

Community Health Needs Assessment 2013 – Female Cohort Responses

The **INSTITUTE** for

Public Policy & Economic Development
at Wilkes University

*A partnership among Keystone College, King's College, Lackawanna College, Luzerne County Community College,
Marywood University, Misericordia University, Penn State Wilkes-Barre, The Commonwealth Medical College,
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A number of primary care physicians, specialists, medical personnel, surgery center, and patients that consented to interviews regarding healthcare, the healthcare delivery system in the region.

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Community Health Needs Assessment Survey Instrument



Purpose

The Community Health Needs Assessment (CHNA) was designed to assess health status, accessibility, and patient perception in Lackawanna and Luzerne Counties. The goal is to identify collaborative community based recommendations to mitigate some of the issues and challenges the region faces. The complete study is available at www.institutepa.org under the health and healthcare tab. The detailed research methods are outlined in that that document. The following is a summary of the household survey responses made by the female cohort.

Process

The Institute conducted in-depth primary research by deploying over 12,000 mailed surveys in Lackawanna and Luzerne Counties to a random sampling of households during August and September 2012, and conducting several interviews and focus groups. Additionally, the Institute collected secondary data from a number of federal and state sources in order to examine the demographics and health status of the region's residents.

There were a total of 681 female respondents to this survey. Of the 681, approximately 43 percent of the females resided in Lackawanna County and the remaining 57 percent were residents of Luzerne County.

Health Services Access and Utilization

The respondents were asked if they currently see a personal doctor, and if so, to provide more detail about their doctor. Of the females who responded, over 95 percent stated that they do have a personal doctor. Respondents were asked to state which doctor they see most often. In descending order the top responses fell within the categories of primary care doctor, medical specialist or doctor other than family doctor, chiropractor, home- or self-care, community health department, physician's assistant, or nurse practitioner. For the few who responded that they see a doctor with a title that was not provided, the responses ranged from family members who are physicians, homeopathic pharmacist and alternative medicine books, a medical center, naturopathic doctor, physician visit during rehabilitation, podiatrist, and the VA hospital. Likewise, when respondents stated that they do not have a personal doctor, there were 25 female respondents. The reasons for not having a personal doctor included, but were not limited to individuals being unsure of how to find a health care provider, lack of need of a health care provider, too expensive to find a provider who is trustable, and the existence of a language barrier.

Personal Doctor Specialites	
Primary Care Doctor	522
Medical Specialist/Other Doctor	48
Chiropractor	18
Home/Self Care	10
Community Health Department	7
Physician's Assistant	6
Nurse Practioner	5
Other	5
Urgent/Family Care	4
County Health Department	1
Emergency Room	1

During the past twelve months prior to completing the survey, there were 38 female (six percent) who had not seen their doctor in the past year. Just above 230 females or 38 percent had visited their personal doctor one to two times and 33 percent of the females had visited their personal doctor three to four times over the past year. Following this, there were 132 females, just above 20 percent, who stated that they visited their personal doctor five or more times over the past year.

Frequency of Doctor Visits	
Zero	38
Once or twice	237
Three to four times	203
Five or more times	132

To further inquire about medical care received, the respondents were asked if they stayed overnight at a hospital at some point over the past year. The overwhelming majority, 518 females, had not stayed overnight at a hospital, but 94 of the respondents had. In addition, the survey asked if the respondents had sought care in an emergency room in the past year. Of the 610 respondents, the majority, at 472, did not seek emergency care though the remaining 22 percent did seek emergency care over the past year.

The approximate duration that it took the respondents to get an appointment with a physician after calling in varied from less than one week to five or more weeks. Almost 85 percent of the respondents, however, had their appointment scheduled within two weeks or less of calling in and the remaining 15 percent, on average, do not schedule their appointment until three or more weeks after making the first call. When asked about wait time upon arriving for their appointment, 78.4 percent of the females are seen within 30 minutes of their arrival and 129 females, just above 21 percent, are not seen by a physician from anywhere between 31 minutes to over an hour of arriving.

Appointment - Wait Time		Physician Visit - Wait Time	
No Wait	1	15 minutes or less	209
Less than one week	287	15 to 30 minutes	259
One to two weeks	211	31 to 45 minutes	83
Three to four weeks	67	46 to 60 minutes	23
Five weeks or more	25	More than 60 minutes	23

Health information is sought from various locations. When asked to select where one seeks health information, the respondents were given a variety of choices including internet, books, TV, newspaper, radio, or relative or friend. The two most common sources of health information included the internet or a relative or friend with 220 and 218 responses, respectively. Following this books, radio, the newspaper, and television are the most sought after for health information.

Health Information Sources	
Internet	220
Relative/Friend	218
Books	53
Radio	12
Newspaper	11
TV	7

Health Status

The respondents were asked to provide basic personal information including age, height, perspective of personal health, etc. Most of the females are between 40 to 79 years old, anywhere from five feet to five feet, nine inches tall, and between 100 and 199 pounds. There was one female respondent under the age of 20 years. There was one female who was less than 50 inches tall and one who was over 80 inches tall. There were only five females who were between 300 and 399 pounds and five who were under 100 pounds. No respondents recorded being 400 pounds or greater.

Female Characteristics					
Age of Female Respondents		Height of Female Respondents		Weight of Female Respondents	
Less than 20 years	1	Less than 50 inches	1	Less than 100 lbs	5
20-39 years	64	50-59 inches	32	100-199 lbs	479
40-59 years	172	60-69 inches	534	200-299 lbs	93
60-79 years	265	70-79 inches	19	300-399 lbs	5
80 years or older	88	80 or greater inches	1	400 or greater lbs	0

Following this, the next few questions asked the respondents a few questions regarding their health. The questions in particular asked:

1. In general, would you say your health is...?
2. For how many of those days was your physical health not good?
3. For how many days was your mental health (stress, depression) not good?

Most of the females, 405 out of 589, responded that their health was good or average. Of the remaining, only 26 females stated that their health was poor, 88 stated that their health was fair, and 70 females stated that their health was excellent.

Quality of Health	
Excellent	70
Good	261
Average	144
Fair	88
Poor	26

As mentioned, the next question asked the women for how many of those days was their physical health not good. More than 75 percent of the women stated that their health was not good for anywhere from zero to five of those days. Of the remaining 21 percent, 46 females had poor health for six to ten of those days, 27 females had poor health for 11 to 15 days, and 52 females had poor health for 16 or more days.

With regards to the question discussing poor mental health, the feedback was fairly similar. More than 75 percent of the women stated that their mental health was poor for zero to five of those days, ten percent of the women experienced poor mental health for six to ten days, five percent of the women felt similarly for 11 to 15 days, and almost six percent of the women felt this way for 16 or more days. Respondents generally reported fewer poor mental health days than physical health days.

Poor Health During the Past Year			
Physical		Mental	
0	240	0	281
1 to 5	220	1 to 5	185
6 to 10	46	6 to 10	59
11 to 15	27	11 to 15	29
16 or more	52	16 or more	34

The follow-up to the questions above asked the respondents to state how many days poor mental or physical health kept them from doing usual activities such as self-care, work, or recreation. Sixty-three percent of women stated that their poor health did not influence their usual activity. Of the remaining 212 women, a total of 120 stated that their poor health only prevented activities for at most five days. Following this, 37 women were unable to participate in such activities for six to ten days, 21 women were unable to participate in such activities for 11 to 15 days, and 34 women were unable to participate in activities for 16 or more days due to poor physical or mental health.

Chronic Diseases and Management

The next series of questions asked the respondents if they had been diagnosed with any of a list of chronic illnesses or diseases and if so, if they were treating it with prescription medication, proper nutrition, exercise, any other treatment, or no treatment at all. These chronic illnesses included high

blood pressure, high cholesterol, Type I Diabetes, Type II Diabetes, Chronic Obstructive Pulmonary Disease (COPD), heart attack, stroke, angina, arthritis, asthma, cancer, or any other chronic diseases. Of the women who had been diagnosed with a chronic illness, the majority of them are receiving treatment in the form of prescription medication. Beyond medication, many women are also using nutrition and exercise to overcome their illnesses, especially in the case of high cholesterol, high blood pressure, and type II diabetes. Some women stated that they use a form of medication not stated which was often over-the-counter medications as well as natural remedies.

