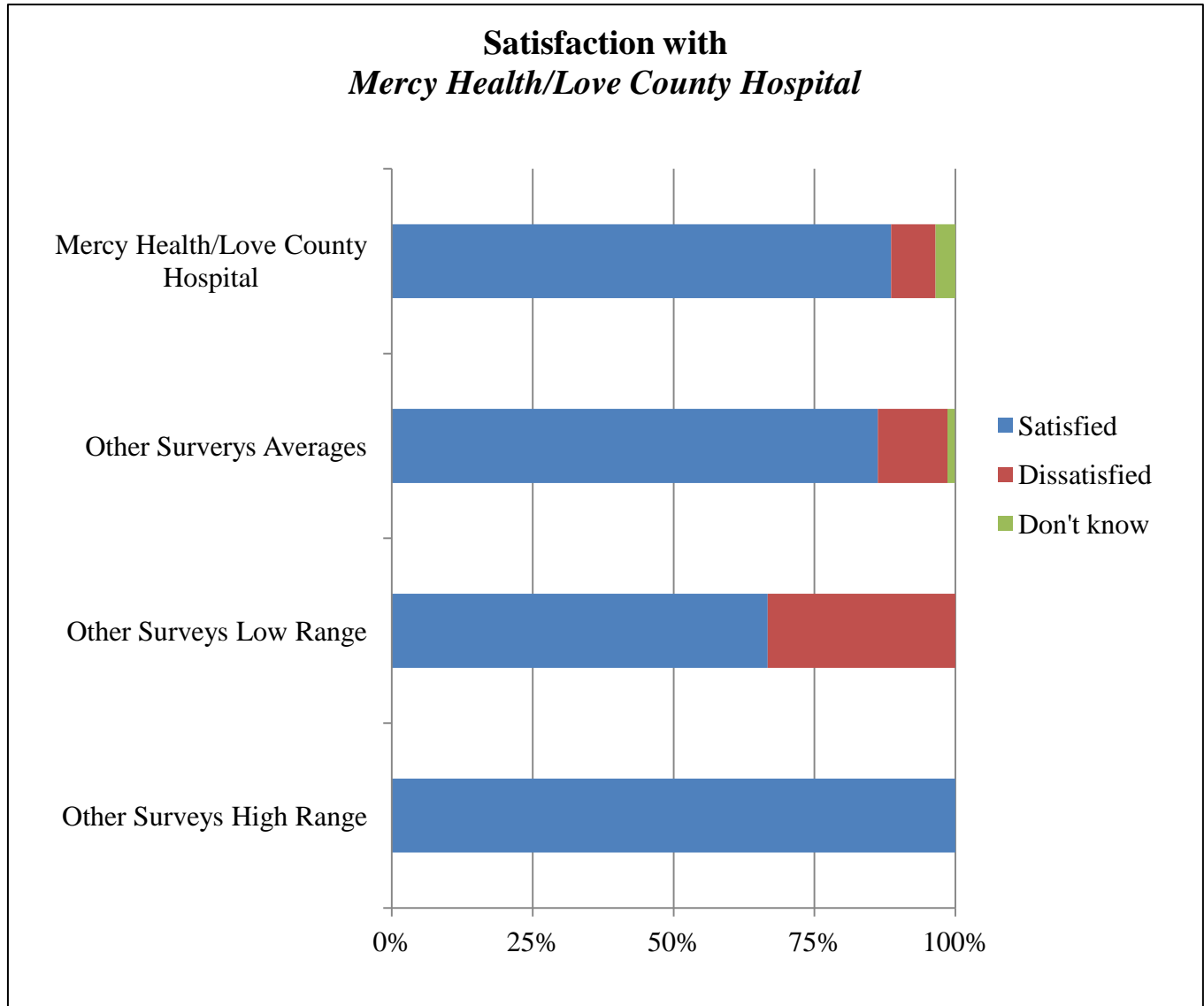
Response Category	No.	%
Emergency room	78	25.6%
Laboratory	74	24.3%
Radiological imaging	57	18.7%
Physician	53	17.4%
Inpatient services	19	6.2%
Other outpatient	19	6.2%
Other	5	1.6%
Total	305	100.0%

*Some respondents selected more than one category. Average number of services used per respondent = 2.7



5. How satisfied were you or someone in your household with the services you received at *Mercy Health/Love County Hospital* ?

Survey Area	Satisfied	Dissatisfied	Don't know
Mercy Health/Love County Hospital	88.6%	7.9%	3.5%
Other Surveys Averages	86.2%	12.4%	1.3%
Other Surveys Low Range	66.7%	33.3%	0.0%
Other Surveys High Range	100.0%	0.0%	0.0%

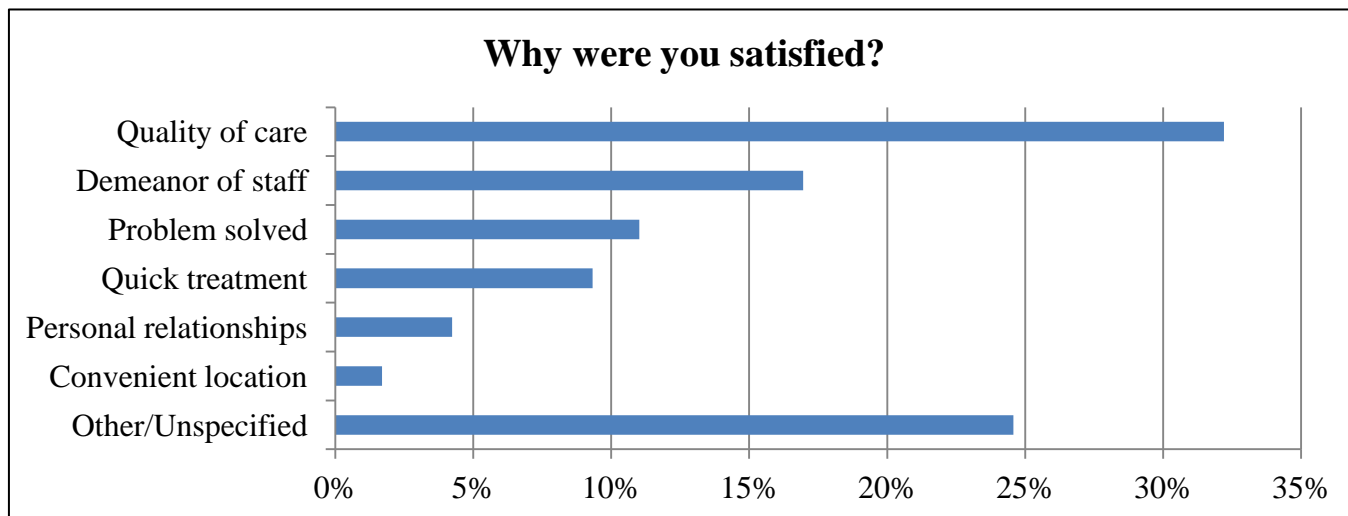


*Based on 48 community surveys conducted since 2002.

6a. Why were you satisfied?

