

Question Title

Introduction – This may be the language on the email invite versus in the survey

Hospital district wants to understand your priorities for the Health Care Services available on Orcas Island. This survey is designed to capture your opinion on several key components of the overall healthcare system.

Lead In Question (in body of email):

- 1) Are you a registered patient at any of the following clinics?
 - a. Orcas Family Health Center
 - b. UW Orcas clinic
 - c. Another Orcas provider _____
 - d. I generally receive my primary care on island but am not currently registered at any clinic
 - e. I generally receive my primary care off island

Background for questions 1.

Medical care can be categorized into three types:

- a) Primary care -- focuses on medical concerns for which an appointment can be scheduled during clinic hours within a few days or even longer; not an urgency.
- b) Acute/urgent care -- not life-threatening but warrants immediate attention, like a laceration, injury, or infection.
- c) Emergency care -- life-threatening (like a heart attack or stroke) and requires stabilization and transport to the appropriate medical facility, like a hospital ER. The EMS mission is to provide this emergency care therefore it is not addressed in this survey.

- 1) Which of the following health care services do you feel are most important to be available ON ISLAND (sliding scale where they can move from Must Have to Not Important)
 - a. Primary care offered during standard business hours (M-F)
 - b. Expanded/Flexible primary care hours (evenings/weekends)
 - c. Acute/urgent care during standard business hours
 - d. Acute/urgent care evenings/weekends
 - e. Other _____
- 2) When seeking primary care, how important are the following services to you? (sliding scale where they can move from Must Have to Not Important)
 - a. Reasonable access for regular office visit (within 5-8 working days))
 - b. Flexible/Expanded hours (evenings/weekends)
 - c. Reasonable access for other services (Blood draws, X-Rays, Vaccinations, etc.) (<1 week)
 - d. Same or next day renewal for appropriate prescriptions
 - e. Having a choice in clinics
 - f. Having a choice in providers

- 3) When seeking acute/urgent care services, what elements are most important to you **DURING** regular business hours? (same sliding scale).
- Phone access to a triage nurse at the clinic who can help assess your issue and offer treatment options
 - Same day in person access to a provider
 - Same services for all individuals seeking acute/urgent care services (residents, visiting friends/family, visitors, seasonal residents)
 - Easy access for EMS to refer patients to clinic for immediate care when deemed necessary.
- 4) When seeking acute/urgent care services, what elements are most important to you **AFTER** regular business hours? (same sliding scale).
- Phone access to a triage nurse who can help assess my issue and offer treatment options
 - Phone access to an on-call provider
 - Access to a provider who will come into the clinic when medically appropriate
 - Same services for all individuals seeking acute/urgent care services (residents, visiting friends/family, visitors, seasonal residents)
 - Easy access for EMS to refer patients to clinic for immediate care when deemed necessary.
- 5) The Orcas Health Care District Commissioners developed a model for on island acute/after-hours care with the following key elements. We would like to know how important each element is to you.
- A patient-centered process that would support physically accessible providers for same day treatment if deemed medically necessary – DURING business hours.
 - A patient-centered process that would include providers coming into a clinic for evening/weekend treatment after regular clinic hours if deemed medically necessary.
(I suggest omitting this one since I do not believe it is an option regardless of public position.)
 - Available to anyone who needs care, not just UW/OFHC registered patients. Individuals could be required to register with clinic as part of the process.
 - Providers will maintain the necessary skills to provide acute/urgent care.
 - On-call providers would work directly with EMS to coordinate patient care.
- 6) If providing after-hours care was going to cost additional tax dollars, how much would you be willing to spend for your household, on an annual basis, to have this service available? (Slide bar marker to the right until you reach the maximum amount you would be willing to pay for this service)
(I realize this does not give us the same precision on millage rate, it is a way less complicated way of getting a general sense.)
- 7) Two options for providing easier access to clinics are being considered. Please indicate your degree of support for the following options by sliding the bar left to right):
- Expanding regular office hours to 1 or 2 evenings per week.
 - Expanding regular office hours to include Saturday morning.
 - Expanding regular office hours to include Sunday morning.
 - Shifting clinic hours to open later 1-2 days per week and stay open later (needs better wording) with no increase in total clinic hours
 - Closing Friday afternoons and open Saturday mornings

8) Share your comment here regarding the amount you are willing to see the commissioners spend for after-hours clinics services.

We ask several demographic questions to help us evaluate whether the survey is representative of the community.

Question Title

Do you have children under the age of 18 living with you?

Question Title

1. No matter where you have lived, has anyone in your household needed to see a doctor outside of normal clinic hours?

- Yes
- No

How would you rate your most recent experience with the UW medical clinic?

Question Title

2. How would you rate your most recent experience with the UW medical clinic?

- | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Bad | Poor | Satisfactory | Good | Excellent | N/A |
| <input type="radio"/> |

Why did you give this rating? (Optional)

How would you rate your most recent experience with the OHFC medical clinic?

Question Title

3. How would you rate your most recent experience with the OHFC medical clinic?

- | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Bad | Poor | Satisfactory | Good | Excellent | N/A |
| <input type="radio"/> |

Why did you give this rating? (Optional)

Background for questions 4-7.

For the purposes of this question, assume that a family member or you need urgent medical attention that isn't serious enough to be flown off-island. One option is for the medical providers on-island, in collaboration with

EMS, be available after regular clinic hours to come into their clinic to provide acute/urgent care when it is deemed medically appropriate. The commissioners are assuming that the providers would receive some compensation for this service.

The commissioners would like to know if you want providers to be available to come to the clinic and how much taxpayers would be willing to pay for this service.

Do you want an on-island doctor to be available, as medically necessary, outside of normal clinic hours?**10. Do**

you have children under the age of 18 living with you?

- Yes
- No

We ask you for your age in the format of what year you were born. We ask because we want to evaluate how well we represent the different age groups and because we suspect that the answers to the questions above may vary based on the age of the respondent.

What year were you born?

Question Title

11. What year were you born?

We ask whether you are a homeowner or a renter because we want to evaluate how well we represent the community. Some of our questions deal with taxes. We want to know if homeowners answer the same way that renters do.

Are your living quarters owned or being bought by you or someone in your household, rented for cash, or occupied without payment of cash rent?

Question Title

12. Are your living quarters owned or being bought by you or someone in your household, rented for cash, or occupied without payment of cash rent?

- Owned or being bought by me or someone in my household
- Rented for cash
- Occupied without payment of cash rent

Comments that you would like for the commissioners to consider.

Question Title

13. Comments that you would like for the commissioners to consider.

Thank you for taking the survey and providing your opinion for the commissioners. If you know of someone who would like to have their input included, please have them share their email address with us. We will send them an invitation to take the survey. Please note that your answers are not recorded until you click the "Done" button.

Done

DRAFT