

Community Health Needs Assessment
National Center for Rural Health Works

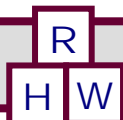
Health Survey Results for Guadalupe County Hospital



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

SURVEY RESULTS

Guadalupe County Hospital, New Mexico

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

Response Category	No.	%
Yes	77	81.0%
No	18	19.0%
Totals	95	100.0%

2 At which hospitals/cities were services received?

Response Category	No.	%
Guadalupe County Hospital	72	75.8%
Albuquerque Hospitals	13	13.7%
Las Vegas Hospitals	4	4.2%
Clovis Hospitals	2	2.1%
Santa Fe Hospitals	1	1.1%
Portalis Hospitals	1	1.1%
El Paso Hospitals	1	1.1%
Tucumcari Hospitals	1	1.1%
Totals	95	100.2%

Some respondents received services at more than one hospital.

3 You responded that you or someone in your household received care at a hospital other than Guadalupe County Hospital. Why did you or your family member choose that/those hospital(s)?

Response Category	No.	%
Availability of specialty care	10	35.7%
Physician referral	9	32.1%
Quality of care/lack of confidence	3	10.7%
Closer, more convenient location	3	10.7%
Emergency care	1	3.6%
On vacation	1	3.6%
Son attends school there	1	3.6%
Totals	28	100.0%

Some respondents provided more than one answer.

4 What hospital service(s) were used at Guadalupe County Hospital?

Response Category	No.	%
Laboratory	48	28.6%
Physician services	38	22.6%
All radiological imaging	36	21.4%
Emergency services	27	16.1%
Other outpatient services	9	5.4%
Inpatient services	8	4.8%
No response	2	1.2%
Total	168	100.0%

Many respondents indicated multiple categories of hospital services.

5 How satisfied were you or someone in your household with the services you received at Guadalupe County Hospital? Would you say you were...

Response Category	No.	%
Satisfied	64	88.9%
Dissatisfied	6	8.3%
No response	2	2.8%
Total	72	100.0%

6a Why were you or someone in your household satisfied with the services received at Guadalupe County Hospital?

Response Category	No.	%
No Response	27	31.8%
Competent care; quality care; quality service	16	18.8%
Good staff care, personal staff care	13	15.3%
Quick response	13	15.3%
Knowledgeable doctors	8	9.4%
Convenient, close to home	5	5.9%
Just satisfied; need more services	1	1.2%
All questions answered	1	1.2%
Beautiful facility	1	1.2%
Total	85	100.0%

Some respondents provided more than one response.

6b Why were you or someone in your household dissatisfied with the services received at Guadalupe County Hospital?

Response Category	No.	%
No response	2	33.3%
Too long wait for doctor	2	33.3%
Used to getting bad service	1	16.7%
No followup by medical clinic nursing staff	1	16.7%
Total	6	100.0%

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

Response Category	No.	%
None	20	12.6%
Orthopedics/Orthopedic surgery (Albuquerque [18], Las Vegas [4], Amarillo [1], Clovis [1], Santa Fe [1], Taos [1])	26	16.4%
OB-GYN (Albuquerque [17], Las Vegas [3], Clovis [1], no city specified [1])	22	13.8%
General surgery (Albuquerque [13], Las Vegas [5], Amarillo [2], Cincinnati [1], El Paso [1])	22	13.8%
Cardiology/Heart (Albuquerque [14], Bernalillo [1], Clovis [1], Cincinnati [1], Las Vegas [1], No City Specified [1])	19	11.9%
Urology (Albuquerque [11], Las Vegas [2], Cincinnati [1], Taos [1], no city specified [1])	16	10.1%
Oncology/Cancer Care (Albuquerque [4], Santa Fe [1])	5	3.1%
Optometry/Ophthalmology (Albuquerque [1],	4	2.5%
Gastrology/Gastroenterology (Albuquerque [3])	3	1.9%
Physical Therapy (Las Vegas [1], Moriarty [1], no city specified [1])	3	1.9%
Nephrology/Renal (Albuquerque [1], Clovis [1], no city specified [1])	3	1.9%
Rheumatology (Albuquerque [3])	3	1.9%
Chiropractor (Albuquerque [1], no city specified [1])	2	1.3%
Dermatology (Albuquerque [2])	2	1.3%
Endocrinology (Albuquerque [2])	2	1.3%
Vascular (Albuquerque [2])	2	1.3%
ENT (Albuquerque [1])	1	0.6%
Hematology (Albuquerque [1])	1	0.6%
Neurology (Albuquerque [1])	1	0.6%
Pediatric Pulmonology (no city specified [1])	1	0.6%
Podiatry (Albuquerque [1])	1	0.6%
Total	159	100.0%

Some respondents provided more than one response.

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

Response Category	No.	%
Yes	50	66.7%
No	17	22.7%
Don't know	6	8.0%
No response	2	2.7%
Total	75	100.0%

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

Response Category	No.	%
Albuquerque	31	47.7%
Santa Rosa	13	20.0%
Las Vegas	8	12.3%
Clovis	3	4.6%
Santa Fe	1	1.5%
El Paso	1	1.5%
Amarillo	1	1.5%
Guadalupe	1	1.5%
Cincinnati	1	1.5%
No response	5	7.7%
Total	65	99.8%

Some respondents indicated more than one city.

