



# ORCAS ISLAND HEALTH CARE DISTRICT

COMMUNITY SURVEY IN SUPPORT OF STRATEGIC PLANNING

FINAL REPORT, JULY 9, 2022

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## BACKGROUND

- The Orcas Island Health Care District (OIHCD), as part of its 2022 strategic planning, elected to undertake a multi-phased community engagement process. Health Facilities Planning & Development (HFPD) was retained to support the effort, and it was agreed that it would include both a community survey and a program of listening sessions/focus groups.
- The purpose is to assess the community's perceptions about access to essential services including primary care and elderly care, and their expectations about services to be available on-island.
- In addition to the community engagement, the strategic planning process:
  - Includes collecting data on use patterns and social determinants.
  - Understanding if there are community needs (long-term care, housing for workforce, etc.) wherein the District's unused land could be used to help support access.
- This Report provides results of the community survey.

# KEY TAKEAWAYS

- There are real differences in the three age groups comprising the Island's households. The notable differences are between households with children and households with only 65+. These differences appear to impact access to care generally, and use of local primary care in particular.
- Demographic/insurance and primary care differences include:
  - 8% of 65+ households only are non-white versus 24% of households with children
  - 4% of 65+ households speak a language other than English at home, versus 16% of households with children
  - 97% of households 65+ have Medicare, and 39% of the children in households with children have Apple Health.
  - 5% of all households reported that at least one member in the household was uninsured. In households with children this number is 11%
  - 90% of households 65+ report having a primary care provider, in households with children, that number is 57%. Further, households with children are least likely to use local primary care .
  - Households with children were much more likely to identify not feeling welcomed, lack of insurance, high deductibles/costs in general and difficulty scheduling and wait times for an appointment as the reasons they go off island.

# KEY TAKEAWAYS

- **The historic turnover of providers and previous provider relationships are the top reasons that respondents reported receiving primary care off Island.** Again, there are differences by age: 25% of households 65+ reported too much turnover as a reason versus 14% of households with children., and 27% of households 65+ reported a prior relationship as the reason, versus 13% of households with children.
- **Urgent care is needed frequently, and 78% of all respondents thought that the reason they last needed urgent care was for something that a primary care clinic should be able to handle:**
  - Households with children were more likely to have needed urgent care compared to households 65+ (65% versus 36%). They were also least likely to get that care on-island (41% versus 56%)
- **Urgent care, primary care, PT, imaging, lab and hospice were the services deemed most essential to be provided on Island. Households with children also identified transportation, pediatric dental and behavioral health as high needs.**
- Most seniors and caregivers of seniors reported that they did not need additional services to age in place at this time; at the same time 82% of all respondents reported that they were aware of individuals that had to move off-Island in the last several years because the long-term care services they needed were not available locally.

# METHODS

- The survey was drafted by HFPD and a Board sub-committee.
- Once finalized, it was translated into Spanish. Both English and Spanish versions were widely distributed
- A link to the survey was provided to a number of community organizations which “pushed out the survey” via their listserv and social media.
- The intent was also to conduct phone surveys in the event that the response rate of seniors was low. Data shows that seniors are less likely to complete services on-line, and more likely to respond via phone. In this case, seniors are over-represented in comparison to their distribution on the Island, so no phone surveying was conducted.
  - According to census data 34% of the Orcas Island population is 65 years of age or older; 65% of surveys noted that someone age 65 or older was living in their household.
  - Data analysis was stratified to account for oversampling of older population
- Surveys were considered complete and used in analysis if questions beyond the demographics were answered. Participants can skip questions and/or answer “Don’t know/prefer not to answer.”
- N reported is for number of included surveys per group but may vary based on individual responses.

## METHODS

- Hard copies and drop-boxes were placed in five different locations on the Island.
- The survey went live on May 23, 2022, and was closed on July 6.
- Respondents were instructed to complete one survey per household, with the introduction of the survey reading, *“This on-line survey is for full- and part-time residents of Orcas Island. Please submit only one survey per household. Your answers should reflect the experience and opinions of you and your family members currently living in your home.”*
- 593 surveys representing 1279 persons, had responded to a sufficient number of questions, that they were deemed “complete” and used in the analysis.

