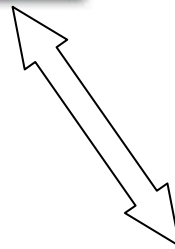
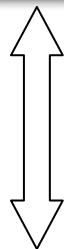
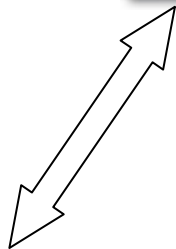


# **Phone Survey Form and Results for Idaho County, Idaho**



**National Association of Counties Project**  
Funded by Federal Office of Rural Health Policy

October 2009

# **Idaho County, Idaho - Telephone Survey Form and Results**

Prepared for:

Idaho County, Idaho

through

National Association of Counties (NACo) Project  
Funded by Federal Office of Rural Health Policy

Prepared by:

Pamela S. Hartman, Extension Associate  
Email: [pamela.hartman@okstate.edu](mailto:pamela.hartman@okstate.edu)

Cheryl F. St. Clair, Associate State Extension Specialist  
Email: [cheryl@okstate.edu](mailto:cheryl@okstate.edu)

Gerald A. Doeksen, Extension Economist  
Email: [gad@okstate.edu](mailto:gad@okstate.edu)

National Center for Rural Health Works  
Oklahoma Cooperative Extension Service  
Oklahoma State University  
(405) 744-6083

and

Val Schott, Director  
Email: [val.schott@okstate.edu](mailto:val.schott@okstate.edu)

Rural Health Policy and Research Center  
Oklahoma Osteopathic School of Medicine  
Oklahoma State University  
(405) 945-9197

October 2009

**Idaho County, Idaho  
Telephone Survey Form**

Survey Date: Week of September 14, 2009

**NOTE TO INTERVIEWER:** All questions are optional and respondent may, of course, choose not to answer. All answers provided on this form are for facilitation purposes only. If an answer does not "fit" into one of the provided answers, please take down the exact answer given. Thank you.

**Introduction and screener:**

Hello. My name is \_\_\_\_\_ with \_\_\_\_\_. I am calling on behalf of the Idaho County Commissioners Rural Health Committee. Our goal is to provide the best health care possible to residents in the county, and your opinion is vital.

This brief survey is NOT associated with President Obama's Healthcare Initiative. Responses will only be reported in the aggregate; your individual responses will NOT be reported to the public; all your answers will remain anonymous and confidential.

Can someone in your household answer this brief, but important survey? It will take approximately 8 minutes.

Qualifier 1: Do you live in Idaho County?

- ☐ Yes  
☐ No (*TERMINATE if the respondent does not live in Idaho County, Idaho.*)

Qualifier 2: May I ask, are you over the age of 18?

- ☐ Yes  
☐ No (*Ask to speak to someone over the age of 18. TERMINATE if there is no one over the age of 18 in the household.*)

1. What is your zip code?

- |  |  |
|--|--|
| <input type="checkbox"/> 83525, Elk City/Dixie             | <input type="checkbox"/> 83542, Lucile                   |
| <input type="checkbox"/> 83530, Grangeville                | <input type="checkbox"/> 83547, Pollock                  |
| <input type="checkbox"/> 83539, Kooskia                    | <input type="checkbox"/> 83549, Riggins                  |
| <input type="checkbox"/> 83552, Stites/Clearwater/Harpster | <input type="checkbox"/> 83638, McCall                   |
| <input type="checkbox"/> 83554, White Bird                 | <input type="checkbox"/> 83654, New Meadows              |
|  | <input type="checkbox"/> 83671, Warren                   |
| <input type="checkbox"/> 83522, Cottonwood/Keuterville     | <input type="checkbox"/> Other _____( <i>TERMINATE</i> ) |
| <input type="checkbox"/> 83526, Ferdinand                  |  |
| <input type="checkbox"/> 83533, Greencreek/Cottonwood      |  |
| <input type="checkbox"/> 83536, Kamiah                     |  |

- 2a. Do you use a family doctor/nurse practitioner/physician assistant for most of your routine health care?
- ☐ Yes
- ☐ No
- ☐ (**Do not read**) Don't know/Refused (**Skip to Q3a**)
- 2b. What kind of medical facility do you use for routine care? (**Record exact response. Probe for clarification. Do not read list.**)
- |  |   |
|--|---|
| <input type="checkbox"/> Community Health Center | <input type="checkbox"/> Private Practice Physician     |
| <input type="checkbox"/> Emergency Room/Hospital | <input type="checkbox"/> Rural Health Clinic            |
| <input type="checkbox"/> Health District         | <input type="checkbox"/> Specialist                     |
| <input type="checkbox"/> Hospital Clinic         | <input type="checkbox"/> Tribal Health Clinic           |
| <input type="checkbox"/> Physician's Clinic      | <input type="checkbox"/> Other ( <b>Specify</b> ) _____ |
- 3a. Which city do you go to for most of your family's routine health care needs? (**Do not read list.**)
- |   |   |
|---|---|
| <input type="checkbox"/> Grangeville ( <b>Skip to Q4a</b> ) | <input type="checkbox"/> Nez Perce  |
| <input type="checkbox"/> Cottonwood ( <b>Skip to Q4a</b> )  | <input type="checkbox"/> McCall   |
| <input type="checkbox"/> Elk City                           | <input type="checkbox"/> Riggins  |
| <input type="checkbox"/> Kamiah                             | <input type="checkbox"/> Other ( <b>Specify</b> ) _____                                   |
| <input type="checkbox"/> Kooskia ( <b>Skip to Q4a</b> )     | <input type="checkbox"/> ( <b>Do not read</b> ) Don't know/Refused ( <b>Skip to Q4a</b> ) |
| <input type="checkbox"/> Lewiston                           |   |
- 3b. Why do you or someone in your household use a medical provider for routine health care needs outside of Idaho County? (**Record exact response. Probe for clarification. Do not read list.**)
- |  |  |
|--|--|
| <input type="checkbox"/> Better quality of providers               | <input type="checkbox"/> Speed of getting an appointment                         |
| <input type="checkbox"/> Closer/Convenient location                | <input type="checkbox"/> Approved provider for insurance/Health benefits program |
| <input type="checkbox"/> Have used for years/Personal relationship | <input type="checkbox"/> Other ( <b>Specify</b> ) _____                          |
| <input type="checkbox"/> Nicer facilities                          | <input type="checkbox"/> ( <b>Do not read</b> ) Don't know/Refused               |
| <input type="checkbox"/> Specialist                                |  |
- 4a. Have you or someone else in your household been to a primary care doctor/family nurse practitioner/physician assistant in Idaho County in the past 24 months?
- ☐ Yes
- ☐ No (**Skip to Q5**)
- ☐ (**Do not read**) Don't know/Refused (**Skip to Q5**)
- 4b. How satisfied were you or someone in your household with the quality of care received in Idaho County? Would you say that you were...(**Read List**) ?
- ☐ Satisfied
- ☐ Dissatisfied
- ☐ (**Do not read**) Don't know/Refused (**Skip to Q5**)

4c. Why do you say that? (*Record exact response. Probe for clarification.*)

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5. Do you think there are enough primary care doctors/family nurse practitioners/physician assistants in Idaho County?

- ☐ Yes  
☐ No  
☐ (*Do not read*) Don't know/Refused

6. Are you able to get an appointment with your primary care doctor/family nurse practitioner/physician assistant when you need one?

- ☐ Yes  
☐ No  
☐ (*Do not read*) Don't know/Refused

7a. Have you or someone in your household been to a specialist in the past 24 months?

- ☐ Yes  
☐ No (*Skip to Q8*)  
☐ (*Do not read*) Don't know/Refused (*Skip to Q8*)

7b. What type of specialist have you or someone in your household been to and in which city are they located?

Type of Specialist	City

7c. Did the specialist request further testing, laboratory work and/or x-rays?

- ☐ Yes  
☐ No (*Skip to Q7f*)  
☐ (*Do not read*) Don't know/Refused (*Skip to Q7f*)

7d. In which city were the tests or laboratory work done? (*Record response below.*)

- |                                      |   |
|--------------------------------------|---|
| <input type="checkbox"/> Grangeville | <input type="checkbox"/> Nez Perce                                  |
| <input type="checkbox"/> Cottonwood  | <input type="checkbox"/> Orofino                                    |
| <input type="checkbox"/> Kamiah      | <input type="checkbox"/> Other ( <i>Specify</i> ) _____             |
| <input type="checkbox"/> Kooskia     | <input type="checkbox"/> ( <i>Do not read</i> ) Don't know/Refused) |
| <input type="checkbox"/> Lewiston    |   |

7e. Are you aware that you can have your tests, laboratory work and/or x-rays performed at Syringa Hospital or St. Mary's Hospital regardless of the location of your specialist?

- ☐ Yes
- ☐ No
- ☐ **(Do not read)** Don't know/Refused

7f. Did the specialist prescribe medication(s)?

- ☐ Yes
- ☐ No **(Skip to Q8)**
- ☐ **(Do not read)** Don't know/Refused **(Skip to Q8)**

7g. In which city was the pharmacy located that filled your prescription(s)? Or did you use mail-order? **(Record response below.)**

- |                                      |   |
|--------------------------------------|---|
| <input type="checkbox"/> Grangeville | <input type="checkbox"/> Nez Perce                                  |
| <input type="checkbox"/> Cottonwood  | <input type="checkbox"/> Orofino                                    |
| <input type="checkbox"/> Kamiah      | <input type="checkbox"/> Other <b>(Specify)</b> _____               |
| <input type="checkbox"/> Kooskia     | <input type="checkbox"/> Used mail order                            |
| <input type="checkbox"/> Lewiston    | <input type="checkbox"/> <b>(Do not read)</b> ( Don't know/Refused) |

8. How many people live in your household? **(Record response below.)**

\_\_\_\_\_ **(If respondent is the only person who lives in household, ask for "you" only in Q9a and Q9b.)**

9a. Are **you** covered by health insurance or any type of health benefit program?

- ☐ Yes
- ☐ No **(Skip to Q9c)**
- ☐ **(Do not read)** Don't know/Refused **(Skip to Q9c)**

9b. **(If respondent answers Yes to Q 9a, then ask Q9b. Read list if needed. Can provide more than one response.)** Is the coverage provided....

