

OCTOBER 2, 2018

The Commissioners of the Orcas Island Health Care District extend our warm thanks to all of you for participating in the recent survey about healthcare services on Orcas. Your thoughtful responses and comments will help guide us as we finalize contracts with the clinics for the next year and help us set priorities for the future.

Shortly after the District was formed, the Board began discussing how to engage with the Orcas community to make sure that we hear from a larger portion of the community than the few who seek us out individually or attend our meetings. We decided that the best way for us to hear from more of you was through a combination of town hall meetings and short, focused surveys.

The first survey, which you recently completed, had two objectives. First, we wanted to gauge satisfaction with the medical care currently available on Orcas. Second, we wanted to learn what kind of urgent care services the community wants and test the community's willingness to pay more in taxes to receive those services.

The Board decided to ask Madrona Voices to conduct the survey because of their experience conducting several surveys on local issues on their own initiative. By collaborating with them, the Board was able to have some influence over which questions were asked and how questions were phrased. However, because the survey was conducted by Madrona Voices, they retained control over how and when the results were presented and what was made publicly available, including the comments. The Commissioners asked if the comments could be aggregated and anonymized so that the substance of concerns could be made clear and easily communicated without the necessity of reading through hundreds of comments, but Madrona Voices refused.

We have provided each clinic with a copy of the compiled survey responses and the text of the comments, so they can decide how to best address specific issues raised by some survey respondents.

Again, thank you very much for taking the time to complete the survey. We appreciate your input.