Disease	Diagnosed		Treatment				
	Yes	No	Prescription	Nutrition	Exercise	Other	No Treatment
High Blood Pressure	227	339	252	58	65	8	3
High Cholesterol	233	383	180	88	69	10	16
Type I Diabetes	11	604	13	3	3	1	25
Type II Diabetes	70	545	58	34	23	2	1
COPD	40	574	28	2	4	4	5
Heart Attack	29	587	20	6	5	4	1
Stroke	18	597	13	6	7	2	4
Angina	36	580	29	5	9	4	2
Arthritis	206	409	101	27	61	27	47
Asthma	48	569	39	6	9	2	2
Other Chronic Disease	102	403	97	29	29	19	7
			Surgery	Radiation	Chemo Therapy	Other	
Cancer	116	501	86	34	33	12	

When asked to provide further information regarding what other chronic diseases the respondents were diagnosed with, the responses included diseases such as atrial fibrillation, acid reflux, anemia, ankylosing spondylolysis, arrhythmia of the heart, arthritis, asthma, Barrett’s Esophagus, Crohn’s Disease, bi-polar disorder, bronchitis, coronary artery disease, cardiomyopathy, Celiac Disease, renal failure, cystic fibroid breast disease, congestive heart failure, depression, diverticulitis, osteoporosis, gall bladder disease, kidney stones, gout, heart disease, hyperthyroid, hypothyroid, interstitial cystitis, lupus, migraines, multiple sclerosis, osteopenia, sarcoid psoriasis fibromyalgia, seizures, sinusitis, sleep apnea, spinal muscular atrophy, spinal stenosis, and ulcerative colitis.

Similarly, when asked to provide further detail regarding what type of cancer the respondent had been diagnosed with, the responses ranged from cancer of the bladder, breast cancer, cervical cancer, leukemia, endometrial cancer, lung cancer, lymphoma, melanoma, ovarian cancer, pancreatic cancer, thyroid cancer, and uterine cancer.

Type of Cancer	
Basal Cell	6
Bladder	1
Breast	33
Cervical	12
Colon	10
Endometrial	3
Kidney	1
Leukemia	3
Liver	1
Lung	4
Lymphoma	5
Melanoma	4
Ovarian	2
Pancreatic	2
Skin	10
Thyroid	3
Uterine	6

The women were also asked if their doctor had suggested they take part in physical activity. The responses showed that 397 women were told to participate in physical activity by their physician and 342 women participated in physical activity in the past month. The next few questions asked the respondents how many times per week the women take part in physical activity, and for how long, in minutes, did each woman maintain the activity. Most of the women had participated in physical activity about three to four times in the past month followed by one to two times, five to ten times, and more than ten times, in descending order. The length of the sessions ranged from less than 20 minutes to more than 50 minutes.

Length of Physical Activity	
20 minutes or less	76
21 to 30 minutes	82
31 to 40 minutes	75
41 to 50 minutes	42
51 or more minutes	79

Youth Health

The next section of the survey asked participants about their children. Of the 590 respondents, over 75 percent of the women stated that they did not have any children living in their household. The remaining 130 women were asked to provide further information about the ages of their children and their medical background as well. The children responses ranged from infant to teenage years. Thirty-five women had children below the age of four years, there were 63 women who had children between the ages of five and twelve, and sixty women with children between the ages of 13 and 17.

Women with Children in Household	
Less than 4 years	35
5 to 12 years	63
13 to 17 years	60

The women were then asked to answer questions regarding conditions that their children may have including asthma, diabetes, being overweight, emotional or mental problems, or learning disabilities. Of the 130 women who stated that they have children in their household, there were 22 women whose children had asthma, no women with children diagnosed with diabetes, six women with children who are overweight, eight women who have a child or children with emotional or mental problems, and 12 women with children with a learning disability.

Child Conditions	
Asthma	22
Diabetes	0
Overweight	6
Emotional/Mental Problem	8
Learning Disability	12

Diet and Exercise

Healthy food intake is associated with good health. The women responding to the survey were asked a variety of questions regarding their consumption of fruits, vegetables, vitamins, or supplements. Of the 601 respondents, almost 75 percent of the women stated that they do take vitamins or supplements. When asked if they have good access to fruits and vegetables, almost 95 percent of the women stated that they did and most women consumed between one to four servings of fruits and vegetables daily. The American Heart Association recommends a minimum of three to four servings of vegetables and four servings of fruits per day. According to the survey responses, fewer than ten women are meeting this standard.

Fruit and Vegetable Serving Intake	
One to two	308
Three to four	205
Four to five	68
Six to seven	11
Eight or more	6

The women were also asked to state how often they consume fast food. Of the 602 total responses, the most women, 35 percent, ate fast food a few times per month followed by rarely or never. There were only three women who consume fast food daily and 50 who stated they eat fast food a few times per week.

Fast Food Intake	
Daily	3
A few times per week	50
A few times per month	210
A few times per year	165
Rarely or never	174

Disability

The next few questions asked respondents if they, or anyone in their household, are limited in any way from any activities due to an impairment or health problem, need assistance with personal care, and handling routine needs. There were 174 women (28.8 percent) who stated that they are limited from activities due to an impairment or health problem, the remaining 431 women stated that they were not limited in any way. Additionally, 42 women stated that they, or someone in their household, required personal care help with tasks such as eating, bathing, dressing, or getting around the house and 98 women, or someone in their household, required assistance with routine activities such as every day household chores, doing necessary business, shopping, or getting around for other purposes.

Medical Treatment

The respondents were then asked if they had received a flu shot, pneumonia shot, general check-up, cholesterol test, blood test, urinalysis, colonoscopy, mammogram, Pap smear, and EKG. Of the women who responded, between almost three-quarters of the women stated that they had participated in a blood test or a general check-up within the past few years and the fewest women had a colonoscopy.

Women Receiving Treatment		
	Yes	No
Flu Shot	346	290
Pneumonia Shot	122	511
Check-Up	453	182
Cholesterol Test	377	258
Blood Test	470	164
Urinalysis	253	382
Colonoscopy	109	524
Mammogram	336	281
Pap Smear	260	357
EKG	191	442

Alternative Therapies

The women were asked to discuss whether they participated in alternative therapy treatments such as chiropractic treatment, massage therapy, acupuncture, herbal therapy, homeopathy, or any other treatments. On average, 603 women stated that they did not use any form of alternative therapy. Of the

women who stated that they did, most used chiropractic treatment or massage therapy and the fewest used acupuncture. For those women who stated that they used a form of treatment that was not listed, when further prompted to provide more detail, these forms included aqua therapy, exercise, hospital therapy, nutritional therapy, physical therapy, spinal epidurals, and vitamins.

Alternative Methods of Treatment	
Chiropractic Treatment	112
Massage Therapy	66
Herbal Therapy	26
Other	19
Homeopathy	16
Acupuncture	11

Following this, the women were asked to provide further details regarding whether the alternative methods were helpful, not helpful, or had no effect. Of the 179 respondents, slightly more than 90 percent stated that they were either very helpful or somewhat helpful. Only 7 respondents stated that the therapies were not very helpful or had no effect or benefit and ten women had neutral feelings.

Helpfulness of Alternative Therapies	
Very Helpful	104
Somewhat Helpful	58
Neutral	10
Not Very Helpful	4
No effect or benefit	3

Dental Care

The next section of the survey discussed dental care and asked the respondents how long it had been since they last visited a dentist or dental clinic. If that visit had not been in the past 12 months, they were asked to provide further details regarding why they chose not to do so. Of the 657 women who responded, 425 women (65 percent) had visited a dentist or dental clinic within the past one to twelve months and 115 had not visited either for at least five years.