- ☐ Through your work?
- ☐ Through your spouse's work?
- ☐ Through another household members' work?
- ☐ Through COBRA?
- ☐ Through a self-paid, private insurance plan?
- ☐ Through Medicare?
- ☐ Through Medicaid?
- ☐ Through the Veteran's Administration?
- ☐ Through Champus/TriCare?
- ☐ Through Native American/Tribal benefits?
- ☐ Other \_\_\_\_\_ **(Specify)**
- ☐ **(Do not read)** Don't know/Refused

- 9c. Are ***your family members*** covered by health insurance or any type of health benefit program?
- ☐ Yes
  - ☐ No (***Skip to Q10***)
  - ☐ (***Do not read***) Don't know/Refused (***Skip to Q10***)
- 9d. (***If respondent answers Yes to Q 9c, then ask Q9d. Read list if needed. Can provide more than one response.***) Is the coverage provided....
- ☐ Through your work?
  - ☐ Through your spouse's work?
  - ☐ Through another household members' work?
  - ☐ Through COBRA?
  - ☐ Through a self-paid, private insurance plan?
  - ☐ Through Medicare?
  - ☐ Through Medicaid?
  - ☐ Through CHIP (State Child Health Insurance Program)
  - ☐ Through the Veteran's Administration?
  - ☐ Through Champus/TriCare?
  - ☐ Through Native American/Tribal benefits?
  - ☐ Other \_\_\_\_\_ (***Specify***)
  - ☐ (***Do not read***) Don't know/Refused
10. Have you or someone in your household used the non-emergency services of a hospital in the past 24 months?
- ☐ Yes
  - ☐ No (***Skip to Q16***)
  - ☐ (***Do not read***) Don't know/Refused (***Skip to Q16***)
11. At which hospital(s) were services received? (***Do not read list unless prompt is needed. Record exact responses. Allow for responses for more than one hospital.***)
- ☐ Clearwater Valley Hospital - Orofino
  - ☐ McCall Memorial Hospital - McCall
  - ☐ Syringa Hospital - Grangeville (***Skip to Q14a***)
  - ☐ St. Joseph Regional Medical Center - Lewiston
  - ☐ St. Mary's Hospital - Cottonwood (***Skip to Q15a***)
  - ☐ Other (***Specify***) \_\_\_\_\_
  - ☐ (***Do not read***) Don't know/Refused



12. *(If any hospital other than Syringa Hospital or St. Mary's Hospital was indicated in Q11, ask Q12, Q13a and Q13b; otherwise, skip to Q14a or Q 15a.)* You mentioned that you or someone in your household received care at a hospital other than Syringa Hospital or St. Mary's Hospital. Why did you or your family member choose this/these hospital(s)? ***(Record exact response. Probe for clarification.)***
- 
- 

- 13a. What hospital services were used there? ***(Do not read list unless prompt is needed. Record exact response.)***

- |   |   |
|---|---|
| <input type="checkbox"/> Birthing services                    | <input type="checkbox"/> Occupational health                            |
| <input type="checkbox"/> Bone density                         | <input type="checkbox"/> Oncology                                       |
| <input type="checkbox"/> CT Scan (CAT Scan)                   | <input type="checkbox"/> Outpatient surgery                             |
| <input type="checkbox"/> Dietary services/Diabetic counseling | <input type="checkbox"/> Physical therapy                               |
| <input type="checkbox"/> Emergency room                       | <input type="checkbox"/> Radiology (X-Ray)                              |
| <input type="checkbox"/> Inpatient stay                       | <input type="checkbox"/> Respiratory therapy                            |
| <input type="checkbox"/> Inpatient surgery                    | <input type="checkbox"/> Sleep study                                    |
| <input type="checkbox"/> Laboratory (blood) tests             | <input type="checkbox"/> Specialty doctor                               |
| <input type="checkbox"/> Mammography                          | <input type="checkbox"/> Ultrasound                                     |
| <input type="checkbox"/> Mental health/Substance abuse        | <input type="checkbox"/> Other ( <i>Specify</i> ) _____                 |
| <input type="checkbox"/> MRI                                  | <input type="checkbox"/> <b><i>(Do not read)</i></b> Don't know/Refused |

- 13b. Why did you use a hospital outside of Idaho County?

- |  |  |
|--|--|
| <input type="checkbox"/> Better quality of providers               | <input type="checkbox"/> Specialist                      |
| <input type="checkbox"/> Closer/Convenient location                | <input type="checkbox"/> Speed of getting an appointment |
| <input type="checkbox"/> Have used for years/Personal relationship | <input type="checkbox"/> Approved provider for insurance |
| <input type="checkbox"/> Nicer facilities                          | <input type="checkbox"/> Other ( <i>Specify</i> ) _____  |

- 14a. *(If Syringa Hospital is mentioned in Q11, ask Q14a, Q14b, and Q14c; otherwise, skip to Q16.)* What hospital services were used at Syringa Hospital? ***(Do not read list unless prompt is needed. Record exact response.)***

- |   |   |
|---|---|
| <input type="checkbox"/> Bone density                         | <input type="checkbox"/> Mental health/Substance abuse  |
| <input type="checkbox"/> CT Scan (CAT Scan)                   | <input type="checkbox"/> MRI                            |
| <input type="checkbox"/> Dietary services/Diabetic counseling | <input type="checkbox"/> Occupational health            |
| <input type="checkbox"/> Digital mammography                  | <input type="checkbox"/> Outpatient surgery             |
| <input type="checkbox"/> Developmental Disabilities Program   | <input type="checkbox"/> Physical therapy               |
| <input type="checkbox"/> Emergency room                       | <input type="checkbox"/> Radiology (X-Ray)              |
| <input type="checkbox"/> Hospice                              | <input type="checkbox"/> Specialty clinic               |
| <input type="checkbox"/> Inpatient stay                       | <input type="checkbox"/> Ultrasound                     |
| <input type="checkbox"/> Inpatient surgery                    | <input type="checkbox"/> Women's Health Center          |
| <input type="checkbox"/> Laboratory (blood) tests             | <input type="checkbox"/> Other ( <i>Specify</i> ) _____ |

14b. How satisfied were you or someone in your household with the services you received at Syringa Hospital? Would you say you were...**(Read list.)**

- ☐ Satisfied  
☐ Dissatisfied  
☐ **(Do not read)** Don't know/Refused **(Skip to Q16)**

14c. Why do you say that? **(Record exact response. Probe for clarification.)**

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15a. **(If St. Mary's Hospital is mentioned in Q11, ask Q15a, Q15b, and Q15c; otherwise, skip to Q16.)** What hospital services were used at St. Mary's Hospital? **(Do not read list unless prompt is needed. Record exact response.)**

- |   |  |
|---|--|
| <input type="checkbox"/> Bone density                         | <input type="checkbox"/> Occupational health                     |
| <input type="checkbox"/> CT Scan (CAT Scan)                   | <input type="checkbox"/> Outpatient surgery                      |
| <input type="checkbox"/> Dietary services/Diabetic counseling | <input type="checkbox"/> Physical therapy                        |
| <input type="checkbox"/> Emergency room                       | <input type="checkbox"/> Radiology (X-Ray)                       |
| <input type="checkbox"/> Inpatient stay                       | <input type="checkbox"/> Respiratory therapy                     |
| <input type="checkbox"/> Inpatient surgery                    | <input type="checkbox"/> Specialty doctor                        |
| <input type="checkbox"/> Laboratory (blood) tests             | <input type="checkbox"/> Ultrasound                              |
| <input type="checkbox"/> Mental health/Substance abuse        | <input type="checkbox"/> Other <b>(Specify)</b> _____            |
| <input type="checkbox"/> MRI                                  | <input type="checkbox"/> <b>(Do not read)</b> Don't know/Refused |

15b. How satisfied were you or someone in your household with the services you received at St. Mary's Hospital? Would you say you were...**(Read list.)**

- ☐ Satisfied  
☐ Dissatisfied  
☐ **(Do not read)** Don't know/Refused **(Skip to Q16)**

15c. Why do you say that? **(Record exact response. Probe for clarification.)**

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16. Have you or someone in your household used emergency room services in the past 24 months?

- ☐ Yes  
☐ No **(Skip to Q21a)**  
☐ **(Do not read)** Don't know/Refused **(Skip to Q21a)**

17. At which hospital(s) were emergency room services received? *(Do not read list unless prompt is needed. Record exact responses. Allow for responses for more than one hospital.)*

- ☐ Clearwater Valley Hospital - Orofino  
☐ McCall Memorial Hospital - McCall  
☐ Syringa Hospital - Grangeville *(Skip to Q19a)*  
☐ St. Joseph Regional Medical Center - Lewiston  
☐ St. Mary's Hospital - Cottonwood *(Skip to Q20a)*  
☐ Other *(Specify)* \_\_\_\_\_  
☐ *(Do not read)* Don't know/Refused

18. *(If any hospital other than Syringa Hospital or St. Mary's Hospital was indicated in Q17, ask Q18; otherwise, skip to Q19a or Q20a.)* You mentioned that you or someone in your household received emergency room care at a hospital other than Syringa Hospital or St. Mary's Hospital. What type of emergency room services have you or someone in your household used in the past 24 months at this hospital? *(Do not read list unless prompt is needed. Record exact response.)*

- |  |  |
|--|--|
| <input type="checkbox"/> Cardiac evaluation/Heart                    | <input type="checkbox"/> Stroke/TIA                              |
| <input type="checkbox"/> Laboratory                                  | <input type="checkbox"/> Trauma care                             |
| <input type="checkbox"/> Minor emergencies                           | <input type="checkbox"/> Radiology (X-Ray)                       |
| <input type="checkbox"/> MVA (motor vehicle accident)                | <input type="checkbox"/> Urgent care                             |
| <input type="checkbox"/> Orthopedic care                             | <input type="checkbox"/> Other <i>(Specify)</i> _____            |
| <input type="checkbox"/> Respiratory distress/Breathing difficulties | <input type="checkbox"/> <i>(Do not read)</i> Don't know/Refused |
| <input type="checkbox"/> Routine illness                             |  |

- 19a. *(If Syringa Hospital is mentioned in Q17 ask Q19a, Q19b, and Q19c; otherwise, skip to Q21a.)* What type of emergency room services have you or someone in your household used in the past 24 months at Syringa Hospital? *(Do not read list unless prompt is needed. Record exact response.)*

- |  |  |
|--|--|
| <input type="checkbox"/> Cardiac evaluation/Heart                    | <input type="checkbox"/> Stroke/TIA                              |
| <input type="checkbox"/> Laboratory                                  | <input type="checkbox"/> Trauma care                             |
| <input type="checkbox"/> Minor emergencies                           | <input type="checkbox"/> Radiology (X-Ray)                       |
| <input type="checkbox"/> MVA (motor vehicle accident)                | <input type="checkbox"/> Urgent care                             |
| <input type="checkbox"/> Respiratory distress/Breathing difficulties | <input type="checkbox"/> Other <i>(Specify)</i> _____            |
| <input type="checkbox"/> Routine illness                             | <input type="checkbox"/> <i>(Do not read)</i> Don't know/Refused |

- 19b. How satisfied were you or someone in your household with the services you received at the emergency room in Syringa Hospital? Would you say you were... *(Read list.)*

- ☐ Satisfied  
☐ Dissatisfied  
☐ *(Do not read)* Don't know/Refused *(Skip to Q21)*

19c. Why do you say that? (*Record exact response. Probe for clarification.*)

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20a. (*If St. Mary's Hospital is mentioned in Q17 ask Q20a, Q20b, and Q20c; otherwise, skip to Q21a.*) What type of emergency room services have you or someone in your household used in the past 24 months at St. Mary's Hospital? (*Do not read list unless prompt is needed. Record exact response.*)

- |  |  |
|--|--|
| <input type="checkbox"/> Cardiac evaluation/Heart                    | <input type="checkbox"/> Stroke/TIA                                |
| <input type="checkbox"/> Laboratory                                  | <input type="checkbox"/> Trauma care                               |
| <input type="checkbox"/> Minor emergencies                           | <input type="checkbox"/> Radiology (X-Ray)                         |
| <input type="checkbox"/> MVA (motor vehicle accident)                | <input type="checkbox"/> Urgent care                               |
| <input type="checkbox"/> Respiratory distress/Breathing difficulties | <input type="checkbox"/> Other ( <i>Specify</i> ) _____            |
| <input type="checkbox"/> Routine illness                             | <input type="checkbox"/> ( <i>Do not read</i> ) Don't know/Refused |

20b. How satisfied were you or someone in your household with the services you received at the emergency room in St. Mary's Hospital? Would you say you were.. (*Read list.*)

- ☐ Satisfied  
☐ Dissatisfied  
☐ (*Do not read*) Don't know/Refused (*Skip to Q21*)

20c. Why do you say that? (*Record exact response. Probe for clarification.*)

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21a. Have you or someone in your household used the services of the North Central District Health Department in the past 24 months?