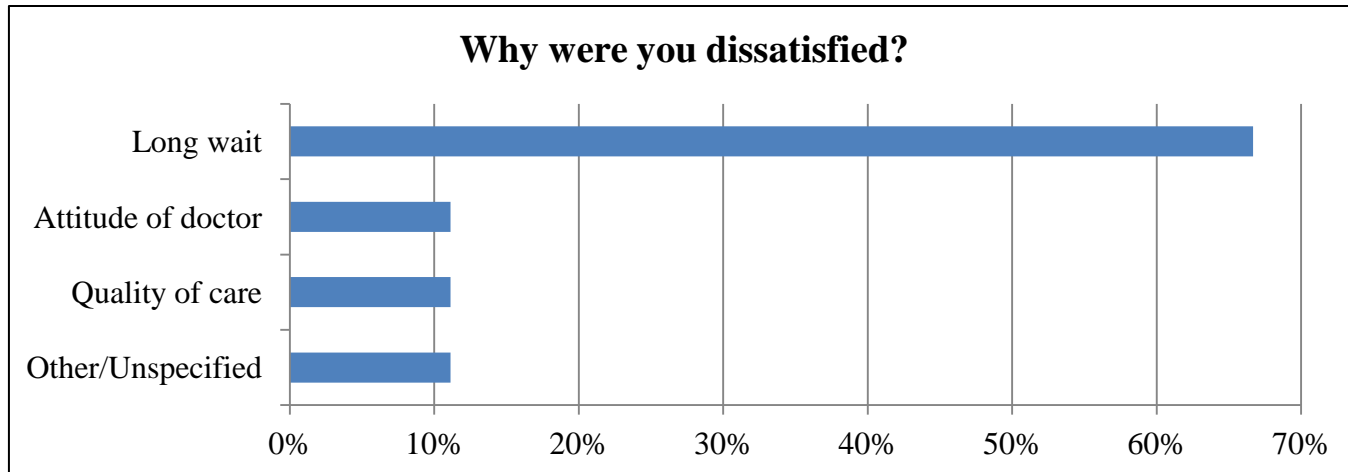
Response Category	No.	%
Quality of care	38	32.2%
Demeanor of staff	20	16.9%
Problem solved	13	11.0%
Quick treatment	11	9.3%
Personal relationships	5	4.2%
Convenient location	2	1.7%
Other/Unspecified	29	24.6%
Total	118	100.0%

*Some respondents selected more than one category. Average number of reasons for satisfaction = 1.2



6b. Why were you dissatisfied?

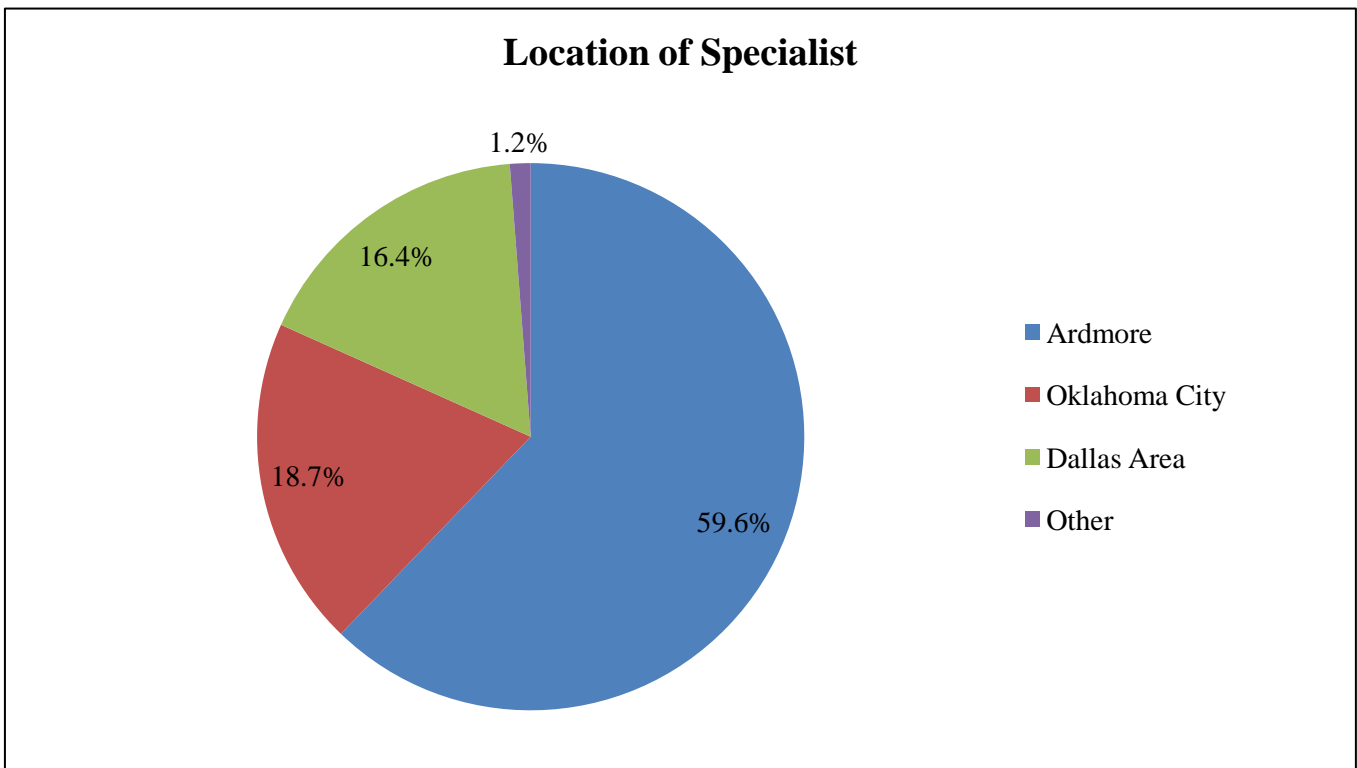
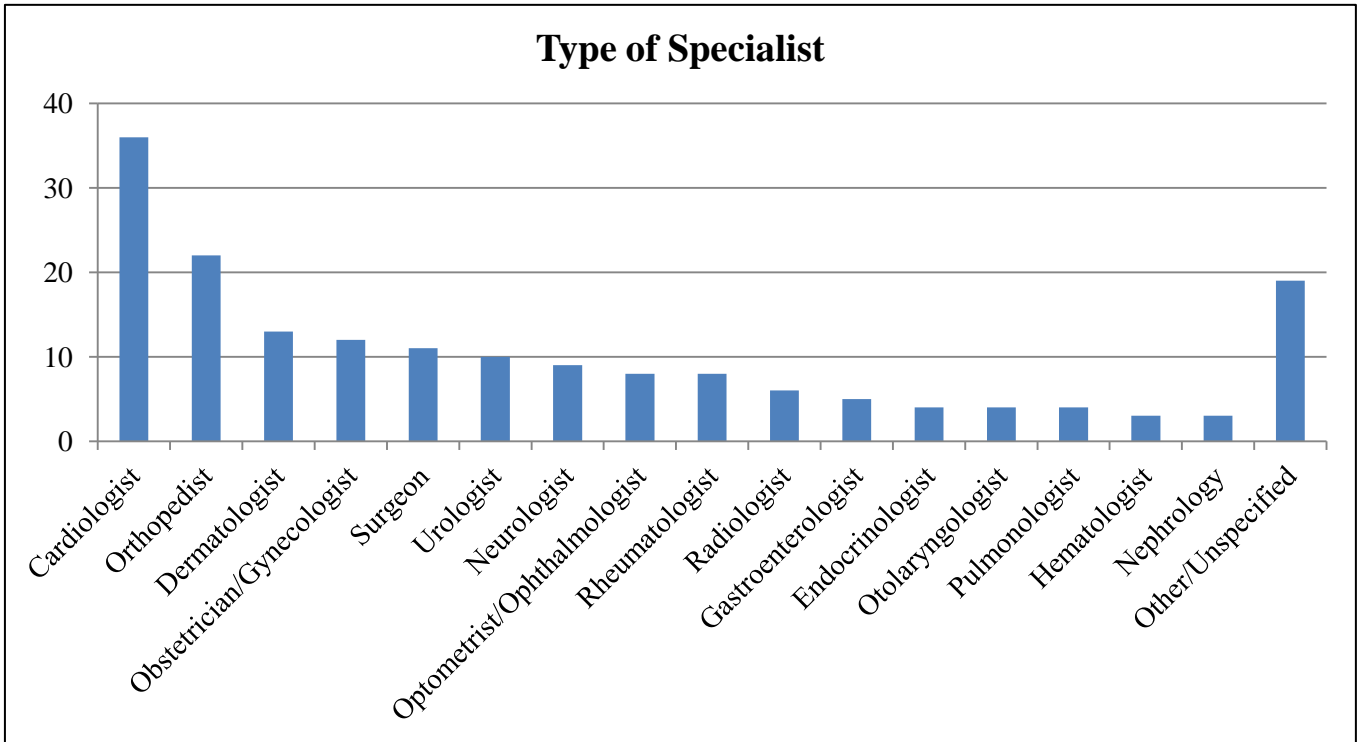
Response Category	No.	%
Long wait	6	66.7%
Attitude of doctor	1	11.1%
Quality of care	1	11.1%
Other/Unspecified	1	11.1%
Total	9	100.0%



