

Healthcare Access Questions

Outline of Questionnaires

This document presents the questions included in information gathering conducted by 1) Healthy Archuleta, 2) Pagosa Springs Medical Center, 3) San Juan Basin Public Health, and 4) Aspire during this past year (2022-2023). The below is a selection of questions relevant to Public Health and this committee

Healthy Archuleta: Health Equity Assessment Survey Questions for Community Partners and Medical/Mental Health Providers 2022

Source: Healthy Archuleta

- What types of services do your clients request referrals to?
- How do people typically pay for Primary Care Services?
- Do you refer individuals to any of the following SJBPH services that are offered in Archuleta County? (check all that apply)
- Do you make referrals to non-profits who might provide supportive services for your patients/clients? Yes/No
- Do you think we have Preventive/Primary Care services that can be accessed in a timely manner? Perhaps reword for clients – “Based on the urgency of your health care needs at the time, were you able to make an appointment within a reasonable time? BUT urgency implies that it is not preventive.
- Should we ask a question such as – below is a list of health-related services available in Archuleta county that provide preventive care and/or education. If you did not check any of these services, skip to question #x.
- Check those you have used
 - Do you feel the appointment day and time was within a reasonable period of time to meet your needs?
 - Do you feel that the care provided addressed your needs in an understandable and caring way?
- We might be able to bunch question on dental and mental health care similarly.
- Do you think we have Dental services that can be accessed in a timely manner? · Good question - same issue. “Based on the urgency of your dental health care needs at the time, were you able to make an appointment within a reasonable time?
- What do you think is missing regarding Preventative (screening) in Archuleta County?
- What do you think is missing **and** the biggest gap regarding food/nutrition security in Archuleta County?

Healthy Archuleta: Health Equity Assessment Interview Questions for Community residents 2022

Source: Healthy Archuleta

Individual Interviews

- Which of these best describes the barriers you face in accessing preventative **or** primary

care services? (Select all that apply)

- Do you get annual check ups from a health care provider/practice group (doctor, nurse)? This is a time when you are not going because you are sick.
 - For the "Yes" Respondents: If you get annual check ups, where did you get this service during the past year? Do you see the same health care provider/practice group annually for your check ups? What are the reasons that you got your annual check ups at this location/provider? What was your experience? Can you elaborate on how you felt, i.e. respected and listened to by your provider? What would you like to see done differently if anything? What motivates you to get these annual check-ups?
 - For the "No" Respondents: If you don't get annual preventative check ups, when was the last time that you got this service? Where did you get the service? What was your experience? What prevents you from getting these annual check-ups?
- In your view, how important are annual check up visits for a person's individual health and wellbeing? (1-4)
- What does it take for you and your family to get or continue to get annual check-ups?
- What alternative services (i.e. such as chiropractic, or massage therapy) do you seek for your preventative health care needs?
- What do you think about public insurance and service programs, i.e. medicaid, WIC, SNAP as a resource for our community members? - Nurse Family Partnership/Safe Care

Pagosa Springs Medical Center: Public Engagement Survey Questions 2022

Source: Pagosa Springs Medical Center

Social Determinants of Health

1. In your opinion, which of the following conditions negatively affect quality of life and health promotion in our community? (check all that apply)
Transportation issues, Need for assistance with housing, Food insecurity, Need for help with utilities, Interpersonal safety, other

Management of High Frequency Chronic Conditions

2. Have you ever been diagnosed of any of these medical conditions below?
Hypertension (high blood pressure), Diabetes, Heart Failure, Asthma, COPD (chronic obstructive pulmonary disease)
3. What statement best describes what would prevent you from seeking an annual checkup? (check all that apply)
 - My schedule conflicts with accessibility to clinic appointments.
 - I currently do not have a healthcare provider.
 - Out of pocket costs or lack of insurance coverage.
 - I do not find value in having an annual checkup.

Substance Use Disorder

4. How much of a problem do you feel the opioid crisis is in our local community?

San Juan Basin Public Health (SJBPH): Health Improvement Survey Questions 2023

Source: San Juan Basin Public Health

- In your own words, what do you believe is the most important health issue facing the residents of your country?
- What is your opinion about the following physical and mental health issues in your community? (Not an Issue, Minor Issue, Moderate Issue, Major Issues, Don't know)
 - Ability to get an appointment to see a medical health care provider for basic health needs
 - Ability to get an appointment to see a medical health care provider who is a specialist
 - Accessibility or Oral Health care (ability to get an appointment for dental health needs)
 - Vaccine-preventable diseases (flu, pneumonia, whooping cough, measles, ect.)
 - COVID-19
 - Sexually Transmitted Diseases (education, testing, and treatment services)
 - Teen Birth Rates/Teen Pregnancy
 - Suicide/Suicide Attempts
 - Substance Use
 - Chronic Diseases (heart disease, cancer, diabetes, obesity, etc.)
 - Environmental Quality (air, water, climate change, food, safety)
- How concerned are you about these other community issues that impact health? (Not an issue, Minor Issue, Moderate Issue, Major Issue, Don't know)
 - High School Graduation Rates
 - Early childhood education/youth development
 - Motor Vehicle Accidents
 - Availability of Exercise or Fitness Opportunities
 - Domestic Violence
 - Sexual Violence
 - Radon in homes
 - Racism
 - Availability of jobs/economic opportunity
 - Support for families with children (day care, safe places to play)
 - Food insecurity (quantity, affordability)
 - Ability to access locally grown food
 - Transportation
 - Affordable Housing
- What is your opinion about the following substance abuse issues in your community?
 - Youth Prescription Drug Use
 - Adult Prescription Drug Use
 - Youth Alcohol Use
 - Adult Alcohol Use
 - Youth Tobacco Use (includes e-cigarettes or vaping)
 - Adult Tobacco Use (includes e-cigarettes or vaping)
 - Youth Marijuana Use
 - Adult Marijuana Use
 - Youth Drug Use (drugs other than marijuana or prescriptions)
 - Adult Drug Use (drugs other than marijuana or prescriptions)
- What is your opinion about the following mental health issues in your community?
 - Access to diagnostic services (testing, screening, assessing, mental health or behavior issues)
 - Access to individual therapy/counseling or support
 - Access to group therapy/counseling or support
 - Access to treatment services using prescription drugs (antidepressants, anti-anxiety)