593 SURVEYS ARE INCLUDED IN THIS RESPONSE, THIS REPRESENTS MORE THAN 20% OF ALL ORCAS ISLAND HOUSEHOLDS AND MORE THAN 10% OF ALL ISLAND RESIDENTS. CONFIDENCE INTERVAL IS +/- 2.9%

- Key Demographics

- 92% full time residents
  - Of those that are part time, 28% reported receiving their primary care on Island).
- 24% sole member households
- 89% White/Caucasian
- 71% of households contained at least one member aged 65 and older
- 15% of households had children under the age of 18
- 74 paper copies and 519 on-line surveys have been completed
- 12 survey were completed in Spanish
  - 48 respondents indicated that a language other than English is spoken in their homes

IN ORDER TO EVALUATE ANY VARIATIONS BY AGE, RESULTS WERE EVALUATED AND ARE PRESENTED AS

What age groups describe you and members of your family who live in your home? Check all that apply.					
Under 18	18-26	27-44	45-64	65-79	80+

- Households with children (HH w/children) n=93
- Households exclusively aged 65 and older (HH 65+) n=319
- Mixed-aged households without children (HH Mixed age) n=179
- Surveys that did not respond to age question (n=2)

Race/Ethnicity	HH w/Children	HH 65+	HH Mixed Age, no children
White/Caucasian	76%	92%	85%
Hispanic/Latino/Latinx	11%	1%	5%
American Indian/Alaska Native	0%	<1%	1%
Black/African American	0%	0%	1%
Asian/Asian American	1%	0%	1%
Native Hawaiian/Other Pacific Islander	0%	0%	1%
Multiracial	0%	2%	0%
Do not know/Prefer not to answer	6%	5%	5%
Other (please specify)	0%	<1%	1%
Do you and/or your family speak a language other than English at home?			
Yes	16%	4%	13%

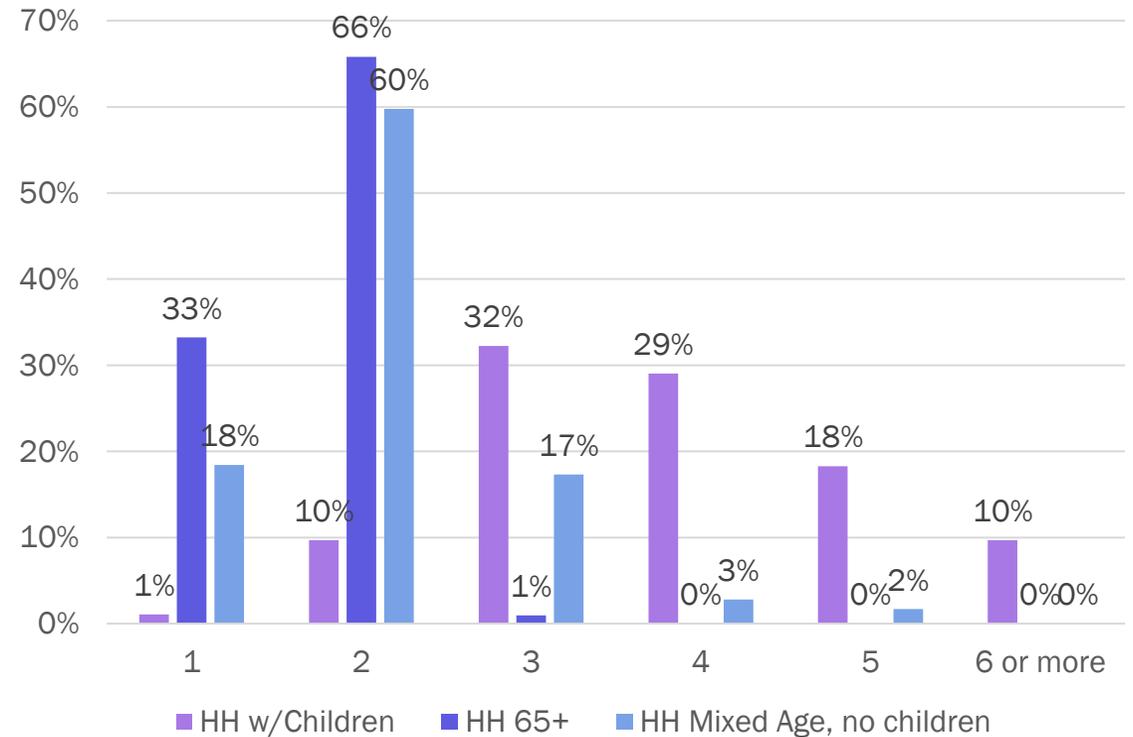
## RACE AND LANGUAGES SPOKEN AT HOME

- Households with children were more likely to be non-white than other age groups
- Households with children were most likely to speak a language other than English at home (16%) followed by mixed aged households (13%)
- Households exclusively 65 and older were least likely to speak a language other than English at home (4%)

# RESPONDENT HOUSEHOLD SIZES

- 99% of households made up exclusively of members aged 65 and older had 1 or 2 members
- 78% of mixed aged childless households had 1 or 2 members
- 89% of households with children had 3 or more members