7. What type of specialist have you or someone in your household been to and in which city did you receive that care?

Type of Specialist	City	No.	%	Subtotal	%
Cardiologist	Ardmore	16	9.0%	36	20.3%
	Oklahoma City	11	6.2%		
	Denton, Texas	9	5.1%		
Dermatologist	Ardmore	10	5.6%	13	7.3%
	Oklahoma City	2	1.1%		
	Sherman, Texas	1	0.6%		
Endocrinologist	Ada	2	1.1%	4	2.3%
	Oklahoma City	2	1.1%		
Gastroenterologist	Ardmore	3	1.7%	5	2.8%
	Oklahoma City	2	1.1%		
Hematologist	Denton, Texas	2	1.1%	3	1.7%
	Ardmore	1	0.6%		
Nephrology	Ardmore	3	1.7%	3	1.7%
Neurologist	Oklahoma City	4	2.3%	9	5.1%
	Ardmore	3	1.7%		
	Denton, Texas	2	1.1%		
Obstetrician/Gynecologist	Ardmore	11	6.2%	12	6.8%
	Oklahoma City	1	0.6%		
Optometrist/Ophthalmologist	Ardmore	6	3.4%	8	4.5%
	Gainesville, Texas	1	0.6%		
	Oklahoma City	1	0.6%		
Orthopedist	Ardmore	11	6.2%	22	12.4%
	Oklahoma City	7	4.0%		
	Plano, Texas	3	1.7%		
	Fort Worth, Texas	1	0.6%		
Otolaryngologist	Ardmore	3	1.7%	4	2.3%
	Norman	1	0.6%		
Pulmonologist	Ardmore	2	1.1%	4	2.3%
	Oklahoma City	2	1.1%		
Radiologist	Ardmore	6	3.4%	6	3.4%
Rheumatologist	Ardmore	4	2.3%	8	4.5%
	Oklahoma City	2	1.1%		
	Gainesville, Texas	1	0.6%		
	Denton, Texas	1	0.6%		
Surgeon	Ardmore	9	5.1%	11	6.2%
	Denton, Texas	2	1.1%		
Urologist	Ardmore	4	2.3%	10	5.6%
	Oklahoma City	3	1.7%		
	Dallas, Texas	2	1.1%		
	Durant	1	0.6%		
Other/Unspecified	Ardmore	12	6.8%	19	10.7%
	Denton, Texas	5	2.8%		
	Oklahoma City	2	1.1%		
Total		177	100.0%	177	100.0%

7. What type of specialist have you or someone in your household been to and in which city did you receive that care? (continued)



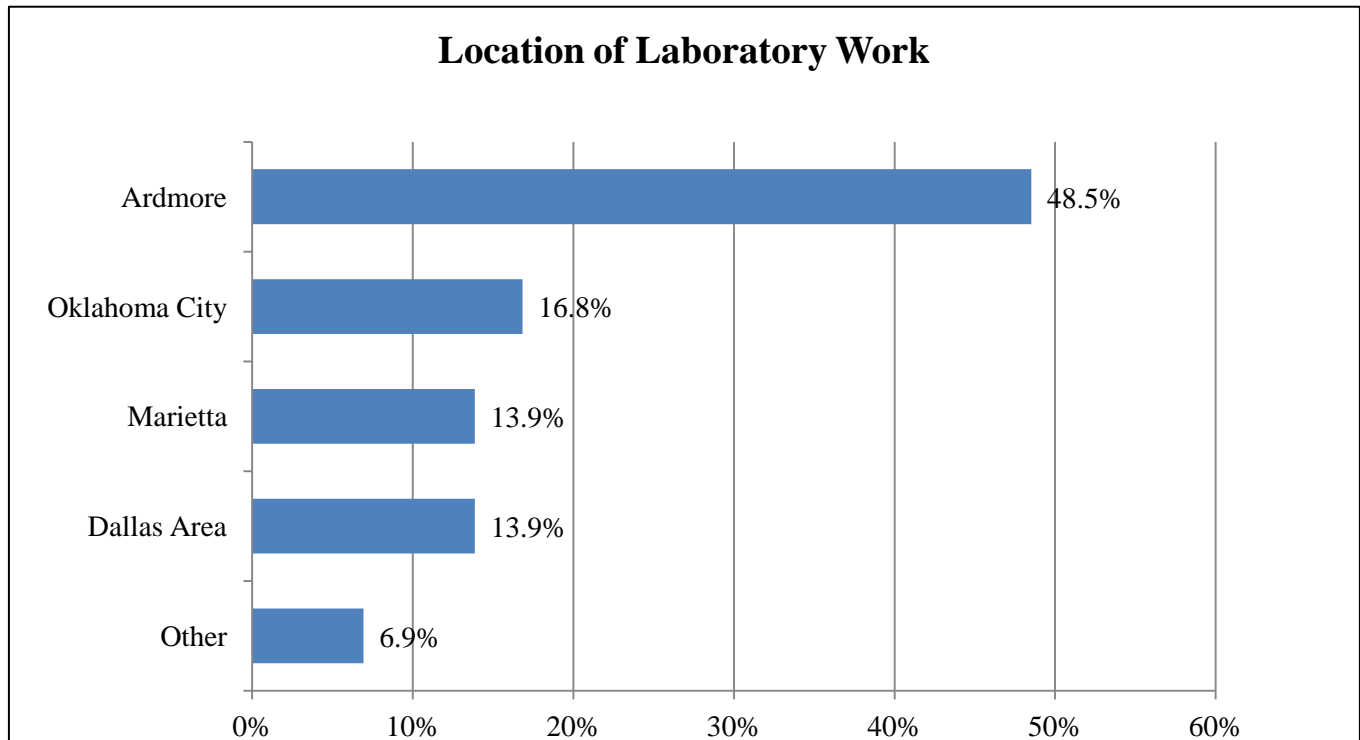
8. Did the specialist request further testing, laboratory work and/or x-rays?

