



Mississippi State University Extension Service

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Mississippi Agricultural and Forestry Experiment Station

2004 Montgomery County Health Care Survey

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2004 Health Care Survey

- ◆ January, 2004
- ◆ Households in Montgomery County
- ◆ Telephone Survey - evenings
 - Demographics
 - Health Care Utilization
 - Satisfaction
 - Insurance
 - Concerns

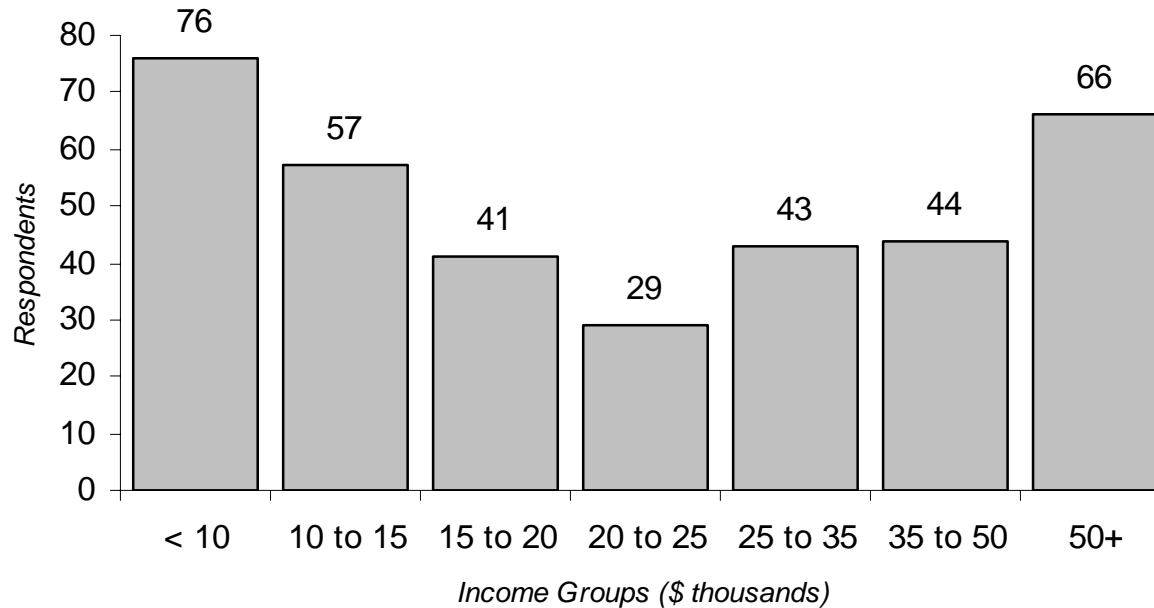
2004 Health Care Survey

◆ 411 Respondents

- 75.4% Female, 24.6% Male
- 62.5% White, 36.3% Black
- Average age: 52
- 30% \geq 65 years

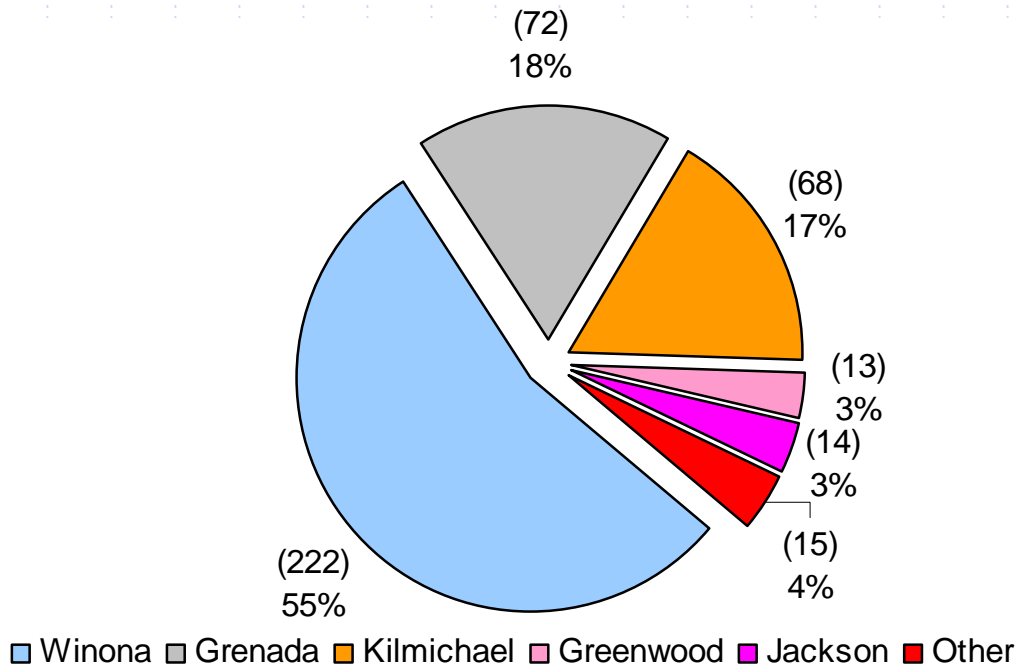
Income Distribution

Average Household Income: \$ 25,063



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

◆ YES: 93%



What city or town do you go to for MOST of your health care?

Did you or a family member use a doctor in Montgomery County in the last 12 months?

◆ YES: 76%

Why do you use a family doctor outside the Montgomery County area?

- ◆ Familiarity
- ◆ Convenience
- ◆ Necessity
- ◆ Quality

Why do you use a family doctor outside the Montgomery County area?

- ◆ Familiarity: 45%

- "He's been my physician for a long time."

- ◆ Convenience

- ◆ Necessity

- ◆ Quality

Why do you use a family doctor outside the Montgomery County area?

◆ Familiarity: 45%

- "He's been my physician for a long time."

◆ Convenience: 22%

- "I work there"

◆ Necessity

◆ Quality

Why do you use a family doctor outside the Montgomery County area?

◆ Familiarity: 45%

- "He's been my physician for a long time."

◆ Convenience: 22%

- "I work there"

◆ Necessity: 17%

- The same service is not locally available.

◆ Quality

Why do you use a family doctor outside the Montgomery County area?

- ◆ Familiarity: 45%
 - "He's been my physician for a long time."
- ◆ Convenience: 22%
 - "I work there"
- ◆ Necessity: 17%
 - The same service is not locally available.
- ◆ Quality: 16%
 - "Better doctors and better care"
 - "There's not a good selection in Montgomery County"

Did you or a family member use a doctor in Montgomery County in the last 12 months?

