

Stroud Regional Medical Center Survey Results

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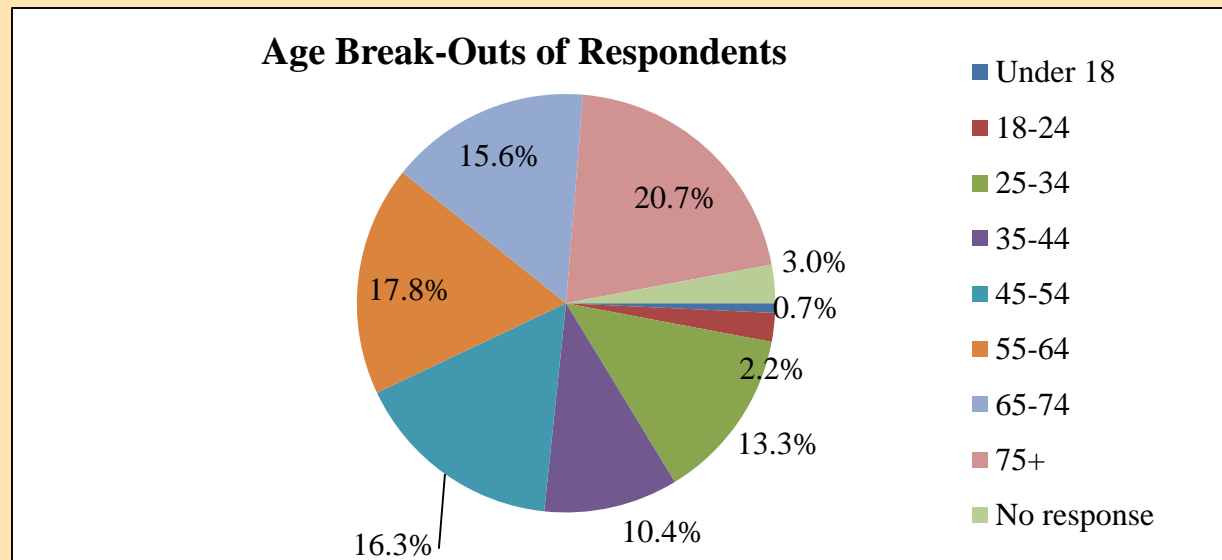
MEDICINE

Zip Code of Residence

Response Category	No.	%
74079- Stroud	116	85.9%
74864- Prague	2	1.5%
74834- Chandler	2	1.5%
74023- Cushing	2	1.5%
74010- Bristow	2	1.5%
74070- Skiatook	1	0.7%
74078- Stillwater	1	0.7%
74869- Sparks	1	0.7%
74028- Depew	1	0.7%
74881- Wellston	1	0.7%
73120- Oklahoma City	1	0.7%
73030- Davis	1	0.7%
No Response	4	3.0%
Total	135	100.0%

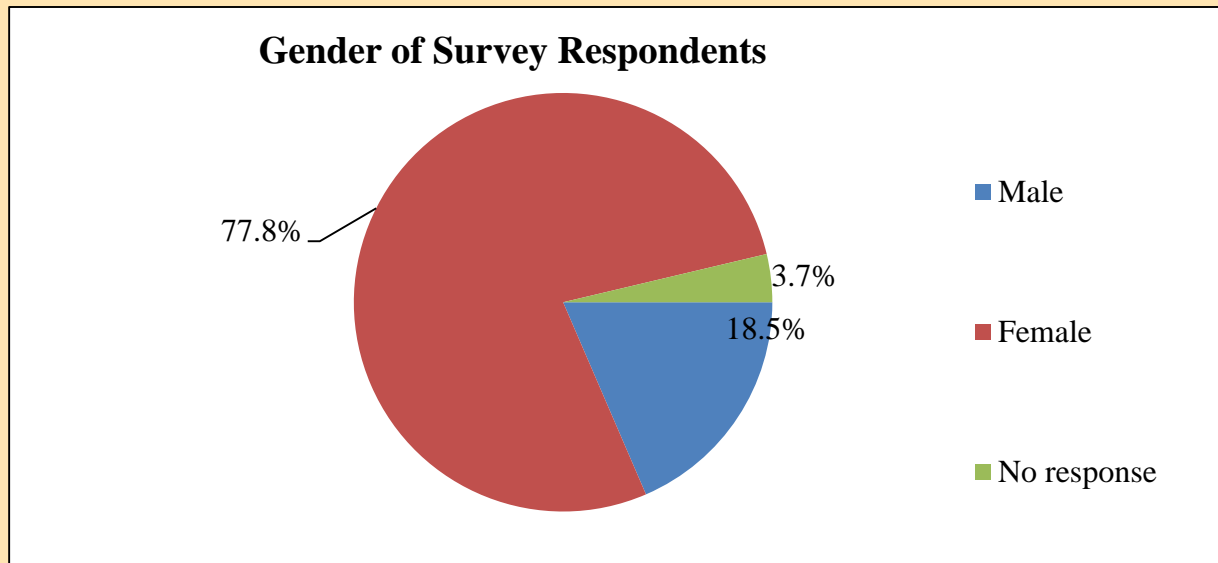
What is your Age?