- ☐ Yes  
☐ No (*Skip to Q22*)  
☐ (*Do not read*) Don't know/Refused (*Skip to Q22*)

21b. How satisfied were you or someone in your household with the services you received at the North Central District Health Department? Would you say you were... (*Read list.*)

- ☐ Satisfied  
☐ Dissatisfied  
☐ (*Do not read*) Don't know/Refused

22. What additional health care services would you like in the area?

- ☐ Acupuncture
- ☐ Stress Reduction
- ☐ Dental Services (Routine dental care or exams)
- ☐ Dental Services (Other than routine dental care)
- ☐ Hypnosis
- ☐ Integrative Health Coaching
- ☐ Massage Therapy
- ☐ Mental Health Services/Counseling Services
- ☐ Eye Care - Routine eye care or exams
- ☐ Eye Care - Other than routine eye care
- ☐ Reiki (a system of natural healing)
- ☐ Other \_\_\_\_\_
- ☐ **(Do not read) Don't know/Refused**

23. What concerns you most about health care in Idaho County? **(Record exact response.)**

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The last few questions are for statistical purposes only and like any of the other questions, respondents may choose not to answer.

24. What is your age?

- |                                |  |
|--------------------------------|--|
| <input type="checkbox"/> 18-20 | <input type="checkbox"/> 61-70                                   |
| <input type="checkbox"/> 21-30 | <input type="checkbox"/> 71-80                                   |
| <input type="checkbox"/> 31-40 | <input type="checkbox"/> 80+                                     |
| <input type="checkbox"/> 41-50 | <input type="checkbox"/> <b>(Do not read)</b> Don't know/Refused |
| <input type="checkbox"/> 51-60 |  |

25. What is your ethnicity?

- |   |  |
|---|--|
| <input type="checkbox"/> Caucasian        | <input type="checkbox"/> Native American                         |
| <input type="checkbox"/> Asian            | <input type="checkbox"/> Other <b>(Specify)</b> _____            |
| <input type="checkbox"/> Hispanic         | <input type="checkbox"/> <b>(Do not read)</b> Don't know/Refused |
| <input type="checkbox"/> African American |  |

26. What is your annual household income?

- |   |  |
|---|--|
| <input type="checkbox"/> Less than \$10,000   | <input type="checkbox"/> \$75,000 to \$99,999                    |
| <input type="checkbox"/> \$10,000 to \$14,999 | <input type="checkbox"/> \$100,000 to \$149,999                  |
| <input type="checkbox"/> \$15,000 to \$24,999 | <input type="checkbox"/> \$150,000 to \$199,999                  |
| <input type="checkbox"/> \$25,000 to \$34,999 | <input type="checkbox"/> \$200,000 or more                       |
| <input type="checkbox"/> \$35,000 to \$49,999 | <input type="checkbox"/> <b>(Do not read)</b> Don't know/Refused |
| <input type="checkbox"/> \$50,000 to \$74,999 |  |

27. ***INTERVIEWER: RECORD ANSWER BASED ON OBSERVATION ONLY. DO NOT ASK.***

- ☐ Male
- ☐ Female
- ☐ Unknown (*Can't Tell*)

That completes the survey. Thank you for your time! Thank you from the Idaho County Health Care Committee.

**Idaho County, Idaho  
Telephone Survey Results**

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

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Yes	92	92.0%	85	85.0%	44	86.3%	221	88.0%
No	<u>8</u>	<u>8.0%</u>	<u>15</u>	<u>15.0%</u>	<u>7</u>	<u>13.7%</u>	<u>30</u>	<u>12.0%</u>
Total	<u>100</u>	<u>100.0%</u>	<u>100</u>	<u>100.0%</u>	<u>51</u>	<u>100.0%</u>	<u>251</u>	<u>100.0%</u>



**Q2b. If no to Q2a, what kind of medical facility  
do you use for routine care?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Hospital Clinic	3	37.5%	7	46.7%	2	28.6%	12	40.0%
Emergency Room/Hospital	4	50.0%	2	13.3%	1	14.3%	7	23.3%
Physician Clinic	1	12.5%	3	20.0%			4	13.3%
Rural Health Clinic			1	6.7%	1	14.3%	2	6.7%
Veterans' Administration			2	13.3%			2	6.7%
Community Health Center					1	14.3%	1	3.3%
Specialist					1	14.3%	1	3.3%
Naturopathic Doctor	—	—	—	—	1	14.3%	1	3.3%
Total	<u>8</u>	<u>100.0%</u>	<u>15</u>	<u>100.0%</u>	<u>7</u>	<u>100.0%</u>	<u>30</u>	<u>100.0%</u>

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

		Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	County	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Cottonwood	Idaho	59	59.0%	22	22.0%	3	5.9%	84	33.5%
Grangeville	Idaho	10	10.0%	46	46.0%	9	17.6%	65	25.9%
Kooskia	Idaho	5	5.0%	6	6.0%			11	4.4%
Riggins	Idaho					16	31.4%	16	6.4%
Boise	Ada					4	7.8%	4	1.6%
Council	Adams					1	2.0%	1	0.4%
New Meadows	Adams					1	2.0%	1	0.4%
Orofino	Clearwater	1	1.0%	5	5.0%			6	2.4%
Kamiah	Lewis	14	14.0%	12	12.0%			26	10.4%
Lewiston	Nez Perce	4	4.0%	6	6.0%			10	4.0%
McCall	Valley					14	27.5%	14	5.6%
Greenvalley, AZ						1	2.0%	1	0.4%
Louisiana				1	1.0%			1	0.4%
Portland, OR		1	1.0%					1	0.4%
Clarkston, WA		2	2.0%					2	0.8%
La Mesa, WA						1	2.0%	1	0.4%
Walla Walla, WA		1	1.0%					1	0.4%
Spokane, WA		1	1.0%					1	0.4%
Don't know/No response		<u>2</u>	<u>2.0%</u>	<u>2</u>	<u>2.0%</u>	<u>1</u>	<u>2.0%</u>	<u>5</u>	<u>2.0%</u>
Total		<u>100</u>	<u>100.0%</u>	<u>100</u>	<u>100.0%</u>	<u>51</u>	<u>100.0%</u>	<u>251</u>	<u>100.0%</u>

**Q3b. Why do you or someone in your household use a medical provider for routine health care needs outside of Idaho County?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Closer/Convenient location	11	42.3%	10	41.7%	10	31.3%	31	37.8%
Have used for years/Personal relationship	6	23.1%	7	29.2%	9	28.1%	22	26.8%
Better quality of providers	2	7.7%	1	4.2%	3	9.4%	6	7.3%
Approved provider for insurance	2	7.7%	3	12.5%	3	9.4%	8	9.8%
Specialist	2	7.7%			3	9.4%	5	6.1%
Nicer facilities			1	4.2%	1	3.1%	2	2.4%
Like hospital system better			1	4.2%			1	1.2%
Speed of getting an appointment					1	3.1%	1	1.2%
Doctor only in McCall 3 months of year					1	3.1%	1	1.2%
Free clinic					1	3.1%	1	1.2%
Don't know/No response	<u>3</u>	<u>11.5%</u>	<u>1</u>	<u>4.2%</u>	—	—	<u>4</u>	<u>4.9%</u>
Total	<u>26</u>	<u>100.0%</u>	<u>24</u>	<u>100.0%</u>	<u>32</u>	<u>100.0%</u>	<u>82</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q4a. Have you or someone else in your household been to a primary care doctor/family nurse practitioner/physician assistant in Idaho County in the past 24 months?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Yes	73	73.0%	77	77.0%	35	68.6%	185	73.7%
No	25	25.0%	22	22.0%	16	31.4%	63	25.1%
Don't know/No response	<u>2</u>	<u>2.0%</u>	<u>1</u>	<u>1.0%</u>	—	—	<u>3</u>	<u>1.2%</u>
Total	<u>100</u>	<u>100.0%</u>	<u>100</u>	<u>100.0%</u>	<u>51</u>	<u>100.0%</u>	<u>251</u>	<u>100.0%</u>

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

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Satisfied	71	97.3%	69	89.6%	30	85.7%	170	91.9%
Dissatisfied	1	1.4%	8	10.4%	5	14.3%	14	7.6%
Don't know/No response	<u>1</u>	<u>1.4%</u>	—	—	—	—	<u>1</u>	<u>0.5%</u>
Total	<u>73</u>	<u>100.0%</u>	<u>77</u>	<u>100.0%</u>	<u>35</u>	<u>100.0%</u>	<u>185</u>	<u>100.0%</u>

**Q4c-1. Why do you say that you are satisfied?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Received good care	28	35.0%	15	22.7%	7	29.2%	50	29.4%
Correct treatment/diagnosis	21	26.3%	18	27.3%	8	33.3%	47	27.6%
Professional/courteous doctors and staff	11	13.8%	11	16.7%	3	12.5%	25	14.7%
No complaints	7	8.8%	11	16.7%	1	4.2%	19	11.2%
Established relationship	5	6.3%	7	10.6%	4	16.7%	16	9.4%
Convenient/Quick service	8	10.0%	4	6.1%	1	4.2%	13	7.6%
Total	<u>80</u>	<u>100.0%</u>	<u>66</u>	<u>100.0%</u>	<u>24</u>	<u>100.0%</u>	<u>170</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q4c-2. Why do you say that you are dissatisfied?**

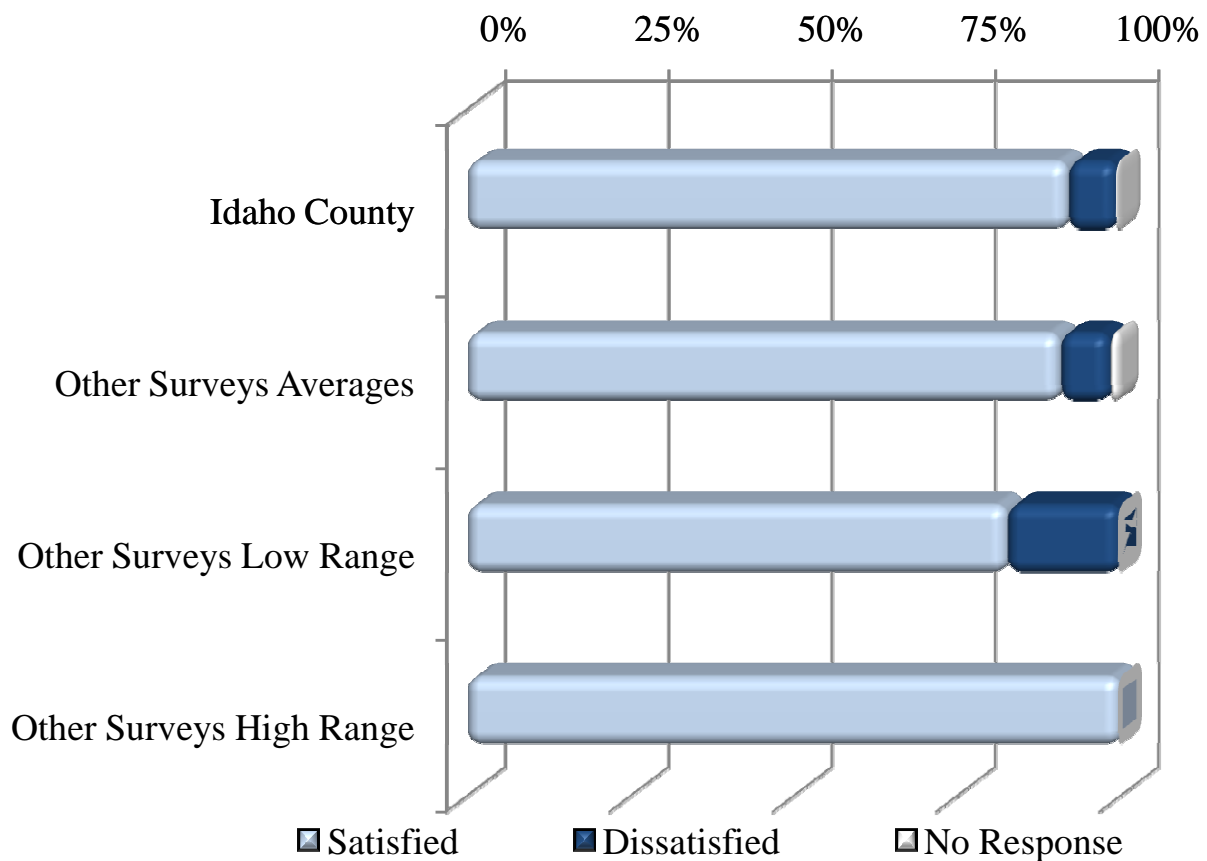
	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Poor care/Service	1	50.0%	3	30.0%	3	37.5%	7	35.0%
Incompetent doctors	1	50.0%	3	30.0%	1	12.5%	5	25.0%
Doctor's personality/attitude			2	20.0%	2	25.0%	4	20.0%
Limited services			1	10.0%	2	25.0%	3	15.0%
Long wait	—	—	1	10.0%	—	—	1	5.0%
Total	<u>2</u>	<u>100.0%</u>	<u>10</u>	<u>100.0%</u>	<u>8</u>	<u>100.0%</u>	<u>20</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q4c-3. How satisfied were you or someone in your household with the quality of care you received in your medical service area?**