◆ YES: 76%

Why do you use a family doctor outside the Montgomery County area?

- ◆ *Familiarity*
- ◆ *Convenience*
- ◆ *Necessity*
- ◆ *Quality*

Were you satisfied or dissatisfied?

Were you satisfied or dissatisfied with the quality of care provided by your family doctor?

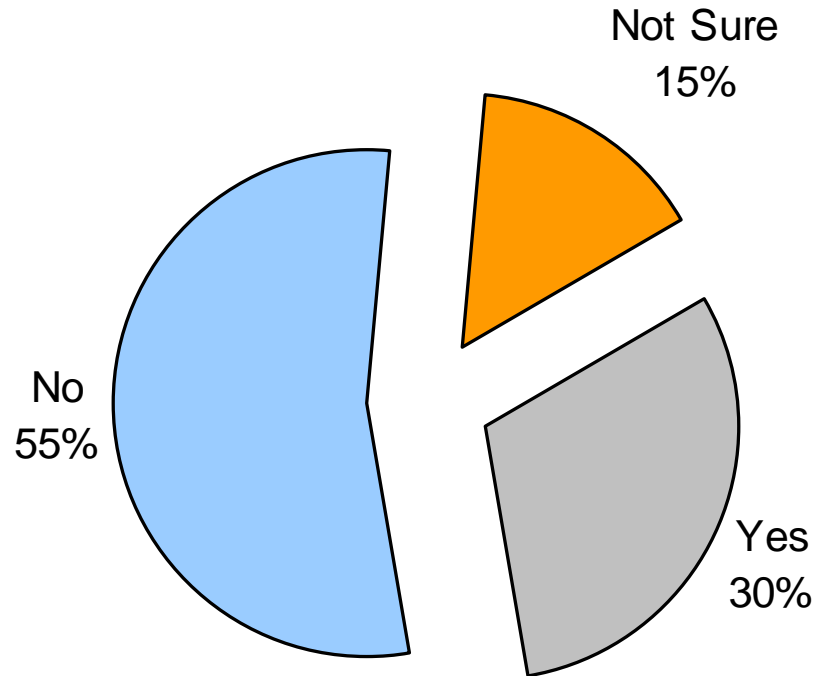
Satisfied: 94%

- Resolution 41%
- Humanity 37%
- Quality *per se* 22%

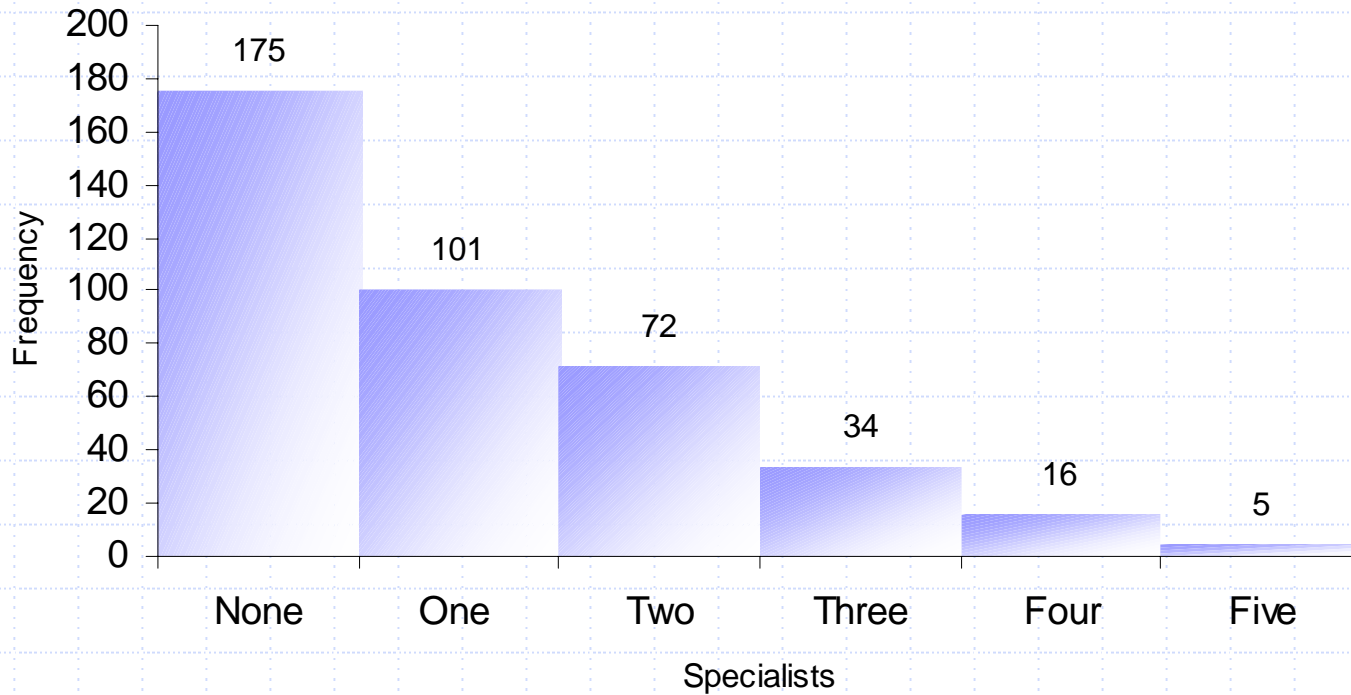
Not Satisfied: 6%

- Resolution
- Quality

Do you think there are enough family doctors in Montgomery County?



How many specialists did you see in the past 12 months?