Response Category	No.	%
Under 18	1	0.7%
18-24	3	2.2%
25-34	18	13.3%
35-44	14	10.4%
45-54	22	16.3%
55-64	24	17.8%
65-74	21	15.6%
75+	28	20.7%
No response	4	3.0%
Total	135	100.0%



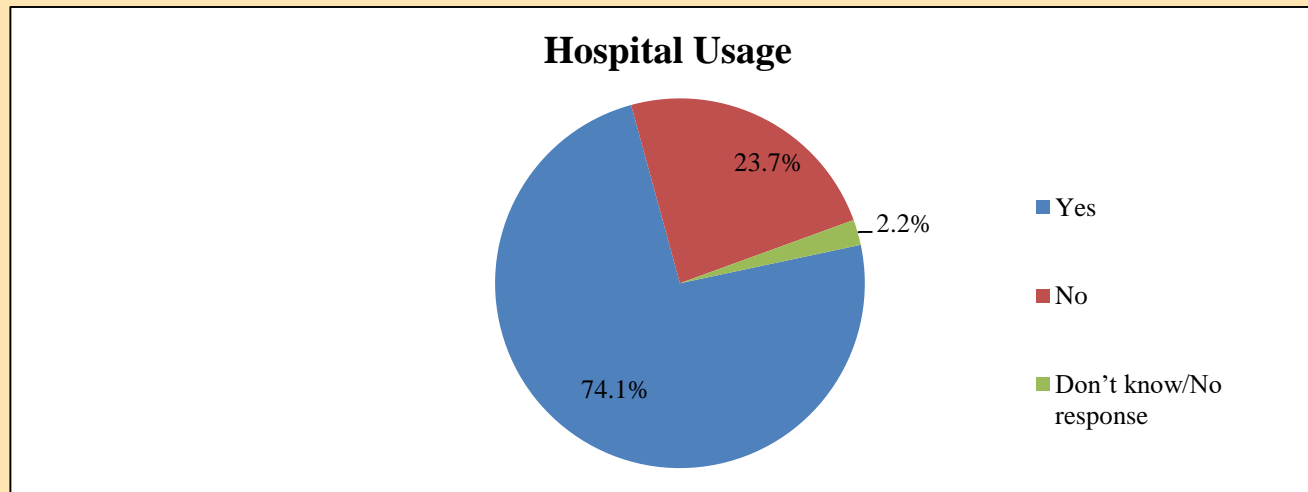
What is your gender?

Response Category	No.	%
Male	25	18.5%
Female	105	77.8%
No response	5	3.7%
Total	135	100.0%



1. Has your household used the services of a hospital in the past 24 months?

Response Category	No.	%
Yes	100	74.1%
No	32	23.7%
Don't know/No response	3	2.2%
Total	135	100.0%



