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Community Health Needs Assessment Toolkit

National Center for Rural Health Works

Health Survey Results for Kula Hospital Service Area - Community Health Needs Assessment Process

Facilitated by:

National Center for Rural Health Works
Oklahoma State University
Community Health Needs Assessment Toolkit

May 2013

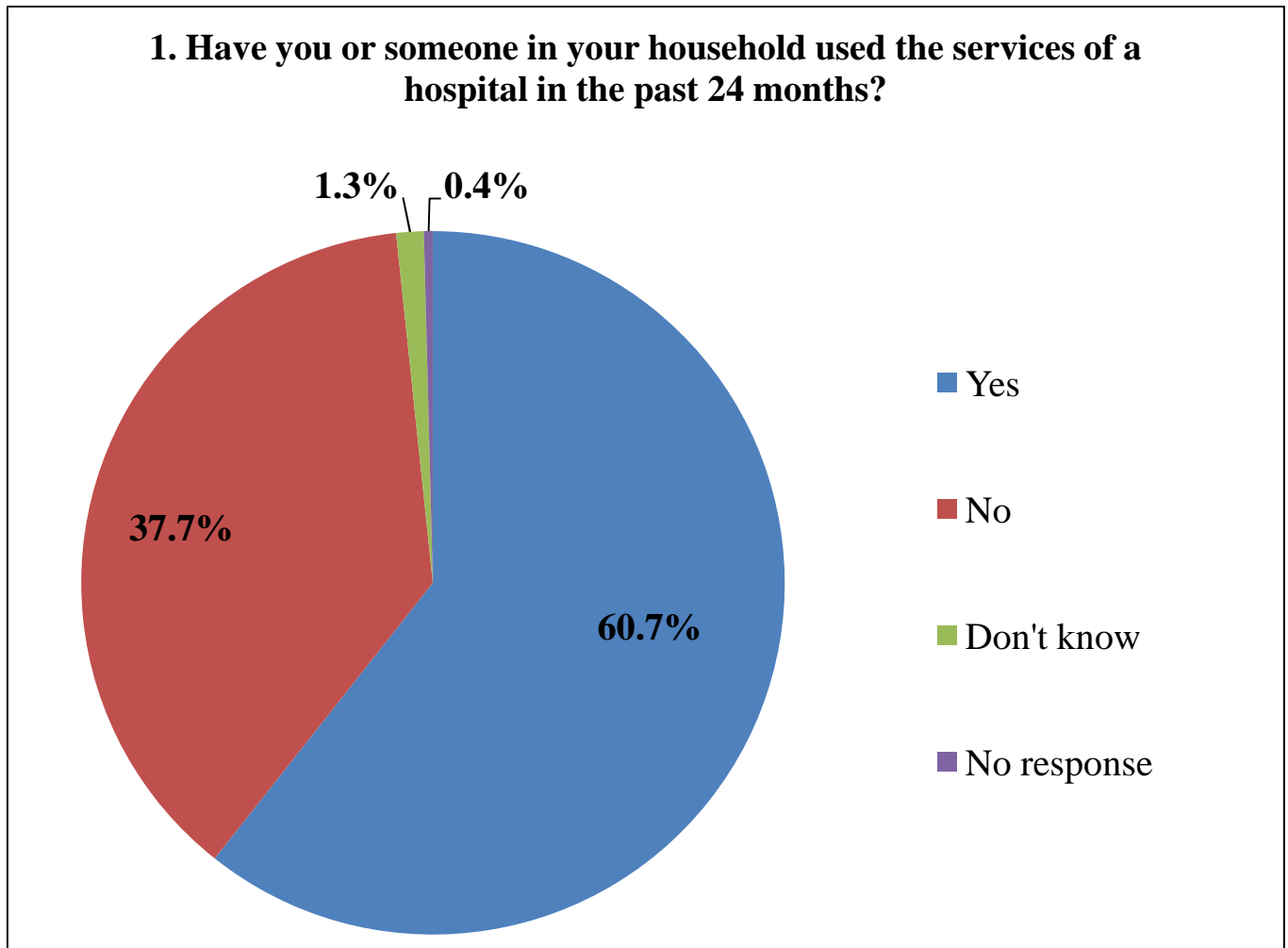
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For additional information on the Community Health Needs Assessment Toolkit, contact
National Center for Rural Health Works at 405-744-6083 or email gad@okstate.edu.

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

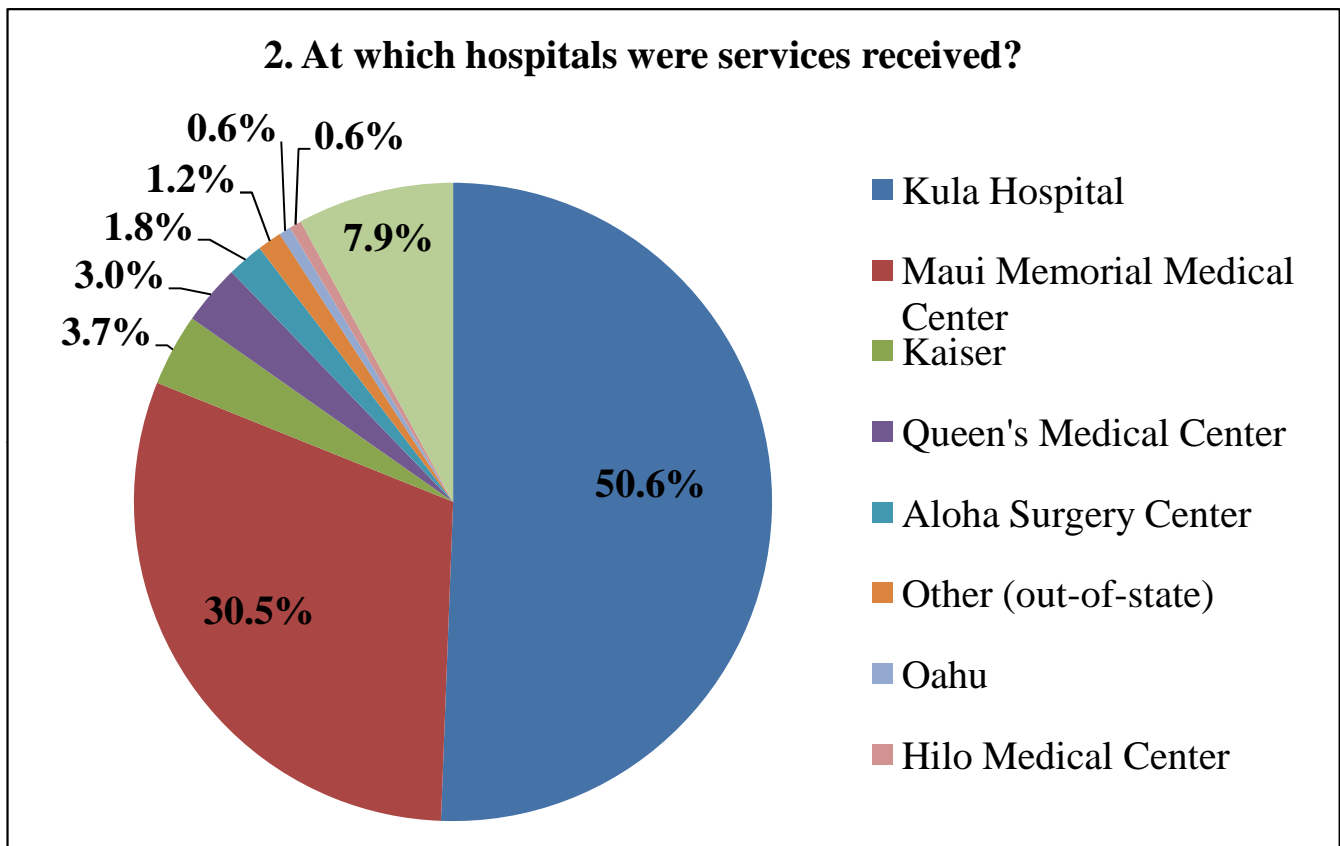
	No.	%
Yes	145	60.7%
No	90	37.7%
Don't know	3	1.3%
No response	1	0.4%
Total	239	100.0%



2. At which hospitals were services received?

Response Category	No.	%
Kula Hospital	83	50.6%
Maui Memorial Medical Center	50	30.5%
Kaiser	6	3.7%
Queen's Medical Center	5	3.0%
Aloha Surgery Center	3	1.8%
Other (out-of-state)	2	1.2%
Oahu	1	0.6%
Hilo Medical Center	1	0.6%
No Response	13	7.9%
Total	164	100.0%

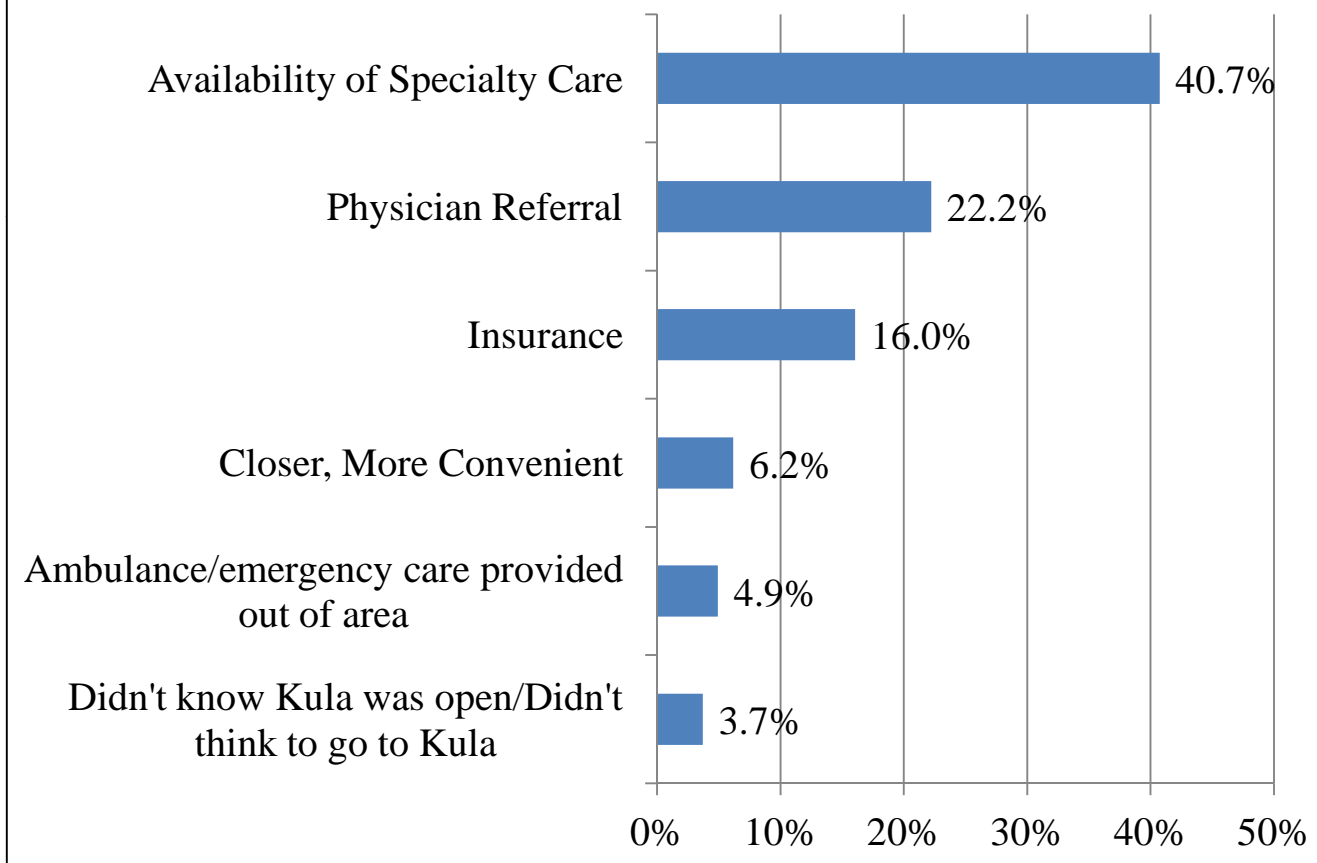
Some respondents answered more than once.