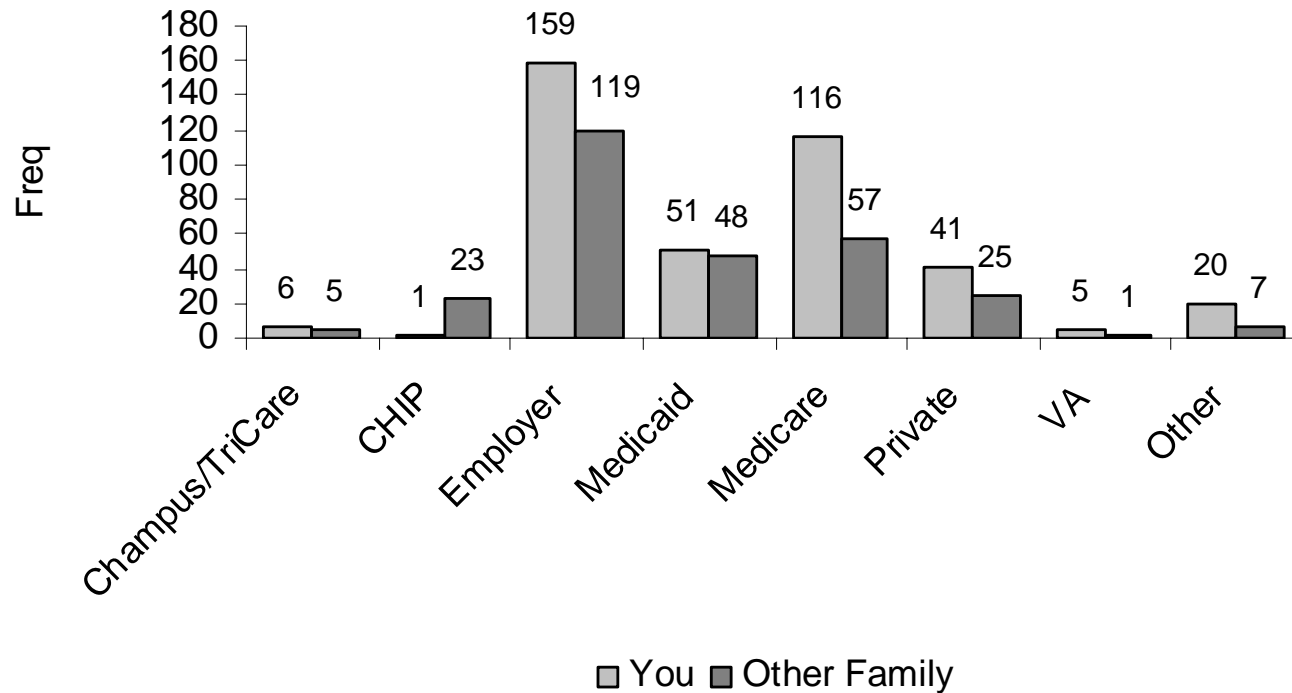


Specialist Utilization

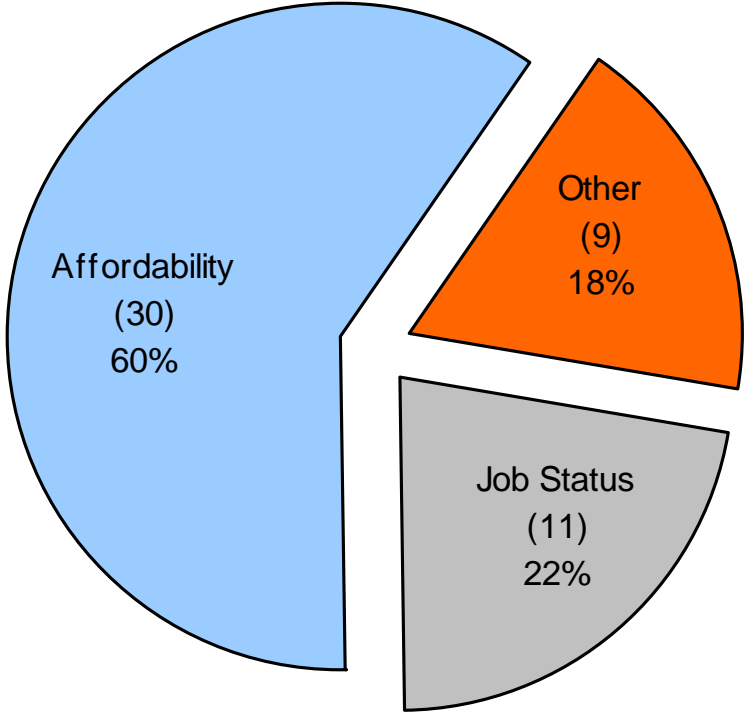
- ◆ Cardiologist (14%)
- ◆ Obstetrics/Gynecologist (9%)
- ◆ Optometrist/Ophthalmologist (6%)
- ◆ Orthopedics
- ◆ Oncologist
- ◆ Dermatologist
- ◆ Family Practitioner
- ◆ Neurologist
- ◆ Ear, Nose & Throat
- ◆ Jackson (33%)
- ◆ Grenada (24%)
- ◆ Greenwood (15%)
- ◆ Winona
- ◆ Memphis, TN
- ◆ Oxford
- ◆ Tupelo

Do you or your family have health insurance coverage?

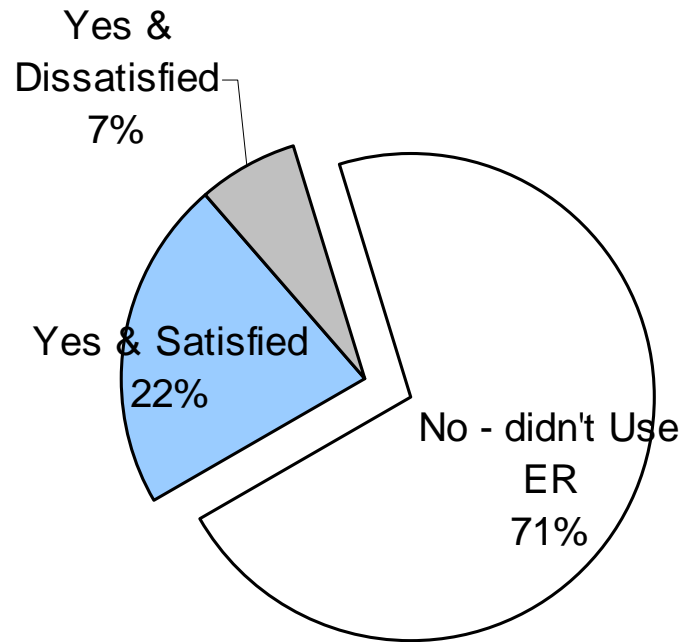
- YES: 88% (359 respondents)



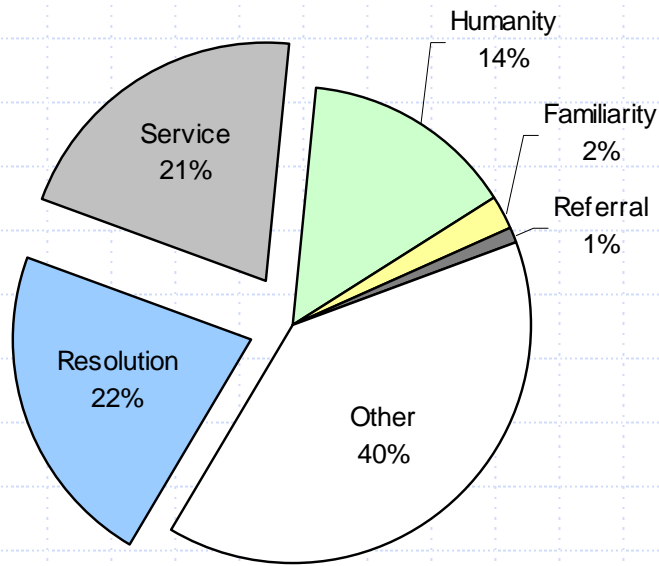
Which of the following BEST describes why you do not have health insurance?