Last Visit with Dentist	
One to twelve months	425
One to two years	76
Two to five years	41
Five or more years	115

The 232 women who had not visited their dentist within the past twelve months were asked to state the reason why they had not done so. The primary reasons included the high cost associated with the dental visit and that there was no reason to go to the dentist, but additional reasons included fear, apprehension, pain, or dislike of going to the dentist, lack of dental insurance, or having dentures. Also associated with this topic was if the respondents had any teeth removed. Most of the women, 64

percent, had zero to five teeth removed, 22 percent had six or more but not all their teeth removed, and 14 percent of the women had all their teeth removed.

Number of Teeth Removed	
None	205
Five or fewer	217
Six or more, but not all	145
All	95

Mental Health

The next few questions asked the women about their mental health. Within the past twelve months, almost 85 percent of the women stated that they had not felt sad or hopeless within the past twelve months, but the remaining 15 percent of women did. Similarly, the women were asked to clarify how many days during the past two weeks they felt down, depressed, or hopeless. Of the 626 respondents, exactly 200 (32 percent) stated that they did not feel either of those feelings during the past two weeks and 47 percent of the women stated that they only felt down, depressed, or hopeless for one or two of the days. There were 24 women who stated that they felt the aforementioned emotions for six or more days out of the past two weeks – about four percent of respondents.

Days Felt Down, Depressed, or Hopeless	
Zero	200
One to two	297
Three to four	65
Five to six	39
Six to ten	12
More than ten	12

When asked if a doctor or any other healthcare provide had ever told the respondents that they had depression, anxiety or stress disorders, bipolar disorder, schizophrenia, or substance abuse problems, most women stated that they had not been diagnosed with any of the disorders. The largest numbers of women who reported being diagnosed with any of these disorders were those with anxiety or stress disorders followed by depression. The fewest women were diagnosed with schizophrenia.

Diagnosed with Disorder	
Anxiety or stress	133
Depression	114
Substance Abuse	27
Bipolar	13
Schizophrenia	5

There were 193 women who had experienced any sort of problem with emotions, nerves, or mental health. Of these women, most of them, 53.3 percent, sought services through a doctor’s office and the

fewest women sought services through a medical clinic. Some of the forms of treatment that are not listed include hospitals and self-treatment.

Treatment Locations	
Doctor's Office	103
Private Therapist	24
Other	24
Outpatient mental clinic	14
Medical Clinic	8

There were 50 women (eight percent) who stated that they needed mental health treatment or counseling for themselves, but did not get it. When further prompted to state their reason for not seeking treatment, most women stated that they could not afford it. There were six women who stated that they did not think it would help. There were eight women whose reasons for not seeking treatment was not listed and when prompted to provide further explanation stated that they could not find the right therapist, had anxiety with dealing with people, their insurance would not fully cover the services, the needed transportation and a babysitter to seek the services and the appointment took too long to schedule.

Reason for not seeking Treatment	
Couldn't afford it	30
Didn't know where to go	9
Embarrassed	9
Other	8
Took too much time	7
Didn't think it would help	6
Too far	1

Tobacco Use

Of the 653 respondents, less than 20 percent of the respondents stated that they smoke and the majority of them that do, 95 women, smoke every day. The women who smoked were asked to provide further detail about how many cigarettes they smoke per day. The responses ranged from five or less to twenty or more. Most of the women smoked between six to nineteen cigarettes daily. Most of the women were advised to quit smoking by a doctor, nurse, or health professional.

Cigarettes per day	
5 or less	18
6 to 10	35
11 to 19	40
20 or more	16

There were many women who attempted to quit smoking and for those who did, they stated that the hardest part of trying to quit was the enjoyment of smoking. Some other reasons included the craving for cigarettes and that there were no other ways to handle stress.

Hardest part about quitting	
Enjoyment of smoking	14
Craving	8
Loss of way to handle stress	8
Withdrawal Symptoms	7
Weight gain	5
Other	5
Cost of smoking aids	1

Alcohol Use

There were 666 women who responded to the question asking if they had at least one alcoholic beverage during the past month and almost 60 percent of the women stated that they had. When further prompted to state how many days per week during the past month they had consumed an alcoholic beverage, 257 out of 623 women stated that they had only done so between one to two days during a week and 42 women stated they had consumed alcohol on more than five days of the week. On days that the women drank, most women had an average of one or two drinks and only one woman had five or six drinks.

Drinks per week		Drinks per day	
One to two	257	Zero	303
Three to four	46	One to two	47
Five to six	14	Three to four	12
Daily	28	Five to six	1

The women were also asked if how many times they had driven under the influence of alcohol within the past thirty days of taking the survey. There were 446 respondents to this question and 82.9 percent of them stated that they had not driven under the influence on any occasion. Of the remaining 76 women (17 percent), most stated they had done so on anywhere from one to three occasions and eight women said they had done so on four to six occasions. There was only one woman who stated she had driven under the influence on seven to ten occasions and one other woman who stated she had done so 11 or more times.

Times driving under influence	
Zero	370
One to three	61
Four to six	8
Seven to ten	1
11 or more	1

The women were then asked if they had received treatment or counseling for their use of alcohol within the past 12 months. Of the 624 women, only five women stated that they had and the remaining 619 women had not. The women who responded affirmatively were asked to provide information regarding where they had received treatment during the past 12 months. The location choices including the emergency room, group therapy, hospital inpatient treatment, individual counseling, residential treatment (detox), residential treatment (other than detox), AA or other group, or another source. The three treatment locations that were selected by the respondents who answered this question included the ER, individual counseling, and AA or another group.

Treatment or Counseling Locations	
ER	1
Individual	1
AA or other group	1

Drugs

The women were asked to comment on the ease of acquiring various drugs including marijuana, heroin, prescription pain relievers that were not prescribed to them, methamphetamines (including meth and crystal meth), cocaine (including powder, crack, free base, and coca paste), ecstasy or MDMA, and bath salts. There were 686 women responding to each question and on average, 516 women stated that they did not know where to obtain the drugs. Most women believed it was easiest to obtain marijuana and prescription pain killers not prescribed to them. The most difficult drug to obtain, according to the women, was bath salts.

	Ease of obtaining drugs				
	Probably Impossible	Very Difficult	Fairly Difficult	Fairly Easy	Very Easy
Marijuana	13	8	9	63	38
Heroin	19	3	8	31	18
Prescription Pain Relievers	19	7	16	36	29
Methamphetamines	21	5	8	19	8
Cocaine	21	5	7	31	14
Ecstasy or MDMA	15	7	6	16	10
Bath Salts	24	3	3	15	15

When asked if they had received treatment or counseling for use of any drugs, not including cigarettes, 99.5 percent of the women stated that they had not, and only three stated that they had received counseling or treatment for drugs. The women were asked to further clarify where they received the treatment – emergency room, group therapy, hospital inpatient services, individual counseling, residential treatment (detox), residential treatment (other than detox), AA or other group, or another form of counseling. Two of the women stated that they receive treatment through drug therapy and one woman stated that she is a part of a drug AA group. One of the women also stated that she visits a

methadone clinic to receive drug counseling. Three women stated that they are still receiving treatment or counseling and 14 women stated that they are not.

Health Care Coverage

Of the women who completed the survey and responded to this question, 611 of 672 (91 percent) stated that they currently have health insurance coverage and the 60 women stated that they did not.

Health Insurance Coverage	
Yes	611
No	60

The women who indicated that they did have health insurance coverage were then asked if their coverage would cover at least a part of the bill if they had to stay overnight in a hospital, ninety-seven percent of these women stated that they do and only 14 women stated that they do not. When further prompted to state what coverage they have with the choices of Medicaid/medical assistance, Medicare, insurance that they or their spouse gets through an employer, insurance that they purchase on their own, or another source, most women fell within the categories of employer-provided health insurance and Medicare. However, self-purchased insurance also represented a large percentage of those covered. For those women who stated that they had insurance from another source, when further prompted to provide more detail, the responses ranged from PA access, Freedom Blue Medicare Supplement, or no coverage.