2. Where did you receive hospital services?

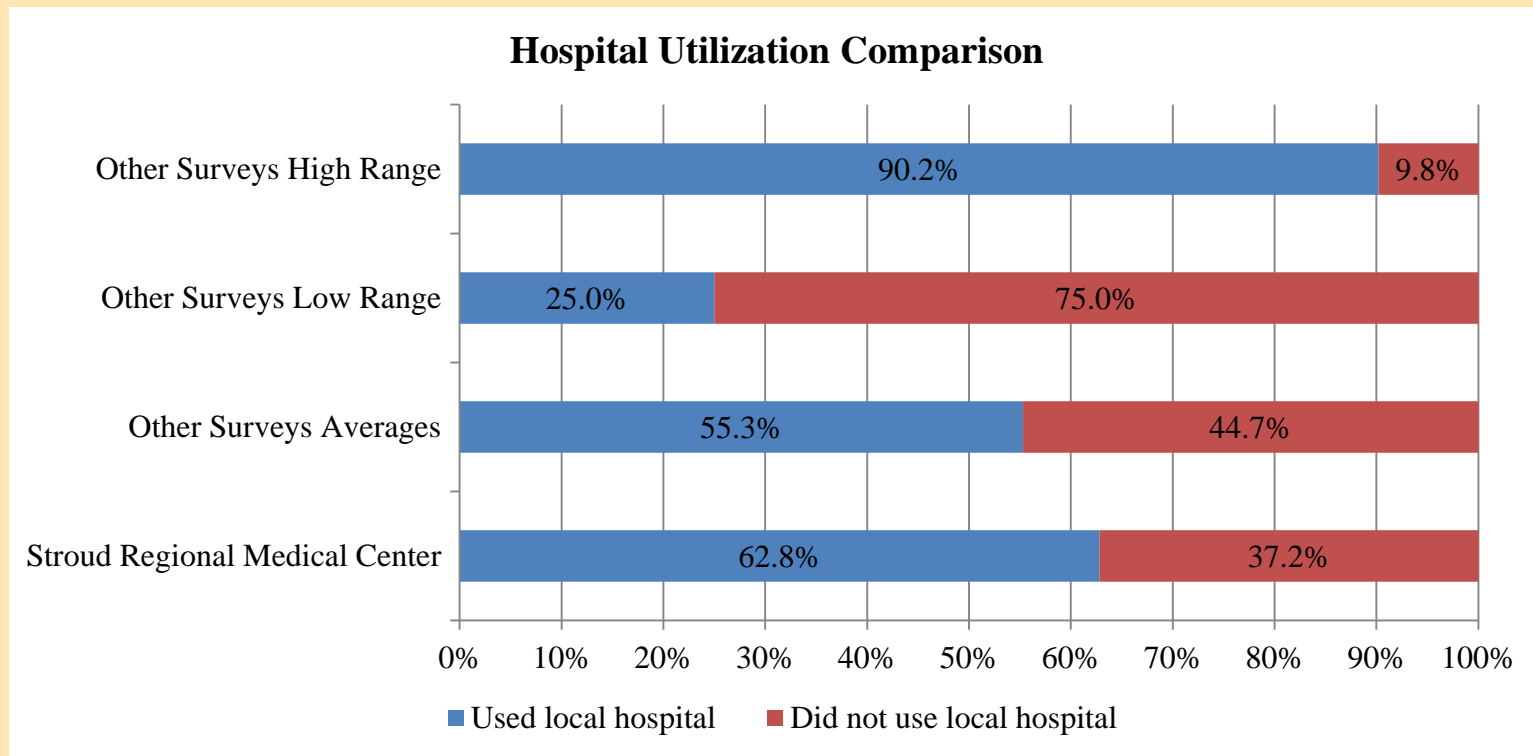
Response Category	No.	%
Stroud Regional Medical Center, Stroud	81	62.8%
Hillcrest Hospital Cushing	9	7.0%
St. Anthony Shawnee Hospital	5	3.9%
Mercy Hospital Oklahoma City	4	3.1%
Bristow Medical Center, Bristow	3	2.3%
Oklahoma Heart Hospital, Oklahoma City	3	2.3%
St. John Medical Center, Tulsa	2	1.6%
St. Francis Hospital, Tulsa	2	1.6%
INTEGRIS Medical Center, No location	2	1.6%
Drumright Regional Hospital, Drumright	1	0.8%
Hillcrest Hospital South, Tulsa	1	0.8%
Hillcrest Medical Center, Tulsa	1	0.8%
St. Anthony Hospital, Oklahoma City	1	0.8%
Norman Regional Health System, Norman	1	0.8%
AllianceHealth Deaconess, Oklahoma City	1	0.8%
Procure Proton Therapy, Oklahoma City	1	0.8%
McBride Orthopedic Hospital, Oklahoma City	1	0.8%
Facility in Oklahoma City, no name	2	1.6%
VA Facility, No location	1	0.8%
No facility name, no location	7	5.4%
Total*	129	100.0%

*Some respondents answered more than once. Average hospitals visited per respondent = 1.29



2.1. Hospital utilization comparison- Stroud Regional Medical Center compared to previous community surveys

Survey Area	Used local hospital	Did not use local hospital
Stroud Regional Medical Center	62.8%	37.2%
Other Surveys Averages	55.3%	44.7%
Other Surveys Low Range	25.0%	75.0%
Other Surveys High Range	90.2%	9.8%



3. If you responded in question 2 that your household received care at a hospital other than Stroud Regional Medical Center, why did you or your family member choose that hospital?