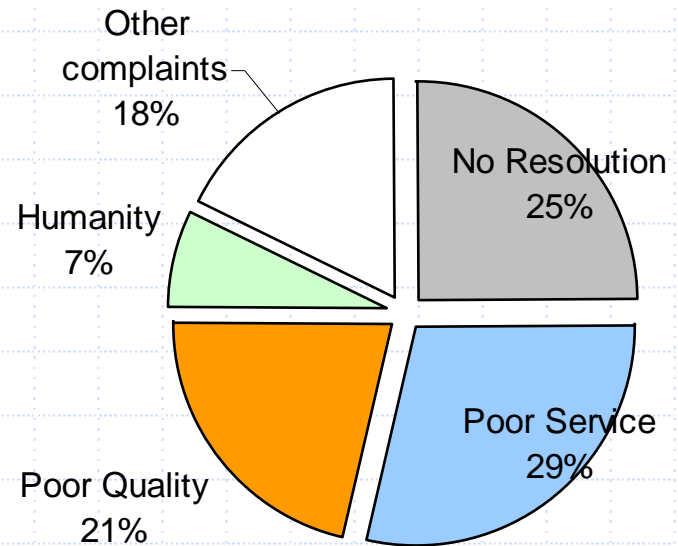
Have you or any member of your family used Emergency Room services at Tyler Memorial Hospital in the past 12 months?



Why were you satisfied?



Why were you dissatisfied?



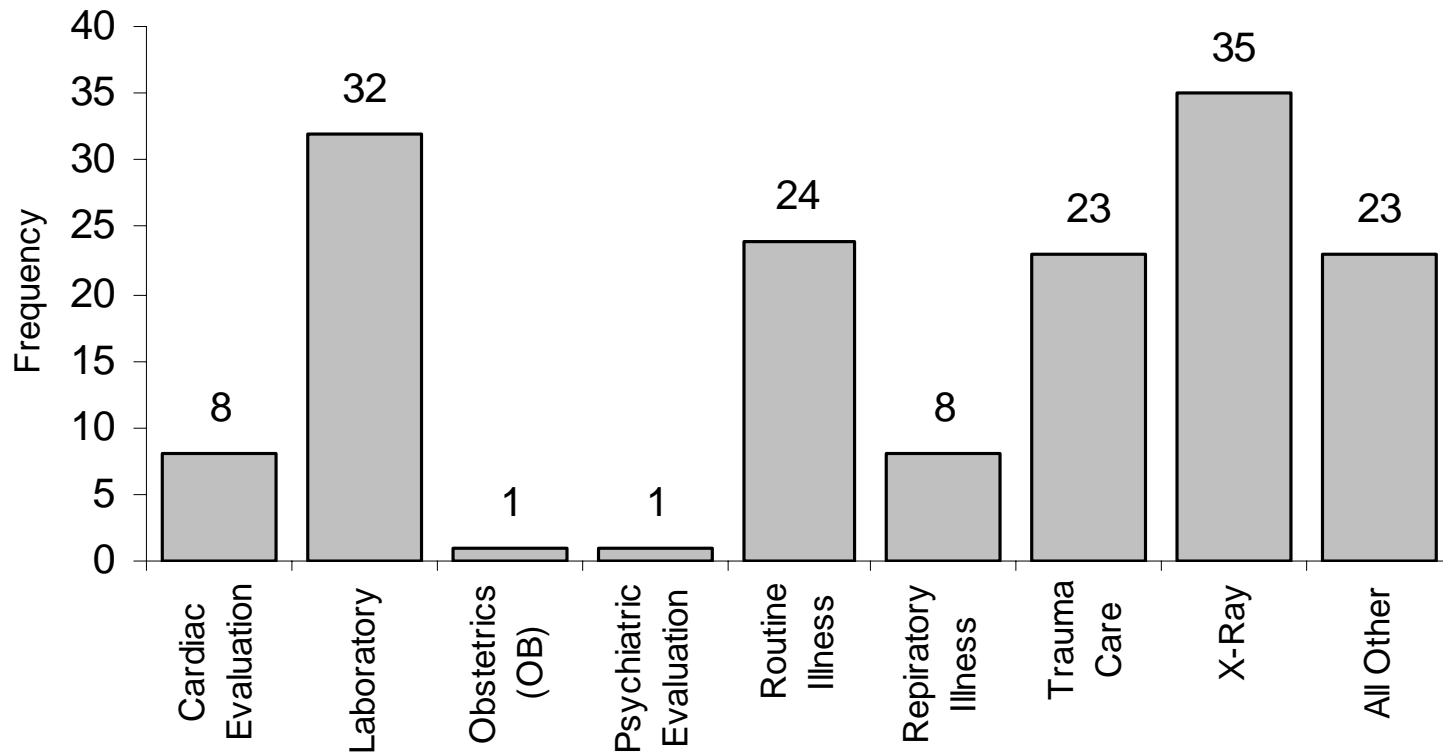
What emergency room services were used at Tyler Memorial?