3. ...Why did you or your family member choose that/those hospital(s)?

Response Category	No.	%
Availability of Specialty Care	33	40.7%
Physician Referral	18	22.2%
Insurance	13	16.0%
Closer, More Convenient	5	6.2%
Ambulance/emergency care provided out of area	4	4.9%
Didn't know Kula was open/Didn't think to go to Kula	3	3.7%
Quality of Care/ Lack of Confidence	1	1.2%
No available appointments	1	1.2%
Programmed to go elsewhere	1	1.2%
Veterans' Services	1	1.2%
Didn't move to Kula area until later	1	1.2%
No Response	2	2.5%
Total	81	100.0%

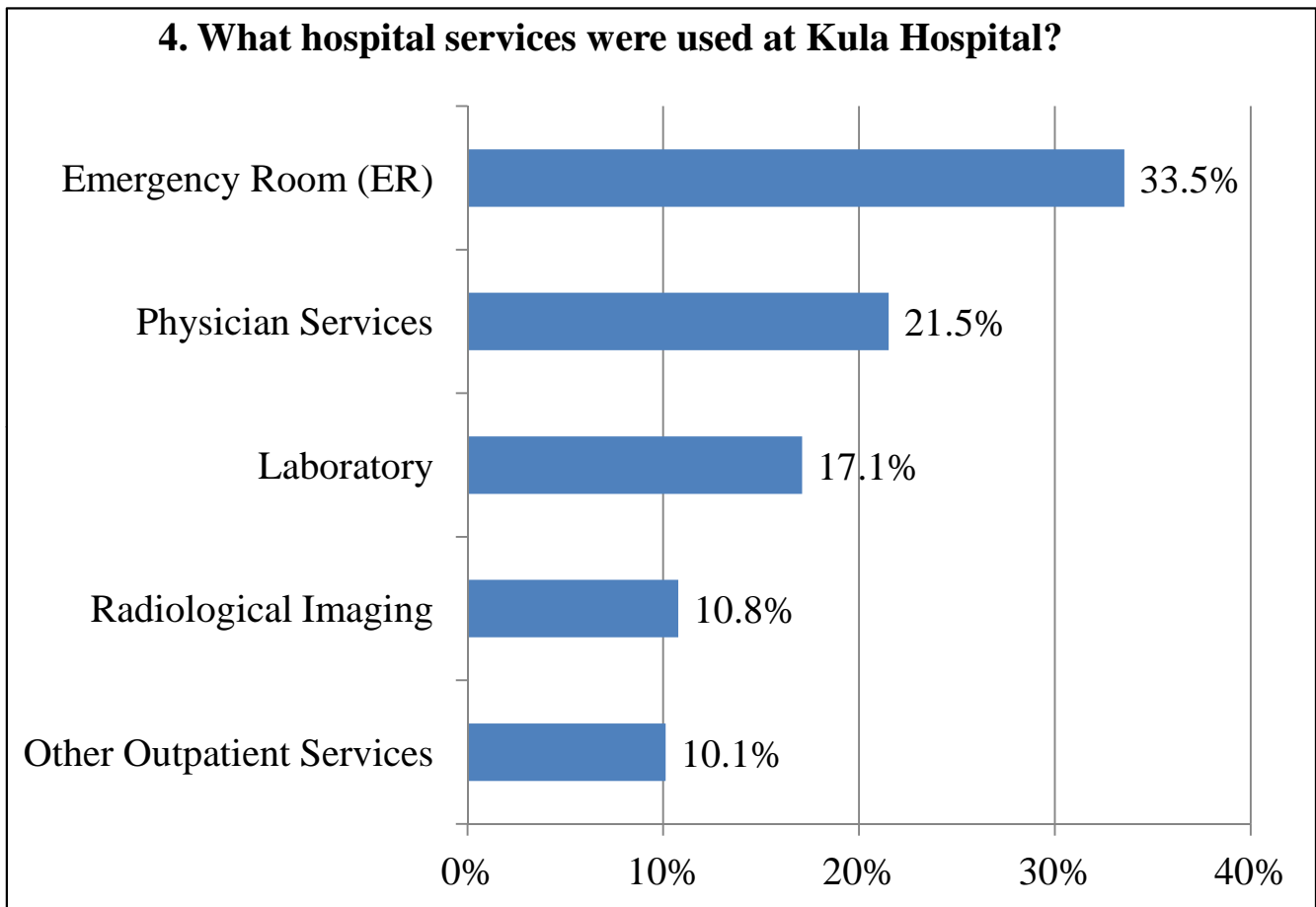
3. ...Why did you or your family member choose that/those hospital(s)?



4. What hospital services were used at Kula Hospital?

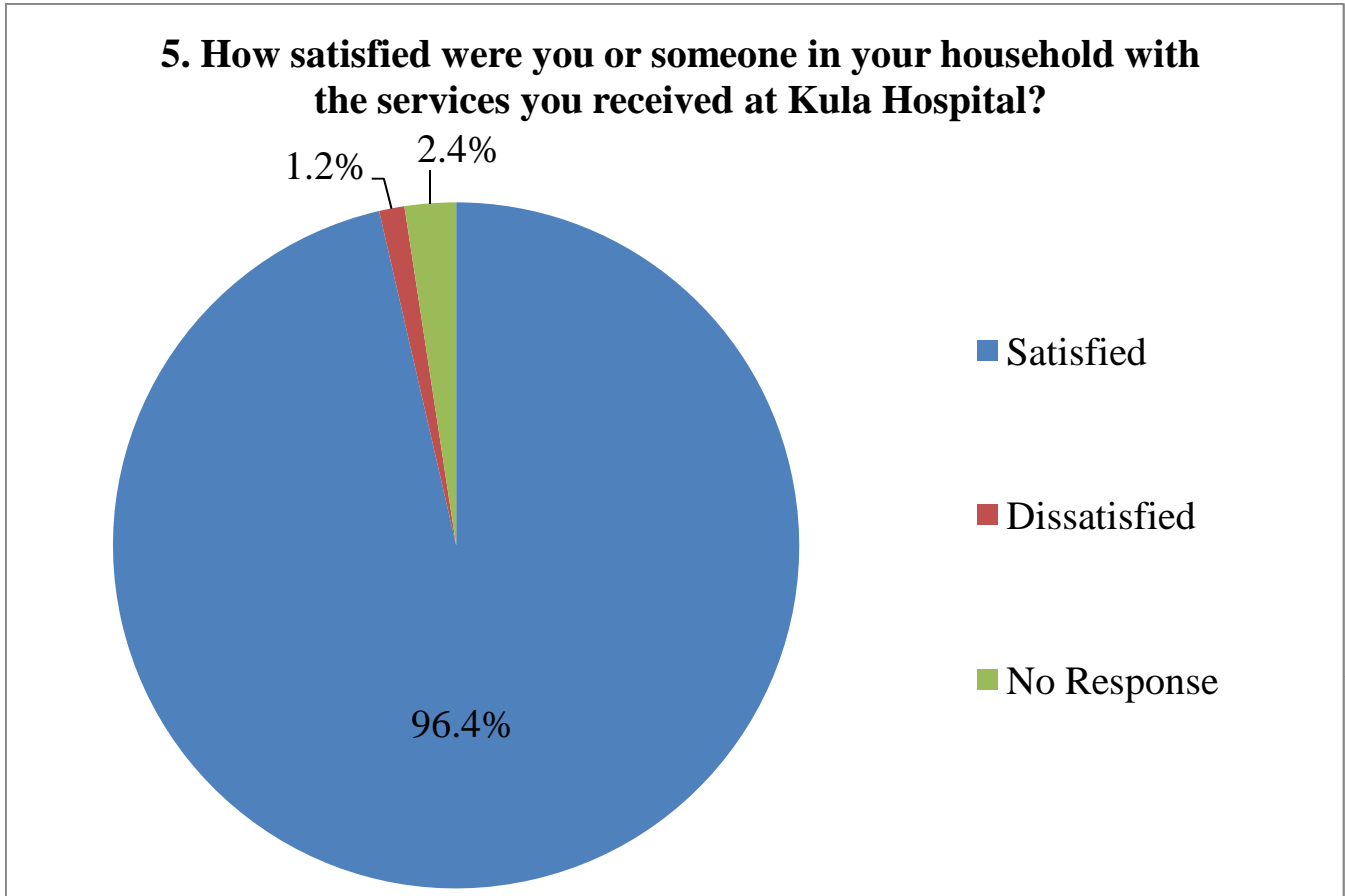
Survey Area	No.	%
Emergency Room (ER)	53	33.5%
Physician Services	34	21.5%
Laboratory	27	17.1%
Radiological Imaging	17	10.8%
Other Outpatient Services	16	10.1%
Rural Health Clinics	6	3.8%
Inpatient Services	3	1.9%
Ambulance Transport	1	0.6%
No Response	1	0.6%
Total	158	100.0%

Some respondents answered more than once.