Response Category	No.	%
Yes	84	73.0%
No	15	13.0%
Don't know/No response	16	13.9%
Total	115	100.0%

9. If yes, in which city were the tests or laboratory work performed?

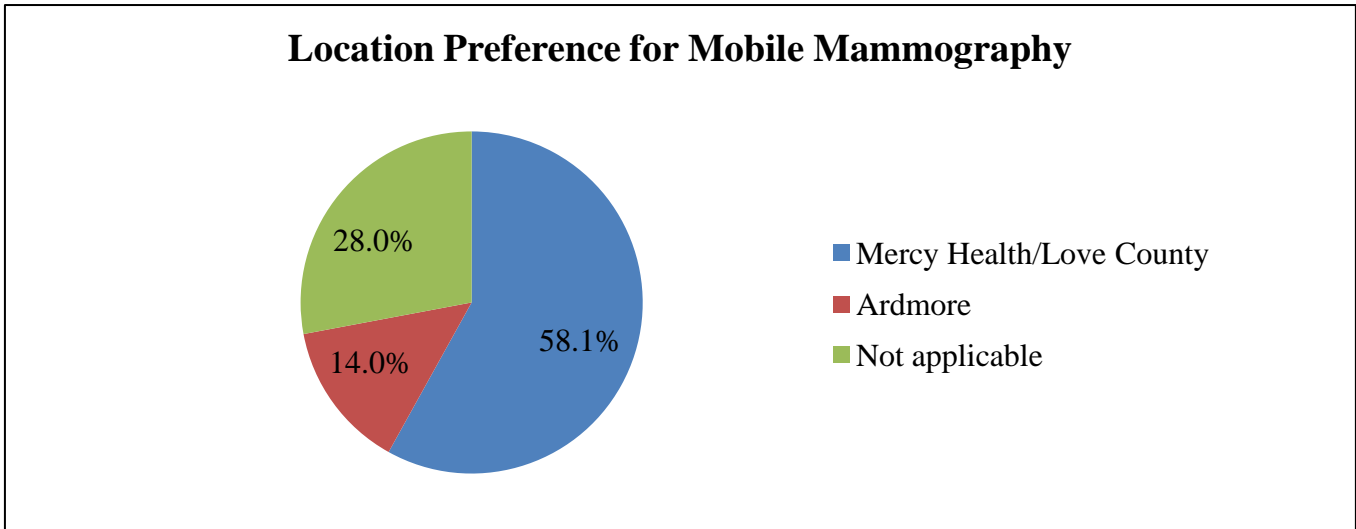
Response Category	No.	%
Ardmore	49	48.5%
Oklahoma City	17	16.8%
Marietta	14	13.9%
Denton, Texas	7	6.9%
Dallas, Texas	4	4.0%
Ada	1	1.0%
Durant	1	1.0%
Edmond	1	1.0%
Fort Worth, Texas	1	1.0%
Lewisville, Texas	1	1.0%
Pauls Valley	1	1.0%
Plano, Texas	1	1.0%
No response	3	3.0%
Total	101	100.0%

*Some respondents answered more than once.



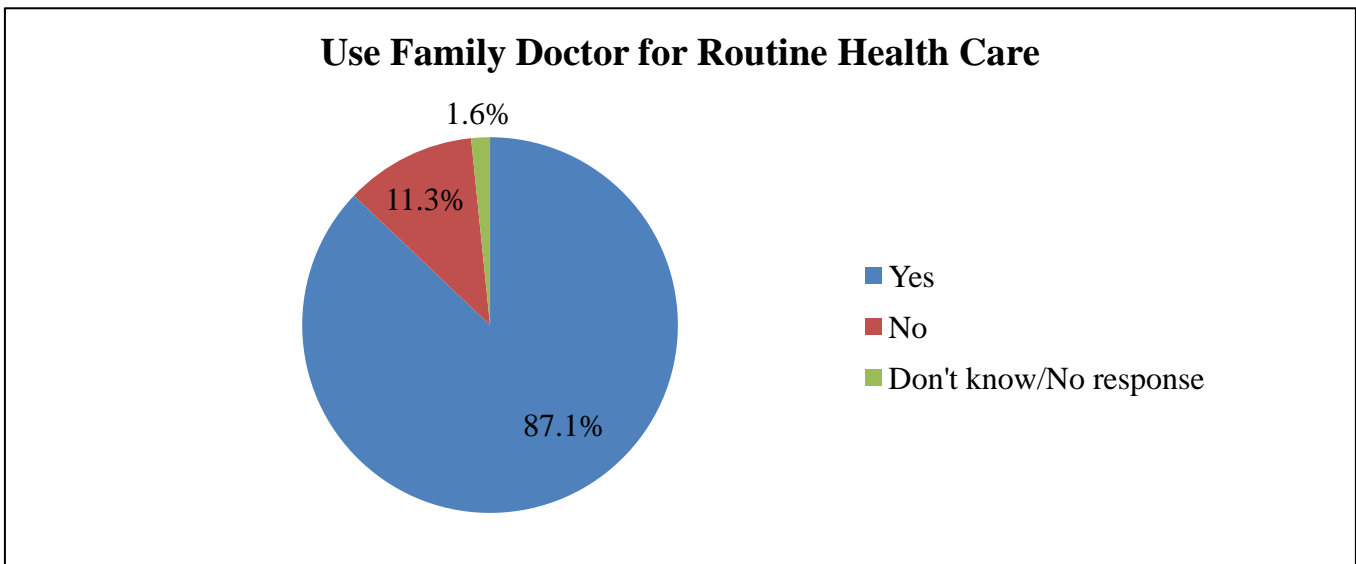
10. If mobile mammography were made available, would you use the services at *Mercy Health/Love County Hospital* ?

Response Category	No.	%
Will use at Mercy Health/Love County	108	58.1%
Prefer a referral to Mercy Memorial, Ardmore	26	14.0%
Not applicable	52	28.0%
Total	186	100.0%