Response Category	No.	%
Availability of specialty care (Including surgery, labor and delivery)	23	33.8%
Quality of care/Lack of confidence	17	25.0%
Physician referral	16	23.5%
Closer, more convenient location	5	7.4%
Where my doctor works	4	5.9%
Insurance reasons/VA	1	1.5%
Emergency	1	1.5%
No response	1	1.5%
Total*	68	100.0%

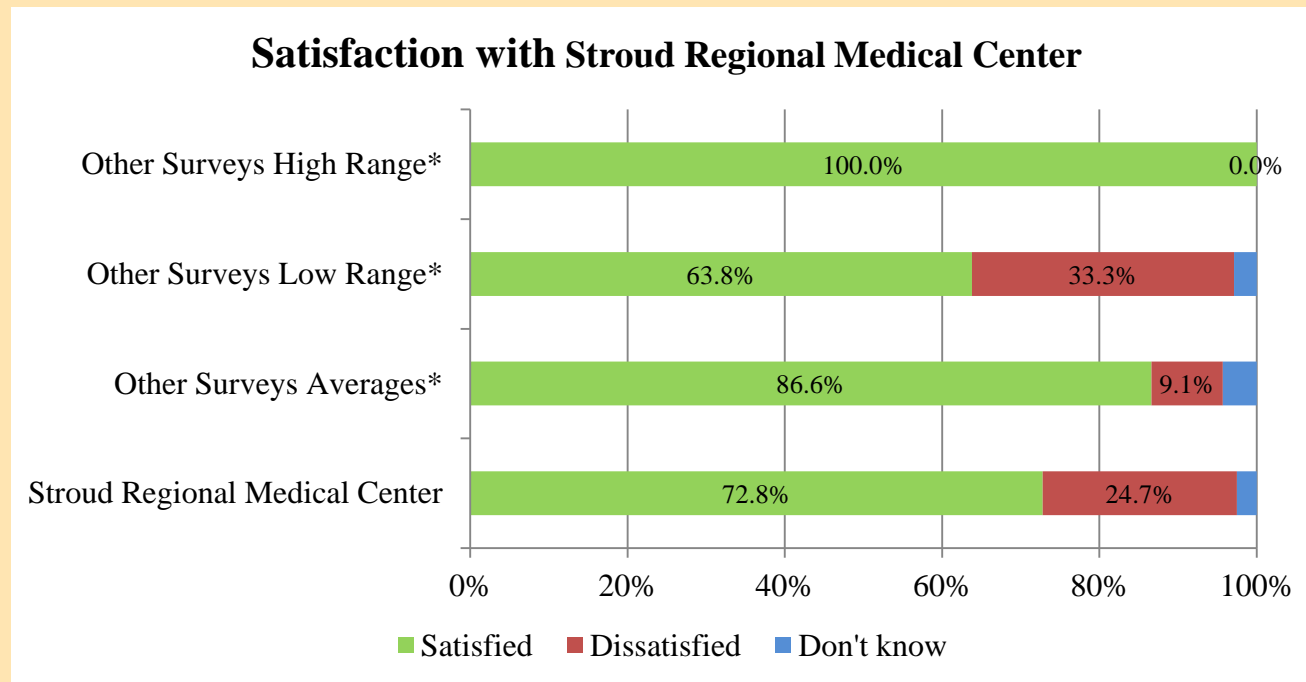


What hospital services were used at Stroud Regional Medical Center?

Response Category	No.	%
Emergency room	55	30.1%
Laboratory	47	25.7%
Diagnostic imaging	39	21.3%
Physician services	19	10.4%
Hospital inpatient	8	4.4%
Skilled nursing	6	3.3%
Physical therapy	5	2.7%
Outpatient services	3	1.6%
No response	1	0.5%
Total*	183	100.0%

5. How satisfied were you or someone in your household with the services you received at Stroud Regional Medical Center?

Survey Area	Satisfied	Dissatisfied	Don't know
Stroud Regional Medical Center	72.8%	24.7%	2.5%
Other Surveys Averages*	86.6%	9.1%	4.3%
Other Surveys Low Range*	63.8%	33.3%	2.9%
Other Surveys High Range*	100.0%	0.0%	0.0%



6a. Why were you satisfied?