5. How satisfied were you or someone in your household with the services you received at Kula Hospital?

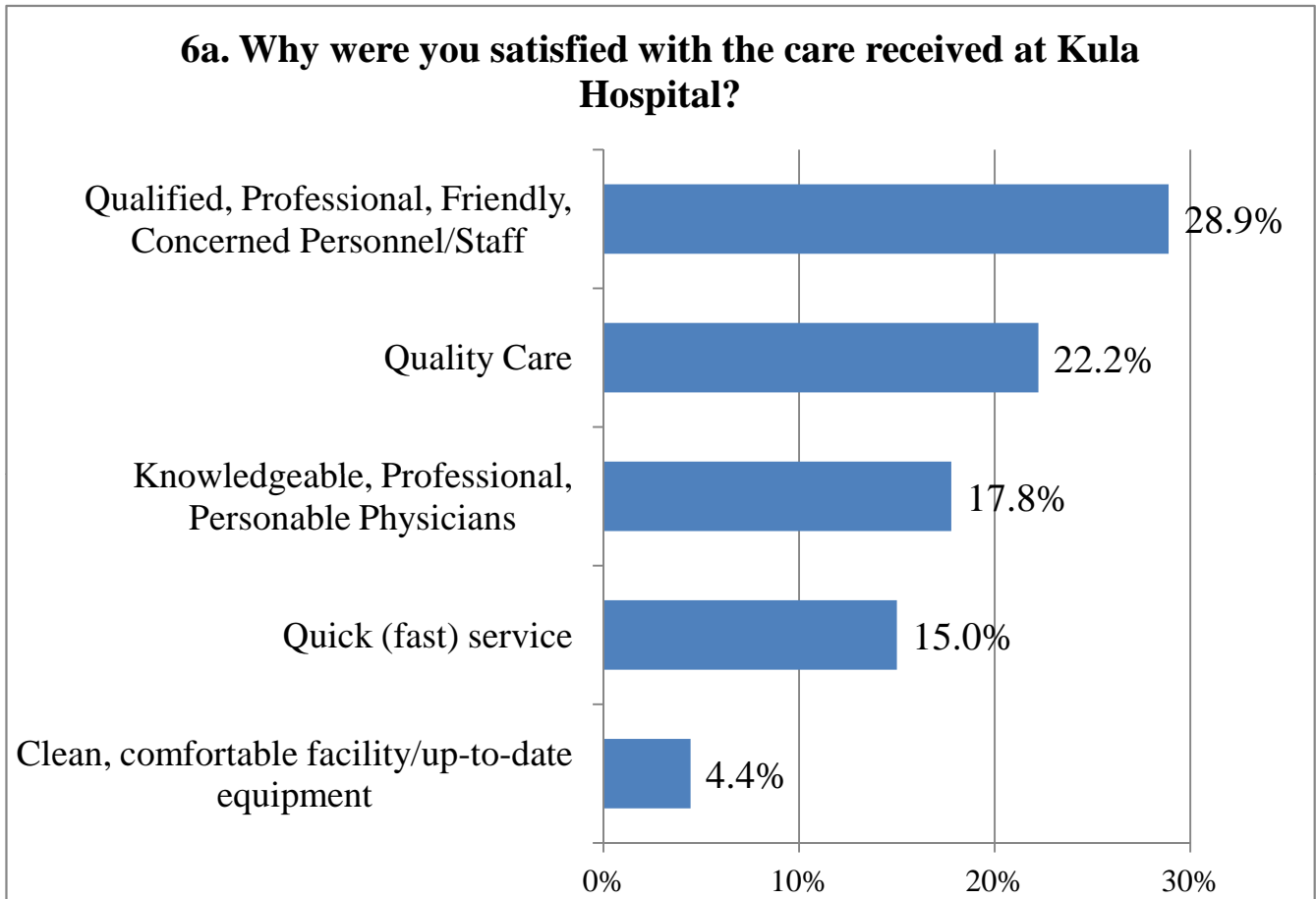
Response Category	No.	%
Satisfied	80	96.4%
Dissatisfied	1	1.2%
No Response	2	2.4%
Total	83	100.0%



6a. Why were you satisfied with the care received at Kula Hospital?

Response Category	No.	%
Qualified, Professional, Friendly, Concerned Personnel/Staff	52	28.9%
Quality Care	40	22.2%
Knowledgeable, Professional, Personable Physicians	32	17.8%
Quick (fast) service	27	15.0%
Clean, comfortable facility/up-to-date equipment	8	4.4%
Close to Home	2	1.1%
Prompt Referral	1	0.6%
No Response	18	10.0%
Total	180	100.0%

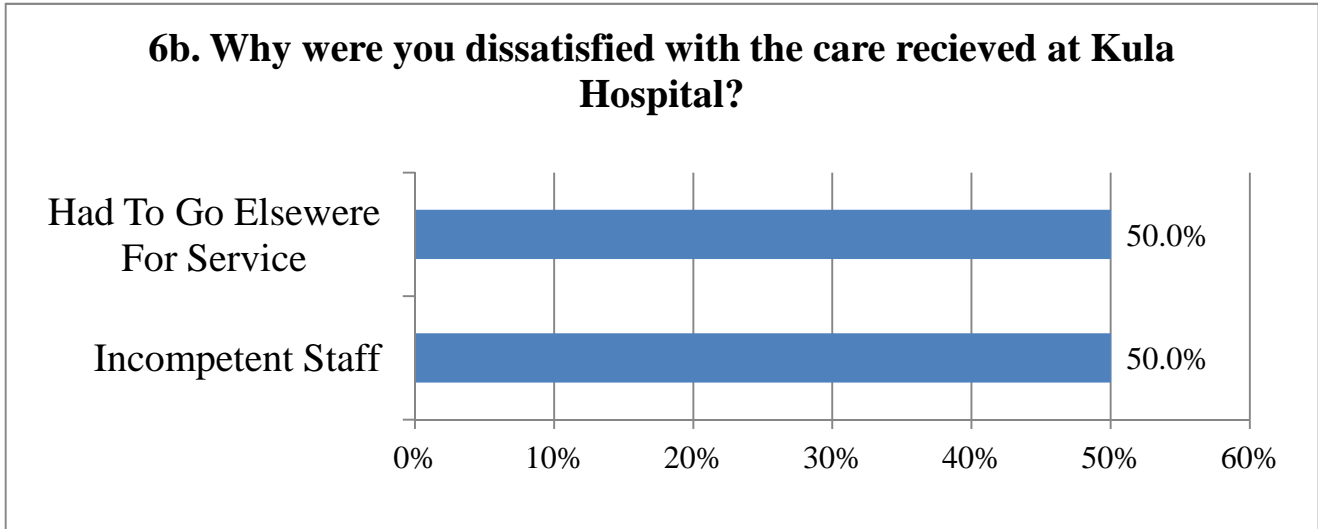
Some respondents answered more than once.



6b. Why were you dissatisfied with the care received at Kula Hospital?

Response Category	No.	%
Incompetent Staff	1	50.0%
Had To Go Elsewhere For Service	1	50.0%
Total	2	100.0%

Some respondents answered more than once.

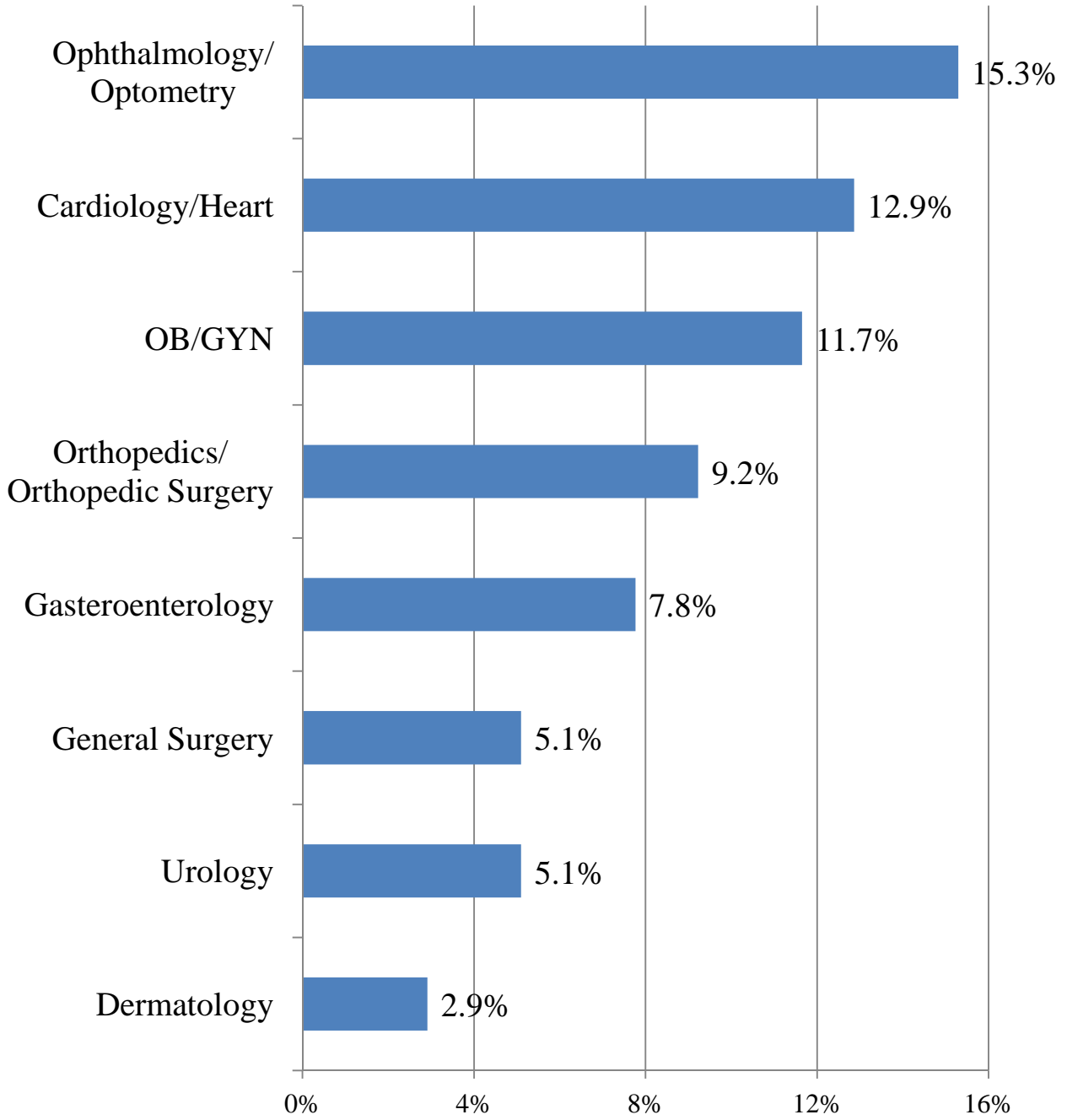


7. What type of specialist have you or someone in your household been to and in which community did you receive that care?

Type of Specialty	City	No.	%
Ophthalmology/Optometry	(Wailuku [27]; Kahului [12]; Kaiser [4]; Kaiser Wailuku [3];	63	15.3%
Cardiology/Heart	(Wailuku [26]; Kahului [15]; Maui Memorial Medical Center [3]; Kaiser [2]; Oahu [2]; Maui Lani [1]; Moanalua [1]; No Response [3])	53	12.9%
OB/GYN	(Wailuku [22]; Kahului [10]; Maui Medical Group [3]; Kaiser Wailuku [2]; Kaiser [1]; Kaiser Kahului [1]; Kihei [1]; New York [1]; Thailand [1]; No Response [6])	48	11.7%
Orthopedics/ Orthopedic Surgery	(Wailuku [9]; Kahului [8]; Kaiser Wailuku [4]; Kaiser [3]; Maui Memorial Medical Center [3]; Maui Medical Group [2]; Aloha Surgical Center [1]; Kaiser Kahului [1]; New York [1]; North	38	9.2%
Gastroenterology	(Kahului [15]; Wailuku [8]; Honolulu [1]; Kaiser [1]; Maui Memorial Medical Center [1]; Oahu [1]; Seattle [1]; Thailand [1]; No Response [3])	32	7.8%
Urology	(Wailuku [9]; Kahului [2]; Maui Memorial Medical Center [2]; Honolulu [1]; Kamuela, Hawaii Island [1]; New York [1]; Oahu [1]; No Response [4])	21	5.1%
General Surgery	(Wailuku [9]; Maui Medical Group [2]; Kaiser [2]; Kahului [1]; Kaiser Wailuku [1]; Kihei [1]; Maui Memorial Medical Center [1]; Queen's Hospital [1]; No Response [3])	21	5.1%
Dermatology	(Kihei [6]; Wailuku [2]; Kaiser Wailuku [1]; Kahului [1]; No Response [2])	12	2.9%
Oncology	(Honolulu [2]; Kahului [2]; Maui Memorial Medical Center [1];	6	1.5%
Radiology	(Honolulu [1]; Kahului [1]; No Response [3])	5	1.2%
Neurology	(Maui Memorial Medical Center [1]; Wailuku [3])	4	1.0%
Endocrinology	(Wailuku [3])	3	0.7%
ENT (Ears, Nose & Throat Specialty)	(Kaiser [1]; Kaiser Wailuku [1]; Wailuku [1])	3	0.7%
Psychiatry	(Honolulu [1]; Wailuku [1]; No Response [1])	3	0.7%
Rheumatology	(Honolulu [1]; Wailuku [1]; No Response [1])	3	0.7%
Internal Medicine	(Wailuku [2])	2	0.5%
Pediatrics	(Wailuku [2])	2	0.5%
Accupuncture	(No Response [1])	1	0.2%
Mental Health	(No Response [1])	1	0.2%
Pediatric Neurology	(No Response [1])	1	0.2%
Physical Therapy	(Pukalani [1])	1	0.2%
Pulmonology	(Wailuku [1])	1	0.2%
Ultrasound	(Maui Medical Group [1])	1	0.2%
None Designated	(Honolulu [1]; Kahului [1]; Wailuku [1])	3	0.7%
No Specialty Care		7	1.7%
No Response		77	18.7%
Total		412	100%