11. Do you use a family doctor for most of your routine health care?

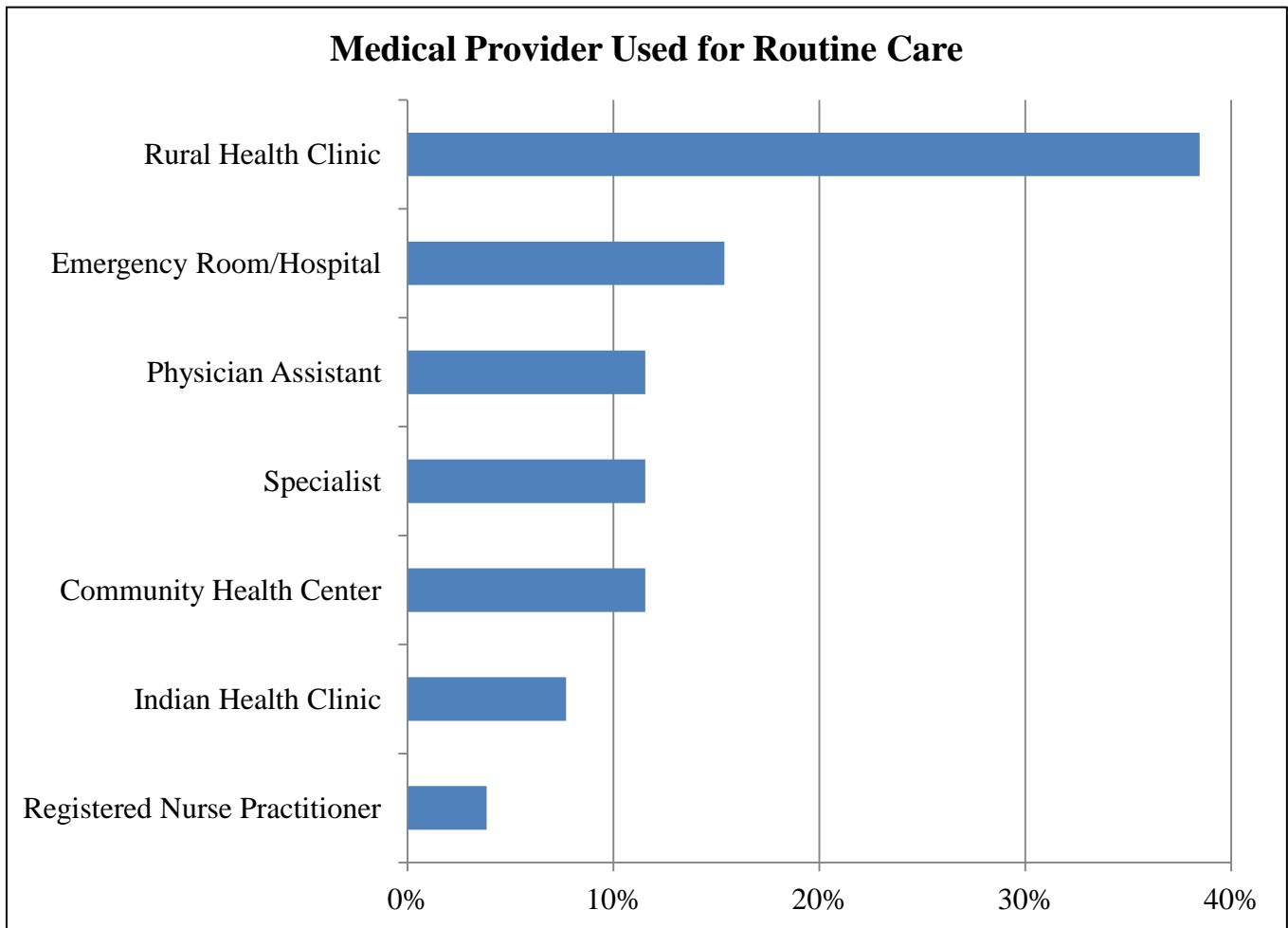
Response Category	No.	%
Yes	162	87.1%
No	21	11.3%
Don't know/No response	3	1.6%
Total	186	100.0%



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

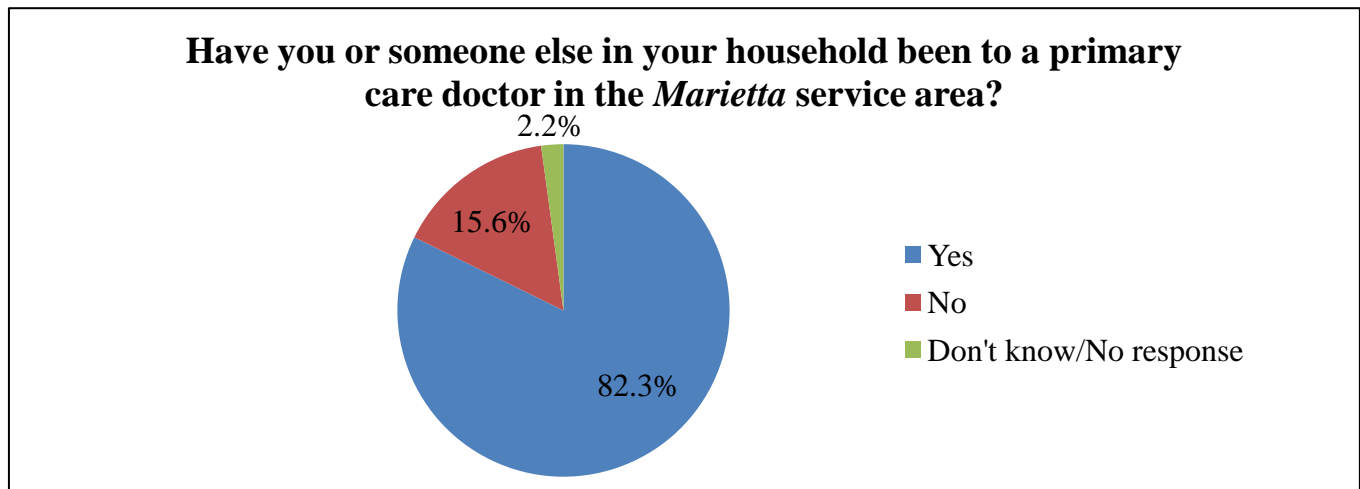
Response Category	No.	%
Rural Health Clinic	10	38.5%
Community Health Center	4	15.4%
Emergency Room/Hospital	3	11.5%
Physician Assistant	3	11.5%
Specialist	3	11.5%
Indian Health Clinic	2	7.7%
Registered Nurse Practitioner	1	3.8%
Total	26	100.0%

*Some respondents answered more than once.



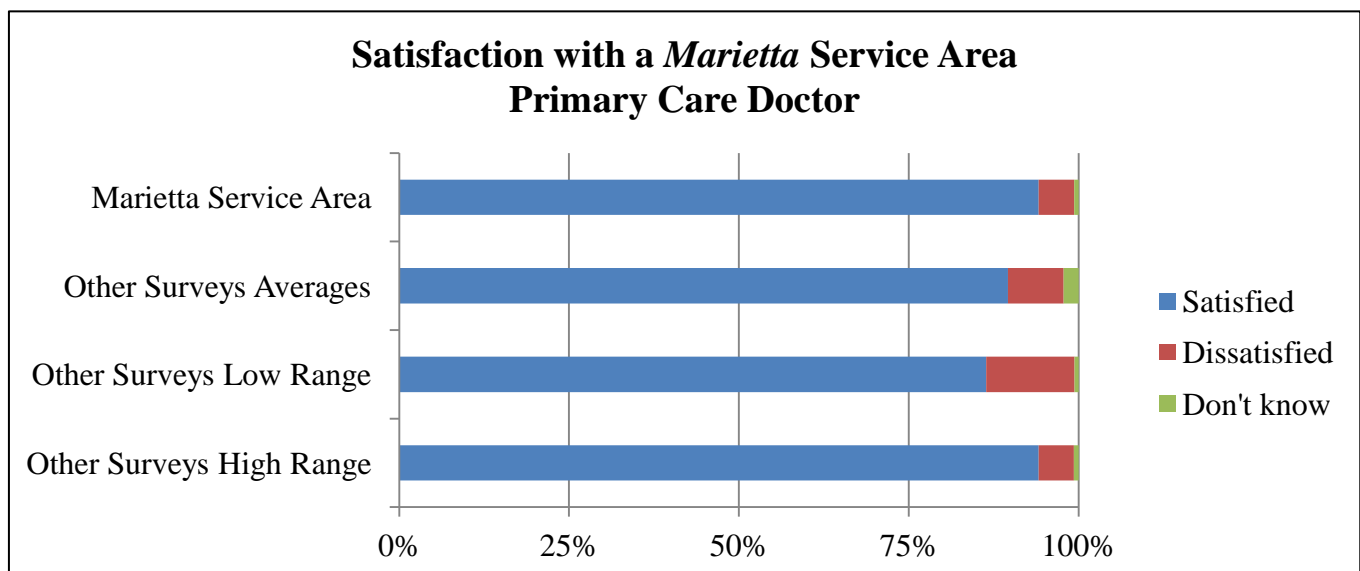
13. Have you or someone else in your household been to a primary care doctor in the *Marietta* service area?