Response Category	No.	%
Great staff/Caring staff/Professional staff/Friendly staff	18	32.7%
Quick treatment/Efficient	9	16.4%
Local care/Convenient	6	10.9%
Good care/Quality of care/Good service/Thorough care	5	9.1%
Good care provided by physician	4	7.3%
Needs met, problem resolved	3	5.5%
No response	10	18.2%
Total	55	100.0%

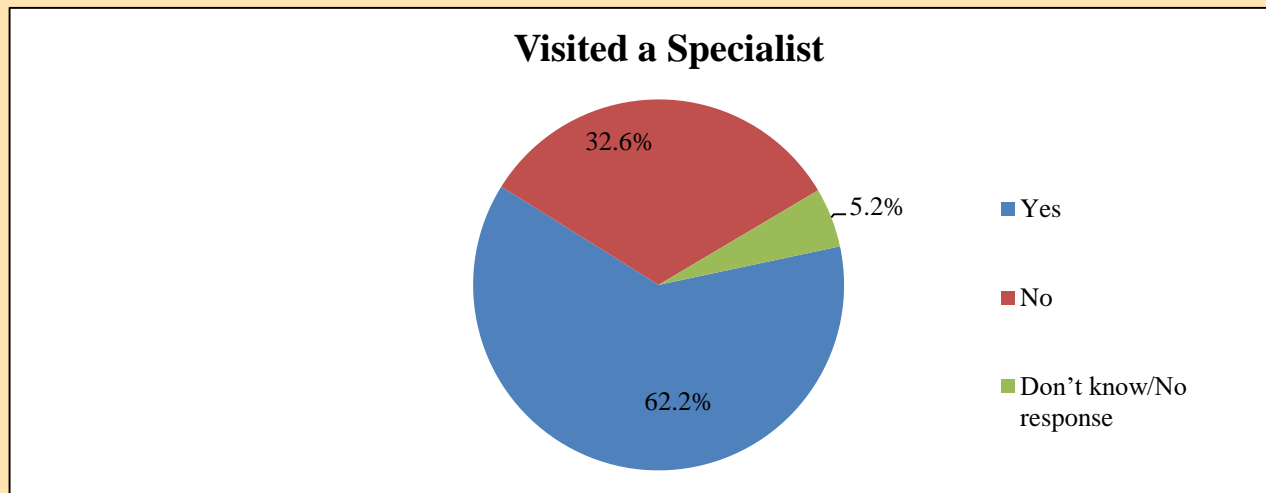
6b. Why were you dissatisfied?

Response Category	No.	%
Unfriendly staff/Provider	7	31.8%
Concerned about care	4	18.2%
Dissatisfied with facility/Cleanliness	3	13.6%
Slow service	3	13.6%
Wasn't equipped for the service that was needed	2	9.1%
Dissatisfied with care/Provider	2	9.1%
Turnover	1	4.5%
Total	22	100.0%



7. Has your household been to a specialist in the past 24 months?

Response Category	No.	%
Yes	84	62.2%
No	44	32.6%
Don't know/No response	7	5.2%
Total	135	100.0%



8. What type of specialist has your household been to and in which city did you receive that care?

Type of Specialist	City	No.	%
Cardiologist	Oklahoma City (17); No location (5); Tulsa (3); Cushing (1)	26	19.5%
Orthopedist/Ortho. Surg.	Oklahoma City (9); Tulsa (7); Edmond (3); Cushing (1); Shawnee (1); No location (1)	22	16.5%
Endocrinologist	Edmond (6); Oklahoma City (4); Tulsa (1); No location (1)	12	9.0%
Urologist	Oklahoma City (6); Stillwater (3); Cushing (1)	10	7.5%
Rheumatologist	Oklahoma City (4); No location (2); Edmond (1)	7	5.3%
OB/GYN	Oklahoma City (2); Shawnee (2); No location (2)	6	4.5%
Pulmonologist	Oklahoma City (2); Shawnee (2); No location (2)	6	4.5%
Oncologist	Oklahoma City (5); Tulsa (1)	6	4.5%
Dermatologist	Shawnee (2); Stillwater (1); No location (1)	5	3.8%
Nephrologist	Oklahoma City (2); No location (2); Stillwater (1)	5	3.8%
Gastroenterologist	No location (3); Shawnee (1)	4	3.0%
Podiatrist	Edmond (2); Shawnee (2)	4	3.0%
Surgeon	Oklahoma City (2); Shawnee (1); No location (1)	4	3.0%
Ophthalmologist	Sapulpa (1); Shawnee (1); Stillwater (1)	3	2.3%
Allergist	Edmond (1); Oklahoma City (1)	2	1.5%
Hepatologist	Oklahoma City (2)	2	1.5%
Cosmetic Surgeon	Oklahoma City (1)	1	0.8%
Counselor	No location (1)	1	0.8%
Electrophysiology	Oklahoma City (1)	1	0.8%
Hematologist	Oklahoma City (1)	1	0.8%
ICU	No location (1)	1	0.8%
Neonatologist	No location (1)	1	0.8%
Neurologist/Neurosurg.	Tula (1)	1	0.8%
Pediatric ICU	Tula (1)	1	0.8%
Radiation Oncologist	Oklahoma City (1)	1	0.8%
Total*		133	100.0%

*Some respondents answered more than once. 84 respondents had seen a specialist. Those 84 respondents reported visiting an average of 1.58 specialists.