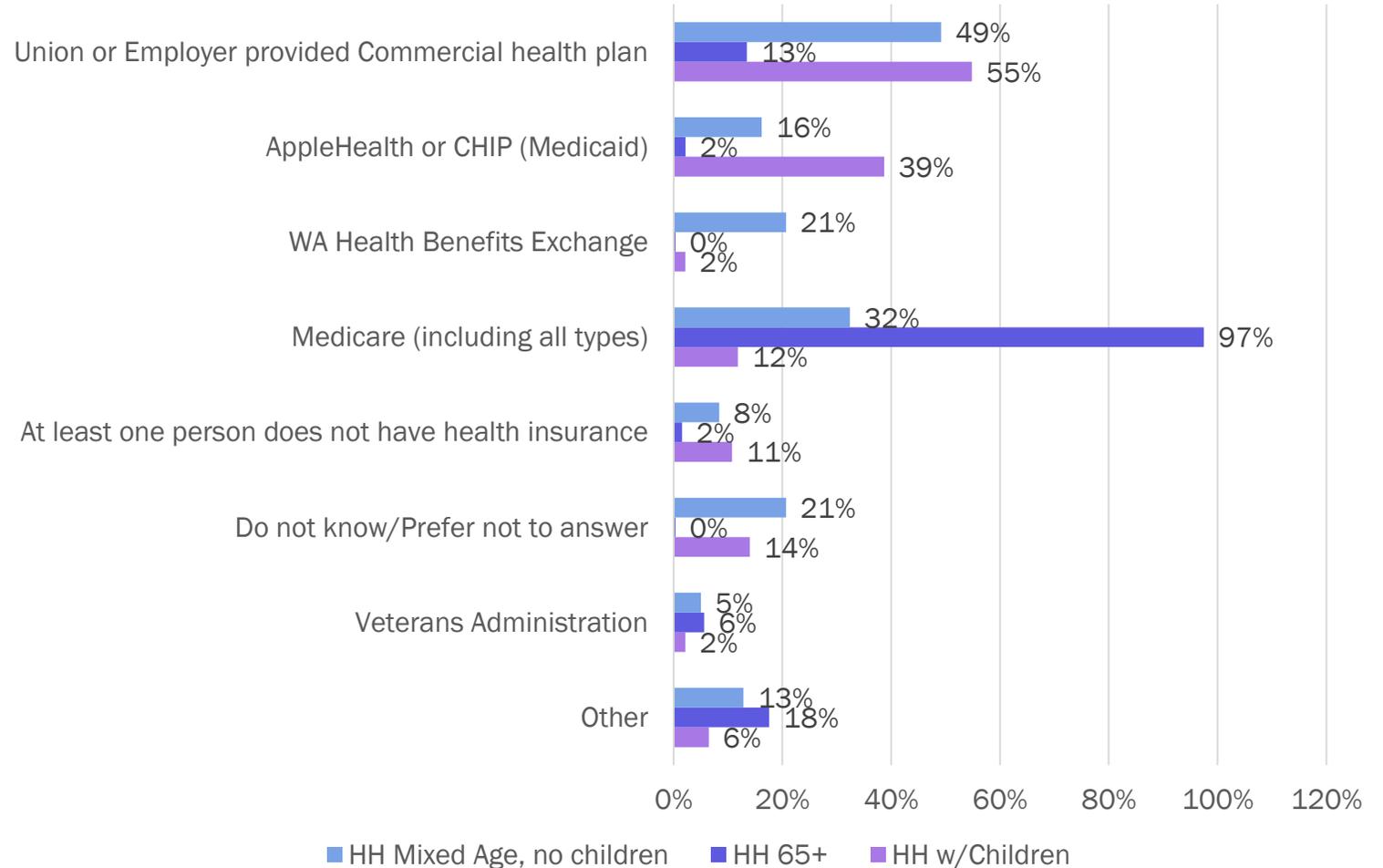
How many family members, including yourself, currently live in your home?



# INSURANCE COVERAGE

- Respondents were asked, “Please select which type of medical insurance you or family members living in your home have. You may choose more than one”
- 39% of households with children have AppleHealth/CHIP(Medicaid)
- 97% of households exclusively 65 and older reported Medicare
- 5% of total respondents reported that at least one person in their household had no insurance; the rate was highest in households with children at 11%
- 5% of total respondents had Veterans Administration healthcare

## Insurance Coverage by Household Type



**HOUSEHOLDS 65 AND OLDER ARE MOST LIKELY TO HAVE A PRIMARY CARE PROVIDER (80%), AND HOUSEHOLDS WITH CHILDREN ARE LEAST LIKELY (57%). ISLAND PRIMARY CARE IS THE LARGEST PROVIDER.**