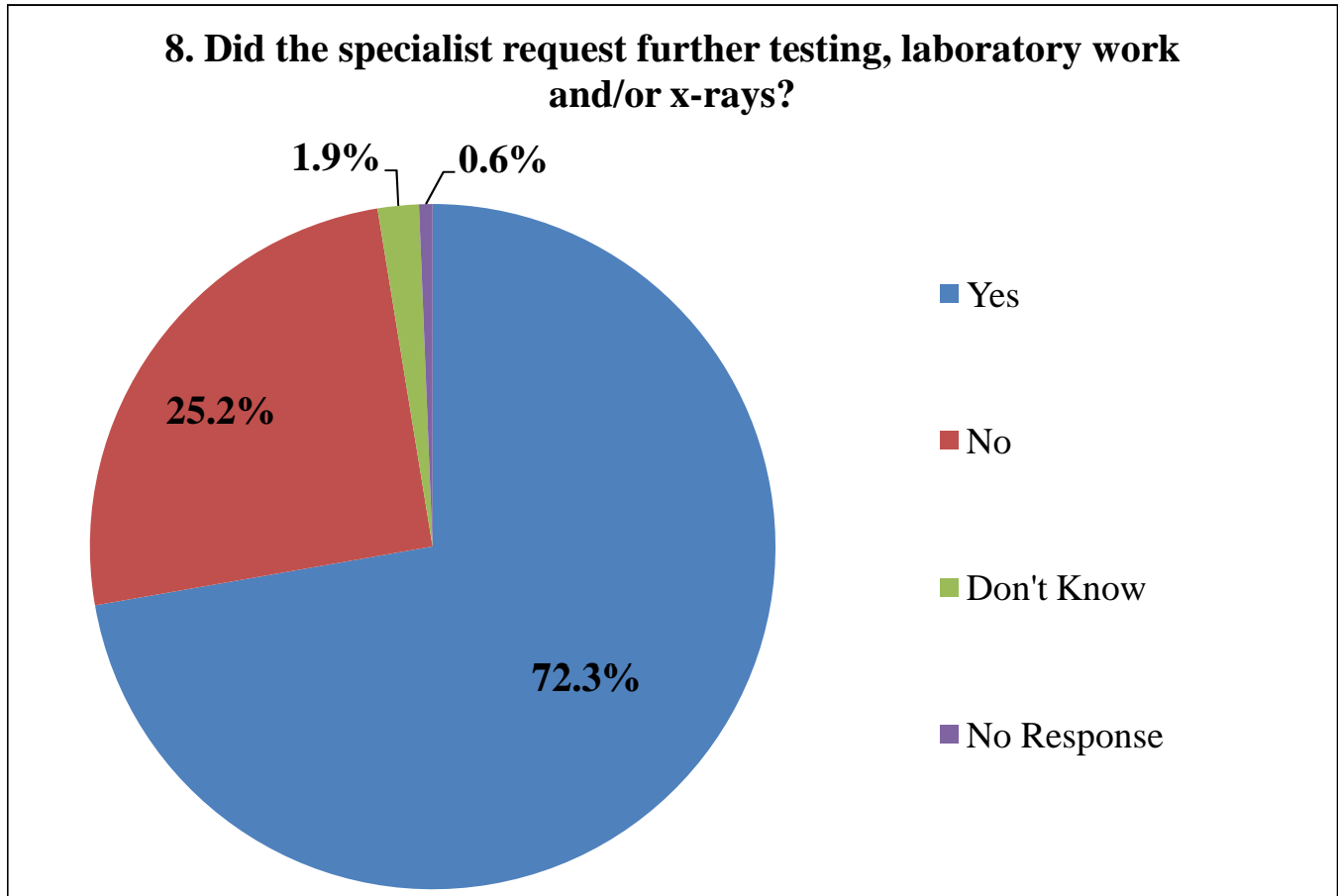
Some respondents answered more than once.

7. What type of specialist have you or someone in your household been to?



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

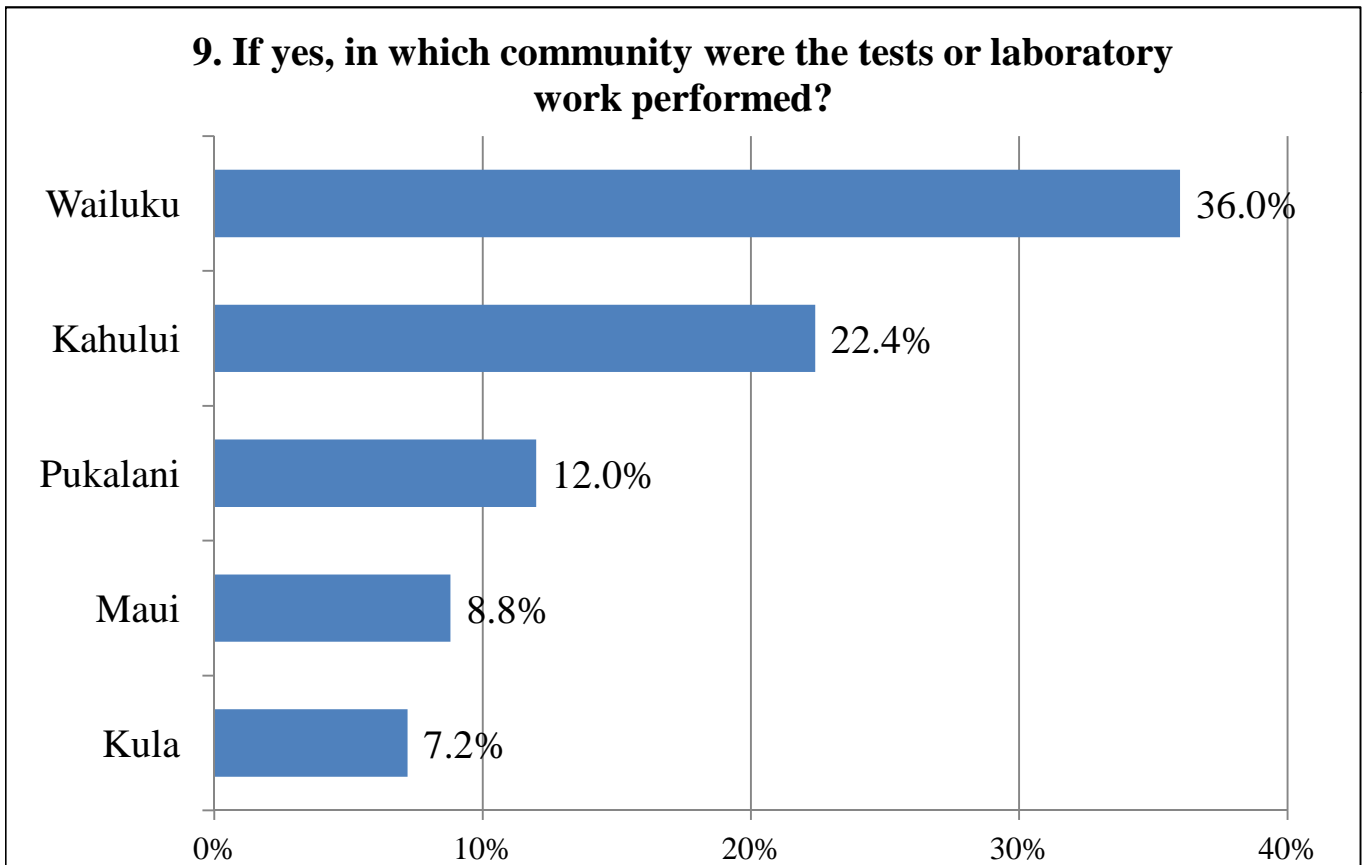
Response Category	No.	%
Yes	112	72.3%
No	39	25.2%
Don't Know	3	1.9%
No Response	1	0.6%
Total	155	100.0%



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

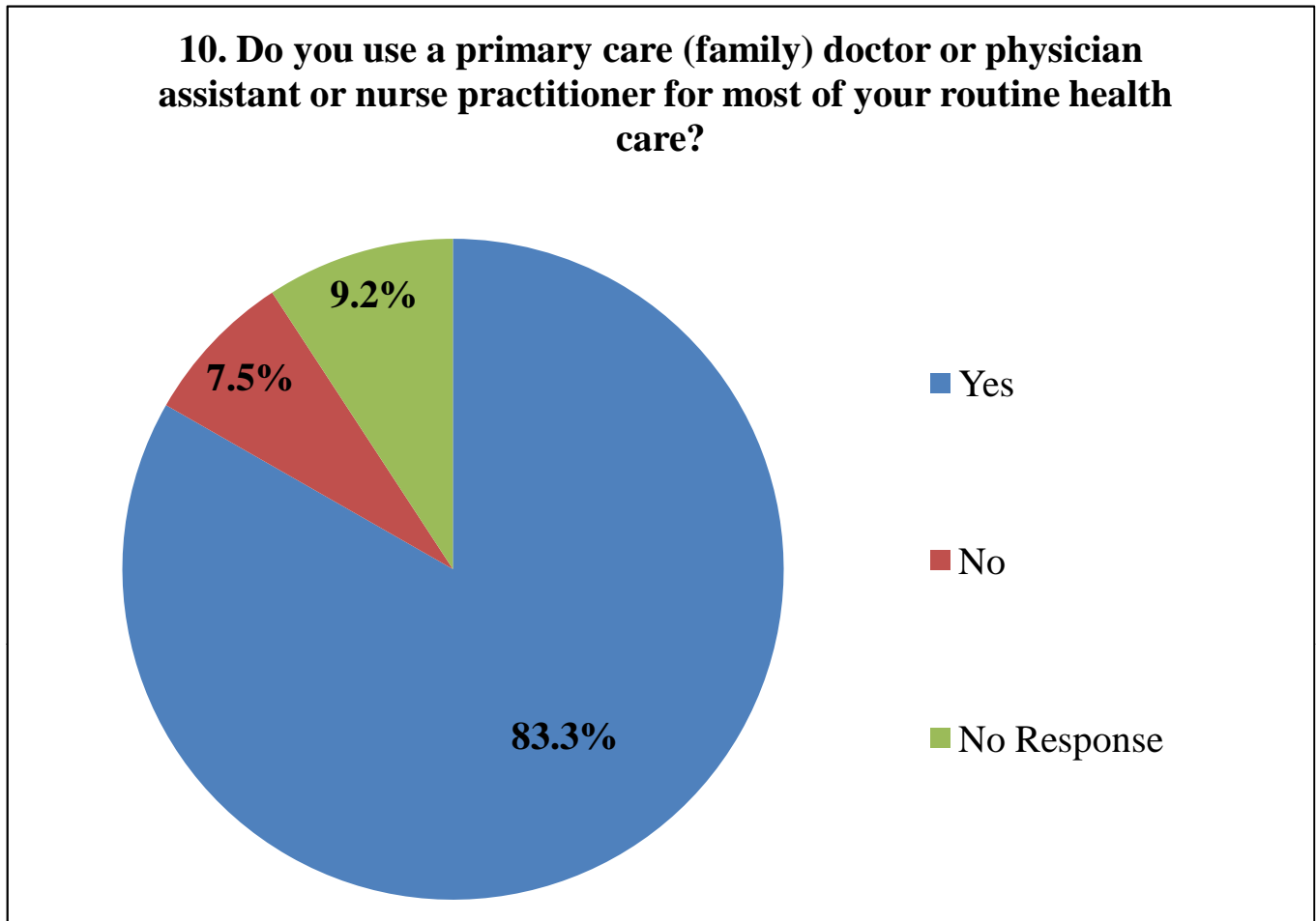
Response Category	No.	%
Wailuku	45	36.0%
Kahului	28	22.4%
Pukalani	15	12.0%
Maui	11	8.8%
Kula	9	7.2%
Honolulu	4	3.2%
Kaiser	2	1.6%
Makawao	2	1.6%
Hilo	1	0.8%
Kihei	1	0.8%
Lani	1	0.8%
Maui Lani	1	0.8%
Oahu	1	0.8%
OUT OF STATE		
Idaho	1	0.8%
New York	1	0.8%
Seattle	1	0.8%
Thailand	1	0.8%
Total	125	100.0%

Some respondents answered more than once.