Health Care Provider	
Medicaid/Medical Assistance	73
Medicare	266
Employer provided	282
Self purchased	173
Other	28

The women were also asked if there was a time within the past 12 months that they had not had health insurance. Of the 661 respondents, 10.4 percent of women responded affirmatively. There were many reasons for which they were without health coverage, but the most frequent responses were a loss or change in employers and inability to afford the premiums.

Reason for Lack of Insurance	
Lost job or changed employers	13
Couldn't afford premiums	11
Other	9
Lost eligibility	5
Spouse or parent lost job or change employers	4
Employer doesn't offer	3
Became divorced or separated	2
Cut back to part-time or temp	2
Insurance company refused coverage	2
Spouse or parent died	1
Ineligible because of age or left school	1
Benefits from employer or former employer ran out	1

Following these questions, the women were also asked if there was a time during the past 12 months that they needed to see a doctor but could not do so because of the cost. Almost 15 percent of the women stated that they there a time that this statement applied to them during the past 12 months. Likewise, they were asked if there were times when they or anyone in their household was unable to purchase prescription medication because they were not able to afford them. Of the 575 respondents, 16.8 percent of the respondents stated that this statement applied to them.

	Yes	No
Unable to see a doctor	88	516
Unable to purchase medicine	97	477

Most Significant Healthcare Issue

The next series of questions asked the respondents what they believed to be the biggest health problem facing their community selecting from the cost of healthcare, access to healthcare service, alcohol and drug abuse, cancer, the aging population in the region, the cost of insurance, the lack of transportation, mental health issues, and teenage pregnancy. Of the 612 respondents, slightly more than 40 percent of them stated that the cost of health care is the biggest problem facing the community followed by just over 15 percent of respondents stating that the biggest problem facing the community is the cost of insurance. The aging population and alcohol/drug abuse followed. The responses that were chosen by the fewest women were mental health issues and teenage pregnancies.

Biggest problem facing the community

Cost of healthcare	262
Access to healthcare services	22
Alcohol/Drug Abuse	42
Cancer	27
Aging population	46
Cost of insurance	96
Lack of transportation	8
Mental health issues	3
Teenage pregnancies	4

The women were also asked to comment on their thoughts on the number of health care services and health care providers in the region including home health nursing services, counseling/mental health/psychiatric services, alcohol and drug abuse treatment services, alternative medical services (chiropractic, massage, acupuncture, herbal or homeopathy), crisis intervention services for troubled youth, adult primary care services, services for victims of domestic violence, women's services such as obstetrics or gynecological services, pediatric services, cancer treatment and care, heart disease services, diabetes care, emergency or trauma care, rehabilitation services, health education services, and elder care specialists.

Most women found that there was the greatest need for more services for crisis intervention for troubled youth followed by services for victims in domestic violence. Similarly, many women believed there were adequate services for many services as well. The services that most women thought to be adequate included women's services, pediatrics services and heart disease services. There were a few women who believed there was an adequate amount for some services primarily including alternative medical services and home health nursing services. On average, about one-third of the women were not sure how they felt about the adequacy of the services listed.

Adequacy of Services				
	Need for more	Adequate	Too many	Not sure
Home Health Nursing Services	128	251	10	185
Counseling/Mental Health/Psychiatric Services	165	177	4	211
Alcohol and Drug abuse treatment services	177	146	5	222
Alternative Medical Services	107	258	18	180
Crisis Intervention services for troubled youths	228	67	4	264
Adult primary care services	171	229	3	159
Services for victims of domestic violence	210	101	2	241
Women's services	114	322	3	123
Pediatrics services	101	283	6	172
Cancer treatment and care	197	209	3	153
Heart disease services	162	262	6	132

The women were also asked to select what kinds of health education services they would like to see provided in their area selecting from a list including teen sex education, Alzheimer’s, Asthma, cancer screening and treatments, child abuse and family violence, diabetes, diet or exercise, drug and alcohol care, heart disease, HIV and AIDS, Mental health and suicide treatment, sexually transmitted diseases, smoking cessation, stress management, or another service. The largest number of women stated that they would like to see cancer screening and treatment education followed by diet and exercise education. The services that the women were least interested in services for were asthma and sexually transmitted diseases. Forty women stated that there were services they would be interested in but were not mentioned and when asked to clarify, the responses included alternatives to prescription medication, depression or loss of a loved one, arthritis, family programs, caring for handicapped children, herbal remedies, homelessness, hospital abuse, how to find a good doctor, parenting education, Parkinson’s Disease, preventative care, self-esteem, senior classes, and stress management.

New Health Education Services		
	Yes	No
Teenage sexual education	242	371
Alzheimer's	276	337
Asthma	98	515
Cancer screening and treatments	304	309
Child abuse and family violence	280	333
Diabetes	186	427
Diet and Exercise	300	313
Drug and alcohol care	226	387
Heart disease	201	410
HIV and AIDS	114	499
Mental health and suicide treatment	205	407
Sexually transmitted diseases	158	455
Smoking cessation	215	398
Stress management	293	320
Other	40	570

Patient Perception of Regional Healthcare Providers

The women were then asked to identify the hospitals that they had visited within the past 12 months. The hospital that most women selected was Geisinger-Community Medical Center followed by Wilkes-Barre General Hospital. The least frequented hospital was Marian Community Hospital (which has since closed) with only about two percent of the respondents visiting it in the 12 twelve months prior to the survey. Since the survey was deployed, Mid-Valley Hospital transitioned to an outpatient clinic.

Hospital Visited in the Past 12 Months	
Geisinger-Community Medical Center	180
Wilkes-Barre General Hospital	144
Geisinger	125
Mercy Hospital (Regional Hospital of Scranton)	108
Moses Taylor Hospital	96
Mid-Valley Hospital	20
Marian Community Hospital	13

Following this, the women were asked to comment on the overall environment of the hospitals. Of the 524 total respondents, almost 75 percent of them felt that the overall environment of the hospitals was excellent or good and there were only 10.4 percent of women who felt that the environment was fair or poor.

Overall Environment of Hospitals	
Excellent	133
Good	244
Average	92
Fair	41
Poor	14

When asked what they thought about the quality of care delivered in hospitals in Lackawanna and Luzerne County, almost 75 percent of the women felt that it was excellent or good and less than 25 percent of women felt that it was fair or poor. The women were similarly asked about the quality of the doctors in Lackawanna and Luzerne County and the responses were slightly better. More women felt that the quality of the doctors was either good or average and only two percent of the women felt that the quality of the care was poor.

Quality of Care		Quality of Doctors	
Excellent	73	Excellent	83
Good	228	Good	282
Average	15	Average	160
Fair	63	Fair	45
Poor	28	Poor	14

The following question asked the respondents if they had sought services outside the Lackawanna and Luzerne County area within the past five years. Of the 618 respondents, 165 women (almost 27 percent) had received services outside the two-county region. When asked to clarify the few common locations where they received the services. Beyond the women who selected a location that was not listed, the largest number of women received their services at either Lehigh Valley Health System in Allentown, Pennsylvania or Geisinger in Danville, Pennsylvania. Some of the hospitals not listed but frequented within the past five years included Hershey Medical Center, Abington, Albert Einstein Medical Center, Allentown Women’s Center, Berwick Hospital, Fox Chase Philadelphia, Pocono Medical Center, St. Luke’s

in Allentown, York Cancer Institute as well as many more locations inside and outside the state of Pennsylvania as well as a few outside the country.

Medical Services outside two-county region	
Other	71
Lehigh Valley Health System, Allentown, PA	34
Geisinger Danville, PA	33
University of Pennsylvania	19
Thomas Jefferson, Philadelphia	11
Sloan Kettering Hospital, New York	5
Rothman Institute, Philadelphia	4

The types of services the women went to these facilities for varied from a simple doctor’s visit to in- and out-patient surgery to chemotherapy and pain management. Most women made use of the facilities for a doctor visit followed by medical testing. The services that were least common among the women included radiation therapy and chemotherapy. For those options that were not listed, the women stated that the services they used included the emergency room, fertility resources, and x-ray services.