**Compared to Other Studies**

Survey Area	Satisfied	Dissatisfied	No Response
Idaho County	91.9%	7.6%	0.5%
Other Surveys Averages	90.7%	7.7%	1.6%
Other Surveys Low Range	82.6%	17.4%	0.0%
Other Surveys High Range	100.0%	0.0%	0.0%



**Q5. Do you think there are enough primary care doctors/family nurse practitioners/  
physician assistants in Idaho County?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Yes	60	60.0%	41	41.0%	21	41.2%	122	48.6%
No	21	21.0%	40	40.0%	13	25.5%	74	29.5%
Don't know/No response	<u>19</u>	<u>19.0%</u>	<u>19</u>	<u>19.0%</u>	<u>17</u>	<u>33.3%</u>	<u>55</u>	<u>21.9%</u>
Total	<u>100</u>	<u>100.0%</u>	<u>100</u>	<u>100.0%</u>	<u>51</u>	<u>100.0%</u>	<u>251</u>	<u>100.0%</u>



**Q6. Are you able to get an appointment with your primary care doctor/family nurse practitioner/physician assistant when you need one?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Yes	88	88.0%	81	81.0%	47	92.2%	216	86.1%
No	11	11.0%	13	13.0%	4	7.8%	28	11.2%
Don't know/No response	<u>1</u>	<u>1.0%</u>	<u>6</u>	<u>6.0%</u>	—	—	<u>7</u>	<u>2.8%</u>
Total	<u>100</u>	<u>100.0%</u>	<u>100</u>	<u>100.0%</u>	<u>51</u>	<u>100.0%</u>	<u>251</u>	<u>100.0%</u>

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

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Yes	48	48.0%	57	57.0%	25	49.0%	130	51.8%
No	50	50.0%	41	41.0%	26	51.0%	117	46.6%
Don't know/No response	<u>2</u>	<u>2.0%</u>	<u>2</u>	<u>2.0%</u>	—	—	<u>4</u>	<u>1.6%</u>
Total	<u>100</u>	<u>100.0%</u>	<u>100</u>	<u>100.0%</u>	<u>51</u>	<u>100.0%</u>	<u>251</u>	<u>100.0%</u>

### TOP SPECIALISTS BY AREA

**Q7b SUMMARY. What type of specialistS have you or someone in your household been to and in which city are they located?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Type of Specialist	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Orthopedist	10	17.2%	13	16.9%	4	11.1%	27	15.8%
Cardiologist	7	12.1%	13	16.9%	4	11.1%	24	14.0%
Neurologist	7	12.1%	5	6.5%			12	7.0%
Oncologist	7	12.1%	6	7.8%			13	7.6%
OB/GYN	4	6.9%	6	7.8%	5	13.9%	15	8.8%
Allergist	3	5.2%					3	1.8%
Dermatologist	3	5.2%	3	3.9%	5	13.9%	11	6.4%
Gastroenterologist	3	5.2%	5	6.5%			8	4.7%
Urologist			3	3.9%			3	1.8%
Ophthalmologist			4	5.2%	3	8.3%	7	4.1%
Internist			3	3.9%	3	8.3%	6	3.5%
All other responses	<u>14</u>	<u>24.1%</u>	<u>16</u>	<u>20.8%</u>	<u>12</u>	<u>33.3%</u>	<u>42</u>	<u>24.6%</u>
Total Responses	<u>58</u>	<u>100.0%</u>	<u>77</u>	<u>100.0%</u>	<u>36</u>	<u>100.0%</u>	<u>171</u>	<u>100.0%</u>

Some respondents answered more than once.

**Cottonwood Area**

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

Type of Specialist	City	No.	Percent
Orthopedist	Lewiston (7); Ferdinand (1); Pullman, WA (1); Spokane, WA (1)	10	17.2%
Cardiologist	Spokane, WA (5); Boise (1); Lewiston (1)	7	12.1%
Neurologist	Lewiston (4); Seattle, WA (2); Kamiah (1)	7	12.1%
Oncologist	Lewiston (6); Los Angeles, CA (1)	7	12.1%
OB/GYN	Lewiston (2); Clarkston, WA (1); Moscow (1)	4	6.9%
Allergist	Lewiston (2); Spokane, WA (1)	3	5.2%
Dermatologist	Lewiston (2); Moscow (1)	3	5.2%
Gastroenterologist	Lewiston (1); Phoenix, AZ (1); Spokane, WA (1)	3	5.2%
Otolaryngologist	Lewiston (2)	2	3.4%
Surgeon	Clarkston, WA (1); Lewiston (1)	2	3.4%
Urologist	Lewiston (2)	2	3.4%
Endocrinologist	Spokane, WA (1)	1	1.7%
Epitologist (epilepsy)	Spokane, WA (1)	1	1.7%
Internist	Lewiston (1)	1	1.7%
Nephrologist	Lewiston (1)	1	1.7%
Ophthalmologist	Moscow (1)	1	1.7%
Pediatrician	Lewiston (1)	1	1.7%
Podiatrist	Lewiston (1)	1	1.7%
Pulmonologist	Lewiston (1)	<u>1</u>	<u>1.7%</u>
Total		<u>58</u>	<u>100.0%</u>

Some respondents answered more than once.

## Grangeville Area

### Q7b-2. What type of specialist have you or someone in your household been to and in which city are they located?

Type of Specialist	City	No.	Percent
Cardiologist	Spokane, WA (7); Lewiston (5); California (1)	13	16.9%
Orthopedist	Lewiston (8); Pullman, WA (2); Grangeville (1); Moscow (1); Spokane, WA (1)	13	16.9%
OB/GYN	Lewiston (3); Boise (1); Clarkston (1); Spokane, WA (1)	6	7.8%
Oncologist	Lewiston (5); Boise (1)	6	7.8%
Gastroenterologist	Lewiston (4); Spokane, WA (1)	5	6.5%
Neurologist	Lewiston (5)	5	6.5%
Ophthalmologist	Spokane, WA (2); Lewiston (1); Moscow (1)	4	5.2%
Dermatologist	Boise (2); Lewiston (1)	3	3.9%
Internist	Lewiston (3)	3	3.9%
Urologist	Pullman, WA (2); Lewiston (1)	3	3.9%
Otolaryngologist	Boise (1); Lewiston (1)	2	2.6%
Podiatrist	Lewiston (1); Moscow (1)	2	2.6%
Pulmonologist	Lewiston (1); Moscow (1)	2	2.6%
Rheumatologist	Boise (1); Spokane, WA (1)	2	2.6%
Allergist	Spokane (1)	1	1.3%
Endocrinologist	Orofino (1)	1	1.3%
Hematologist	Spokane, WA (1)	1	1.3%
Pain Management Specialist	Washington (1)	1	1.3%
Pediatrician	Boise (1)	1	1.3%
Physical Therapist	Grangeville (1)	1	1.3%
Retinologist	Spokane, WA (1)	1	1.3%
Surgeon	Orofino (1)	<u>1</u>	<u>1.3%</u>
Total		<u>77</u>	<u>100.0%</u>

Some respondents answered more than once.

**Salmon River Country Area**

**Q7b-3. What type of specialist have you or someone in your household  
been to and in which city are they located?**

Type of Specialist	City	No.	Percent
Dermatologist	Boise (2); Clarkston, WA (1); McCall (1); Santa Barbara, CA (1)	5	13.9%
OB/GYN	Boise (2); McCall (2); Houston, TX (1)	5	13.9%
Cardiologist	Boise (2); Lewiston (1); McCall (1)	4	11.1%
Orthopedist	Boise (3); Lewiston (1)	4	11.1%
Internist	Caldwell (1); McCall (1); Santa Barbara, CA (1)	3	8.3%
Ophthalmologist	Boise (2); Santa Barbara, CA (1)	3	8.3%
Neurologist	Boise (2)	2	5.6%
Oncologist	Boise (1); Lewiston (1)	2	5.6%
Endocrinologist	Boise (1)	1	2.8%
Gastroenterologist	McCall (1)	1	2.8%
Otolaryngologist	McCall (1)	1	2.8%
Pain Management Specialist	Boise (1)	1	2.8%
Physical Therapist	Boise (1)	1	2.8%
Psychiatrist	McCall (1)	1	2.8%
Surgeon	Spokane, WA (1)	1	2.8%
Urologist	Boise (1)	<u>1</u>	<u>2.8%</u>
Total		<u>36</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q7c. Did the specialist request further testing, laboratory work and/or x-rays?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Yes	36	75.0%	42	73.7%	16	64.0%	94	72.3%
No	11	22.9%	15	26.3%	8	32.0%	34	26.2%
Don't know/No response	<u>1</u>	<u>2.1%</u>	—	—	<u>1</u>	<u>4.0%</u>	<u>2</u>	<u>1.5%</u>
Total	<u>48</u>	<u>100.0%</u>	<u>57</u>	<u>100.0%</u>	<u>25</u>	<u>100.0%</u>	<u>130</u>	<u>100.0%</u>

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

Response Category	County	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
		No.	Percent	No.	Percent	No.	Percent	No.	Percent
Lewiston	Nez Perce	19	48.7%	21	42.9%	2	10.5%	42	39.3%
Cottonwood	Idaho	5	12.8%	4	8.2%	1	5.3%	10	9.3%
Grangeville	Idaho			7	14.3%			7	6.5%
Greencreek	Idaho			1	2.0%			1	0.9%
Kooskia	Idaho			1	2.0%			1	0.9%
McCall	Valley					7	36.8%	7	6.5%
Boise	Ada			2	4.1%	4	21.1%	6	5.6%
Caldwell	Canyon					1	5.3%	1	0.9%
Orofino	Clearwater			2	4.1%			2	1.9%
Moscow	Latah			2	4.1%			2	1.9%
Kamiah	Lewis	4	10.3%	1	2.0%			5	4.7%
Clarkston, WA		1	2.6%					1	0.9%
Pullman, WA		2	5.1%	1	2.0%			3	2.8%
Seattle, WA		1	2.6%					1	0.9%
Spokane, WA		6	15.4%	7	14.3%	1	5.3%	14	13.1%
Santa Barbara, CA						1	5.3%	1	0.9%
Los Angeles, CA		1	2.6%					1	0.9%
Houston, TX						1	5.3%	1	0.9%
Don't know/No response		—	—	—	—	1	5.3%	1	0.9%
Total		<u>39</u>	<u>100.0%</u>	<u>49</u>	<u>100.0%</u>	<u>19</u>	<u>100.0%</u>	<u>107</u>	<u>100.0%</u>

Some respondents answered more than once.