Response Category	No.	%
Yes	153	82.3%
No	29	15.6%
Don't know/No response	4	2.2%
Total	186	100.0%



14. How satisfied were you or someone in your household with the quality of care received from a primary care doctor in the *Marietta* service area?

Response Category	Satisfied	Dissatisfied	Don't know
Marietta Service Area	94.1%	5.2%	0.7%
Other Surveys Averages	89.6%	8.2%	2.2%
Other Surveys Low Range	86.4%	13.0%	0.6%
Other Surveys High Range	94.1%	5.2%	0.7%

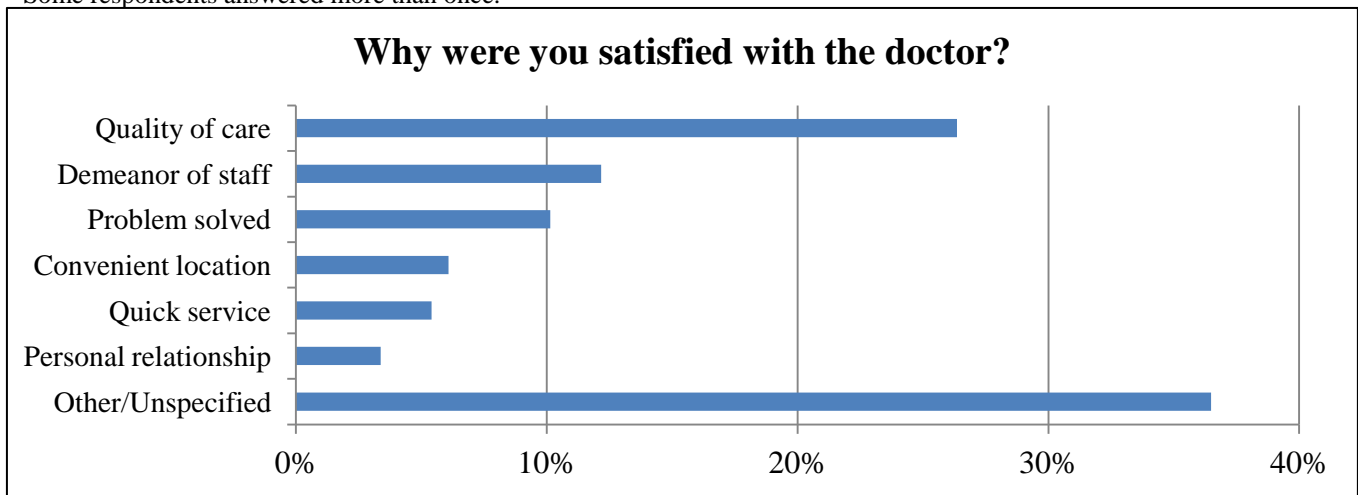


*Based on a total of 4 community surveys conducted during 2012.

15a. Why were you satisfied with the primary care doctor?

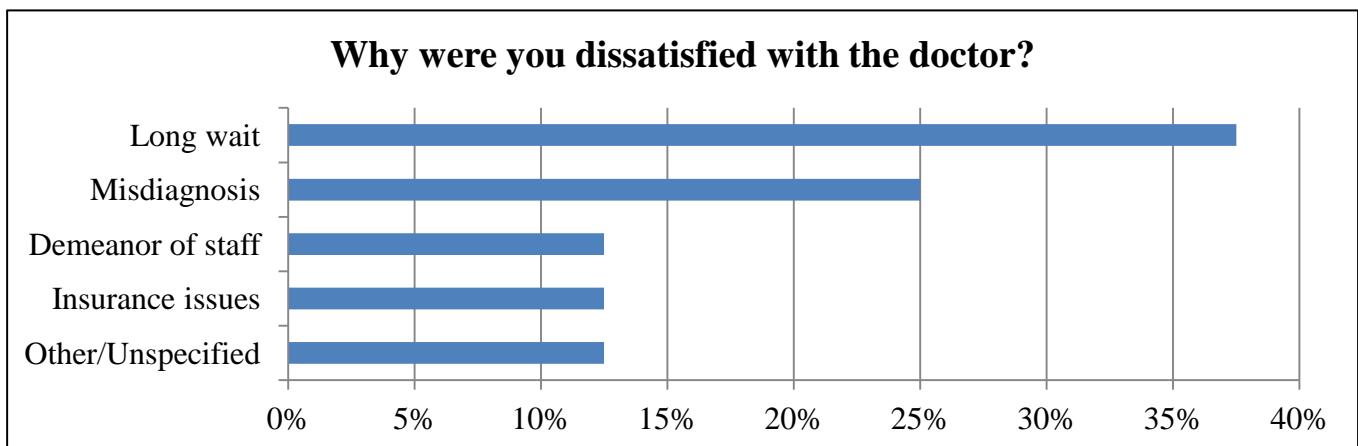
Response Category	No.	%
Quality of care	39	26.4%
Demeanor of staff	18	12.2%
Problem solved	15	10.1%
Convenient location	9	6.1%
Quick service	8	5.4%
Personal relationship	5	3.4%
Other/Unspecified	54	36.5%
Total	148	100.0%

*Some respondents answered more than once.



15b. Why were you dissatisfied with the primary care doctor?

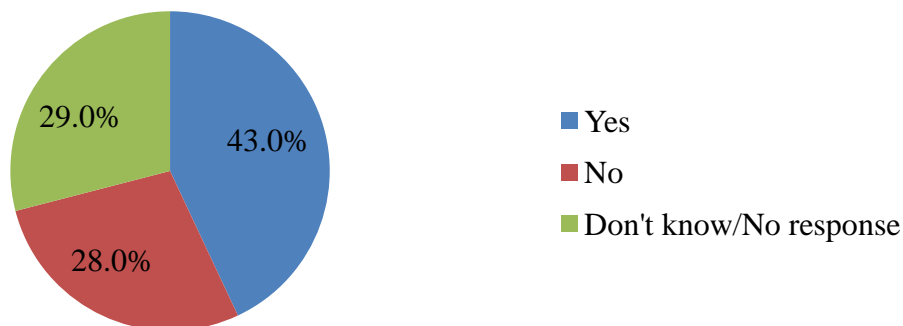
Response Category	No.	%
Long wait	3	37.5%
Misdiagnosis	2	25.0%
Demeanor of staff	1	12.5%
Insurance issues	1	12.5%
Other/Unspecified	1	12.5%
Total	8	100.0%



16. Do you think there are enough primary care (family) doctors practicing in the *Marietta* service area?

Response Category	No.	%
Yes	80	43.0%
No	52	28.0%
Don't know/No response	54	29.0%
Total	186	100.0%

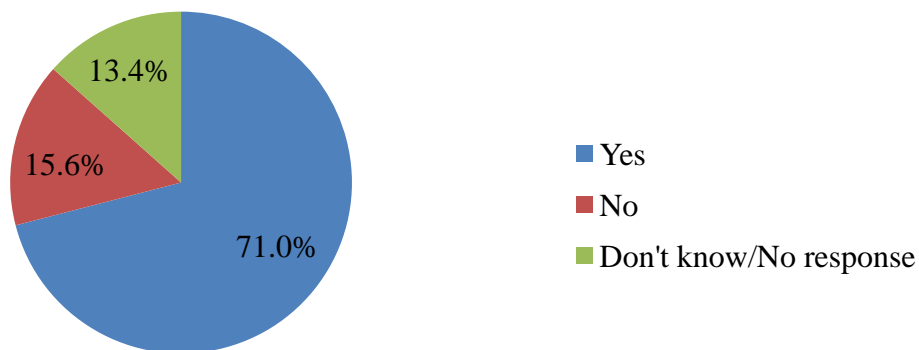
Do you think there are enough primary care doctors practicing in the Marietta service area?