10. Do you use a primary care (family) doctor or physician assistant or nurse practitioner for most of your routine health care?

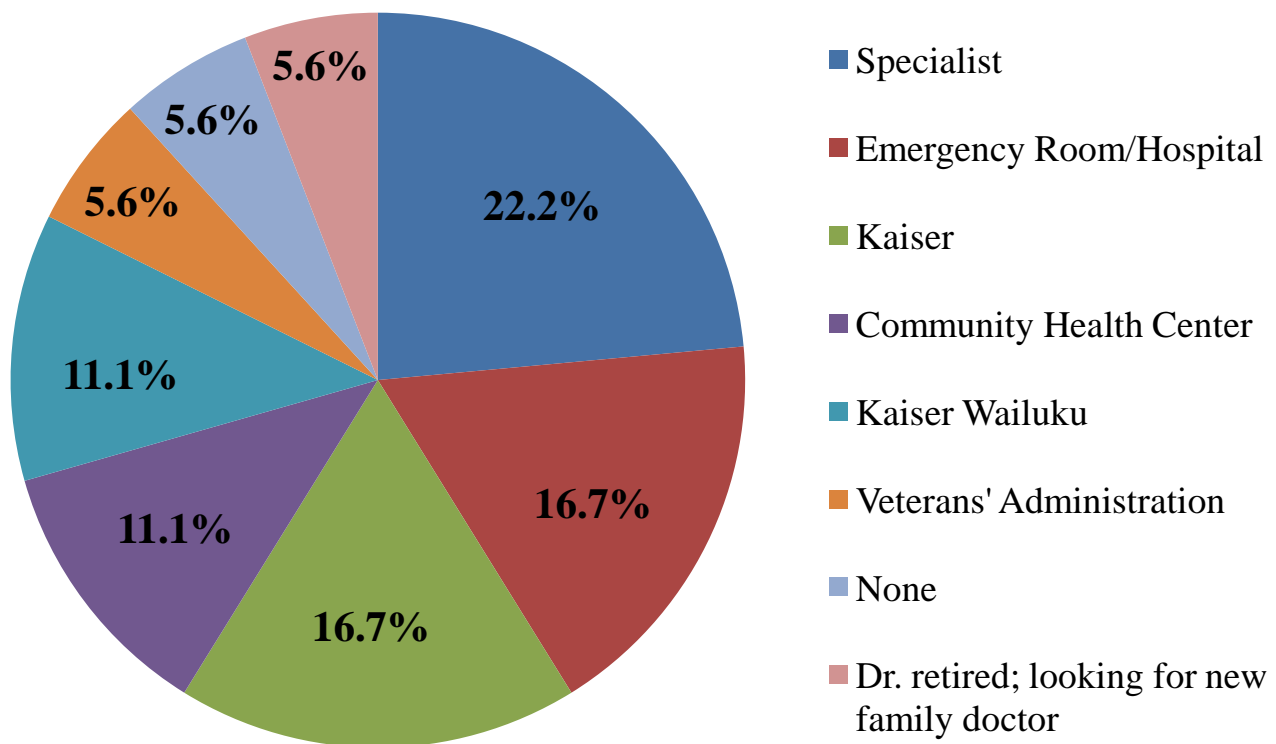
Response Category	No.	%
Yes	199	83.3%
No	18	7.5%
No Response	22	9.2%
Total	239	100.0%



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

Response Category	No.	%
Specialist	4	22.2%
Emergency Room/Hospital	3	16.7%
Kaiser	3	16.7%
Community Health Center	2	11.1%
Kaiser Wailuku	2	11.1%
Veterans' Administration	1	5.6%
None	1	5.6%
Dr. retired; looking for new family doctor	1	5.6%
No Response	1	5.6%
Total	18	100.0%

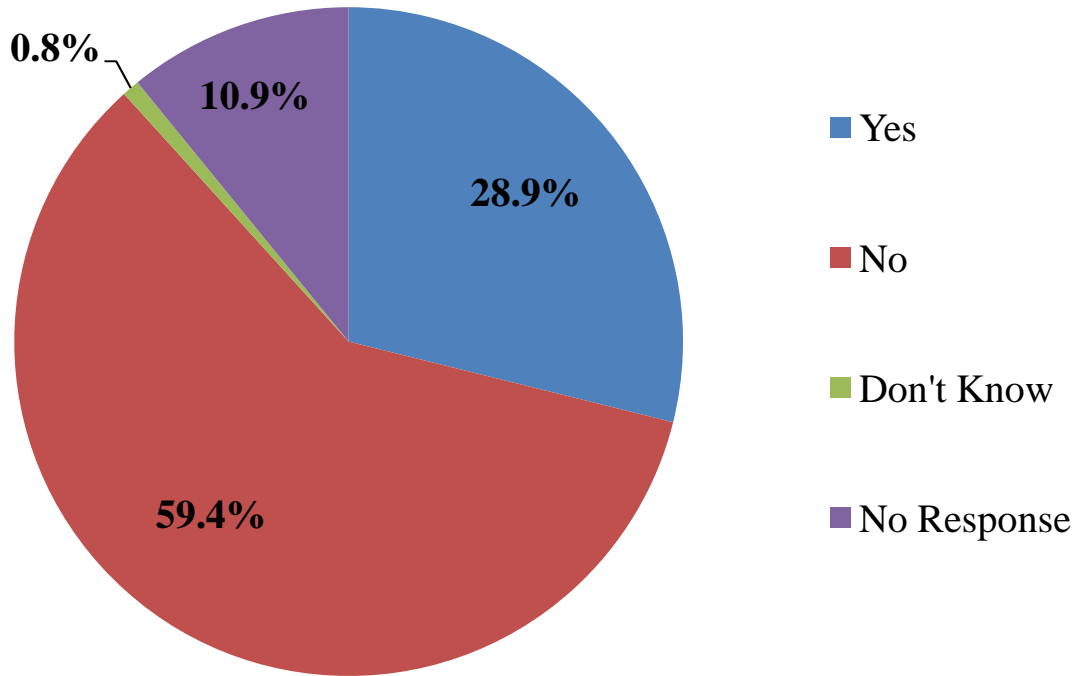
11. If no, then what kind of medical provider do you use for routine care?



12. Have you or someone else in your household been to a primary care (family) doctor or physician assistant or nurse practitioner in the service area of Kula Hospital?

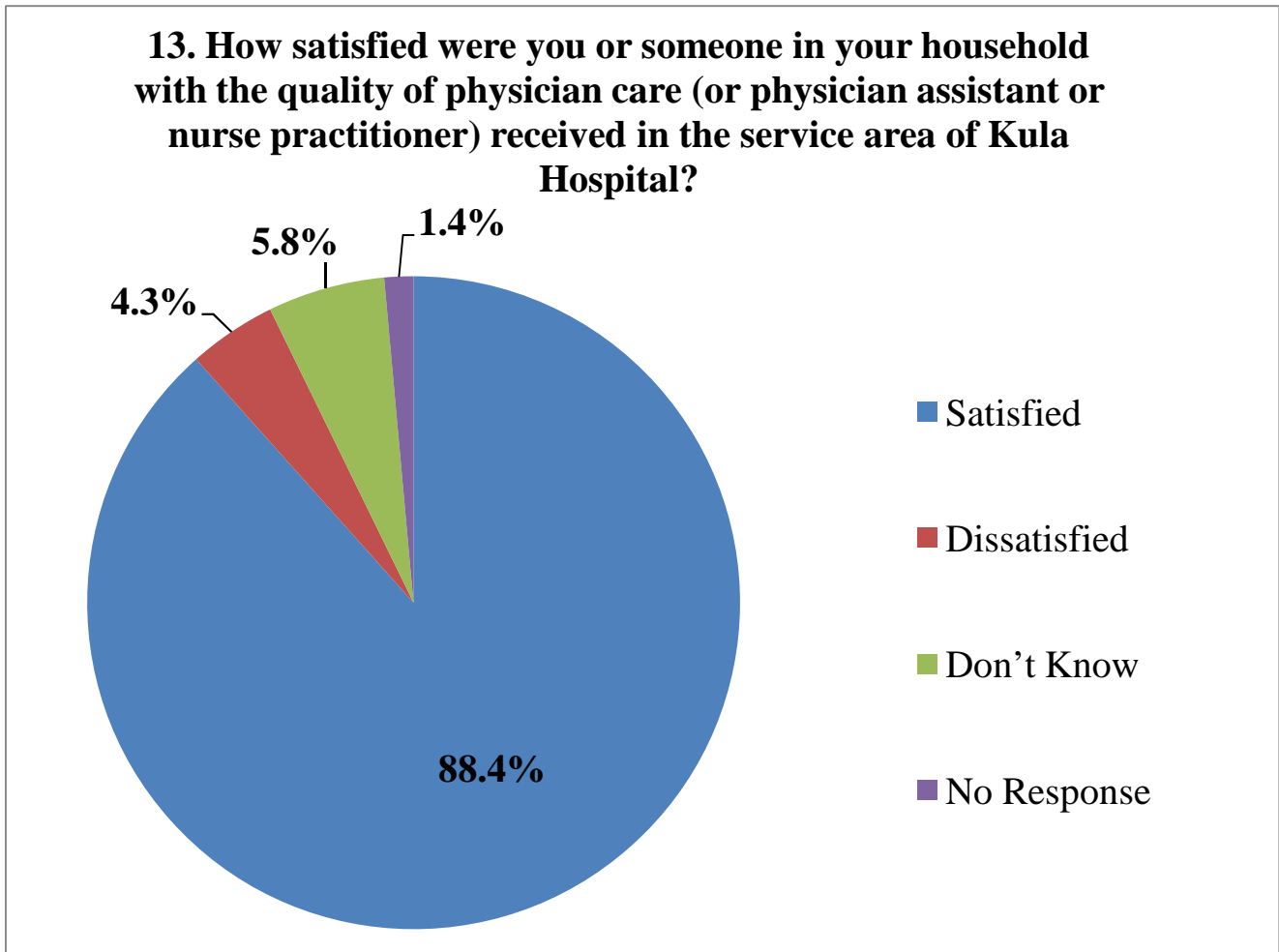
Response Category	No.	%
Yes	69	28.9%
No	142	59.4%
Don't Know	2	0.8%
No Response	26	10.9%
Total	239	100.0%

12. Have you or someone in your household been to a primary care (family) doctor or physician assistant or nurse practitioner in the service area of Kula Hospital?