Types of Services	
Doctor Visit	99
Medical Testing	54
In-patient Surgery	44
Hospitalization	43
Out-patient Surgery	36
Other	18
Pain Management	14
Radiation therapy	3
Chemotherapy	3

The specialty of care of the services varied significantly throughout the responses, but the most common specialty was general medicine followed by orthopedic care incorporating about ten percent of the respondents. The least used services were alcohol and substance abuse and burn care with only two total women making use of these services.

Specialty of Care	
General Medicine	35
Orthopedic	30
Gynecology	26
Internal Medicine	22
Neurology	22
Eye/Ophthalmology	17
Oncology	16
Cardiac	12
Trauma	7
Ear	4
Endocrine System	4
Mental Illness	4
Obstetrics	4
Pediatrics	4
Infectious Disease	2
Alcohol & Substance Abuse	1
Burns	1

Respondents were then asked to provide their reasons for leaving the area for doctor services. Options included that they were not provided in the community, they were available, but not accessible in a timely manner, or the quality of care was better outside the community. The largest number of women believed that the quality of the services were better outside the community. Fewer women stated that the services they sought outside the community were not provided in the community and only 12 women stated that the services they required were provided in the community but they were not accessible in a timely manner. There were 43 women who stated there were other reasons why they sought services outside the community such as they were seeking a second opinion, the location was closer to where they worked, it was a doctor recommendation or a friend who they were visiting, the injury or sickness occurred while outside the area, or they had recently moved to this area and lived elsewhere during the past five years.

Outside Doctor Services - Reasons	
Service provide but outside quality of care was better	83
Other	43
Service not provided in community	33
Service provided but not accessible in timely manner	12

The next question was similar but asked the women about their reasons for leaving the area for hospital services. Similar to the previous question, the largest portion of women, felt that the quality of care was better for the service they sought outside the community. There were only ten women who stated that the service they were seeking was available in the community but not in a timely manner. There were a few women who stated that the service they sought was simply not available in the area. Thirty-one women stated that there were other reasons they went outside the community including they had

moved, it was close to work, the injury occurred outside the community or they were referred by community physician.

Outside Hospital Services - Reasons	
Service provide but outside quality of care was better	71
Other	31
Service not provided in community	23
Service provided but not accessible in timely manner	10

The next question asked the women to rank the resources they use to determine the quality of physicians and the resources listed included friends and family, newspaper ads, quality data on the internet, physician recommendations or other resources not stated. About 34 percent of women rated the quality of the physician based on the recommendation of another physician. Following this, 26 percent of women listed to recommendations and feedback from friends and family. The resources that the most women thought to be the least important were newspaper ads, and quality data on the internet. There were many women who referred to other resources as well including checking their credentials, insurance carriers, self-knowledge from work experience, research publications, and seeing actions and witnessing the qualities of the doctors for themselves via trial and error.

Quality of Physicians					
	Most Important	Important	Neutral	Somewhat Important	Least Important
Friends and Family	133	130	32	9	5
Newspaper ads	2	6	46	124	52
Quality data on the internet	6	32	124	59	24
Physician recommendation	169	98	25	5	8
Other	21	10	12	19	86

The final question in this section asked the women to identify the same resources when determining the quality of care delivered in a hospital. Similar to the previous question, most women used the recommendations of friends and family as well as physician recommendations. Similar to the quality of care of doctors, newspaper ads do not carry significant weight among the respondents. There were 73 women who stated that they refer to a resource not listed. When asked to provide more detail, the responses included care received at the hospital on past occasions, knowledge and experience from work and previous visits, personal opinion, and research.

Hospital Quality of Care		
	Yes	No
Friends and Family	418	153
Newspaper ads	16	554
Quality data on the internet	103	467
Physician recommendation	368	202
Other	73	496

Purpose and Informed Consent

Title of Project: Community Health Needs Assessment

Principal Investigators: Teri Ooms, Executive Director and Sherry Tracewski, Research & Policy Analyst.

Other Researchers : Kate Wassel, Research Assistant Research Interns – Student interns to be identified in fall 2012.

Purpose of the Study: The purpose of the project is twofold. The first is to gain an understanding of the health needs that exist in Lackawanna and Luzerne County through the collection of both primary and secondary data sources. This data will be analyzed to identify high priority needs and synthesized with the local healthcare delivery system to identify gaps and perception of medical care. This information will lead to the preparation of an integrated healthcare services delivery network strategic plan at the hospital level and at the community level.

The primary research includes the preparation and deployment of a mail survey to 12,000 random households in Lackawanna and Luzerne Counties. Electronic surveys will be sent to physicians. Additionally, focus groups and interviews with community leaders, patients, and medical personal will take place to garner more information. The survey data will be analyzed using common statistical analysis. The qualitative data will be analyzed and summarized in aggregate form. Further, research will be conducted using secondary sources to develop a profile of the region's demographics, health status, and health resources.

Duration: The survey should take less than 18 minutes.

Statement of Confidentiality: The information you provide will be kept confidential; no one, not even the project investigators will know your identity. Only the investigators listed above will have access to the survey responses.

Right to Ask Questions: Participants have the right to ask questions and have those questions answered. Please contact Kate Wassel at 570.408.9850 or wassel@institutepa.org with any questions, complaints or concerns about this research.

Voluntary Participation: Your decision to be in this research is voluntary and if you participate there is no compensation. You do not have to answer any questions you do not want to answer. You must be 18 years of age or older to take part in this research study.

Survey Instructions

The survey asks you for your views about where you live, health, and safety issues. Some questions may look like others, but each one is different. Please take the time to read and answer each question by marking the box (with an "x" or a "/"), or filling in the blank line. If you are unsure about how to answer a question, please give the best answer you can. Please return the completed survey in the postage-paid envelope provided. (a stamp is not needed). If you wish to enter the drawing to **win one of four \$100 grocery gift cards**, please complete the entry form at the end of the survey and cut it on the dotted line, seal it in the small white envelope and return it in the postage paid reply envelope. Entries must be submitted with a complete survey and returned within 7 days of receipt to be eligible for the drawing. Those received within 5 days will be eligible for an additional \$100 gift card drawing.

1. In what county do you live?

- Lackawanna County Luzerne County

2. What is your zip code? _____

SECTION A: Health Services Access and Utilization

A1. Do you have at least one person you think of as your personal doctor or health care provider?

- Yes No

A2. **If you answered yes to question A1**, please describe where you go most often: **(Check only one.)**

- Primary care doctor
 Medical specialist/doctor other than family doctor
 County health department
 Community health center/clinic
 Lay health care giver
 Emergency room
 Urgent/family care walk-in center
 Chiropractor
 Home/self-care
 Nurse Practitioner
 Physician's Assistant
 Other _____

A3. If you answered no to question A1, why not?

(Check only one.)

- Don't know how to find a health care provider
- No health care provider is close to where I live
- Don't need a health care provider
- Can't afford for a health care provider visit.
- Can't find a health care provider I like or trust
- Can't get an appointment
- Fear of health care providers
- Prefer using emergency room
- No transportation
- Language barrier
- Other _____

A4. During the past 12 months, how many times have you been examined by a medical doctor?

- 0
- 1-2
- 3-4
- 5 or more

A5. During the past 12 months, have you been a patient in a hospital for an overnight stay? Yes No

A6. During the past 12 months, have you sought care at an emergency room? Yes No

A7. How long does it generally take to get an appointment with a physician after you call?

- Less than one week
- 1-2 weeks
- 3-4 weeks
- 5 weeks or more

A8. How long do you generally wait to be seen by a physician when you arrive for an appointment?

- 15 minutes or less
- 15-30 minutes
- 31-45 minutes
- 46-60 minutes
- More than 60 minutes

A9. Where is the first place you turn for information regarding your health?