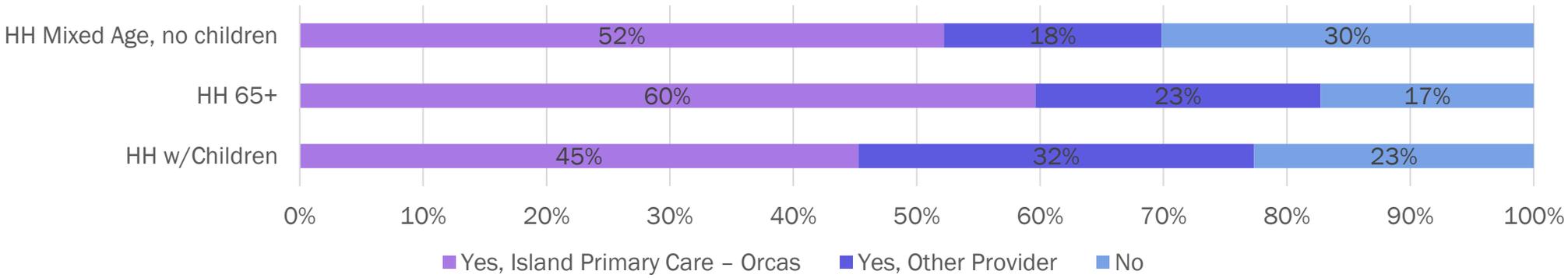
- Households 65 and older were most likely to see Island Primary Care-Orcas (60%) and least likely for their PCP to be off the island (17%)
- Households with children were least likely to use Island Primary Care

**Do you have someone you consider to be your family's primary health care provider?**

(A primary care provider is the provider you go to on a regular basis for scheduled, preventive and other types of routine care. This can include a physician, nurse practitioner, physician's assistant or other health or wellness practitioner such as a naturopath, homeopath, chiropractor, acupuncturist or other type of provider.)

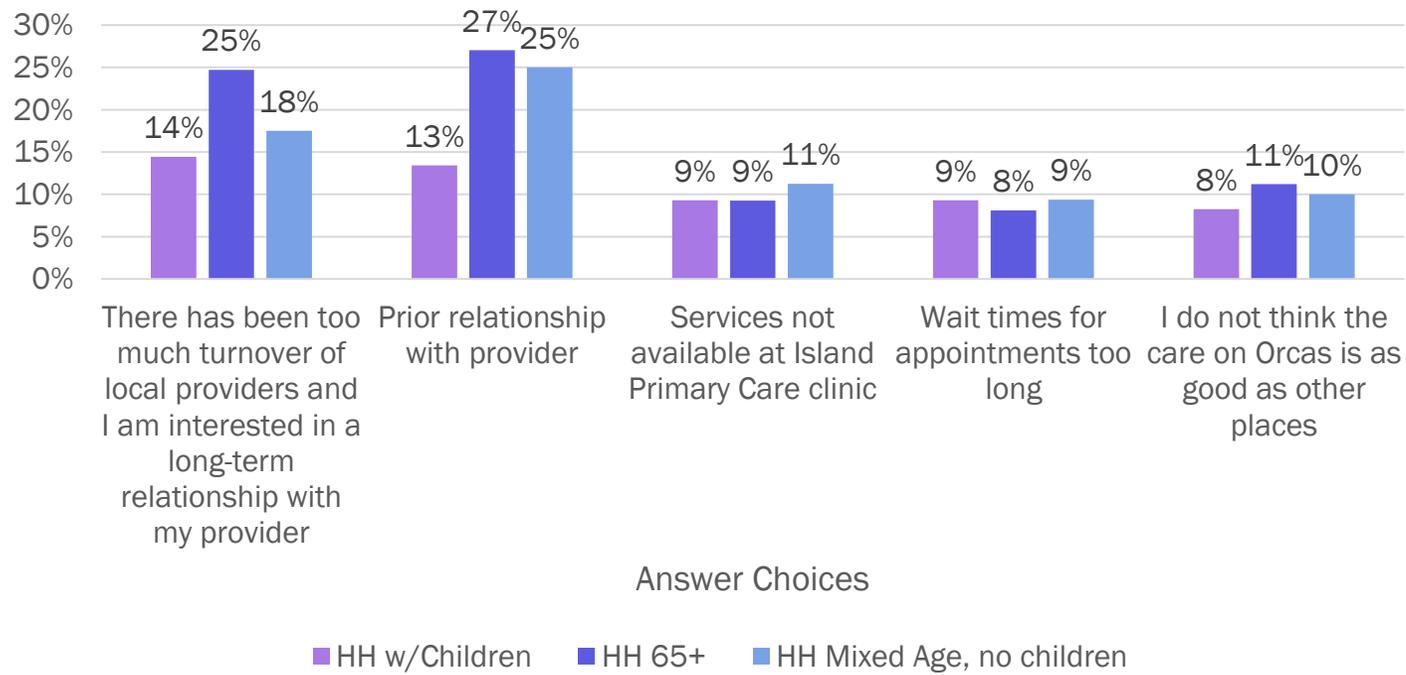
	HH w/Children	HH 65+	HH Mixed Age, no children
<b>Yes</b>	57%	80%	77%

