



## Q1. 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%

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%

Hospital?	d at Guadalupe	county
Response Category	No.	9
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%

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 some	eone 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%

Response Category	No.	%
None	20	12.6%
<b>Orthopedics/Orthopedic surgery</b> (Albuquerque [18], Las Vegas [4], Amarillo [1], Clovis [1], Santa Fe [1],		
Taos [1])	26	16.4%
<b>OB-GYN</b> (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%
<b>Cardiology/Heart</b> (Albuquerque [14], Bernalillo [1], Clovis [1], Cincinatti [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%

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%

Pasponsa Catagory	No.	%
Response Category 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%

Response Category	No.	9
Yes	87	91.6%
No	8	8.49
Total	95	100.0%

If no, then what kind of medical	provider do you use	e 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%

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

How satisfied were you or someone i the quality of physician care received		
Hospital service area? Would you say		pecount
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%

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%

quality of physician care received in Guadalupe	County?	
Response Category	No.	%
Doctor/Staff was rushed	2	33.3%
No response	1	16.7%
No follow-up 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%

Response Category	No.	9
Yes	83	87.49
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%			

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%
otal	104	100.0%

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%

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	unity Health Needs Assessment Template