13. How satisfied were you or someone in your household with the quality of physician care (or physician assistant or nurse practitioner care) received in the service area of Kula Hospital?

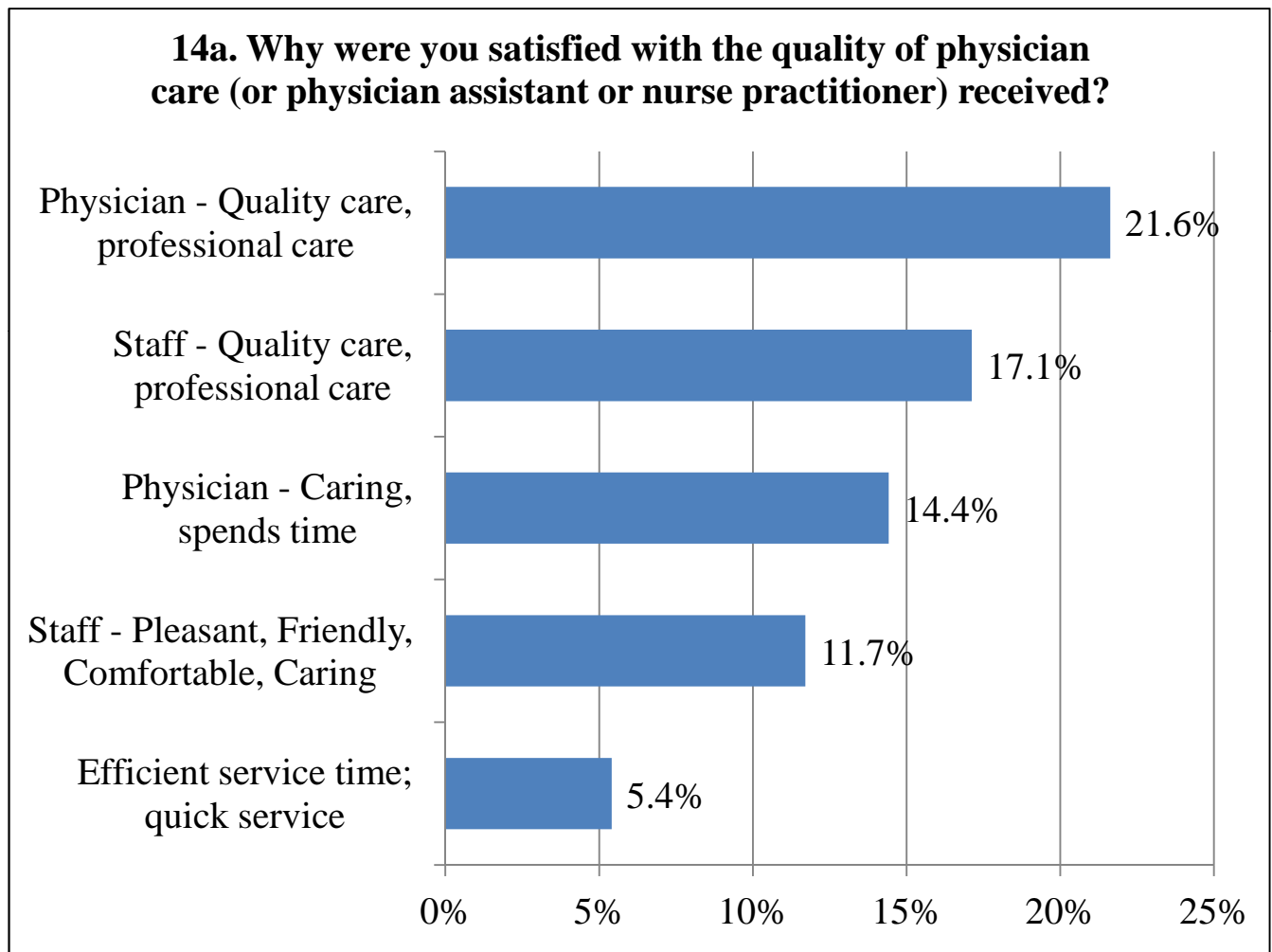
Response Category	No.	%
Satisfied	61	88.4%
Dissatisfied	3	4.3%
Don't Know	4	5.8%
No Response	1	1.4%
Totals	69	100.0%



14a. Why were you satisfied with the quality of physician care (or physician assistant or nurse practitioner) received?

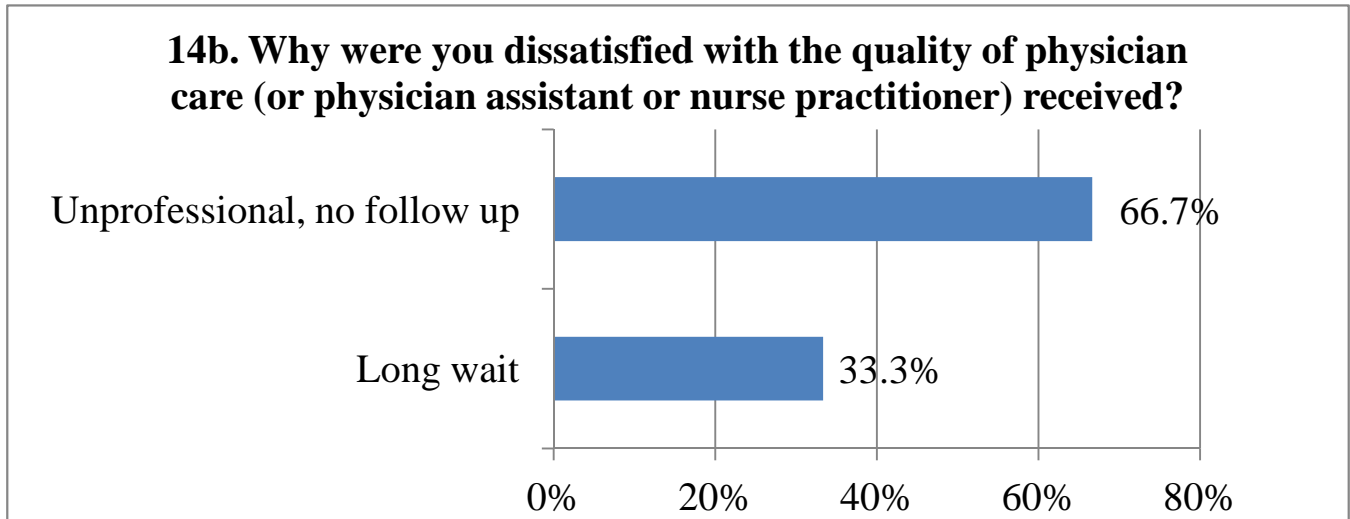
Response Category	No.	%
Physician - Quality care, professional care	24	21.6%
Staff - Quality care, professional care	19	17.1%
Physician - Caring, spends time	16	14.4%
Staff - Pleasant, Friendly, Comfortable, Caring	13	11.7%
Efficient service time; quick service	6	5.4%
Close to home, convenient	5	4.5%
Good customer service	5	4.5%
Had all of our children there	1	0.9%
Long term relationship	2	1.8%
No Response	20	18.0%
Total	111	100.0%

Some respondents answered more than once.



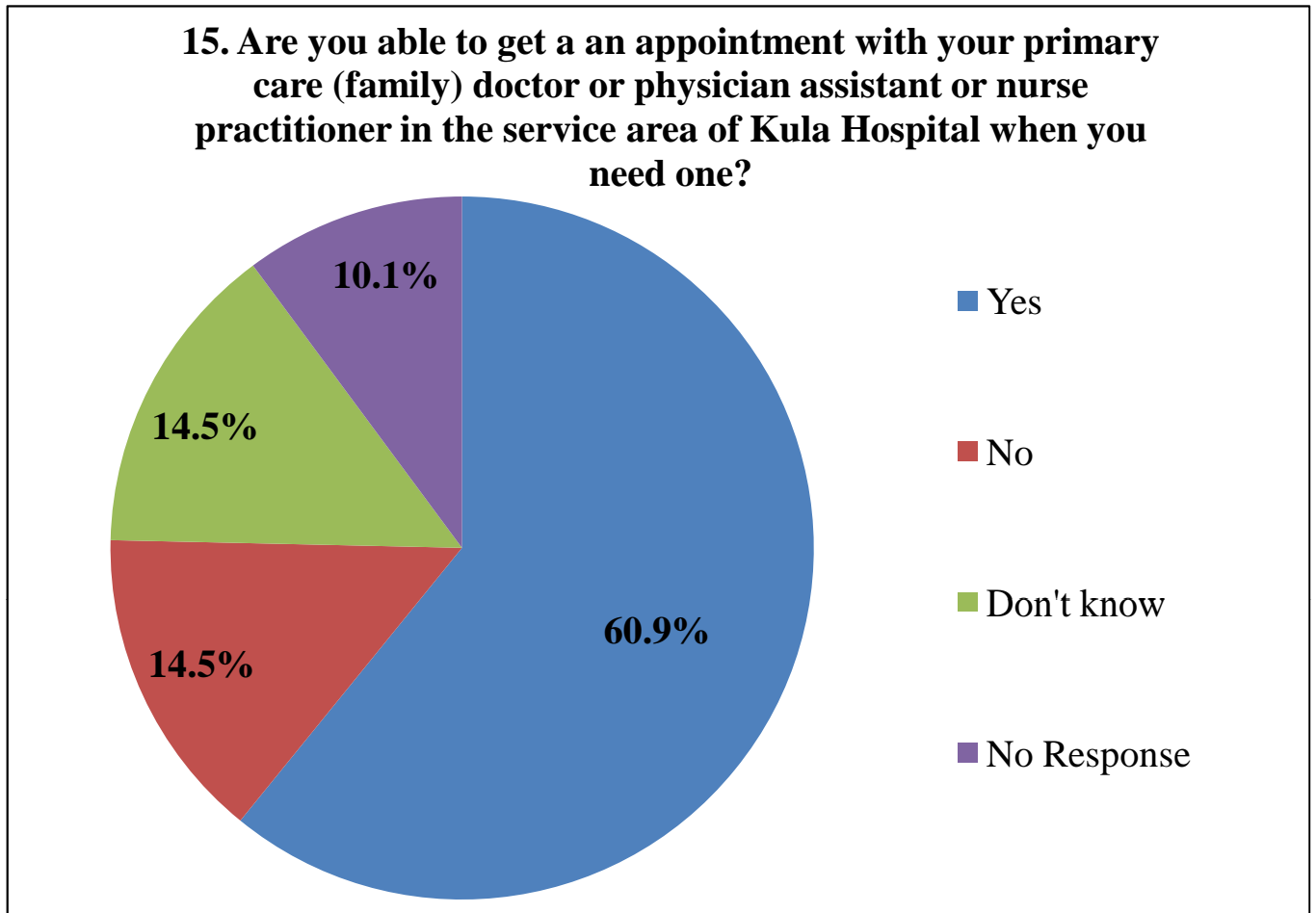
14b. Why were you dissatisfied with the quality of physician care (or physician assistant or nurse practitioner) received?