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

Response Category	No.	%
Yes	67	79.8%
No	11	13.1%
Don't know/No response	6	7.1%
Total	84	100.0%

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

Response Category	No.	%
Oklahoma City	31	37.3%
Stroud	15	18.1%
Tulsa	14	16.9%
Edmond	7	8.4%
Cushing	5	6.0%
Shawnee	6	7.2%
Stillwater	3	3.6%
Chandler	1	1.2%
No response	1	1.2%
Total*	83	100.0%

*Some respondents answered more than once. Average responses equal 1.24



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

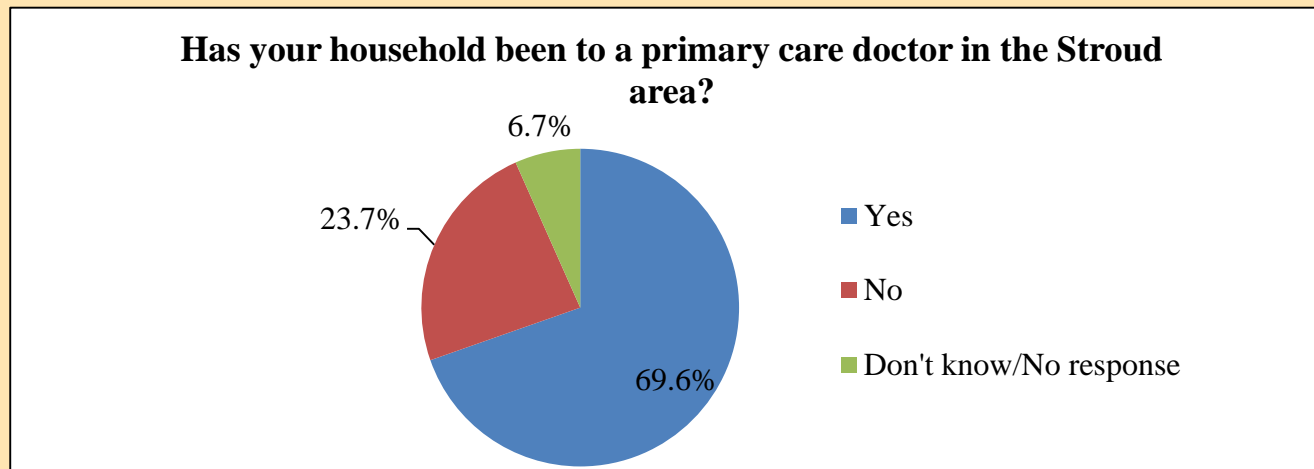
Response Category	No.	%
Yes	117	86.7%
No	12	8.9%
Don't know/No response	6	4.4%
Total	135	100.0%

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

Response Category	No.	%
Mid-level clinic	8	66.7%
Specialist	2	16.7%
ER/Hospital	1	8.3%
Tribal health center	1	8.3%
Total	12	100.0%