**Q7e. Are you aware that you can have your tests, laboratory work and/or x-rays performed at Syringa Hospital or St. Mary's Hospital regardless of the location of your specialist?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Yes	28	77.8%	34	81.0%	8	50.0%	70	74.5%
No	8	22.2%	6	14.3%	6	37.5%	20	21.3%
Don't know/No response	—	—	<u>2</u>	<u>4.8%</u>	<u>2</u>	<u>12.5%</u>	<u>4</u>	<u>4.3%</u>
Total	<u>36</u>	<u>100.0%</u>	<u>42</u>	<u>100.0%</u>	<u>16</u>	<u>100.0%</u>	<u>94</u>	<u>100.0%</u>

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

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Yes	30	62.5%	34	59.6%	16	64.0%	80	61.5%
No	18	37.5%	21	36.8%	8	32.0%	47	36.2%
Don't know/No response	—	—	2	3.5%	1	4.0%	3	2.3%
Total	<u>48</u>	<u>100.0%</u>	<u>57</u>	<u>100.0%</u>	<u>25</u>	<u>100.0%</u>	<u>130</u>	<u>100.0%</u>

**Q7g. In which city was the pharmacy located that filled your prescription(s)? Or did you use mail-order?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Lewiston			21	60.0%	3	15.8%	24	27.9%
Cottonwood	16	50.0%	1	2.9%	1	5.3%	18	20.9%
Grangeville	6	18.8%	4	11.4%	1	5.3%	11	12.8%
Kamiah	5	15.6%	5	14.3%			10	11.6%
McCall					9	47.4%	9	10.5%
Boise					1	5.3%	1	1.2%
Moscow			1	2.9%			1	1.2%
Ontario, OR					1	5.3%	1	1.2%
Houston, TX					1	5.3%	1	1.2%
Clarkston, WA	1	3.1%					1	1.2%
Spokane, WA	1	3.1%					1	1.2%
Used mail order	<u>3</u>	<u>9.4%</u>	<u>3</u>	<u>8.6%</u>	<u>2</u>	<u>10.5%</u>	<u>8</u>	<u>9.3%</u>
Total	<u>32</u>	<u>100.0%</u>	<u>35</u>	<u>100.0%</u>	<u>19</u>	<u>100.0%</u>	<u>86</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q8. How many people live in your household?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
One	20	20.0%	17	17.0%	9	17.6%	46	18.3%
Two	43	43.0%	59	59.0%	32	62.7%	134	53.4%
Three	13	13.0%	13	13.0%	6	11.8%	32	12.7%
Four	10	10.0%	7	7.0%	2	3.9%	19	7.6%
Five	7	7.0%	2	2.0%	2	3.9%	11	4.4%
Six	3	3.0%	1	1.0%			4	1.6%
Seven	2	2.0%	1	1.0%			3	1.2%
Eight	<u>2</u>	<u>2.0%</u>	—	—	—	—	<u>2</u>	<u>0.8%</u>
Total	<u>100</u>	<u>100.0%</u>	<u>100</u>	<u>100.0%</u>	<u>51</u>	<u>100.0%</u>	<u>251</u>	<u>100.0%</u>

**Q9a. Are you covered by any health insurance or any type of health benefit program?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Yes	86	86.0%	82	82.0%	42	82.4%	210	83.7%
No	14	14.0%	17	17.0%	9	17.6%	40	15.9%
Don't know/No response	—	—	1	1.0%	—	—	1	0.4%
Total	<u>100</u>	<u>100.0%</u>	<u>100</u>	<u>100.0%</u>	<u>51</u>	<u>100.0%</u>	<u>251</u>	<u>100.0%</u>

**Q9b. Is the coverage provided through...**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Medicare	25	25.3%	28	28.3%	15	32.6%	68	27.9%
Self-paid, private insurance plan	23	23.2%	26	26.3%	12	26.1%	61	25.0%
Your work	23	23.2%	22	22.2%	9	19.6%	54	22.1%
Spouse's work	13	13.1%	9	9.1%	5	10.9%	27	11.1%
Medicaid	7	7.1%	6	6.1%	1	2.2%	14	5.7%
Champus/TriCare	1	1.0%	3	3.0%	2	4.3%	6	2.5%
Veterans' Administration			2	2.0%	2	4.3%	4	1.6%
COBRA	1	1.0%	1	1.0%			2	0.8%
Another household member's work	1	1.0%					1	0.4%
Native American/Tribal benefits	1	1.0%					1	0.4%
Don't know/No response	<u>4</u>	<u>4.0%</u>	<u>2</u>	<u>2.0%</u>	—	—	<u>6</u>	<u>2.5%</u>
Total	<u>99</u>	<u>100.0%</u>	<u>99</u>	<u>100.0%</u>	<u>46</u>	<u>100.0%</u>	<u>244</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q9c. Are your family members covered by any health insurance or any type of health benefit program?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Yes	67	83.8%	72	86.7%	36	85.7%	175	85.4%
No	11	13.8%	10	12.0%	6	14.3%	27	13.2%
Don't know/No response	<u>2</u>	<u>2.5%</u>	<u>1</u>	<u>1.2%</u>	—	—	<u>3</u>	<u>1.5%</u>
Total	<u>80</u>	<u>100.0%</u>	<u>83</u>	<u>100.0%</u>	<u>42</u>	<u>100.0%</u>	<u>205</u>	<u>100.0%</u>

**Q9d. Is the coverage provided through...**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Medicare	19	23.2%	22	24.4%	14	34.1%	55	25.8%
Self-paid, private insurance plan	18	22.0%	25	27.8%	12	29.3%	55	25.8%
Your work	20	24.4%	18	20.0%	8	19.5%	46	21.6%
Your spouses work	11	13.4%	10	11.1%	4	9.8%	25	11.7%
Medicaid	5	6.1%	7	7.8%	1	2.4%	13	6.1%
Veterans' Administration	3	3.7%	3	3.3%	1	2.4%	7	3.3%
Champus/Tricare			2	2.2%	1	2.4%	3	1.4%
COBRA	1	1.2%	1	1.1%			2	0.9%
Another household member's work	1	1.2%					1	0.5%
Don't know/No response	4	4.9%	2	2.2%	—	—	6	2.8%
Total	<u>82</u>	<u>100.0%</u>	<u>90</u>	<u>100.0%</u>	<u>41</u>	<u>100.0%</u>	<u>213</u>	<u>100.0%</u>

Some respondents answered more than once.



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

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Yes	37	37.0%	34	34.0%	16	31.4%	87	34.7%
No	61	61.0%	65	65.0%	35	68.6%	161	64.1%
Don't know/No response	<u>2</u>	<u>2.0%</u>	<u>1</u>	<u>1.0%</u>	—	—	<u>3</u>	<u>1.2%</u>
Total	<u>100</u>	<u>100.0%</u>	<u>100</u>	<u>100.0%</u>	<u>51</u>	<u>100.0%</u>	<u>251</u>	<u>100.0%</u>

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

		Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	County	No.	Percent	No.	Percent	No.	Percent	No.	Percent
St. Mary's Hospital, Cottonwood	Idaho	29	76.3%	8	22.9%	2	11.8%	39	43.3%
Syringa Hospital, Grangeville	Idaho	3	7.9%	21	60.0%	3	17.6%	27	30.0%
McCall Memorial Hospital, McCall	Valley					10	58.8%	10	11.1%
Clearwater Valley Hospital, Orofino	Orofino			5	14.3%			5	5.6%
St. Joseph Regional Medical Center, Lewiston	Nez Perce	4	10.5%	1	2.9%			5	5.6%
VA Hospital, Boise	Ada					2	11.8%	2	2.2%
Don't know/No response		<u>2</u>	<u>5.3%</u>	—	—	—	—	<u>2</u>	<u>2.2%</u>
Total		<u>38</u>	<u>100.0%</u>	<u>35</u>	<u>100.0%</u>	<u>17</u>	<u>100.0%</u>	<u>90</u>	<u>100.0%</u>

Some respondents answered more than once.

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

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Closer/convenient	1	20.0%	2	33.3%	7	43.8%	10	37.0%
Where my doctor works	1	20.0%	2	33.3%	3	18.8%	6	22.2%
Service not available at Syringa or St. Mary's	2	40.0%	2	33.3%			4	14.8%
Established relationship	1	20.0%			2	12.5%	3	11.1%
Better service/care/quality					2	12.5%	2	7.4%
Insurance reasons					1	6.3%	1	3.7%
Referral	—	—	—	—	1	6.3%	1	3.7%
Total	<u>5</u>	<u>100.0%</u>	<u>6</u>	<u>100.0%</u>	<u>16</u>	<u>100.0%</u>	<u>27</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q13a. What hospital services were used there?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Laboratory (blood) tests	2	20.0%	5	41.7%	6	25.0%	13	28.3%
Radiology (X-Ray)	1	10.0%	3	25.0%	2	8.3%	6	13.0%
Mammography					5	20.8%	5	10.9%
CT scan (CAT Scan)			1	8.3%	1	4.2%	2	4.3%
Inpatient stay			1	8.3%	1	4.2%	2	4.3%
Mental health/Substance abuse	2	20.0%					2	4.3%
MRI	1	10.0%			1	4.2%	2	4.3%
Oncology	2	20.0%					2	4.3%
Outpatient surgery	1	10.0%			1	4.2%	2	4.3%
Ultrasound	1	10.0%	1	8.3%			2	4.3%
Bone density					1	4.2%	1	2.2%
Colonoscopy					1	4.2%	1	2.2%
Emergency room			1	8.3%			1	2.2%
Inpatient surgery					1	4.2%	1	2.2%
Physical exam					1	4.2%	1	2.2%
Pulmonary function test					1	4.2%	1	2.2%
Sleep study					1	4.2%	1	2.2%
Specialty doctor	—	—	—	—	1	4.2%	1	2.2%
Total	<u>10</u>	<u>100.0%</u>	<u>12</u>	<u>100.0%</u>	<u>24</u>	<u>100.0%</u>	<u>46</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q13b. Why did you use a hospital outside of Idaho County?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Closer/Convenient location			2	33.3%	6	42.9%	8	33.3%
Better quality of providers	2	50.0%	3	50.0%	1	7.1%	6	25.0%
Have used for years/Personal relationship	1	25.0%	1	16.7%	4	28.6%	6	25.0%
Specialist	1	25.0%			1	7.1%	2	8.3%
Approved provider for insurance					1	7.1%	1	4.2%
Referral	—	—	—	—	1	7.1%	1	4.2%
Total	<u>4</u>	<u>100.0%</u>	<u>6</u>	<u>100.0%</u>	<u>14</u>	<u>100.0%</u>	<u>24</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q14a. What hospital services were used at Syringa Hosptial?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Laboratory (blood) tests	2	40.0%	13	43.3%	2	66.7%	17	44.7%
Emergency room	1	20.0%	4	13.3%			5	13.2%
Inpatient stay	1	20.0%	<u>1</u>	3.3%			2	5.3%
IV medications/Antibiotics	<u>1</u>	20.0%					1	2.6%
Radiology (X-Ray)			3	10.0%			3	7.9%
CT scan (CAT Scan)			2	6.7%			2	5.3%
Women's Health Center			2	6.7%	1	33.3%	3	7.9%
Digital mammography			1	3.3%			1	2.6%
MRI			1	3.3%			1	2.6%
Ultrasound			1	3.3%			1	2.6%
Don't know/No response	—	—	<u>2</u>	<u>6.7%</u>	—	—	<u>2</u>	<u>5.3%</u>
Total	<u>5</u>	<u>100.0%</u>	<u>30</u>	<u>100.0%</u>	<u>3</u>	<u>100.0%</u>	<u>38</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q14b. How satisfied were you or someone in your household with the services you received at Syringa Hospital? Would you say that you were...**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Satisfied	3	100.0%	18	85.7%	3	100.0%	24	88.9%
Dissatisfied	—	—	3	14.3%	—	—	3	11.1%
Total	<u>3</u>	<u>100.0%</u>	<u>21</u>	<u>100.0%</u>	<u>3</u>	<u>100.0%</u>	<u>27</u>	<u>100.0%</u>