Response Category	No.	%
Unprofessional, no follow up	2	66.7%
Long wait	1	33.3%
Total	3	100.0%



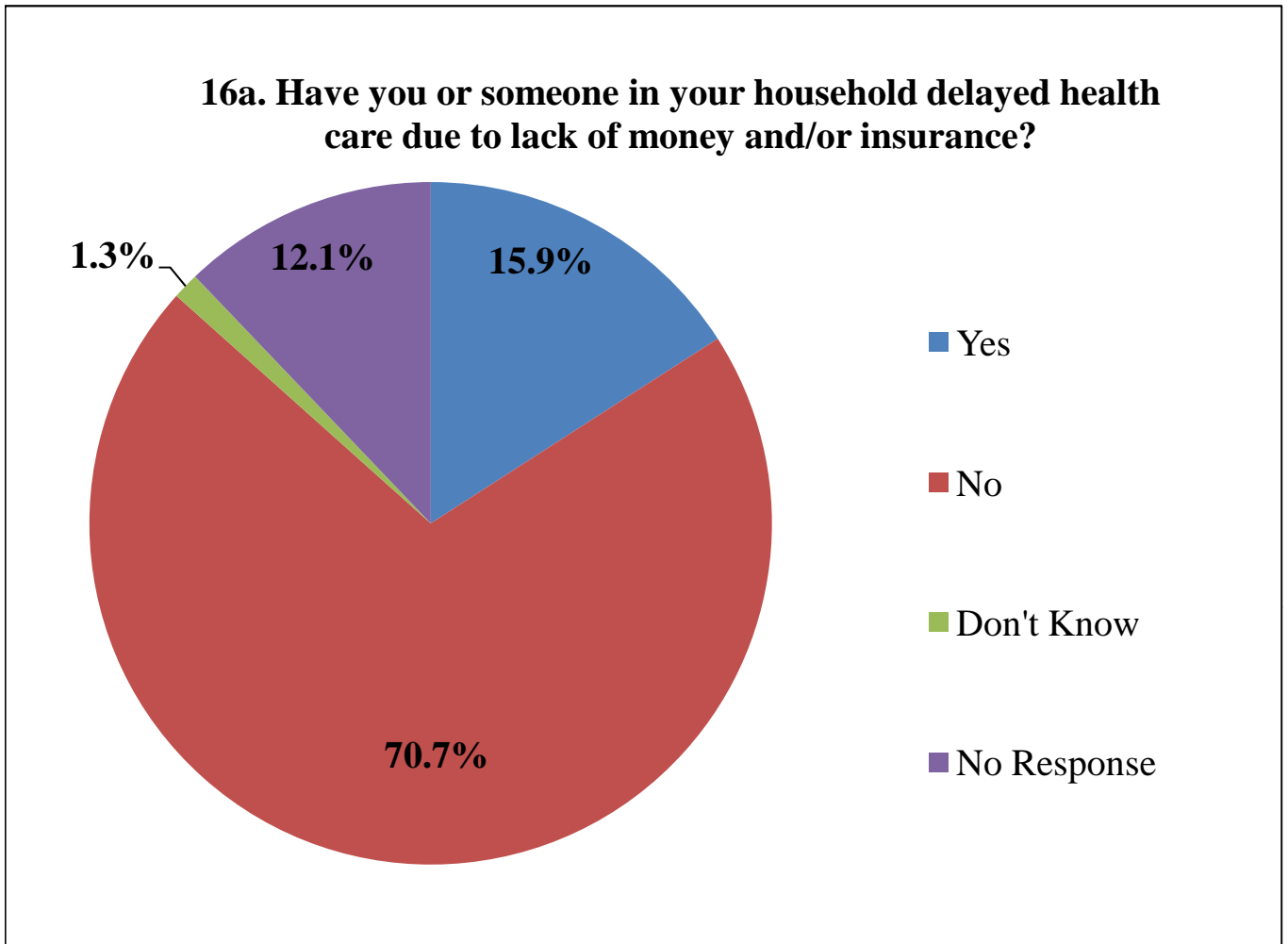
15. Are you able to get a an appointment with your primary care (family) doctor or physician assistant or nurse practitioner in the service area of Kula Hospital when you need one?

Response Category	No.	%
Yes	42	60.9%
No	10	14.5%
Don't know	10	14.5%
No Response	7	10.1%
Total	69	100.0%



16a. Have you or someone in your household delayed health care due to lack of money and/or insurance?

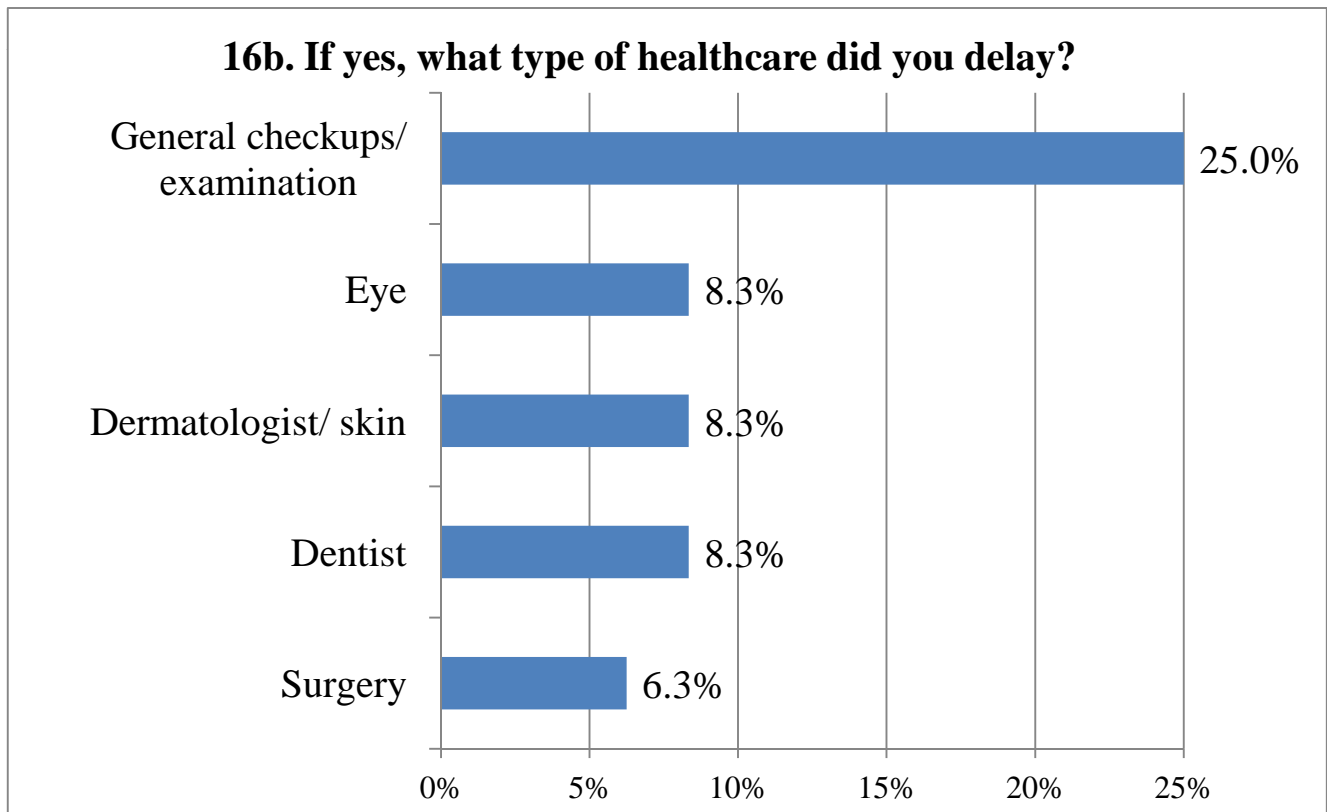
Response Category	No.	%
Yes	38	15.9%
No	169	70.7%
Don't Know	3	1.3%
No Response	29	12.1%
Total	239	100.0%



16b. If yes, what type of healthcare did you delay?

Response Category	No.	%
General checkups/ examination	12	25.0%
Dentist	4	8.3%
Dermatologist/ skin	4	8.3%
Eye	4	8.3%
Surgery	3	6.3%
Blood pressure/ cholesterol	2	4.2%
Foot	2	4.2%
Heart	2	4.2%
Kaiser	2	4.2%
Pap smear/mammogram	2	4.2%
Stitches/wounds	2	4.2%
X-ray/CAT scan	2	4.2%
Accupuncture	1	2.1%
Asthma	1	2.1%
Back	1	2.1%
Long term care	1	2.1%
Maintence medicines	1	2.1%
Pain	1	2.1%
Sleep Apnea	1	2.1%
Total	48	100.0%

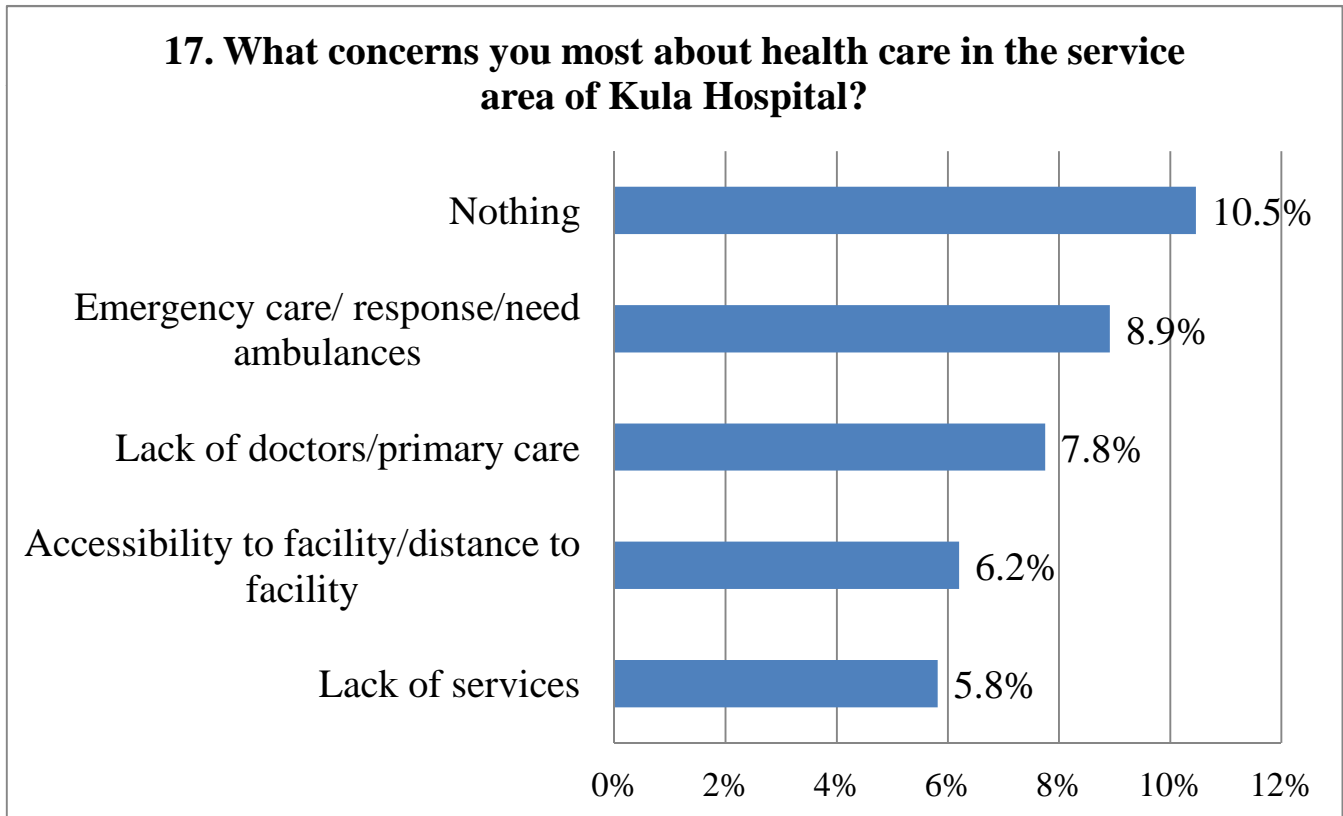
Some respondents answered more than once.