1. X-Ray/Radiology

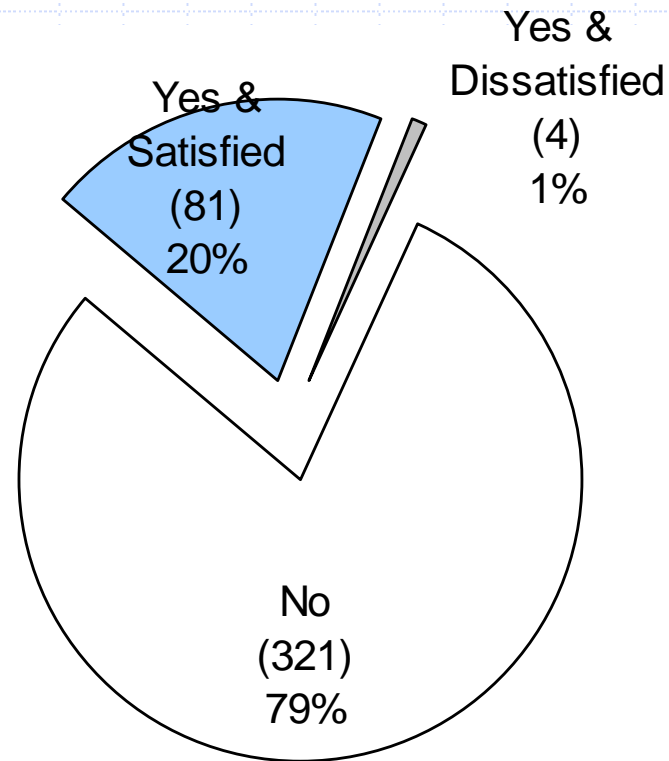
2. Laboratory

3. Routine Illness, Trauma Care

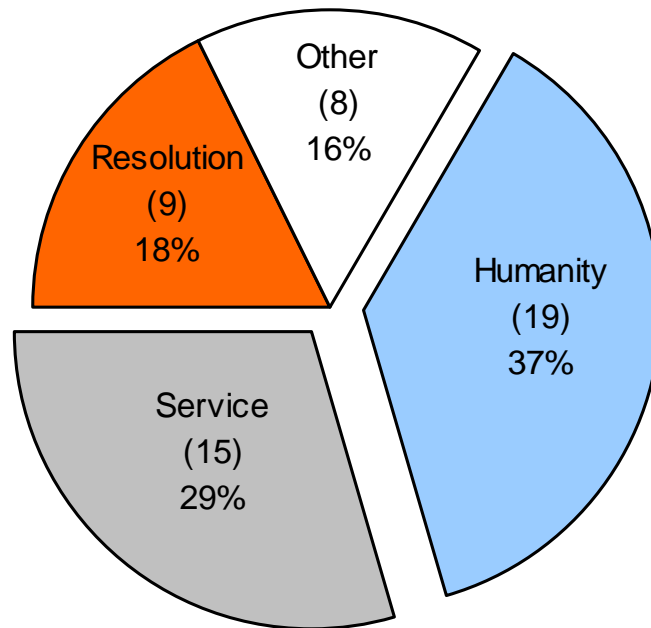
What emergency room services were used at Tyler Memorial?



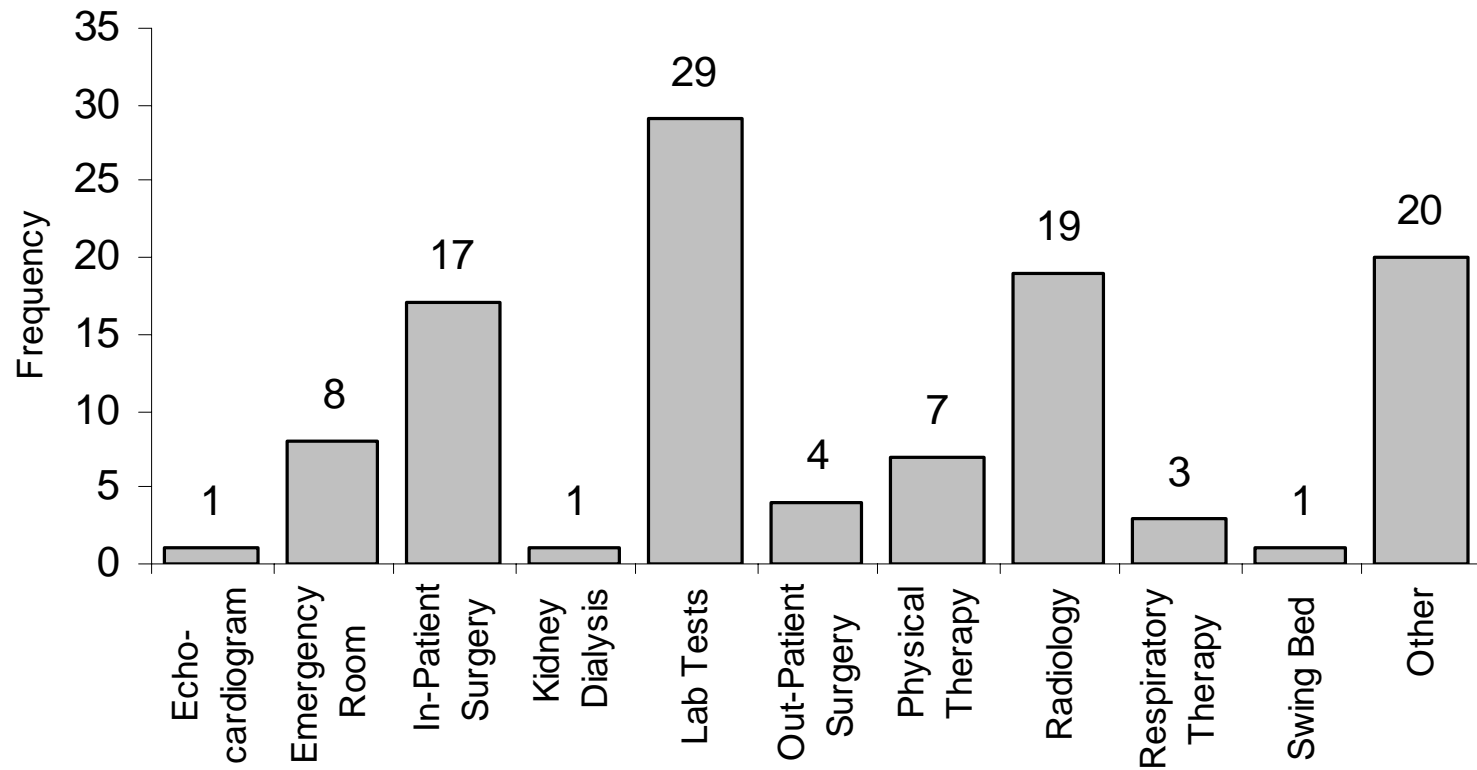
Other than the emergency room at Tyler Memorial Hospital, have you used the services of Tyler Memorial or the Kilmichael Hospital in the past 12 months?