**Is this provider on Orcas Island?**



# THE MOST COMMON REASON FOR GETTING HEALTHCARE OFF ISLAND IS RELATED TO CONSISTENCY AND STABILITY OF PROVIDER RELATIONSHIPS

Reasons for Getting Primary Care Elsewhere'



- When asked to “Please select all of the following responses that explain why you get your primary care elsewhere.” the most common reasons were related to **consistency** and **stability** of provider relationships
- **Convenience of care** (wait times and services available) was consistently selected more often than quality of care

# BARRIERS TO LOCAL PRIMARY CARE

Of those who added written comment regarding why they do not use IPC–Orcas clinic, major themes were:

Seeing PAs and NPs as opposed to MDs

Lack of online scheduling

Lack of specialty care

Difficulty with scheduling care

Limited time with physicians

When asked “Please specify the services you desire or need but are unavailable at Island Primary Care – Orcas, respondents cited:



Orthopedics/Spine Care



Endocrinology



Neurology



Cardiology



Pulmonology



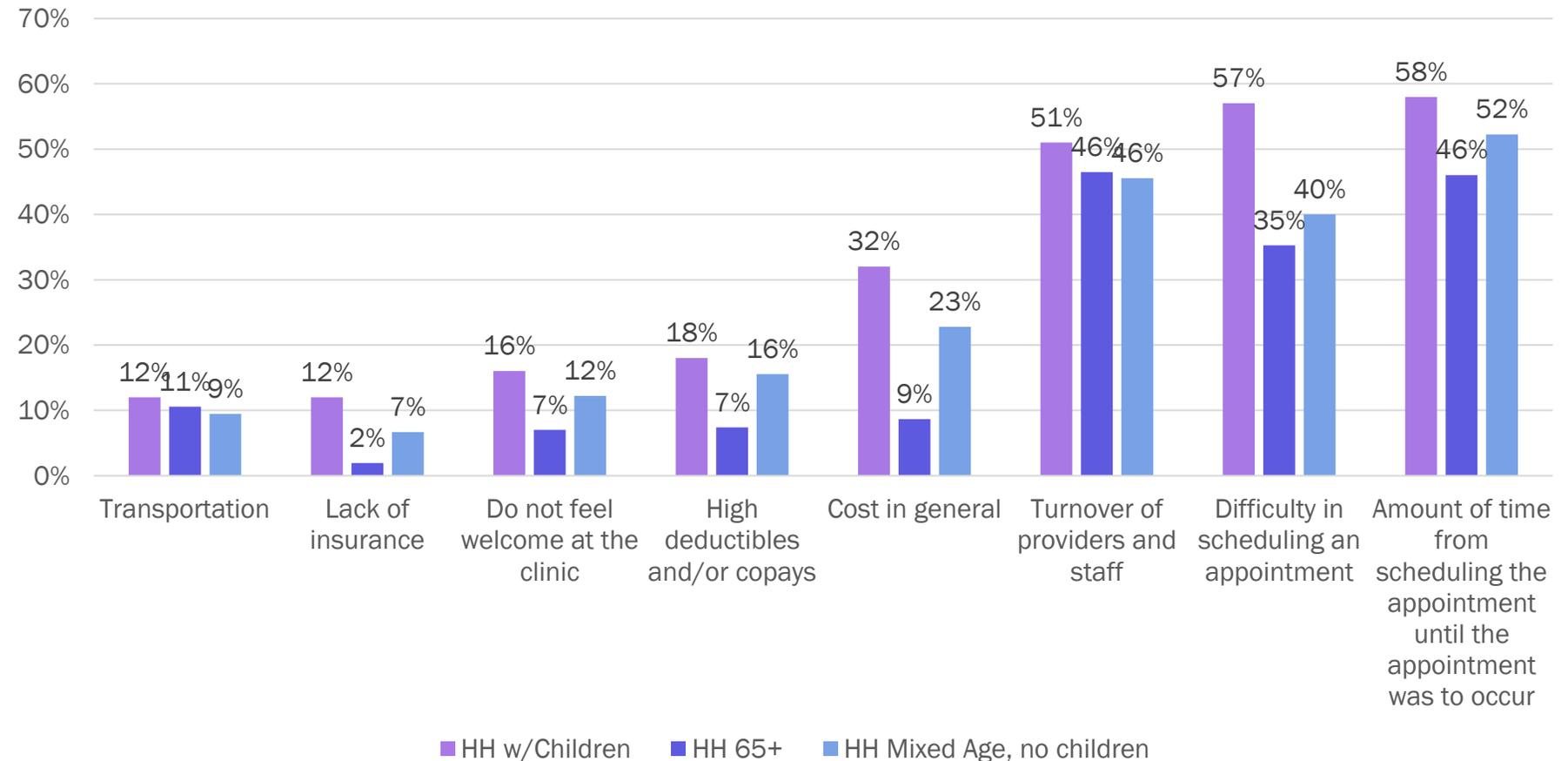
Gastroenterology

There were no major differences in responses among the three household groups.