17. Would you consider seeing a midlevel provider (nurse practitioner or physician assistant) for your routine healthcare needs?

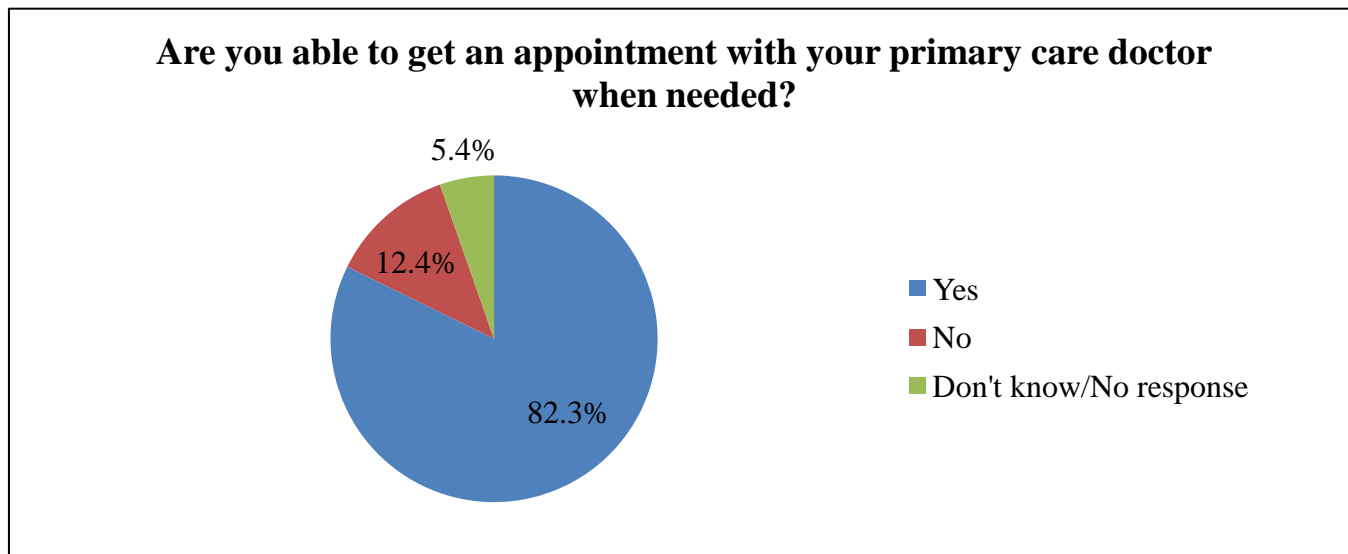
Response Category	No.	%
Yes	132	71.0%
No	29	15.6%
Don't know/No response	25	13.4%
Total	186	100.0%

Would you see a midlevel provider for routine healthcare needs?



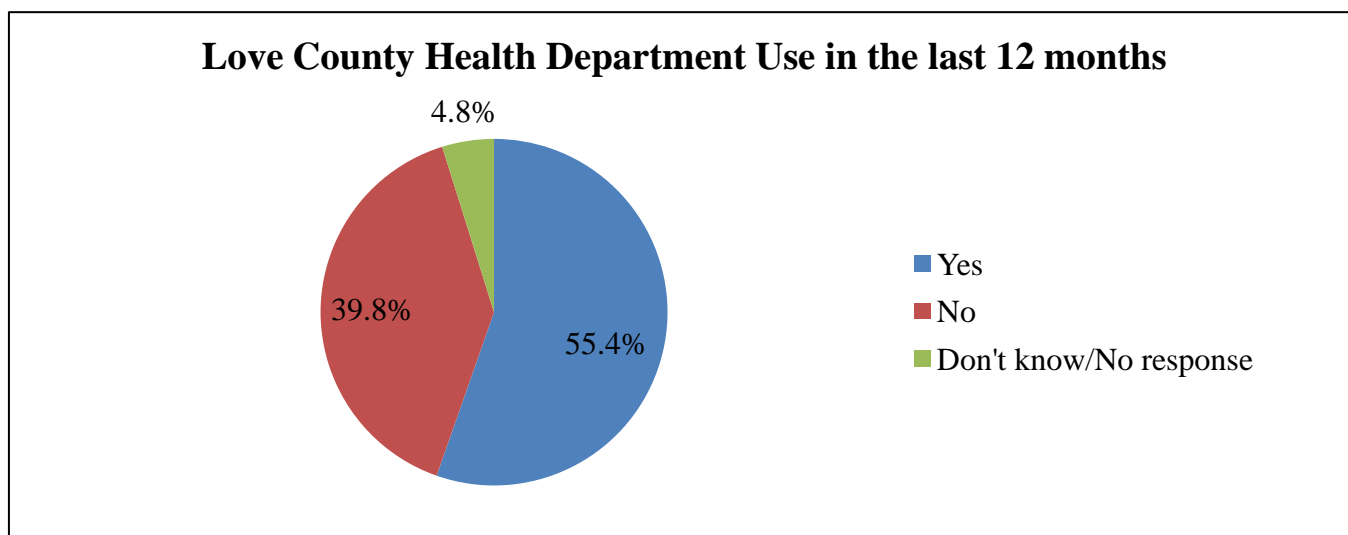
18. Are you able to get an appointment with your primary care (family) doctor when you need one?

Response Category	No.	%
Yes	153	82.3%
No	23	12.4%
Don't know/No response	10	5.4%
Total	186	100.0%