Why were you satisfied?

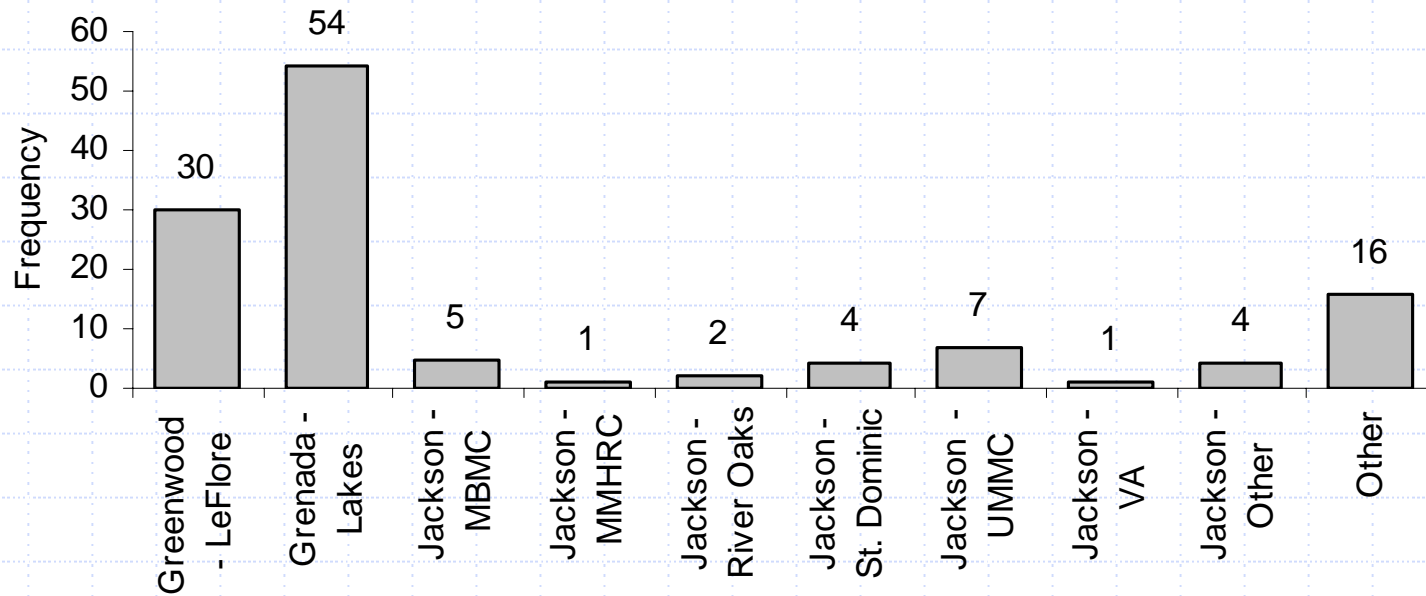


What hospital services did you use?

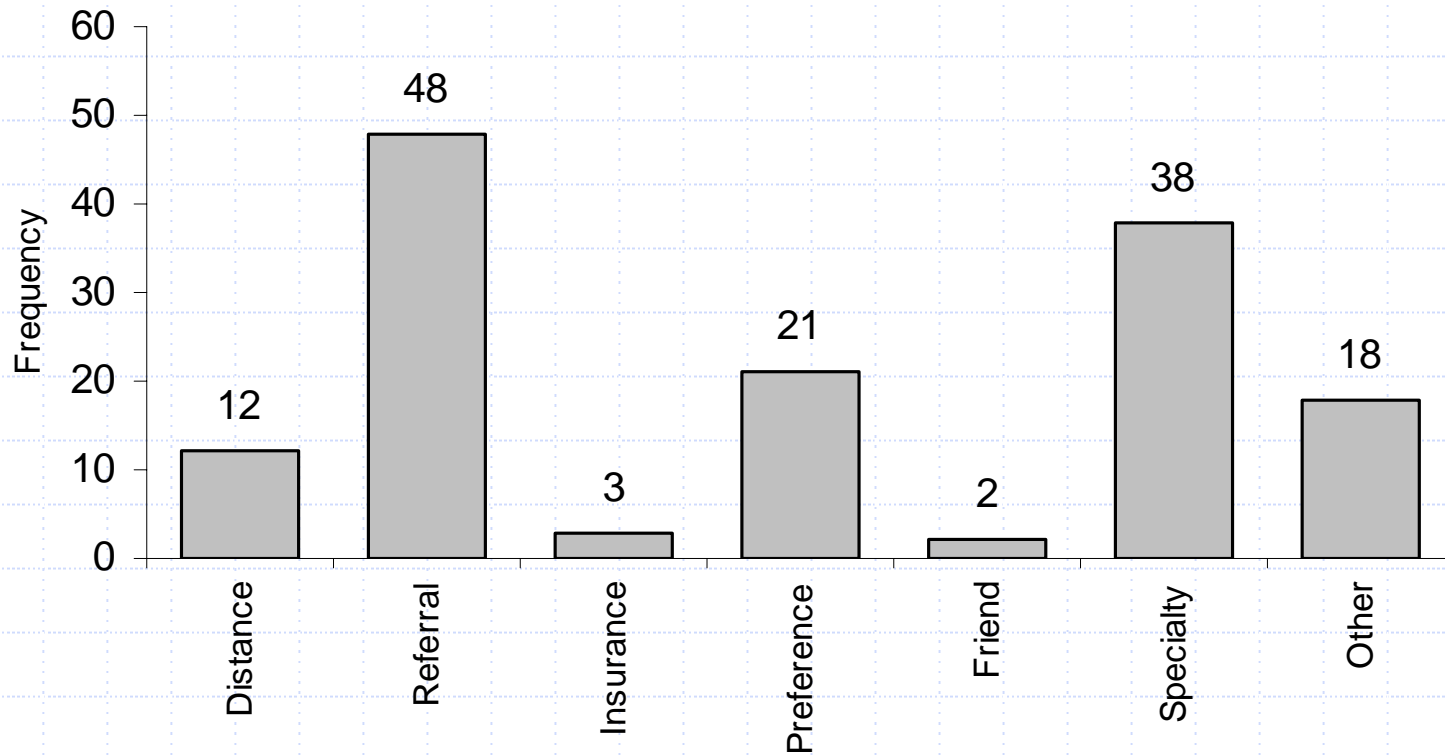


Not counting these two hospitals, have you used the services of any other hospital?