**Q14c-1. Why do you say that you are satisfied with the services  
received at Syringa Hospital?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Good service/care	1	33.3%	7	30.4%			8	27.6%
Correct treatment/Diagnosis	1	33.3%	6	26.1%			7	24.1%
Quick service	1	33.3%	3	13.0%	2	66.7%	6	20.7%
Professional staff			4	17.4%			4	13.8%
Clean facilities			1	4.3%			1	3.4%
Comfortable facilities					1	33.3%	1	3.4%
Location			1	4.3%			1	3.4%
No complaints	—	—	1	4.3%	—	—	1	3.4%
Total	<u>3</u>	<u>100.0%</u>	<u>23</u>	<u>100.0%</u>	<u>3</u>	<u>100.0%</u>	<u>29</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q14c-2. Why do you say that you are dissatisfied with the services  
received at Syringa Hospital?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Not focused on patients/Lack of concern			2	66.7%			2	66.7%
Not enough doctors	—	—	1	33.3%	—	—	1	33.3%
Total	<u>0</u>	<u>0.0%</u>	<u>3</u>	<u>100.0%</u>	<u>0</u>	<u>0.0%</u>	<u>3</u>	<u>100.0%</u>



**Q15a. What hospital services were used at St. Mary's Hospital?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Laboratory (blood) tests	11	25.0%	3	30.0%	1	25.0%	15	25.9%
Radiology (X-Ray)	10	22.7%	1	10.0%	1	25.0%	12	20.7%
CT scan (CAT Scan)	4	9.1%	1	10.0%	1	25.0%	6	10.3%
Ultrasound	4	9.1%					4	6.9%
Emergency room	2	4.5%					2	3.4%
Inpatient stay	2	4.5%					2	3.4%
Inpatient surgery			1	10.0%	1	25.0%	2	3.4%
MRI	2	4.5%					2	3.4%
Specialty doctor	2	4.5%					2	3.4%
Occupational health	1	2.3%					1	1.7%
Outpatient surgery			1	10.0%			1	1.7%
Physical exam	1	2.3%					1	1.7%
Respiratory therapy	1	2.3%					1	1.7%
Don't know/No response	4	9.1%	3	30.0%	—	—	7	12.1%
Total	<u>44</u>	<u>100.0%</u>	<u>10</u>	<u>100.0%</u>	<u>4</u>	<u>100.0%</u>	<u>58</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q15b. How satisfied were you or someone in your household with the services you received at St. Mary's Hospital? Would you say that you were...**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Satisfied	28	96.6%	8	100.0%	2	100.0%	38	97.4%
Dissatisfied	<u>1</u>	<u>3.4%</u>	—	—	—	—	<u>1</u>	<u>2.6%</u>
Total	<u>29</u>	<u>100.0%</u>	<u>8</u>	<u>100.0%</u>	<u>2</u>	<u>100.0%</u>	<u>39</u>	<u>100.0%</u>

**Q15c-1. Why do you say that you are satisfied with the services  
received at St. Mary's Hospital?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Good service/care	12	31.6%	3	33.3%	2	100.0%	17	34.7%
Correct treatment/Diagnosis	10	26.3%	2	22.2%			12	24.5%
Quick service	6	15.8%	1	11.1%			7	14.3%
Professional staff	4	10.5%	2	22.2%			6	12.2%
Competent doctors	4	10.5%					4	8.2%
Location	1	2.6%					1	2.0%
No complaints	<u>1</u>	<u>2.6%</u>	<u>1</u>	<u>11.1%</u>	—	—	<u>2</u>	<u>4.1%</u>
Total	<u>38</u>	<u>100.0%</u>	<u>9</u>	<u>100.0%</u>	<u>2</u>	<u>100.0%</u>	<u>49</u>	<u>100.0%</u>

Some respondents answered more than once.

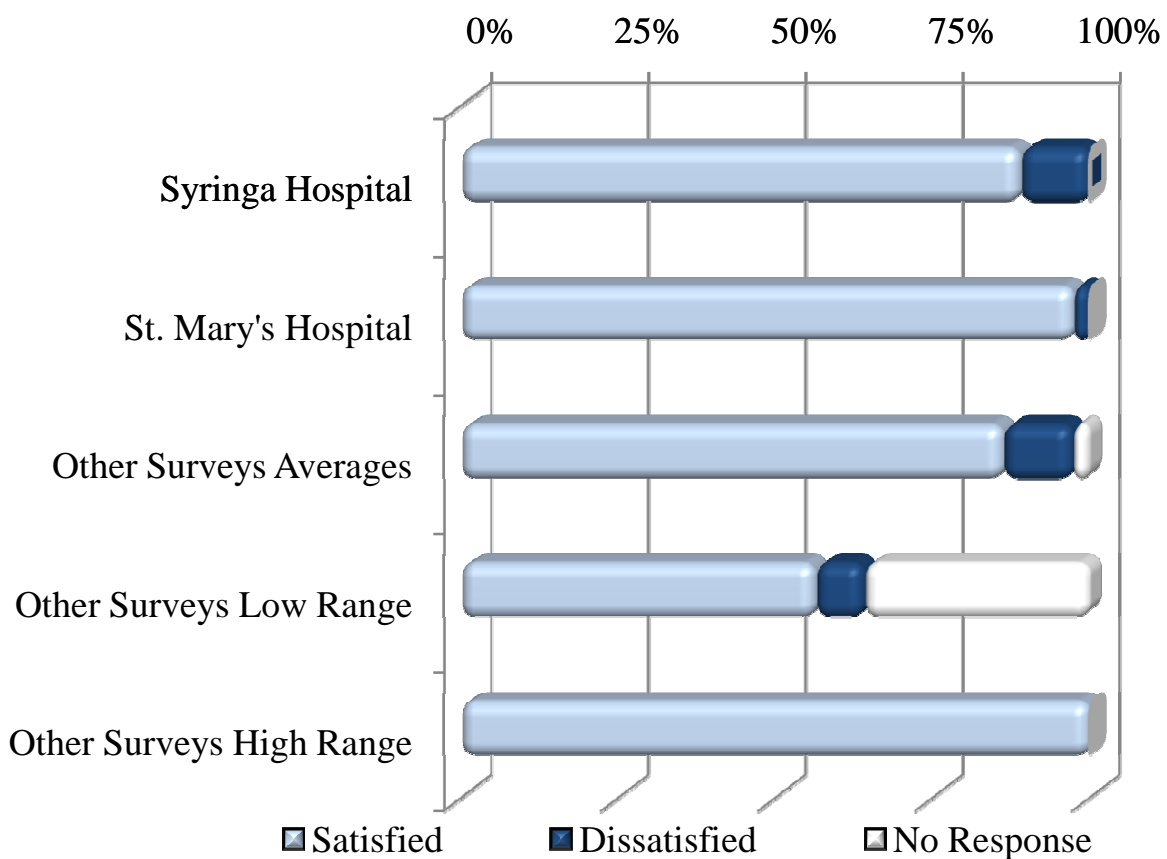
**Q15c-2. Why do you say that you are dissatisfied with the services  
received at St. Mary's Hospital?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Rude doctor	<u>1</u>	<u>100.0%</u>	—	—	—	—	<u>1</u>	<u>100.0%</u>
Total	<u>1</u>	<u>100.0%</u>	<u>0</u>	<u>0.0%</u>	<u>0</u>	<u>0.0%</u>	<u>1</u>	<u>100.0%</u>

**Q14-15. How satisfied were you or someone in your household with the services you received at your local hospital?**

**Compared to Other Studies**

Survey Area	Satisfied	Dissatisfied	No Response
Syringa Hospital	88.9%	11.1%	0.0%
St. Mary's Hospital	97.4%	2.6%	0.0%
Other Surveys Averages	86.2%	11.1%	2.7%
Other Surveys Low Range	56.4%	7.7%	35.9%
Other Surveys High Range	100.0%	0.0%	0.0%



**Q16. Have you or someone in your household used the emergency room services  
of a hospital in the past 24 months?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Yes	24	24.0%	34	34.0%	14	27.5%	72	28.7%
No	75	75.0%	66	66.0%	37	72.5%	178	70.9%
Don't know/No response	<u>1</u>	<u>1.0%</u>	—	—	—	—	<u>1</u>	<u>0.4%</u>
Total	<u>100</u>	<u>100.0%</u>	<u>100</u>	<u>100.0%</u>	<u>51</u>	<u>100.0%</u>	<u>251</u>	<u>100.0%</u>

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

		Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	County	No.	Percent	No.	Percent	No.	Percent	No.	Percent
St. Mary's Hospital, Cottonwood	Idaho	20	83.3%	8	23.5%	2	12.5%	30	40.5%
Syringa Hospital, Grangeville	Idaho			18	52.9%	3	18.8%	21	28.4%
McCall Memorial Hospital, McCall	Valley					9	56.3%	9	12.2%
Clearwater Valley Hospital, Orofino	Orofino	1	4.2%	5	14.7%			6	8.1%
Lewiston	Nez Perce	2	8.3%					2	2.7%
St. Alfont's Hosptial, Boise	Ada					1	6.3%	1	1.4%
VA Hospital, Boise	Ada					1	6.3%	1	1.4%
St. Mary's Hospital Clinic, Kamiah	Idaho			1	2.9%			1	1.4%
Don't know/No response		<u>1</u>	<u>4.2%</u>	<u>2</u>	<u>5.9%</u>	—	—	<u>3</u>	<u>4.1%</u>
Total		<u>24</u>	<u>100.0%</u>	<u>34</u>	<u>100.0%</u>	<u>16</u>	<u>100.0%</u>	<u>74</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q18. You mentioned that you or someone in your household received emergency room care at a hospital other than Syringa Hospital or St. Mary's Hospital. What type of emergency room services have you or someone in your household used in the past 24 months at this hospital?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Radiology (X-Ray)	1	25.0%	4	30.8%	5	29.4%	10	29.4%
Laboratory			3	23.1%	3	17.6%	6	17.6%
Trauma care	3	75.0%			2	11.8%	5	14.7%
Cardiac evaluation/Heart			3	23.1%	1	5.9%	4	11.8%
Minor emergencies			1	7.7%	1	5.9%	2	5.9%
Mammogram			1	7.7%			1	2.9%
Respiratory distress			1	7.7%			1	2.9%
Routine illness					1	5.9%	1	2.9%
Stroke/TIA					1	5.9%	1	2.9%
Don't know/No response	—	—	—	—	3	17.6%	3	8.8%
Total	<u>4</u>	<u>100.0%</u>	<u>13</u>	<u>100.0%</u>	<u>17</u>	<u>100.0%</u>	<u>34</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q19a. What type of emergency room services have you or someone in your household used in the past 24 months at Syringa Hospital?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Laboratory			7	28.0%			7	24.1%
Minor emergencies			5	20.0%			5	17.2%
Respiratory distress			3	12.0%			3	10.3%
Trauma care			3	12.0%	1	25.0%	4	13.8%
Cardiac evaluation/Heart			1	4.0%	1	25.0%	2	6.9%
Radiology (X-Ray)			2	8.0%			2	6.9%
Stroke/TIA			1	4.0%	1	25.0%	2	6.9%
CT Scan			1	4.0%			1	3.4%
Diabetic care			1	4.0%			1	3.4%
Orthopedic care					1	25.0%	1	3.4%
Don't know/No response	—	—	1	4.0%	—	—	1	3.4%
Total	<u>0</u>	<u>0.0%</u>	<u>25</u>	<u>100.0%</u>	<u>4</u>	<u>100.0%</u>	<u>29</u>	<u>100.0%</u>

Some respondents answered more than once.