17. What concerns you most about health care in the service area of Kula Hospital?

Response Category	No.	%
Nothing	27	10.5%
Emergency care/ response/need ambulances	23	8.9%
Lack of doctors/primary care	20	7.8%
Accessibility to facility/distance to facility	16	6.2%
Lack of services	15	5.8%
Insurance acceptance/affordability/lack of funds	13	5.0%
Facility might close	7	2.7%
Hours of facility	7	2.7%
Old and outdated facility/equipment	6	2.3%
Quality of Care	6	2.3%
Availability for clinic appointments	4	1.6%
Lack of nurses	4	1.6%
Not accepting new patients	4	1.6%
Need senior services	3	1.2%
Lack of specialists	2	0.8%
Need dialysis center	1	0.4%
No Response	91	35.3%
Don't Know	9	3.5%
Total	258	100.0%

Some respondents answered more than once.

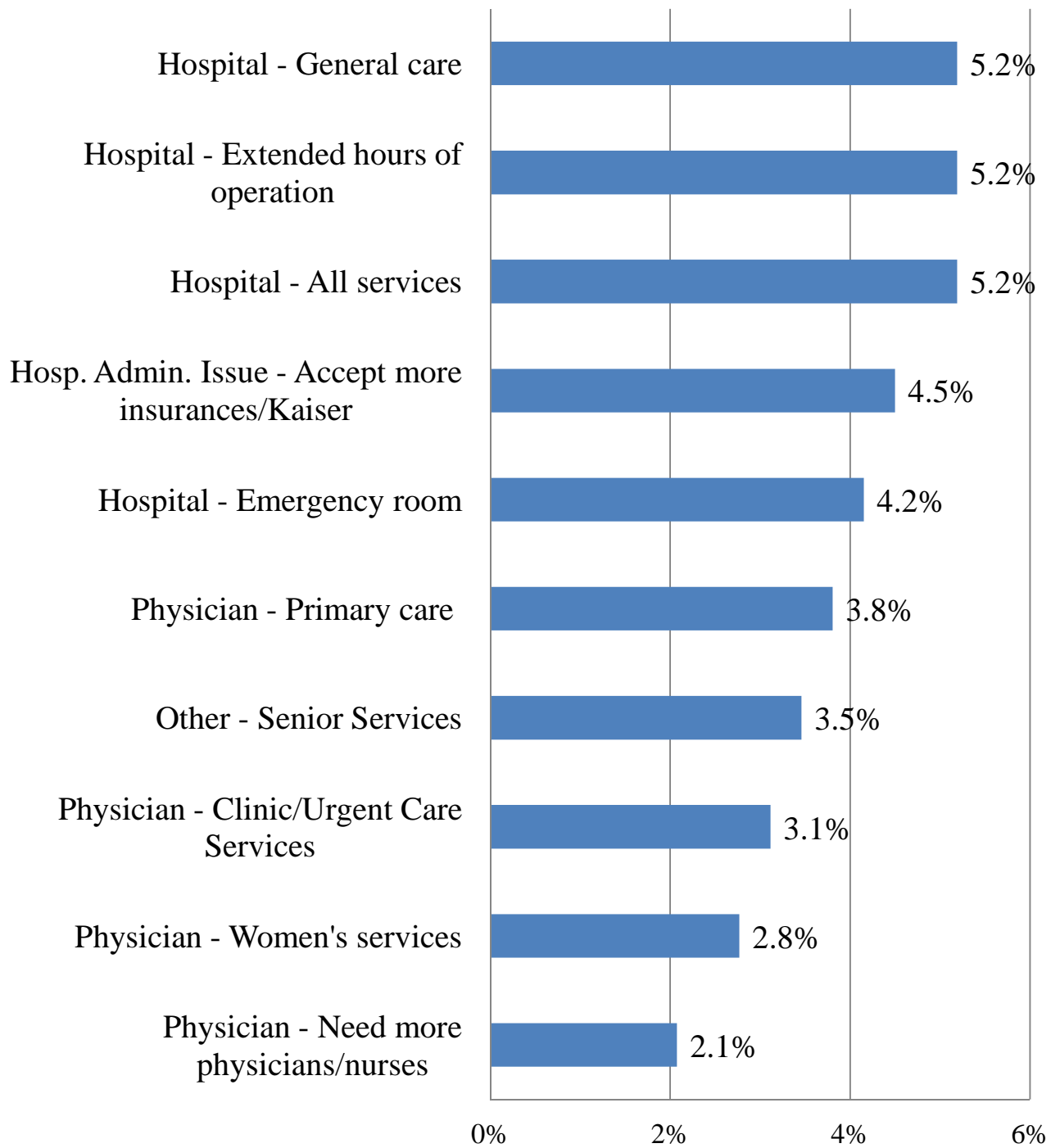


18. What services would you like to see offered at Kula Hospital?

Response Category	Subtotals		Totals	
	No.	%	No.	%
None	9	3.1%	9	3.1%
Physician/Specialty Physician Services			70	24.2%
Primary care	11	3.8%		
Clinic/Urgent Care Services	9	3.1%		
Women's services	8	2.8%		
Need more physicians/nurses	6	2.1%		
Dental	4	1.4%		
Internal medicine	4	1.4%		
Radiology	4	1.4%		
Specialists	4	1.4%		
Pediatrics	3	1.0%		
Cancer care	2	0.7%		
Dermatology	2	0.7%		
Optometry	2	0.7%		
Pharmacy	2	0.7%		
Physical therapy/Rehab	2	0.7%		
Surgery/Cosmetic Surgery	2	0.7%		
Better follow up	1	0.3%		
Dialysis	1	0.3%		
Neurology	1	0.3%		
Orthopedics	1	0.3%		
Psychiatry	1	0.3%		
Hospital Facilities/Services			74	25.6%
All services	15	5.2%		
Extended hours of operation	15	5.2%		
General care	15	5.2%		
Emergency room	12	4.2%		
New equipment/More Facilities/Laboratories	5	1.7%		
Home health	4	1.4%		
Preventive services/Exercise programs	3	1.0%		
Free services	2	0.7%		
Patient education/classes	2	0.7%		
Training of personnel	1	0.3%		
Other Services			15	5.2%
Senior Services (Adult day care/assisted living [6]; LTC facility [4])	10	3.5%		
Ambulance	3	1.0%		
College tours	1	0.3%		
Transportation	1	0.3%		
Hospital Administrative Issues			17	5.9%
Accept more insurances/Kaiser	13	4.5%		
Publicity of services	4	1.4%		
No Response	94	32.5%	94	32.5%
Don't know	10	3.5%	10	3.5%
Total	289	100.0%	289	100.0%

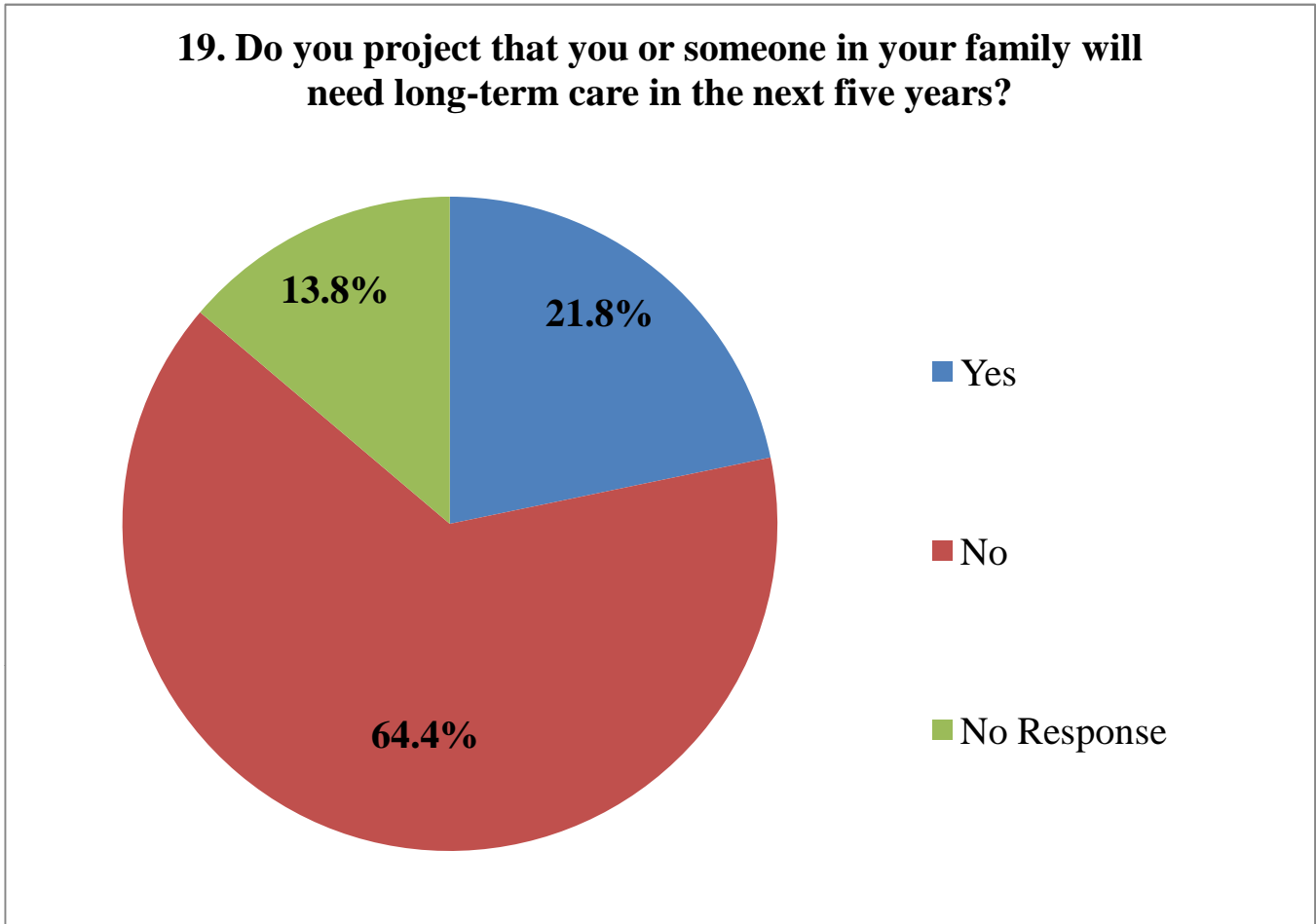
Some respondents answered more than once.

18. What services would you like to see offered at Kula Hospital?



19. Do you project that you or someone in your family will need long-term care in the next five years?

Response Category	No.	%
Yes	52	21.8%
No	154	64.4%
No Response	33	13.8%
Total	239	100.0%



20. Age of Respondent

Response Category	No.	%
19 or Under	3	1.3%
20-24	4	1.7%
25-44	33	13.8%
45-64	92	38.5%
65+	70	29.3%
No response	37	15.5%
Total	239	100.0%