30% said "yes"



Why did you choose these hospitals?

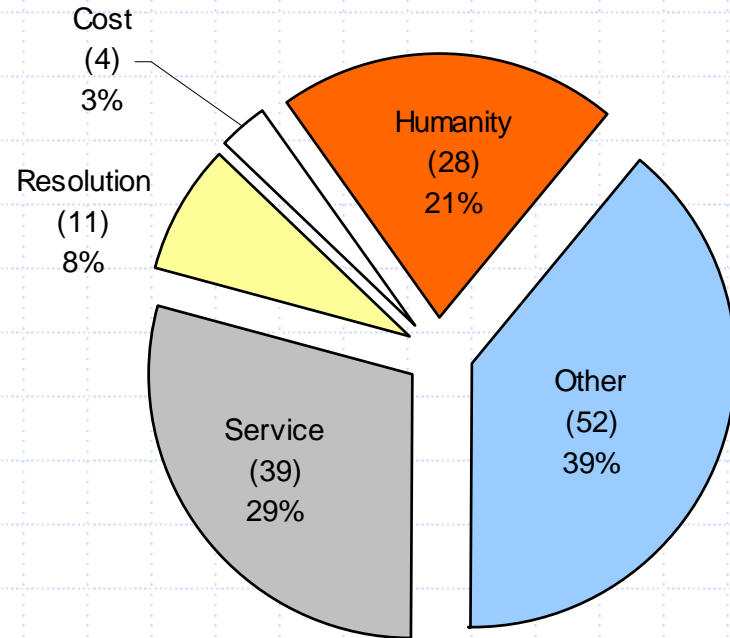


other resp. avail.

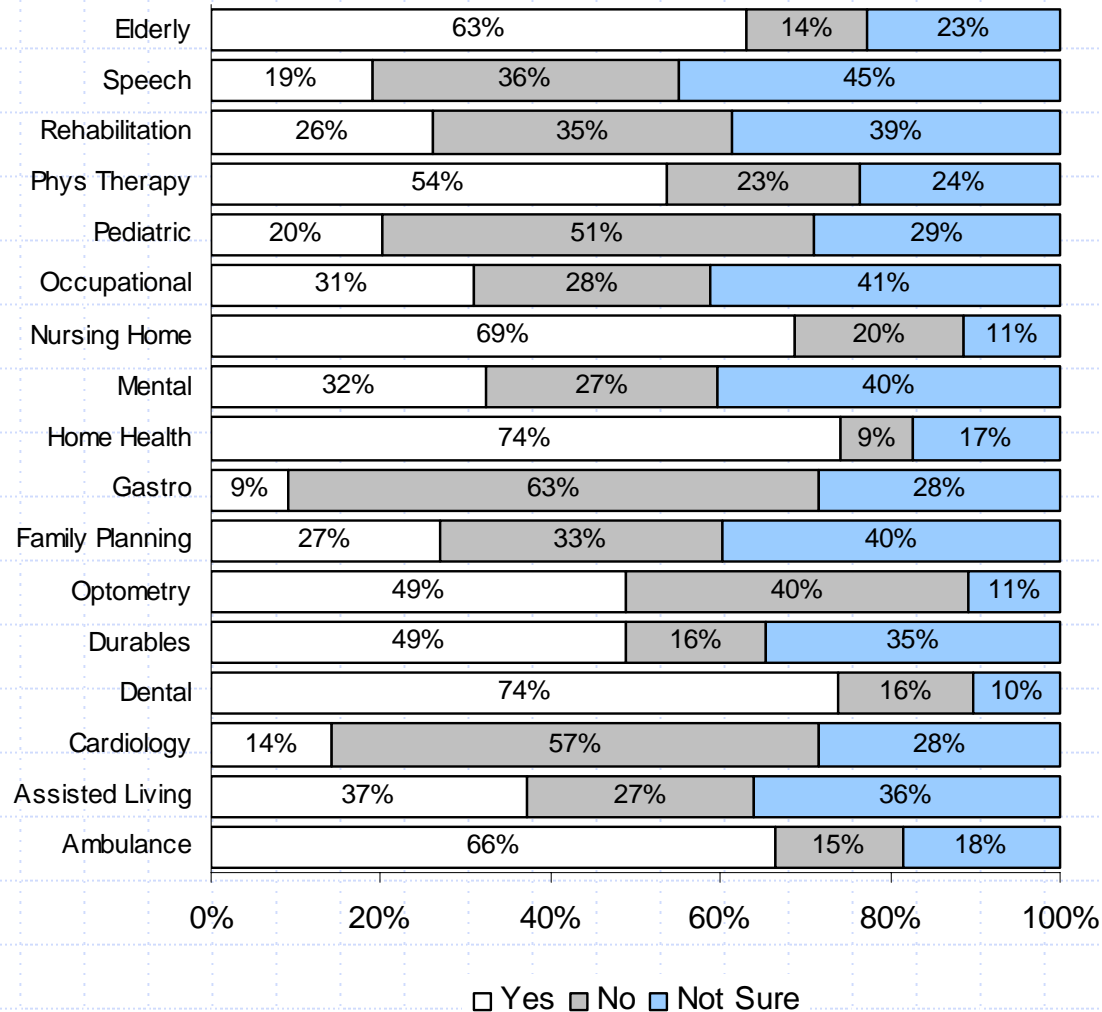
In the last 12 months, has your family used the services of the Montgomery County Health Department?