# BARRIERS TO LOCAL PRIMARY CARE INCLUDE TURNOVER, SCHEDULING, WAIT TIMES AND COST

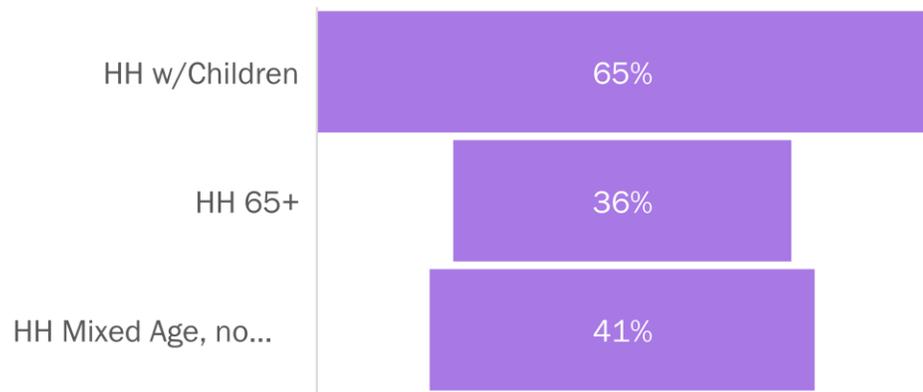
- **Provider turnover and scheduling challenges** (difficulty scheduling appointments, the amount of time between scheduling and the appointment), are noted as significant barriers across household types
- Households with children are more likely to cite costs and insurance related factors as barriers to care

Please check or describe any barriers that you or family members living in your home face in obtaining needed medical care on Orcas:



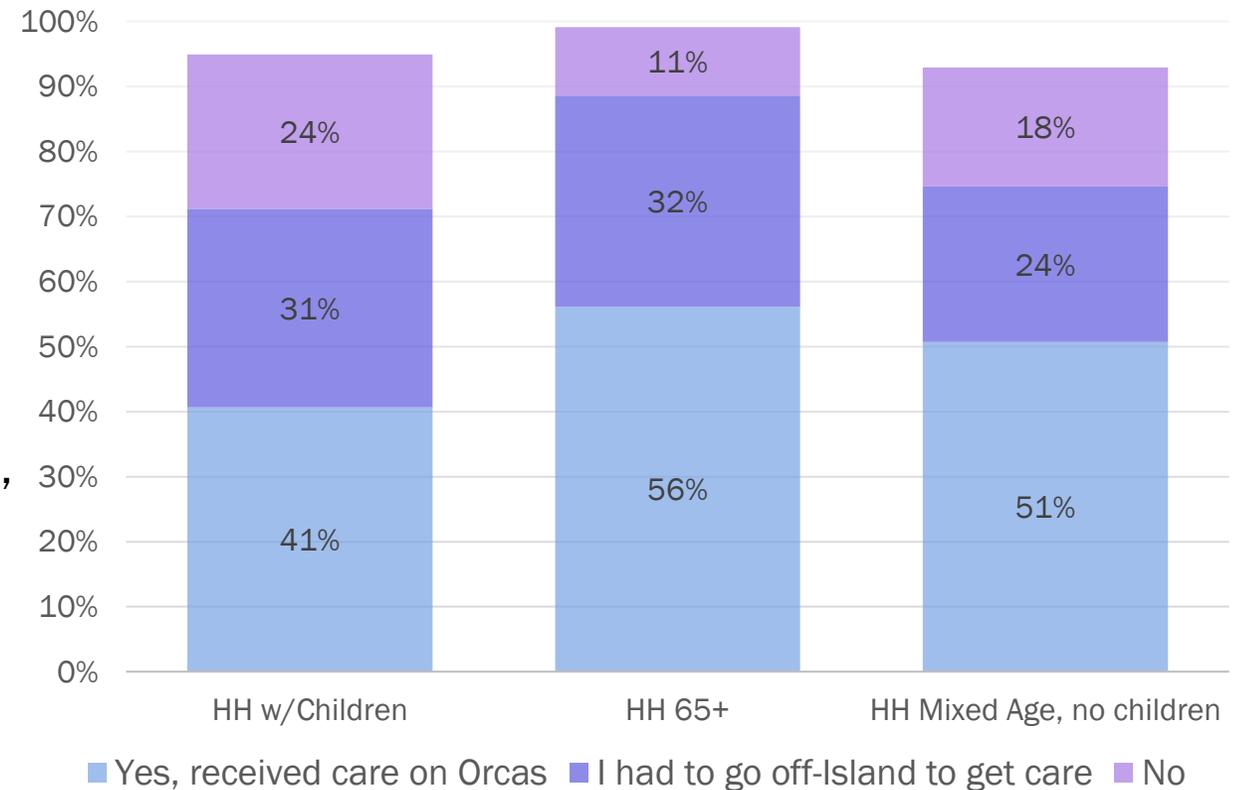
DEPENDENDING ON HOUSEHOLD TYPE, ANYWHERE FROM 37%-67% REPORTED NEEDING URGENT CARE IN THE PAST YEAR, WITH ONLY 41-56% INDICATING THAT THEY WERE ABLE TO GET THAT CARE ON ISLAND.