10 Do you use a primary care (family) doctor for most of your routine health care?

Response Category	No.	%
Yes	87	91.6%
No	8	8.4%
Total	95	100.0%

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

Response Category	No.	%
Public Health Office	5	55.6%
Specialist	3	33.3%
Whoever is on call or in office	1	11.1%
Total	9	100.0%

Some respondents provided more than one response.

12 Have you or someone else in our household been to a primary care (family) doctor in the Guadalupe County Hospital service area?

Response Category	No.	%
Yes	74	77.9%
No	18	18.9%
Don't know	3	3.2%
Total	95	100.0%

13 How satisfied were you or someone in your household with the quality of physician care received in the Guadalupe County Hospital service area? Would you say you were...

Response Category	No.	%
Satisfied	59	76.6%
Dissatisfied	4	5.2%
Both satisfied and dissatisfied	2	2.6%
No response	9	11.7%
Don't know	3	3.9%
Total	77	100.0%

14a Why were you or someone in your household satisfied with the quality of physician care received in Guadalupe County?

Response Category	No.	%
Quality care; quality services	8	21.6%
Professional, knowledgeable physicians	5	13.5%
Personal Care	4	10.8%
Services were provided	4	10.8%
Timely service	2	5.4%
Convenience	2	5.4%
Satisfied with specific physician	1	2.7%
No response	11	29.7%
Total	37	100.0%

Some respondents provided more than one response.

14b Why were you or someone in your household dissatisfied with the quality of physician care received in Guadalupe County?

Response Category	No.	%
Doctor/Staff was rushed	2	33.3%
No response	1	16.7%
No Followup by physician or nursing staff	1	16.7%
Don't assume viral; need to do bloodwork to see	1	16.7%
If can't provide care, should send you to someone who can	1	16.7%
Total	6	100.0%

15 Are you able to get an appointment with your primary care (family) doctor in the Guadalupe County Hospital service area when you need one?

Response Category	No.	%
Yes	83	87.4%
No	5	5.3%
Don't know	7	7.4%
Total	95	100.0%

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

Response Category	No.	%
Yes	24	25.3%
No	70	73.7%
No response	1	1.1%
Total	95	100.0%

17 What concerns you most about health care in the Guadalupe County Hospital service area?

Response Category	No.	%
No response	29	27.9%
None	13	12.5%
Physician Concerns (22, 28.8%)		
Lack of doctors/specialists	16	15.4%
Attracting/retaining physicians and staff	4	3.8%
Misdiagnoses	2	1.9%
Lack in thoroughness of care	2	1.9%
Too long of a wait to be seen	2	1.9%
Rushed	1	1.0%
Holdout on referrals	2	1.9%
Physician prejudice to patients	1	1.0%
Hospital Concerns (18, 17.3%)		
HIPPA violations/confidentiality	6	5.8%
Need for dialysis care	3	2.9%
Lack of professionalism	2	1.9%
Need for physical therapy care	2	1.9%
Pharmacy concerns: size/hours	2	1.9%
Low hospital visibility in community projects	1	1.0%
Shortage of ER nurses	1	1.0%
Training/Experience	1	1.0%
General Concerns (14, 13.5%)		
Transportation/ambulance transport services	5	4.8%
Dentistry hours	1	1.0%
Excessive cost of health care	3	2.9%
Childcare	1	1.0%
High birthrate for young unwed mothers	1	1.0%
Little/no insurance	1	1.0%
Need for intermediate and paramedics in EMS	1	1.0%
Obesity epidemic	1	1.0%
Total	104	100.0%

Some respondents provided more than one response.

18 What services would you like to see offered at Guadalupe County Hospital?

Response Category	No.	%
No response	22	14.2%
Don't know	1	0.6%
None	2	1.3%
Physician Services (5, 3.2%)		
More doctors/primary care	5	3.2%
Specialty Services (106, 68.4%)		
More Specialists	16	10.3%
Physical Therapy	22	14.2%
Optometry/Ophthalmology	22	14.2%
Chiropractor	10	6.5%
Dialysis	8	5.2%
Chiropractor	6	3.9%
OB/GYN	4	2.6%
Audiology	3	1.9%
Cancer Treatment	2	1.3%
Orthodontics	2	1.3%
Substance Abuse Treatment	2	1.3%
Weight Management/Nutrition Education	2	1.3%
Acupuncture	1	0.6%
Massage Therapy	1	0.6%
Mammograms	1	0.6%
MRIs	1	0.6%
Orthopedics	1	0.6%
Pain management	1	0.6%
General Wellness	1	0.6%
Hospital Services (10, 6.5%)		
Better service at hospital and pharmacy	2	1.3%
Better quality care	1	0.6%
Ambulance for transfesr to other facilities	1	0.6%
Billing issue resolution	1	0.6%
Insurance assistance (filing/claims)	1	0.6%
Labwork	1	0.6%
Less wait for appointments	1	0.6%
Longer pharmacy hours	1	0.6%
Security	1	0.6%

18 (CONTINUED) What services would you like to see offered at Guadalupe County Hospital?

Response Category	No.	%
Other Services (9, 5.8%)		
Assisted living	1	0.6%
Child services	1	0.6%
Home health	1	0.6%
Hospice	1	0.6%
More free screenings	1	0.6%
Nursing home	1	0.6%
Better training/salary for volunteer Fire/EMS	1	0.6%
Transportation	1	0.6%
VA services	1	0.6%
Total	155	100.0%

Many respondents provided more than one response.