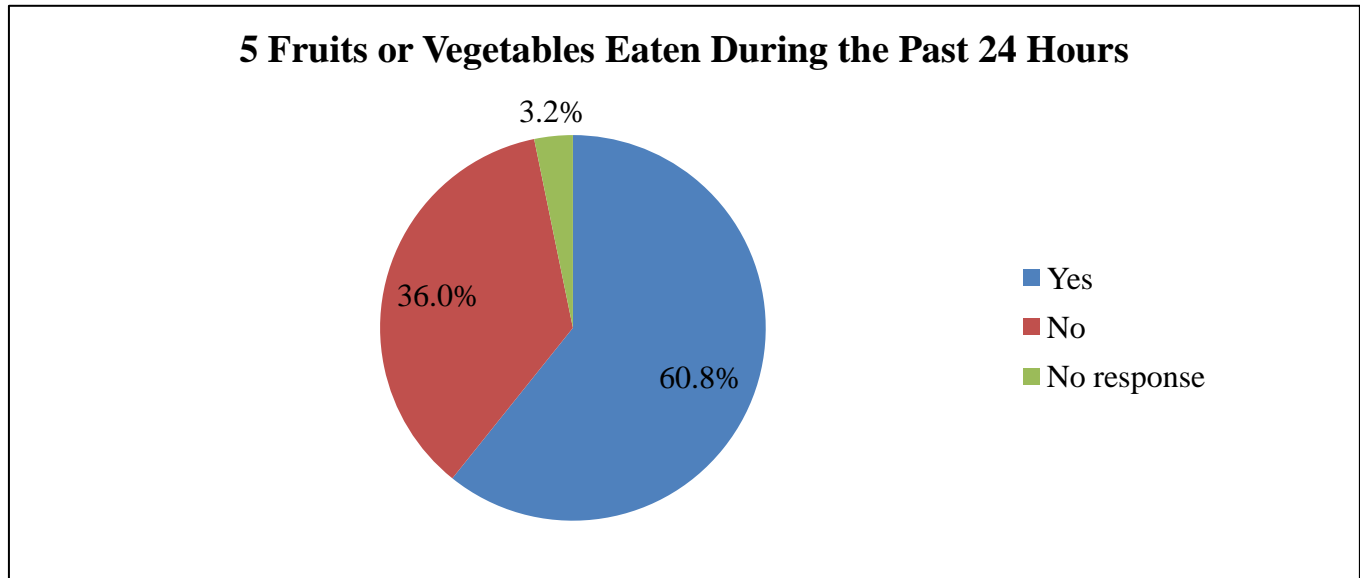
19. Over the past 12 months, have you or someone in your household used the services of the Love County Health Department?

Response Category	No.	%
Yes	103	55.4%
No	74	39.8%
Don't know/No response	9	4.8%
Total	186	100.0%



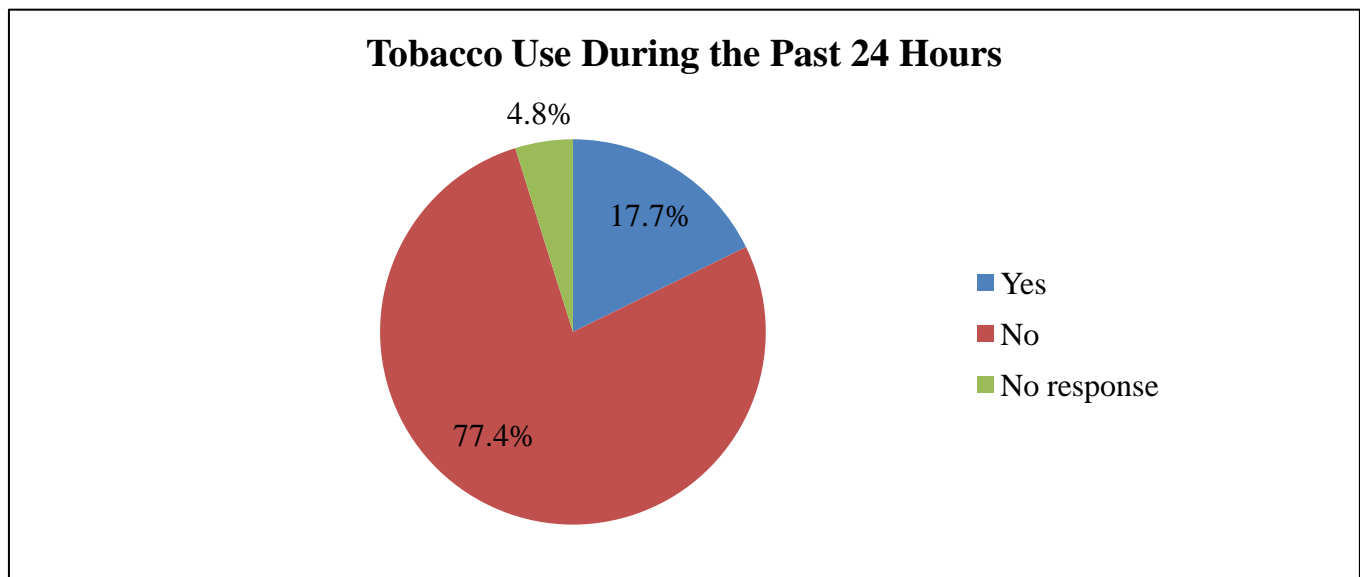
20a. During the past 24 hours have you eaten 5 fruits or vegetables?

Response Category	No.	%
Yes	113	60.8%
No	67	36.0%
No response	6	3.2%
Total	186	100.0%



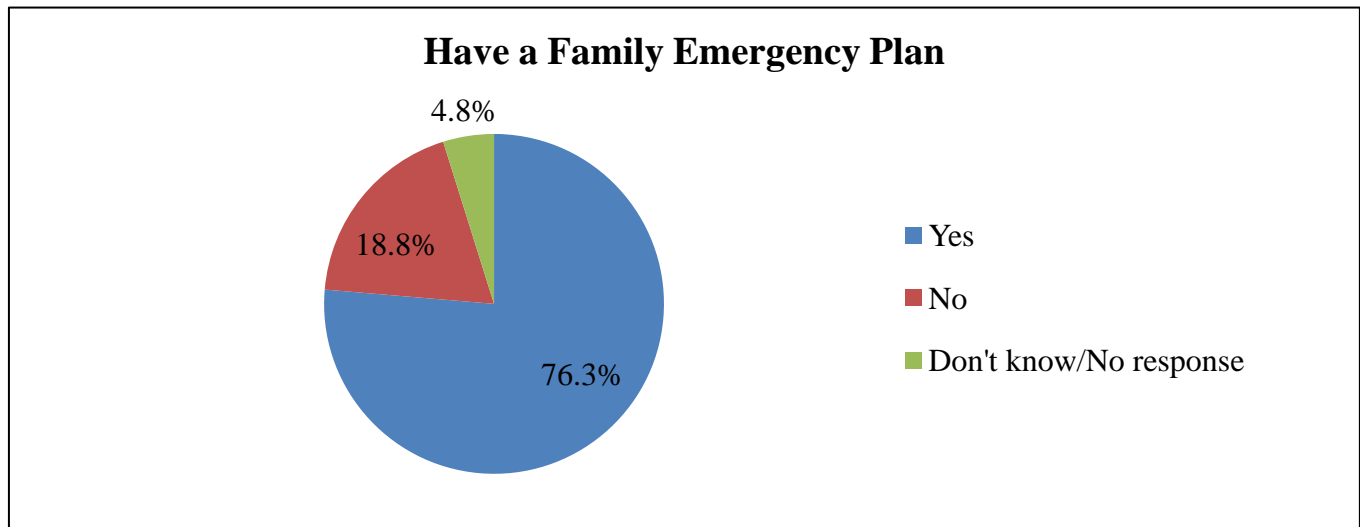
20b. During the past 24 hours have you used tobacco products?

Response Category	No.	%
Yes	33	17.7%
No	144	77.4%
No response	9	4.8%
Total	186	100.0%



21. Does your family have a plan in case of an emergency like a tornado or fire?

Response Category	No.	%
Yes	142	76.3%
No	35	18.8%
Don't know/No response	9	4.8%
Total	186	100.0%



22. Over the past 12 months, have you participated in a community project or charity event in Love County?

Response Category	No.	%
Yes	101	54.3%
No	80	43.0%
Don't Know/No response	5	2.7%
Total	186	100.0%