Have you or family members living in your home needed to see a provider for urgent care and/or same day care on Orcas in the past year?



- Households with children were most likely to need care, and to receive care on the island
- **78%** of respondents said “Yes” when asked “Was this urgent or same day care something that you think a primary care clinic should be able to handle?”

Were you/they able to receive this urgent or same day care on Orcas within a reasonable amount of time?

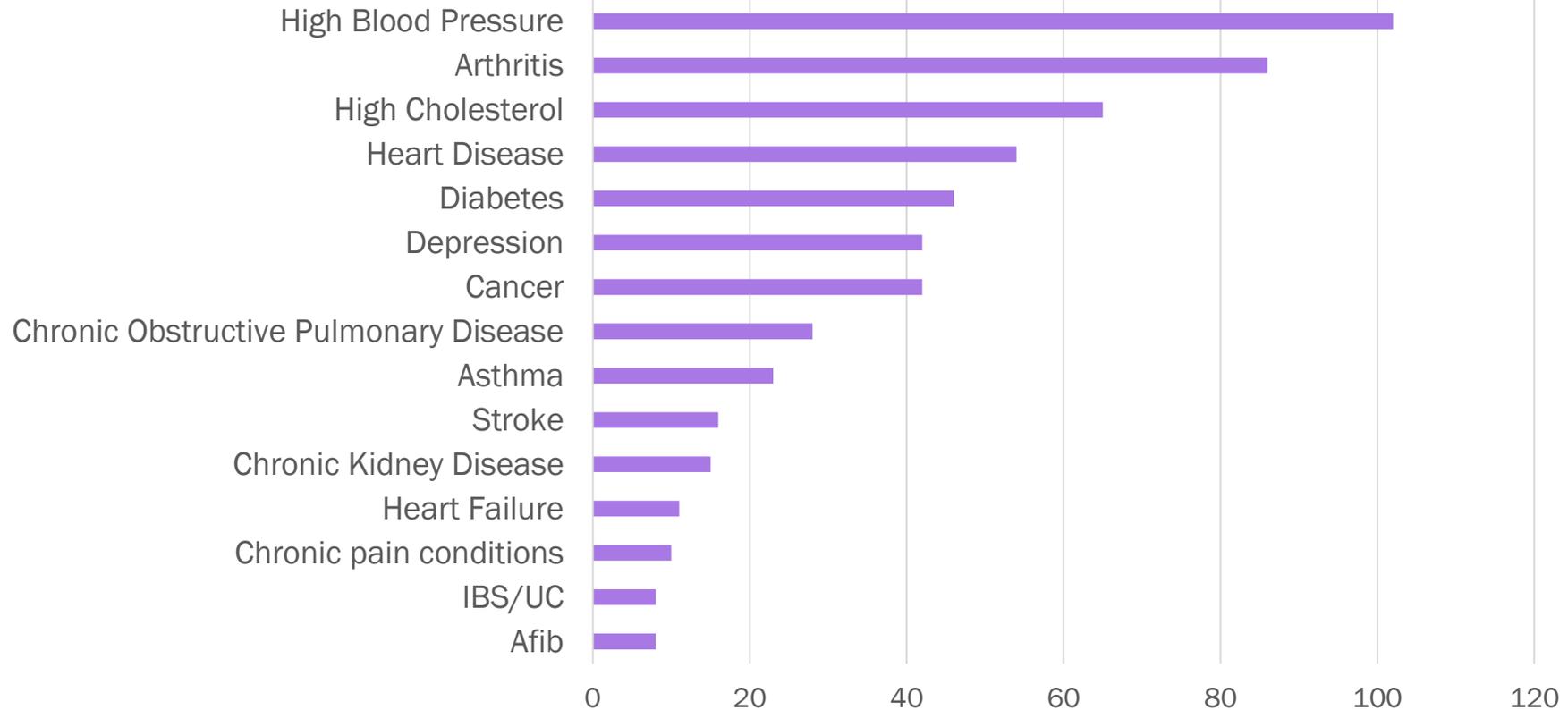


# 53% OF SENIOR HOUSEHOLDS AND APPROXIMATELY 36% OF OTHER HOUSEHOLDS REPORT HAVING A MEMBER WITH A CHRONIC CONDITION.

**Do you or other family members living in your home have a chronic (long-time) health condition like diabetes, heart disease, or asthma?**

	HH w/Children	HH 65+	HH Mixed Age, no children
<b>Yes</b>	34%	53%	37%

Please select all types of chronic health conditions that you or family members living in your home suffer from.