**Q19b. How satisfied were you or someone in your household with the services  
you received at Syringa Hospital? Would you say that you were...**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Satisfied			15	83.3%	2	66.7%	17	81.0%
Dissatisfied	—	—	<u>3</u>	<u>16.7%</u>	<u>1</u>	<u>33.3%</u>	<u>4</u>	<u>19.0%</u>
Total	<u>0</u>	<u>0.0%</u>	<u>18</u>	<u>100.0%</u>	<u>3</u>	<u>100.0%</u>	<u>21</u>	<u>100.0%</u>

**Q19c-1. Why do you say that you are satisfied with the services  
received at Syringa Hospital?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Good service/care			9	52.9%	1	50.0%	10	52.6%
Correct treatment/Diagnosis			4	23.5%		0.0%	4	21.1%
Professional staff			1	5.9%	1	50.0%	2	10.5%
No complaints			2	11.8%			2	10.5%
Quick service	—	—	<u>1</u>	<u>5.9%</u>	—	—	<u>1</u>	<u>5.3%</u>
Total	<u>0</u>	<u>0.0%</u>	<u>17</u>	<u>100.0%</u>	<u>2</u>	<u>100.0%</u>	<u>19</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q19c-2. Why do you say that you are dissatisfied with the services  
received at Syringa Hospital?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Incompetent doctors			2	66.7%			2	33.3%
Untimely care			<u>1</u>	33.3%	1	33.3%	2	33.3%
Incorrect diagnosis					1	33.3%	1	16.7%
Unprofessional doctor	—	—	—	—	<u>1</u>	<u>33.3%</u>	<u>1</u>	<u>16.7%</u>
Total	<u>0</u>	<u>0.0%</u>	<u>3</u>	<u>100.0%</u>	<u>3</u>	<u>100.0%</u>	<u>6</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q20a. What type of emergency room services have you or someone in your household used in the past 24 months at St. Mary's Hospital?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Radiology (X-Ray)	11	33.3%	3	21.4%	1	20.0%	15	28.8%
Laboratory	5	15.2%	3	21.4%	1	20.0%	9	17.3%
Cardiac evaluation/Heart	4	12.1%	2	14.3%	1	20.0%	7	13.5%
Minor emergencies	4	12.1%	1	7.1%			5	9.6%
Routine illness	2	6.1%	2	14.3%	1	20.0%	5	9.6%
Respiratory distress	2	6.1%	1	7.1%			3	5.8%
Trauma care	2	6.1%	1	7.1%			3	5.8%
CT Scan (CAT Scan)	1	3.0%			1	20.0%	2	3.8%
Urgent care	1	3.0%	1	7.1%			2	3.8%
Ultrasound	1	3.0%	—	—	—	—	1	1.9%
Total	<u>33</u>	<u>100.0%</u>	<u>14</u>	<u>100.0%</u>	<u>5</u>	<u>100.0%</u>	<u>52</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q20b. How satisfied were you or someone in your household with the services  
you received at St. Mary's Hospital? Would you say that you were...**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Satisfied	20	100.0%	8	100.0%	2	100.0%	30	100.0%
Dissatisfied	—	—	—	—	—	—	—	—
Total	<u>20</u>	<u>100.0%</u>	<u>8</u>	<u>100.0%</u>	<u>2</u>	<u>100.0%</u>	<u>30</u>	<u>100.0%</u>

**Q20c. Why do you say that you are satisfied with the services  
received at St. Mary's Hospital?**

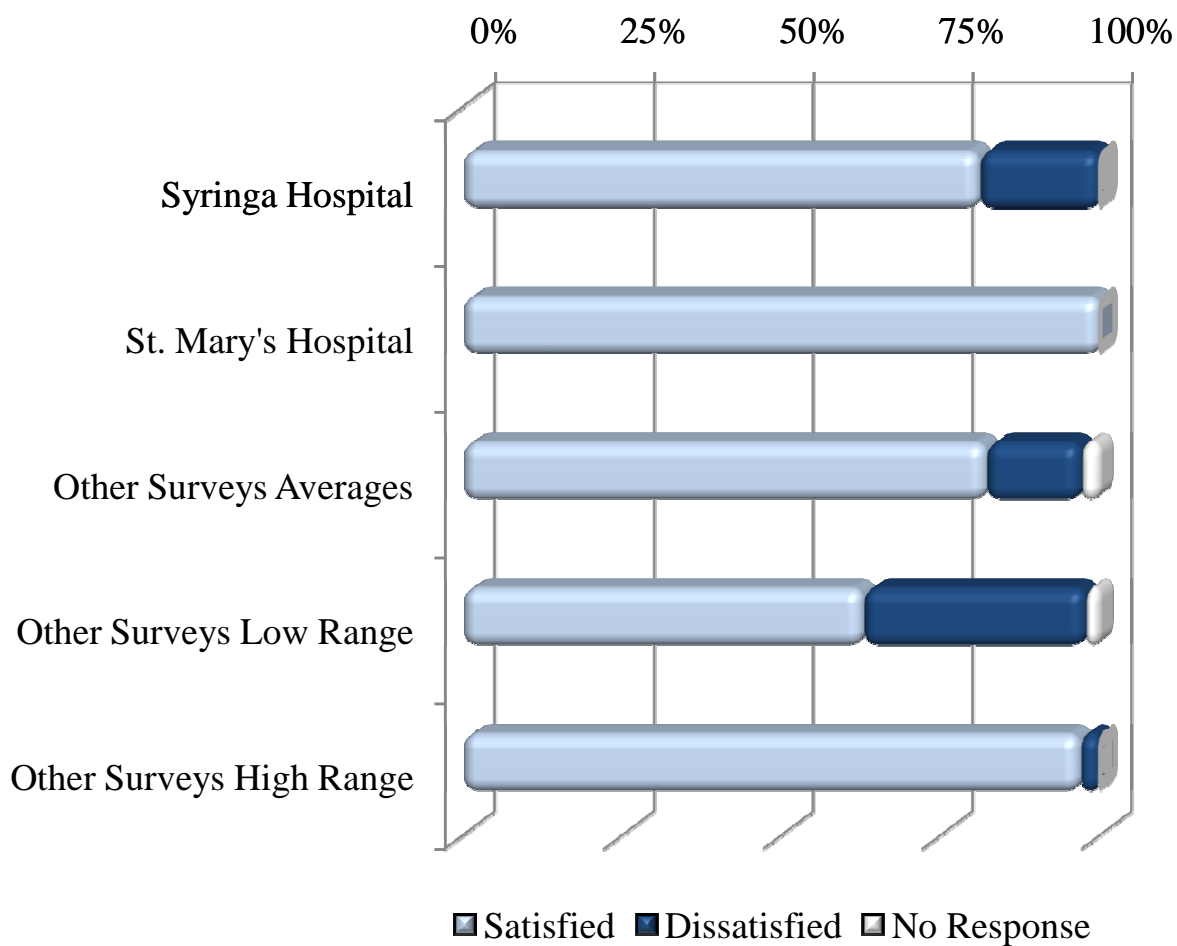
	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Good service/care	8	38.1%	3	37.5%	2	66.7%	13	40.6%
Competent doctor	4	19.0%					4	12.5%
Professional/Polite staff	1	4.8%	2	25.0%			3	9.4%
No complaints	1	4.8%					1	3.1%
Correct treatment/Diagnosis	4	19.0%	3	37.5%	1	33.3%	8	25.0%
Quick service	<u>3</u>	<u>14.3%</u>	—	—	—	—	<u>3</u>	<u>9.4%</u>
Total	<u>21</u>	<u>100.0%</u>	<u>8</u>	<u>100.0%</u>	<u>3</u>	<u>100.0%</u>	<u>32</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q20d. How satisfied were you or someone in your household with  
the services you received in the emergency room  
in your local hospital?**

**Compared to Other Studies**

Survey Area	Satisfied	Dissatisfied	No Response
Syringa Hospital	81.0%	19.0%	0.0%
St. Mary's Hospital	100.0%	0.0%	0.0%
Other Surveys Averages	82.1%	14.9%	3.0%
Other Surveys Low Range	62.8%	34.9%	2.3%
Other Surveys High Range	96.8%	3.2%	0.0%



**Q21a. Have you or someone in your household used the services of the  
North Central District Health Department in the past 24 months?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Yes	5	5.0%	15	15.0%	2	3.9%	22	8.8%
No	93	93.0%	77	77.0%	47	92.2%	217	86.5%
Don't know/No response	<u>2</u>	<u>2.0%</u>	<u>8</u>	<u>8.0%</u>	<u>2</u>	<u>3.9%</u>	<u>12</u>	<u>4.8%</u>
Total	<u>100</u>	<u>100.0%</u>	<u>100</u>	<u>100.0%</u>	<u>51</u>	<u>100.0%</u>	<u>251</u>	<u>100.0%</u>

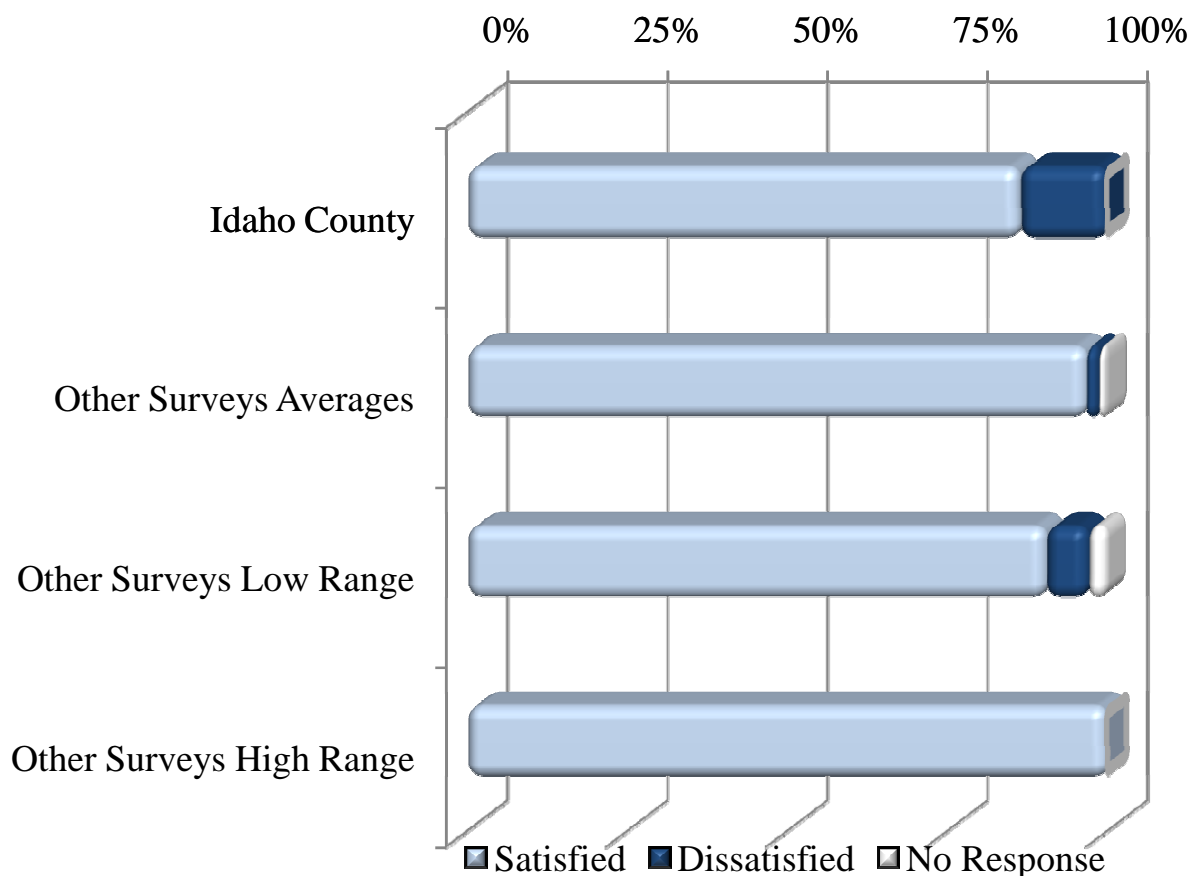
**Q21b. How satisfied were you or someone in your household with the services you received at the North Central District Health Department?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Satisfied	4	80.0%	14	93.3%	1	50.0%	19	86.4%
Dissatisfied	<u>1</u>	<u>20.0%</u>	<u>1</u>	<u>6.7%</u>	<u>1</u>	<u>50.0%</u>	<u>3</u>	<u>13.6%</u>
Total	<u>5</u>	<u>100.0%</u>	<u>15</u>	<u>100.0%</u>	<u>2</u>	<u>100.0%</u>	<u>22</u>	<u>100.0%</u>