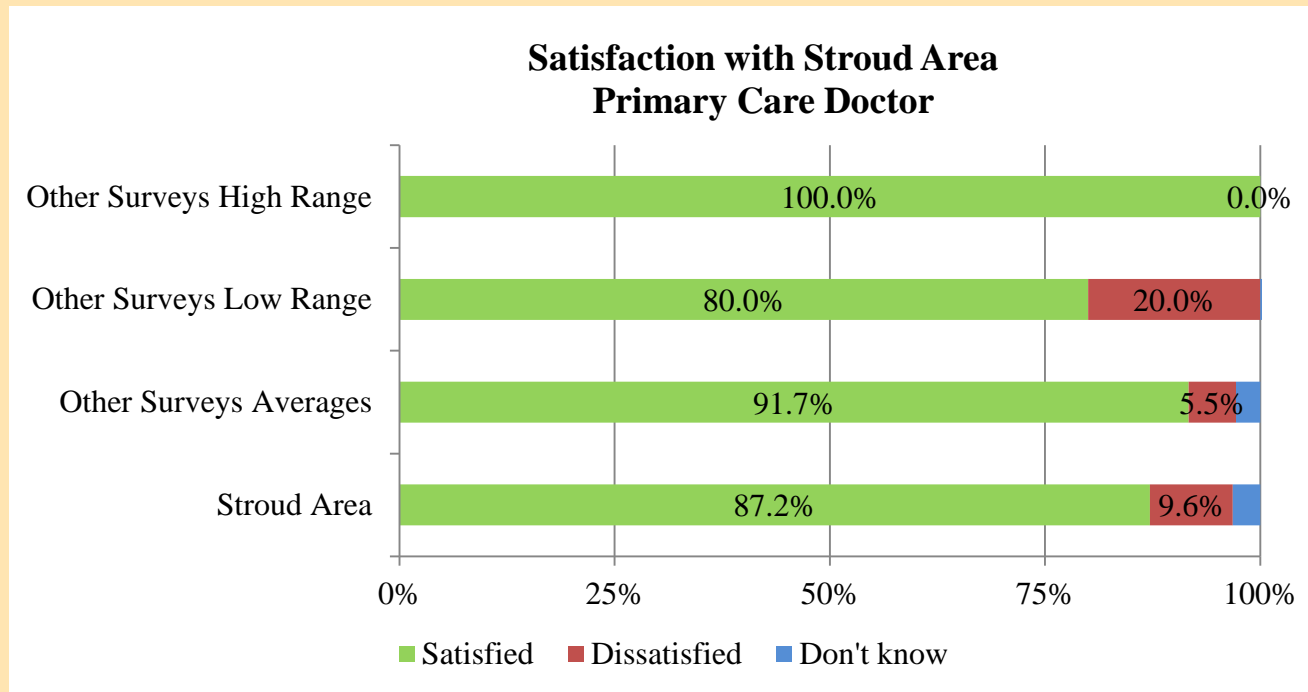
13. Has your household been to a primary care provider in the Stroud area?

Response Category	No.	%
Yes	94	69.6%
No	32	23.7%
Don't know/No response	9	6.7%
Total	135	100.0%



14. How satisfied were you or someone in your household with the quality of care received from a primary care provider in the Stroud area?

Response Category	Satisfied	Dissatisfied	Don't know
Stroud Area	87.2%	9.6%	3.2%
Other Surveys Averages	91.7%	5.5%	2.8%
Other Surveys Low Range	80.0%	20.0%	0.6%
Other Surveys High Range	100.0%	0.0%	0.0%



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

Response Category	No.	%
Great provider/Provider listened/Personal care/Knowledgeable	20	27.4%
Good care/Thorough care/Professional care/Quality of care	13	17.8%
Friendly staff/Good bedside manner	6	8.2%
Needs met/Problem solved	6	8.2%
Quick treatment/Ease in getting appointment	4	5.5%
Long time patient/Knows physician well	3	4.1%
Satisfied with care, would prefer to see a physician	3	4.1%
Local care/Convenient care	2	2.7%
Satisfied with care, need pediatric care	1	1.4%
Satisfied with care, clinic has turnover	1	1.4%
No response	14	19.2%
Total	73	100.0%

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

Response Category	No.	%
Needs not met	3	33.3%
Problems with billing	1	11.1%
Turnover with provider	1	11.1%
Dissatisfied with hospital	1	11.1%
Problems with admission	1	11.1%
Prefer to see physician	1	11.1%
Length of time for treatment, referrals, etc.	1	11.1%
Total	9	100.0%



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

Response Category	No.	%
Yes	26	19.3%
No	74	54.8%
Don't know/No response	35	25.9%
Total	135	100.0%

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

Response Category	No.	%
Yes	88	65.2%
No	19	14.1%
Don't know/No response	28	20.7%
Total	135	100.0%

18. Are you able to get an appointment, within 48 hours, with your primary care (family) doctor when you need one?

Response Category	No.	%
Yes	97	71.9%
No	16	11.9%
Don't know/No response	22	16.3%
Total	135	100.0%



19. What concerns you the most about healthcare in the Stroud area?

	No.	%
Lack of physicians/Difficult to see provider/Physician turnover/Retiring physicians	47	33.8%
Level of care/Limited services available/Equipment/Level of Emergency care	13	9.4%
Quality of care/Compassion for patient	10	7.2%
Staffing at hospital	10	7.2%
Availability of care/Availability of specialists	9	6.5%
No Concerns/ Receive good care/Don't Know	8	5.8%
Perception of hospital/Management	5	3.6%
Losing services/Hospital/Continued availability of services/Lack of resources	3	2.2%
Distance to services/Specialized care	2	1.4%
People leaving community for care	1	0.7%
Privacy concerns	1	0.7%
Labor and delivery	1	0.7%
Need for mental health physician/Facilities for special needs patients	1	0.7%
Long wait for appointments	1	0.7%
Not familiar with local physicians	1	0.7%
Availability of surgery	1	0.7%
Continued availability of pharmacy	1	0.7%
Everyone gets care if they have insurance or not	1	0.7%
No response	23	16.5%
Total	139	100.0%