1/3 said "Yes"

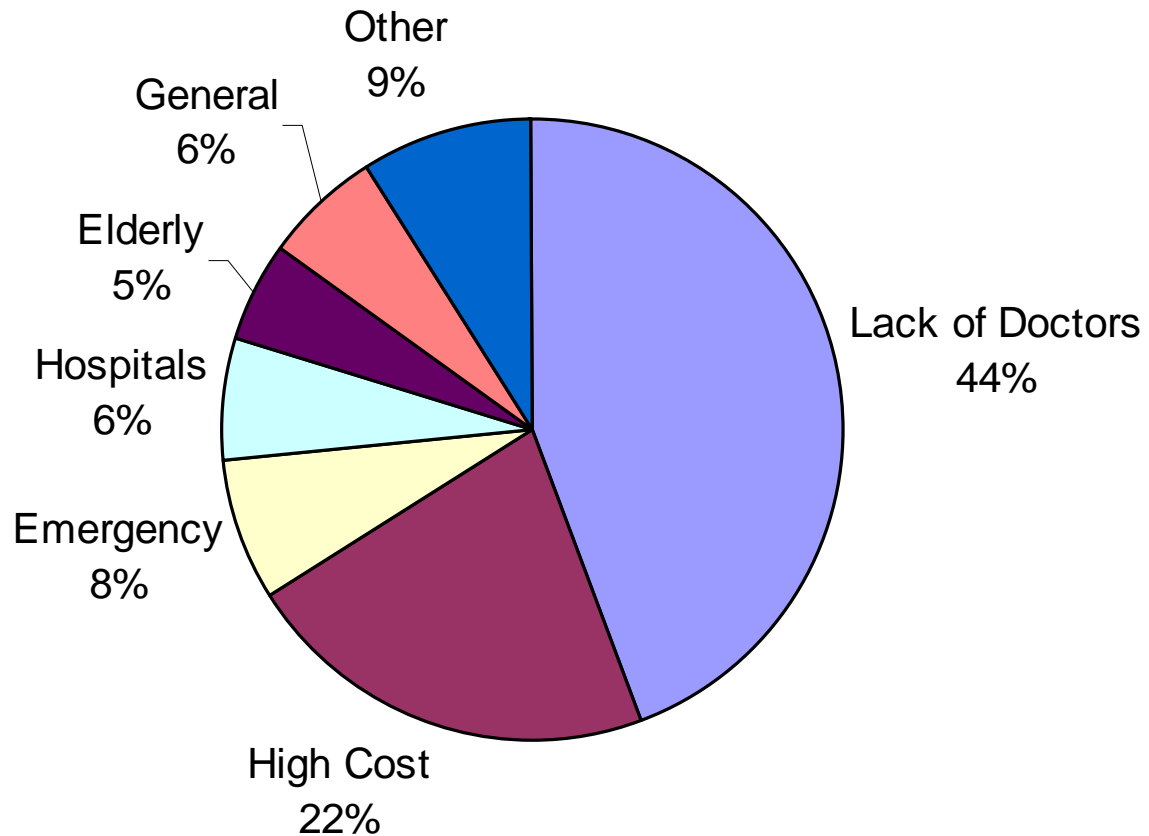
Satisfaction
98.5%



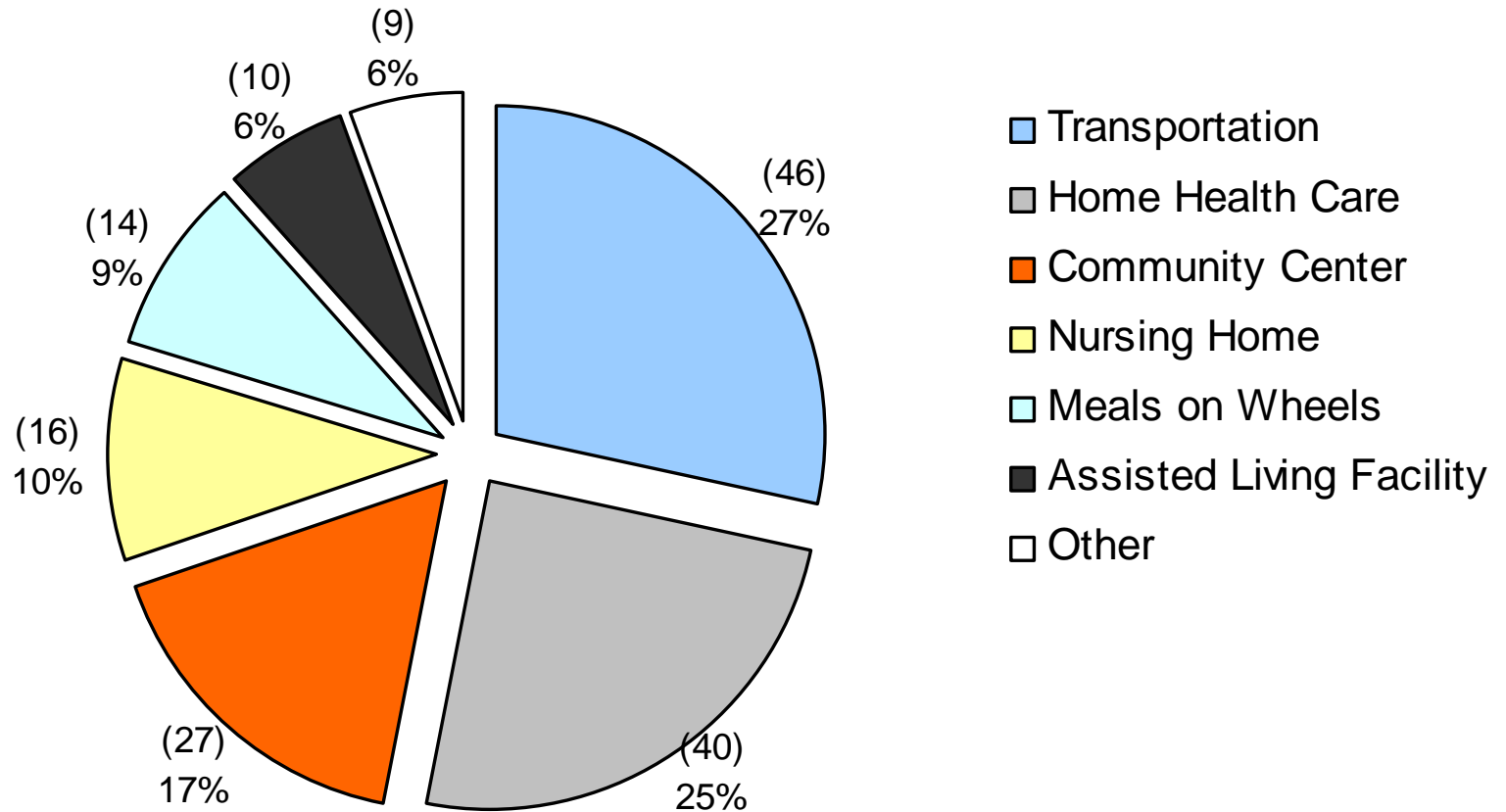
Do you feel that your community provides adequate services for _____ ?



What concerns you MOST about health care in your community ?



What types of services are needed for the elderly in your community ?



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