- Internet
- Books
- TV
- Newspaper
- Radio
- Relative/Friend

SECTION B: HEALTH STATUS

B1. How old are you? ____

B2. How tall are you? ____ feet ____ inches

B3. How much do you weigh? ____

B4. In general, would you say your health is...?

- Excellent
- Good
- Average
- Fair
- Poor

For questions B5 through B7, think about the past 30 days...

B5. For how many of those days was your physical health not good?

- 0
- 1-5
- 6-10
- 11-15
- 16 or more

B6. For how many days was your mental health (stress, depression) not good?

- 0
- 1-5
- 6-10
- 11-15
- 16 or more

B7. For about how many days did poor physical or mental health keep you from doing your usual activities, such as self-care, work, or recreation?

- 0
- 1-5
- 6-10
- 11-15
- 16 or more

SECTION C: CHRONIC DISEASES & MANAGEMENT

C1. Please check if you have been diagnosed with a condition and what if any treatment(s) you have received.

(Check all conditions/treatments that apply.)

Condition	Treatments
<input type="checkbox"/> High Blood Pressure or Hypertension	<input type="checkbox"/> Prescription medication(s) <input type="checkbox"/> Nutrition <input type="checkbox"/> Exercise <input type="checkbox"/> No treatment <input type="checkbox"/> Other _____
<input type="checkbox"/> High Cholesterol	<input type="checkbox"/> Prescription medication(s) <input type="checkbox"/> Nutrition <input type="checkbox"/> Exercise <input type="checkbox"/> No treatment <input type="checkbox"/> Other _____
<input type="checkbox"/> Type 1 Diabetes <input type="checkbox"/> Type 2 Diabetes	<input type="checkbox"/> Prescription medication(s) <input type="checkbox"/> Nutrition <input type="checkbox"/> Exercise <input type="checkbox"/> No treatment <input type="checkbox"/> Other _____
<input type="checkbox"/> COPD or Pulmonary Disease	<input type="checkbox"/> Prescription medication(s) <input type="checkbox"/> Nutrition <input type="checkbox"/> Exercise <input type="checkbox"/> No treatment <input type="checkbox"/> Other _____
<input type="checkbox"/> Heart Attack (Myocardial Infarction)	<input type="checkbox"/> Prescription medication(s) <input type="checkbox"/> Nutrition <input type="checkbox"/> Exercise <input type="checkbox"/> No treatment <input type="checkbox"/> Other _____
<input type="checkbox"/> Stroke	<input type="checkbox"/> Prescription medication(s) <input type="checkbox"/> Nutrition <input type="checkbox"/> Exercise <input type="checkbox"/> No treatment <input type="checkbox"/> Other _____
<input type="checkbox"/> Angina or Coronary Artery Disease?	<input type="checkbox"/> Prescription medication(s) <input type="checkbox"/> Nutrition <input type="checkbox"/> Exercise <input type="checkbox"/> No treatment <input type="checkbox"/> Other _____
<input type="checkbox"/> Arthritis	<input type="checkbox"/> Prescription medication(s) <input type="checkbox"/> Nutrition <input type="checkbox"/> Exercise <input type="checkbox"/> No treatment <input type="checkbox"/> Other _____
<input type="checkbox"/> Asthma	<input type="checkbox"/> Prescription medication(s) <input type="checkbox"/> Nutrition <input type="checkbox"/> Exercise <input type="checkbox"/> No treatment <input type="checkbox"/> Other _____

C2. Has a doctor, nurse, or other health professional ever told you that you have Cancer?

- Yes No

C2a. **If yes**, what type of cancer did you have?

C2b. What type of treatment did you under go?

- Surgery Radiation Chemotherapy Other

C3. Have you been diagnosed with any chronic disease **other than** those mentioned above? Yes No

C3a. **If so**, please list below.

C3b. What treatment(s) have you received?

- Prescription medication(s) Nutrition
 Exercise No treatment Other _____

SECTION D. YOUTH HEALTH

D1. Do you have any children that live in your household? **(If not, skip to Section E)**

- Yes No

If yes, how many children live in your household who are...

D1a. 4 years old or less? _____

D1b. 5 through 12 years old? _____

D1c. 13 through 17 years old? _____

D2. Have any children in your household under the age of 18 ever been diagnosed with...?

- | |
|--|
| <input type="checkbox"/> Asthma |
| <input type="checkbox"/> Diabetes |
| <input type="checkbox"/> Overweight/Obesity. |
| <input type="checkbox"/> Emotional or Mental Problem |
| <input type="checkbox"/> Learning disability or attention disorder |

SECTION E: DIET & EXERCISE

E1. Has a doctor or other health professional ever talked with you about physical activity or exercise?

- Yes No

E2. During the past month, did you participate in any physical activities such as running, exercise classes or walking, weight lifting or other activity for exercise? **(If no, please skip to Section E5.)**

- Yes No

E3. How many times per week did you take part in this activity during the past month?

- 1-2 3-4 5-10 More than 10

E4. And when you took part in this activity, for how many minutes did you usually keep at it?

- 20 or less 21-30 31-40
 41-50 50 or more

E5. Would you say you have good access to fresh fruits and vegetables? Yes No

E6. On average, how many servings of fruits and vegetables do you eat each day?

- 1-2 3-4 4-5 6-7 8 or more

E7. How often would you say you eat fast food?

- Daily A few times per week
 A few times per month
 A few times during the year Rarely or never

E8. Do you take any vitamins or supplements daily?

- Yes No

SECTION F: DISABILITY

F1. Are you, or is anyone in your household, limited in any way in any activities because of any impairment or health problem? Yes No

F2. Do you, or does anyone in your household, need the help of other with personal care needs, such as eating, bathing, dressing, or getting around the house? Yes No

F3. Do you, or does anyone in your household, need the help of others in handling routine needs, such as everyday household chores, doing necessary business, shopping, or getting around for other purposes? Yes No

SECTION G: SCREENING/ PREVENTION

G1. Have you received any of the following in the past year? **(Check all that apply)**

- | |
|---|
| <input type="checkbox"/> Flu shot |
| <input type="checkbox"/> Pneumonia vaccination |
| <input type="checkbox"/> Check up |
| <input type="checkbox"/> Cholesterol test |
| <input type="checkbox"/> Blood test |
| <input type="checkbox"/> Urinalysis |
| <input type="checkbox"/> Colonoscopy |
| <input type="checkbox"/> Prostate Test (Males only) |
| <input type="checkbox"/> Mammogram (Females only) |
| <input type="checkbox"/> Pap Smear (Females only) |
| <input type="checkbox"/> EKG |

SECTION H: ALTERNATIVE THERAPIES

- H1. Have you used any of the following alternative therapies in the last 12 months?
- Chiropractic
 - Massage Therapy
 - Acupuncture
 - Herbal Therapy
 - Homeopathy
 - Other _____

- H1a. **If so**, to what extent did you find the treatments helpful?
- Very Helpful
 - Somewhat Helpful
 - Neutral
 - Not Very Helpful
 - There was no effect or benefit

SECTION I: DENTAL CARE

- I1. How long has it been since you last visited the dentist or dental clinic?
- 1 -12 months
 - 1- 2 years ago
 - 2 - 5 years ago
 - 5 or more years
 - Never
- I2. If you have not been to the dentist in the last 12 months, what would you say is the main reason?
- Not applicable
 - Fear, apprehension, pain, dislike going
 - Cost
 - Do not have a dentist
 - Cannot get to the dentist
 - No reason to go
 - Other
- I3. How many of your permanent teeth have been removed because of tooth decay or gum disease?
- None
 - Five or fewer
 - Six or more but not all
 - All

SECTION J: MENTAL HEALTH

- J1. During the past 12 months, did you ever feel so sad or hopeless almost every day for two weeks or more in a row that you stopped doing some usual activities?
- Yes
 - No
- J2. Over the last 2 weeks, how many days have you felt down, depressed or hopeless?
- 1-2
 - 3-4
 - 5-6
 - 6-10
 - More than 10
- J3. Has a doctor or other healthcare provider EVER told you that you have any of the following conditions?
- Depression
 - Anxiety/Stress disorders
 - Bipolar Disorder
 - Schizophrenia
 - Substance Abuse problem (drugs, alcohol or tobacco)