20. What additional services would you like to see offered at Stroud Regional Medical Center?

Response Category	No.	%
Specialists: Specialists in general (8); OB/GYN (4); Pediatrician (3); Cardiologist (3); Dermatologist (2); Pulmonologist (2); Otolaryngologist (1); Rheumatologist (1); Endocrinologist (1)	25	16.3%
No additional services/Satisfied with what is available/Don't know	16	10.5%
Diagnostic Imaging: MRI (4); Mammography (1); Ultrasound (1); CT (1); X-ray (1); Echo (1)	9	5.9%
More physicians	8	5.2%
Surgery/Outpatient Surgery	7	4.6%
Improve existing services	7	4.6%
Physical therapy/Outpatient physical therapy	5	3.3%
After hours care/Urgent care	3	2.0%
As much as possible, locally	3	2.0%
More nurses	2	1.3%
Diabetic education	2	1.3%
Do not use local services	2	1.3%
Dialysis	2	1.3%
More up-to-date care/New Equipment and tests	2	1.3%
Improved EMS services/Service away from the city	2	1.3%
Office space for physician	1	0.7%
Improved billing	1	0.7%
Sleep studies	1	0.7%
More variety	1	0.7%
Rehabilitation services	1	0.7%
Women's health	1	0.7%
Acupuncture	1	0.7%
24/7 pharmacy	1	0.7%
Nursery	1	0.7%
Geropsych	1	0.7%
Labor and delivery	1	0.7%
No response	47	30.7%
Total	153	100.0%



21. Are you aware of any community programs offered by the hospital?

Response Category	No.	%
Yes	18	13.3%
No	89	65.9%
Don't know/No response	28	20.7%
Total	135	100.0%

Please list community programs:

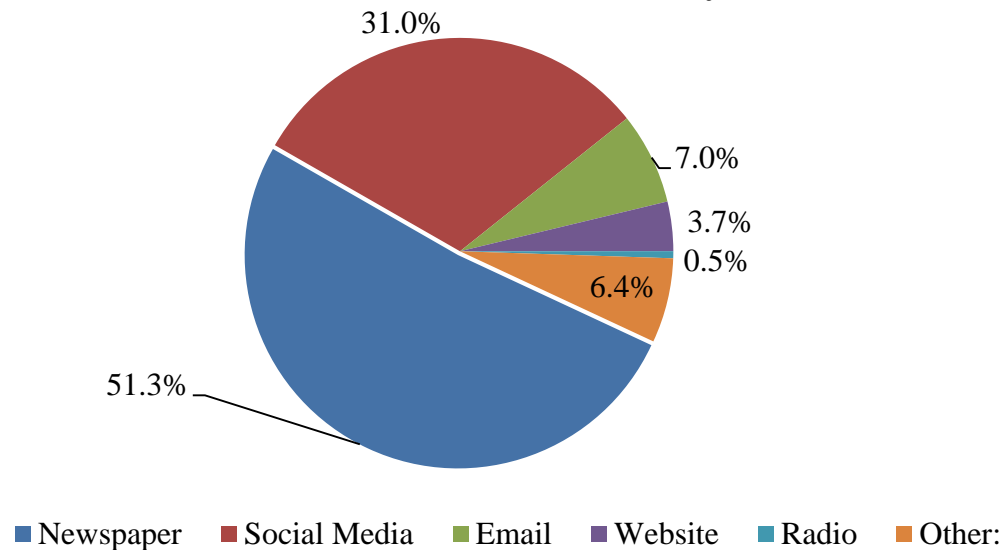
Response Category	No.	%
Health fair	8	72.7%
Blood drives	1	9.1%
Mammograms	1	9.1%
Charity care program	1	9.1%
Total	11	100.0%



22. How are you currently informed of community events?

Outlet	Source:	No.	%
Newspaper	Stroud American (25); Local newspaper (2); Lincoln County News (2)	96	51.3%
Social Media	Facebook (12)	58	31.0%
Email		13	7.0%
Website		7	3.7%
Radio		1	0.5%
Other:	Word of mouth (7)	12	6.4%
Total		187	100.0%

Outlets Used for Information about Community Events



23. How would you prefer to be notified of community events? (Rank 1= most preferred and 5=least preferred)

Outlet	Overall Rank (average)	#1 Ranks
Newspaper	1.68	72
Social Media	2.18	34
Email	2.92	20
Website	3.13	5
Radio	3.77	6
No Response		21
Total		158