**Q21c. How satisfied were you or someone in your household with the services you received at the local health department?**

**Compared to Other Studies**

Survey Area	Satisfied	Dissatisfied	No Response
Idaho County	86.4%	13.6%	0.0%
Other Surveys Averages	96.7%	2.0%	1.3%
Other Surveys Low Range	90.4%	6.6%	3.0%
Other Surveys High Range	100.0%	0.0%	0.0%





**Q22. What additional health care services would you like in the area?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
More medical doctors	7	6.4%	15	12.7%	6	5.5%	28	9.7%
More specialists (no specifics)	3	2.8%	7	5.9%	1	0.9%	11	3.8%
Specialists								
Cardiologist	2	1.8%	2	1.7%	1	0.9%	5	1.7%
Pediatrician	2	1.8%	2	1.7%			4	1.4%
Dermatologist	1	0.9%	1	0.8%	1	0.9%	3	1.0%
Endocrinologist	1	0.9%	2	1.7%			3	1.0%
Oncologist	1	0.9%	2	1.7%			3	1.0%
Chiropractor			1	0.8%	1	0.9%	2	0.7%
OB/GYN	2	1.8%					2	0.7%
Podiatrist			2	1.7%			2	0.7%
Surgeon	2	1.8%					2	0.7%
Allergist	1	0.9%					1	0.3%
Neurologist			1	0.8%			1	0.3%
Pain management specialist			1	0.8%			1	0.3%
Eye Care (Routine)	2	1.8%	2	1.7%	5	4.6%	9	3.1%
Dental Services (Routine)	3	2.8%	3	2.5%	2	1.8%	8	2.8%
Mammogram services	1	0.9%	6	5.1%	1	0.9%	8	2.8%
Another hospital/Larger hospital	2	1.8%	3	2.5%	2	1.8%	7	2.4%
Cancer treatment center	2	1.8%	3	2.5%			5	1.7%
Dental Services (Non-routine)	1	0.9%	3	2.5%	1	0.9%	5	1.7%
Local lab work	1	0.9%	1	0.8%	2	1.8%	4	1.4%
Mental Health/Counseling Services	2	1.8%	1	0.8%	1	0.9%	4	1.4%
More affordable health clinic			3	2.5%	1	0.9%	4	1.4%
More flu shot clinics			1	0.8%	2	1.8%	3	1.0%
Nursing home/Assisted living	2	1.8%			1	0.9%	3	1.0%
Pharmacy					3	2.8%	3	1.0%
Radiology department			1	0.8%	2	1.8%	3	1.0%
Eye Care (Non-routine)					2	1.8%	2	0.7%
Dialysis services	1	0.9%					1	0.3%
Epilepsy lab	1	0.9%					1	0.3%
Midwife	1	0.9%					1	0.3%
Physical therapy					1	0.9%	1	0.3%
Stress Reduction	1	0.9%					1	0.3%
Ultrasound	1	0.9%					1	0.3%
None	1	0.9%					1	0.3%
Don't know/No response	<u>65</u>	<u>59.6%</u>	<u>55</u>	<u>46.6%</u>	<u>25</u>	<u>22.9%</u>	<u>145</u>	<u>50.3%</u>
Total	<u>109</u>	<u>100.0%</u>	<u>118</u>	<u>100.0%</u>	<u>61</u>	<u>100.0%</u>	<u>288</u>	<u>100.0%</u>
Some respondents answered more than once.								

**Q23. What concerns you most about health care in Idaho County?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
No concerns/complaints	36	35.6%	40	38.5%	19	31.7%	95	35.3%
High cost of care	32	31.7%	18	17.3%	10	16.7%	60	22.3%
Distance to health facilities	5	5.0%	8	7.7%	9	15.0%	22	8.2%
Lack of doctors	2	2.0%	15	14.4%	5	8.3%	22	8.2%
Lack of quality health care	5	5.0%	9	8.7%	6	10.0%	20	7.4%
Availability of specialists	4	4.0%	3	2.9%	3	5.0%	10	3.7%
Lack of insurance	3	3.0%	4	3.8%	3	5.0%	10	3.7%
President's health care reform	5	5.0%	1	1.0%	1	1.7%	7	2.6%
Access to health care	5	5.0%			1	1.7%	6	2.2%
Services for the elderly	3	3.0%					3	1.1%
Everything			2	1.9%			2	0.7%
Emergency services			1	1.0%	1	1.7%	2	0.7%
Feuding between providers			2	1.9%			2	0.7%
Nutrition for children					2	3.3%	2	0.7%
Facilities need updated			1	1.0%			1	0.4%
Insurance coverage for children	1	1.0%					1	0.4%
Don't know/No response	4	4.0%	—	—	—	—	4	1.5%
Total	<u>101</u>	<u>100.0%</u>	<u>104</u>	<u>100.0%</u>	<u>60</u>	<u>100.0%</u>	<u>269</u>	<u>100.0%</u>

Some respondents answered more than once.

**Q24. What is your age?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
18-20	3	3.0%	3	3.0%			6	2.4%
21-30	7	7.0%	4	4.0%	4	7.8%	15	6.0%
31-40	11	11.0%	7	7.0%	3	5.9%	21	8.4%
51-60	15	15.0%	15	15.0%	6	11.8%	36	14.3%
61-70	24	24.0%	29	29.0%	13	25.5%	66	26.3%
71-80	17	17.0%	23	23.0%	19	37.3%	59	23.5%
80+	16	16.0%	11	11.0%	5	9.8%	32	12.7%
No response	<u>7</u>	<u>7.0%</u>	<u>8</u>	<u>8.0%</u>	<u>1</u>	<u>2.0%</u>	<u>16</u>	<u>6.4%</u>
Total	<u>100</u>	<u>100.0%</u>	<u>100</u>	<u>100.0%</u>	<u>51</u>	<u>100.0%</u>	<u>251</u>	<u>100.0%</u>

**Q25. What is your ethnicity?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Caucasian	95	95.0%	93	93.0%	50	98.0%	238	94.8%
Hispanic	1	1.0%	2	2.0%			3	1.2%
Asian	1	1.0%					1	0.4%
Native American			1	1.0%			1	0.4%
Don't know/No response	<u>3</u>	<u>3.0%</u>	<u>4</u>	<u>4.0%</u>	<u>1</u>	<u>2.0%</u>	<u>8</u>	<u>3.2%</u>
Total	<u>100</u>	<u>100.0%</u>	<u>100</u>	<u>100.0%</u>	<u>51</u>	<u>100.0%</u>	<u>251</u>	<u>100.0%</u>

**Q26. What is your annual household income?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Less than \$10,000	4	4.0%	8	8.0%	7	13.7%	19	7.6%
\$10,000 to \$14,999	6	6.0%	10	10.0%	4	7.8%	20	8.0%
\$15,000 to \$24,999	11	11.0%	16	16.0%	6	11.8%	33	13.1%
\$25,000 to \$34,999	14	14.0%	14	14.0%	7	13.7%	35	13.9%
\$35,000 to \$49,999	18	18.0%	9	9.0%	13	25.5%	40	15.9%
\$50,000 to \$74,999	13	13.0%	10	10.0%	4	7.8%	27	10.8%
\$75,000 to \$99,999	5	5.0%	12	12.0%	2	3.9%	19	7.6%
\$100,000 to \$149,999	1	1.0%	3	3.0%	1	2.0%	5	2.0%
\$150,000 to \$199,999					2	3.9%	2	0.8%
\$200,000 or more	1	1.0%					1	0.4%
Don't know/No response	<u>27</u>	<u>27.0%</u>	<u>18</u>	<u>18.0%</u>	<u>5</u>	<u>9.8%</u>	<u>50</u>	<u>19.9%</u>
Total	<u>100</u>	<u>100.0%</u>	<u>100</u>	<u>100.0%</u>	<u>51</u>	<u>100.0%</u>	<u>251</u>	<u>100.0%</u>

**Q27. What is your gender?**

	Cottonwood Area		Grangeville Area		Salmon River Country Area		Totals	
Response Category	No.	Percent	No.	Percent	No.	Percent	No.	Percent
Female	71	71.0%	66	66.0%	35	68.6%	172	68.5%
Male	<u>29</u>	<u>29.0%</u>	<u>34</u>	<u>34.0%</u>	<u>16</u>	<u>31.4%</u>	<u>79</u>	<u>31.5%</u>
Total	<u>100</u>	<u>100.0%</u>	<u>100</u>	<u>100.0%</u>	<u>51</u>	<u>100.0%</u>	<u>251</u>	<u>100.0%</u>

### Q1. What is your zip code?

Response Category	No.	Area No.	% of Total	Area Percent	% of Total by Area
<b>Cottonwood Area</b>					
83522 Cottonwood/Keuterville	54		21.5%		54.0%
83536 Kamiah	26		10.4%		26.0%
83533 Greencreek/Cottonwood	15		6.0%		15.0%
83562 Ferdinand	<u>5</u>		<u>2.0%</u>		<u>5.0%</u>
Area Totals		100		39.8%	<u>100.0%</u>
<b>Grangeville Area</b>					
83530 Grangeville	61		24.3%		61.0%
83539 Kooskia	31		12.4%		31.0%
83552 Stites/Clearwater/Harpster	3		1.2%		3.0%
83554 White Bird	3		1.2%		3.0%
83525 Elk City/Dixie	<u>2</u>		<u>0.8%</u>		<u>2.0%</u>
Area Totals		100		39.8%	<u>100.0%</u>
<b>Salmon River Country Area</b>					
83549 Riggins	24		9.6%		47.1%
83547 Pollock	9		3.6%		17.7%
83542 Lucile	7		2.8%		13.7%
83654 New Meadows	6		2.4%		11.8%
83638 McCall	5		2.0%		9.8%
83671 Warren	<u>0</u>		<u>0.0%</u>		<u>0.0%</u>
Area Totals		<u>51</u>		<u>20.3%</u>	<u>100.0%</u>
Total	<u>251</u>	<u>251</u>	<u>100.0%</u>	<u>100.0%</u>	