- J4. **If so**, during the past 12 months, where did you receive treatment?
- Outpatient mental health clinic
 - Private therapist, social worker, psychologist
 - Doctor's office
 - Medical clinic
 - Other

- J6. During the past 12 months, was there any time when you needed mental health treatment or counseling for yourself but didn't get it?
- Yes
 - No

- J7. **If so**, why didn't you get the care you needed?
- Couldn't afford it
 - Didn't know where to go
 - Took too much time
 - Embarrassed
 - Too far away
 - Didn't think it would help
 - Other _____

SECTION K: TOBACCO

- K1. Do you smoke cigarettes? **If yes, go to next K2, if no, go to Section L.**
- Yes
 - No
- K2. How often do you smoke cigarettes?
- Everyday
 - Some days
- K3. On the average, about how many cigarettes a day do you now smoke?
- 5 or less
 - 6-10
 - 11-19
 - 20+
- K4. In the past 12 months, has a doctor, nurse, or other health professional advised you to quit smoking?
- Yes
 - No
- K5. If during the past 12 months you have tried to quit smoking, what is the hardest part about quitting? **(Check one only.)**
- Withdrawal symptom
 - Fear of failure
 - Craving
 - Weight gain
 - Loss of way to handle stress
 - Enjoyment of smoking
 - Cost of smoking aids
 - Other _____
 - I have not tried to quit

SECTION L: ALCOHOL

- L1. During the past month, have you had at least one drink of any alcoholic beverage such as beer, wine, or liquor?
- Yes
 - No

- L2. During the past month, how many days per week did you drink any alcoholic beverages, on the average?
 1-2 3-4 5-6 Daily
- L3. On the days when you drank, about how many drinks did you have on the average?
 1-2 3-4 5 or more
- L4. Considering all types of alcoholic beverages, how many days during the past 30 days did you have 5 or more drinks on any occasion?
 0 1-3 4-6 7-10 11 or more
- L5. During the past 30 days, how many times have you had a drink(s) and drove in the same day?
 0 1-3 4-6 7-10 11 or more
- L6. During the past 12 months, have you received treatment or counseling for your use of alcohol.
 Yes No
- L7. If yes, where did you receive treatment during the past 12 months? **(Check all that apply)**
 ER Group Therapy Hospital - inpatient
 Individual Residential Treatment (Detox)
 Residential Treatment – other than Detox
 AA or other group Other _____

SECTION M: DRUGS

The next set of questions asks your opinion about the extent to which drugs are available in your neighborhood.

M1. How difficult or easy would it be for you to obtain the following drugs if you wanted some?

Marijuana	<input type="checkbox"/> Don't know <input type="checkbox"/> Probably Impossible <input type="checkbox"/> Very Difficult <input type="checkbox"/> Fairly Difficult <input type="checkbox"/> Fairly Easy <input type="checkbox"/> Very Easy
Heroin	<input type="checkbox"/> Don't know <input type="checkbox"/> Probably Impossible <input type="checkbox"/> Very Difficult <input type="checkbox"/> Fairly Difficult <input type="checkbox"/> Fairly Easy <input type="checkbox"/> Very Easy
Prescription pain relievers (not prescribed for you)	<input type="checkbox"/> Don't know <input type="checkbox"/> Probably Impossible <input type="checkbox"/> Very Difficult <input type="checkbox"/> Fairly Difficult <input type="checkbox"/> Fairly Easy <input type="checkbox"/> Very Easy
Methamphetamine (Meth, Crystal meth)	<input type="checkbox"/> Don't know <input type="checkbox"/> Probably Impossible <input type="checkbox"/> Very Difficult <input type="checkbox"/> Fairly Difficult <input type="checkbox"/> Fairly Easy <input type="checkbox"/> Very Easy
Cocaine, including powder, crack, free base and coca paste	<input type="checkbox"/> Don't know <input type="checkbox"/> Probably Impossible <input type="checkbox"/> Very Difficult <input type="checkbox"/> Fairly Difficult <input type="checkbox"/> Fairly Easy <input type="checkbox"/> Very Easy
Ecstasy or MDMA	<input type="checkbox"/> Don't know <input type="checkbox"/> Probably Impossible <input type="checkbox"/> Very Difficult <input type="checkbox"/> Fairly Difficult <input type="checkbox"/> Fairly Easy <input type="checkbox"/> Very Easy
Bath Salts	<input type="checkbox"/> Don't know <input type="checkbox"/> Probably Impossible <input type="checkbox"/> Very Difficult <input type="checkbox"/> Fairly Difficult <input type="checkbox"/> Fairly Easy <input type="checkbox"/> Very Easy

- M2. During the past 12 months, have you received treatment or counseling for your use of any drug?
 Yes No
- M2a. **If yes**, where did you receive treatment during the past 12 months? **(Check all that apply.)**
 ER Group Therapy Hospital - inpatient
 Individual Residential Treatment (Detox)
 Residential Treatment – other than Detox AA or other group Other _____
- M3. Are you still in treatment or counseling?
 Yes No
- M4. **If no**, why aren't you in treatment anymore?
 Completed Using drugs again
 Couldn't afford it Not helpful
 Other _____

SECTION N: HEALTH CARE COVERAGE

- N1. Do you currently have health insurance?
 Yes No
- N2. Do you currently have health insurance that would cover at least part of the bill if you had to stay in the hospital overnight? Yes No
- N3. What is that coverage?
 Medicaid/Medical Assistance Medicare
 Insurance that you/your spouse get through an employer Insurance that you buy on your own
 Other
- N4. During the past 12 months, was there any time that you did not have any health insurance or coverage?
 Yes No
- N5. **If yes**, what is the main reason you are/were without health care coverage?
 Lost job or changed employers
 Spouse or parent lost job or changed employers
 Became divorced or separated
 Spouse or parent died
 Became ineligible because of age /left school
 Employer doesn't offer or stopped offering coverage
 Cut back to part time or became temporary employee
 Benefits from employer /former employer ran out
 Couldn't afford to pay the premiums
 Insurance company refused coverage
 Lost eligibility
 Other _____

N5. Was there a time during the last 12 months when you needed to see a doctor, but could not because of the cost? Yes No

N6. During the past 12 months, were there times you or anyone in your household were unable to purchase prescription medicines because you couldn't afford them? Yes No

SECTION O: COMMUNITY

These next questions are about health concerns and health care services in your community.

O1. What do you think is the biggest health problem facing your community? **(Check only one.)**

<input type="checkbox"/> Cost of healthcare	<input type="checkbox"/> Lack of transportation
<input type="checkbox"/> Access to healthcare services	<input type="checkbox"/> Mental health issues
<input type="checkbox"/> Alcohol/drug abuse	<input type="checkbox"/> Teen pregnancy
<input type="checkbox"/> Cancer	<input type="checkbox"/> Suicide
<input type="checkbox"/> The aging population in the region	<input type="checkbox"/> Homelessness
<input type="checkbox"/> Cost of insurance	<input type="checkbox"/> Other

O2. What are your thoughts on the number of health care services and health care providers in the region?