- medication etc)
- Access to inpatient psychiatric treatment
- Stigma of having or seeking treatment for a mental health condition
- What is your opinion about the following Environmental Health issues in your community?
 - Outdoor Air Pollution
 - Safe/Healthy Housing (including Radon, lead, indoor air quality, rental housing standards)
 - Surface Water Pollution (rivers, lakes)
 - Water Quality (access to/amount of water)
 - Septic Systems (onsite Wastewater Treatment Systems)
 - Drinking Water Quality
 - Communicable Diseases that are NOT Vaccine-Preventable (Hantavirus, Tularemia, West Nile Virus, Plague, Salmonella, E-coli)
 - Communicable Diseases that ARE Vaccine-Preventable (flue, measles, chick pox)
 - Climate Change
 - Food Safety (food from restaurants, markets, deli counters)
 - Sanitation at schools and childcare facilities
 - Solid/Hazardous Waste (landfills, illegal dumping, recycling)
 - Sanitation at body art establishments, swimming pools, hotels/motels

Aspire: Program Need Assessment Survey Questions for Caregivers of Children (≤5 Years Old) 2023

Source: Aspire

- What is the biggest struggle about living in Pagosa Springs? Options: (Affordable Housing, Cost of Living, Connecting with Others, Child Care, Good Paying Jobs, Quality Mental Health Options)
- What type of assistance are you currently receiving? Options (Family support financially, medicaid, SNAP benefits, WIC, Nurse Family Partnership, None)

Possible Information this Committee May want to look into

Demographics (unless there is some legal contradiction to asking them)

- ·Age
- ·Sex
- ·Ethnic background
- Preferred language for conversations
- Educational level
- Annual income (ranges)

Additional questions (background)

Health insurance questions

- Do you have health insurance? Y or N
 - If yes, is it through Medicare or Medicaid?
 - is the insurance you have readily accepted by health care establishments in Archuleta Co?

- o Is the insurance adequate to meet your needs?
- o is your family also covered under this policy?
- o Do you have problems understanding insurance and need help to figure out what you have?
- Does your insurance cover:
 - o Dental care including preventive cleaning?
 - o Mental health care such as talk therapy for mental health issues or crisis support or treatment for substance use or addiction?
 - o Preventive care such as Pap smears, mammograms, and lab work, such as a cholesterol screen or a PSA for men?

Options to in-person visits

Health care providers in Pagosa Springs have the option of providing certain services via computer called telehealth or tele-visits. Your ability to participate in such a service is important to planning healthcare services. Information that would be helpful for us to know about you is:

- o Do you have reliable Internet service where you live in Archuleta County?
- o Do you own a computer or have the ability to connect via FaceTime on your phone to avoid driving long distances for care?

Useful questions – not on the list or worded differently

- How important is it to you that someone is able to speak to you in your native language?
- If you felt depressed, anxious, or having problems with drugs or alcohol and realized you couldn't handle it by yourself, who or what organization in Archuleta county would you turn to?
 - o Family member
 - o Find a way to deal with it myself.
 - o Names of appropriate organizations
 - o My primary care provider to help me figure out who to see
 - o Don't know
- If you thought you had a sexually transmitted disease, which of the following agencies are you aware of that can test you for the problem? [List options in AC]
- If you go to a primary care provider to seek care for any problem, do they offer advice on:
 - o how you can treat the problem in the future using home remedies? Y/N
 - o how to avoid having the problem in the first place? Y/N
 - o general information on how to improve your health? Y/N
- How important is it for services to be free or based on a sliding scale before you consider using them?
- How important is it for you to be able to visit the agency's website to learn the cost of services before you decide to visit an agency?
- After being discharged from the hospital or after an appointment with a health care provider, have you or a loved one ever needed more care or information because you became sicker and did not know who to turn to? If yes, please explain.
- Sometimes people get sick at home and do not have transportation or a friend to transport them to get help, such as to urgent care, the hospital, or an appointment with a healthcare provider. If this has ever happened to you? If so, what did you do?

Questions relating to public health: Other than asking if people are aware of the various services at the SJBPH, I cannot think of any additional program-questions to ask.

The question is another way of asking about use of the food banks in Archuleta County.

List of food banks	Have you gone to one of the food banks in Archuleta county when you needed food for you or your family?		Select which bank you visited
	Yes	No	
1	2 boxes in each of the rows below to check		One box to check in all rows
2			
3			

Available state and federal data

- Has data been compiled on why these 5 foundational service areas were chosen in CO? Perhaps this is where we start per service area. This probably should have been a part of the individual research the committee members do. That said, I don't know how much data is out there. The state website has not posted up-to-date information that I could find.
- Not having data from SJBPH about the number of clients served by program by month by county is really hard to believe. How can you justify the need for the program to grantors or contractors?