Home health nursing services	<input type="checkbox"/> Need for more <input type="checkbox"/> Adequate <input type="checkbox"/> Too many <input type="checkbox"/> Not Sure
Counseling/Mental Health/Psychiatric Services	<input type="checkbox"/> Need for more <input type="checkbox"/> Adequate <input type="checkbox"/> Too many <input type="checkbox"/> Not Sure
Alcohol and drug abuse treatment services	<input type="checkbox"/> Need for more <input type="checkbox"/> Adequate <input type="checkbox"/> Too many <input type="checkbox"/> Not Sure
Alternative Medical Services (Chiropractic, Massage, Acupuncture, Herbal or Homeopathy)	<input type="checkbox"/> Need for more <input type="checkbox"/> Adequate <input type="checkbox"/> Too many <input type="checkbox"/> Not Sure
Crisis Intervention Services for Troubled Youths	<input type="checkbox"/> Need for more <input type="checkbox"/> Adequate <input type="checkbox"/> Too many <input type="checkbox"/> Not Sure
Adult primary care services	<input type="checkbox"/> Need for more <input type="checkbox"/> Adequate <input type="checkbox"/> Too many <input type="checkbox"/> Not Sure
Services for victims of domestic violence	<input type="checkbox"/> Need for more <input type="checkbox"/> Adequate <input type="checkbox"/> Too many <input type="checkbox"/> Not Sure
Women's services, such as obstetrics/gynecological services	<input type="checkbox"/> Need for more <input type="checkbox"/> Adequate <input type="checkbox"/> Too many <input type="checkbox"/> Not Sure
Pediatrics services (Health services for infants/children)	<input type="checkbox"/> Need for more <input type="checkbox"/> Adequate <input type="checkbox"/> Too many <input type="checkbox"/> Not Sure
Cancer treatment and care	<input type="checkbox"/> Need for more <input type="checkbox"/> Adequate <input type="checkbox"/> Too many <input type="checkbox"/> Not Sure
Heart disease services including diagnostic services, heart surgery and cardiac rehabilitation programs	<input type="checkbox"/> Need for more <input type="checkbox"/> Adequate <input type="checkbox"/> Too many <input type="checkbox"/> Not Sure
Diabetes Care	<input type="checkbox"/> Need for more <input type="checkbox"/> Adequate <input type="checkbox"/> Too many <input type="checkbox"/> Not Sure
Emergency/Trauma Care	<input type="checkbox"/> Need for more <input type="checkbox"/> Adequate <input type="checkbox"/> Too many <input type="checkbox"/> Not Sure
Rehabilitation Services	<input type="checkbox"/> Need for more <input type="checkbox"/> Adequate <input type="checkbox"/> Too many <input type="checkbox"/> Not Sure
Health education services	<input type="checkbox"/> Need for more <input type="checkbox"/> Adequate <input type="checkbox"/> Too many <input type="checkbox"/> Not Sure
Elder care specialists	<input type="checkbox"/> Need for more <input type="checkbox"/> Adequate <input type="checkbox"/> Too many <input type="checkbox"/> Not Sure

O3. What kinds of health education services would you like to see provided in your area? **(Check all that apply.)**

<input type="checkbox"/> Teen sex education	<input type="checkbox"/> Heart Disease
<input type="checkbox"/> Alzheimer's	<input type="checkbox"/> HIV / AIDS
<input type="checkbox"/> Asthma	<input type="checkbox"/> Mental Health
<input type="checkbox"/> Cancer screening/treatments	<input type="checkbox"/> Sexually Transmitted Diseases
<input type="checkbox"/> Child Abuse / Family Violence	<input type="checkbox"/> Smoking Cessation
<input type="checkbox"/> Diabetes	<input type="checkbox"/> Stress Management
<input type="checkbox"/> Diet and/or exercise	<input type="checkbox"/> Other _____
<input type="checkbox"/> Drug/Alcohol Care	<input type="checkbox"/> None of these

SECTION P: PATIENT PERCEPTIONS

P1. Please identify the hospitals that you have visited in the past 12 months.

- Geisinger-Community Medical Center
- Regional Hospital of Scranton (formerly Mercy)
- Moses Taylor Hospital Mid Valley Hospital
- Marian Community Hospital
- Wilkes-Barre General Hospital
- Geisinger

P2. How would you rate the overall environment of the hospitals you have visited?

- Excellent Good Average Fair Poor

P3. What do you think of the quality of care delivered in hospitals in Lackawanna County or Luzerne County?

- Excellent Good Average Fair Poor

P4. What do you think of the quality of the doctors in Lackawanna County and/or Luzerne County?

- Excellent Good Average Fair Poor

P5. Have you received medical services out of Lackawanna County and/or Luzerne County in the past 5 years?

- Yes No

P5a. **If yes**, where did you receive your health care services?

- Lehigh Valley Health System, Allentown, PA
- Geisinger Danville, PA
- Rothman Institute, Philadelphia
- Thomas Jefferson, Philadelphia
- University of Pennsylvania
- Sloan Kettering Hospital, New York
- Other _____

P5b. Please identify the type of services you received outside of Lackawanna County and/or Luzerne County?

(Check all that apply.)

- Doctor visit Hospitalization
- Inpatient Surgery Outpatient surgery
- Medical Testing Radiation therapy
- Chemotherapy Pain Management
- Other _____

P6. What was the specialty of care you received?

- Alcohol & Substance Abuse Burns Cardiac
- Ear Endocrine System Eye/Ophthalmology
- General Medicine Gynecology Infectious Disease
- Internal Medicine Mental Illness Neurology (Brain or Spinal Cord) Obstetrics Oncology
- Orthopedic Pediatrics Trauma

P7. Please select your reasons for leaving the area for **doctor** services. Please select all that apply.

- Service not provided in the community
- Service was provided in the community but I could not access the service in a timely manner
- Service is provided in the community but the quality of care that I received out of the area was better than I could have received locally.
- Other _____

P8. Please select your reasons for leaving the area for **hospital** services. **Please select all that apply.**

- Service not provided in the community
- Service was provided in the community but I could not access the service in a timely manner
- Service is provided in the community but the quality of care that I received out of the area was better than I could have received locally.
- Other _____

P9. Please rank the resources you use to determine quality of physicians. **(1 most important and 5 least important)**

- ___ Friends and family
- ___ Newspaper ads
- ___ Internet
- ___ Physician recommendation
- ___ Other _____

P10. Identify the resources you use to determine quality of care delivered in a hospital? **(Check all that apply.)**

- Friends and family
- Newspaper ads
- Quality data on the internet
- Physician recommendation
- Other _____

SECTION Q: DEMOGRAPHICS

These last few questions are for classification purposes only.

Q1. Are you...?

- Male Female

Q2. What is the highest grade or year of school you completed?

- Less than High School
- Some high school
- High school graduate
- College 1 year to 3 years or technical school
- College 4 years or more (College graduate)
- Graduate/Professional Degree

Q2. Are you now:

- Married Divorced Widowed Separated
- Never been married Part of an unmarried couple living in the same household

Q3. Are you currently:

- Employed for wages Self-employed
- Out of work for more than 1 year
- Out of work for less than 1 year Homemaker
- Student Retired Unable to work

Q4. Annual household income from all sources:

- Less than \$10,000 10,000 – 14,999
- 15,000 - 24,999 25,000 – 34,999
- 35,000 – 49,000 50,000 – 74,999
- 75,000 – 99,999 100,000 – 149,999
- 150,000 +

Q5. Which one or more of the following would you say is your race? **(Check all that apply.)**

- White
- Black or African American
- Hispanic/Latino
- Asian
- Native Hawaiian or Other Pacific Islander
- American Indian or Alaska Native, or
- Other

Q6. Altogether, how many years have you lived Lackawanna and/or Luzerne County?

- 2 or less
- 3-5
- 6-10
- 11-14
- 15 or more

Q7. How many people live in your household?

Adults _____
Children _____

Q8. Do you....?

- Own your home
- Rent
- Other _____

Q9. Do you own a car? Yes No

Q10. Would you say you have good access to public transportation? Yes No

Q11. What country were you born in?

- United States
- Other _____

Q12. Are you a veteran of the U.S. Armed Forces?

- Yes No

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Enter to win one of four \$100 grocery gift cards. Print your name and phone and seal this form in the small white envelope and mail it with your completed survey in the postage paid reply envelope. This must be returned within seven days of receipt of the survey to be eligible for the drawing. **Return your survey within five days and you will be automatically entered to win an additional \$100 grocery gift card.** Winners will be notified on or before October 1, 2012.

Name _____ Phone Number _____
(please print)