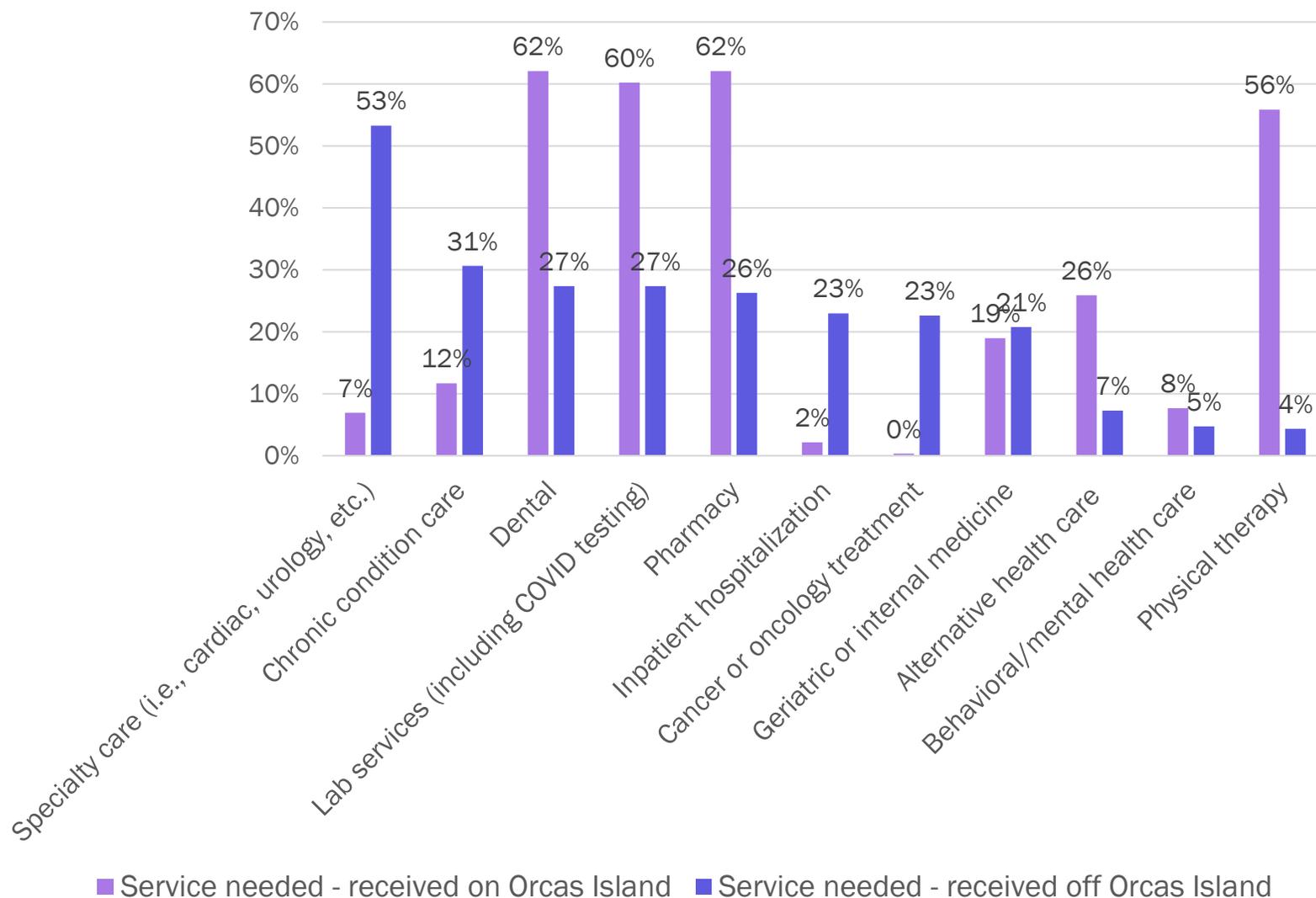


Seniors were more likely to have chronic conditions, however most conditions were present in relatively equal proportions across all three household groups.

# SERVICES NEEDED FOR 65+ HOUSEHOLDS

- When asked: “Please check all services that you and/or family members living in your home needed in the past two (2) years”
- **Specialty care** was most often received off Orcas island
- **Pharmacy care, lab services (Including COVID testing), and dental care** had the highest proportion of care **received on the island**

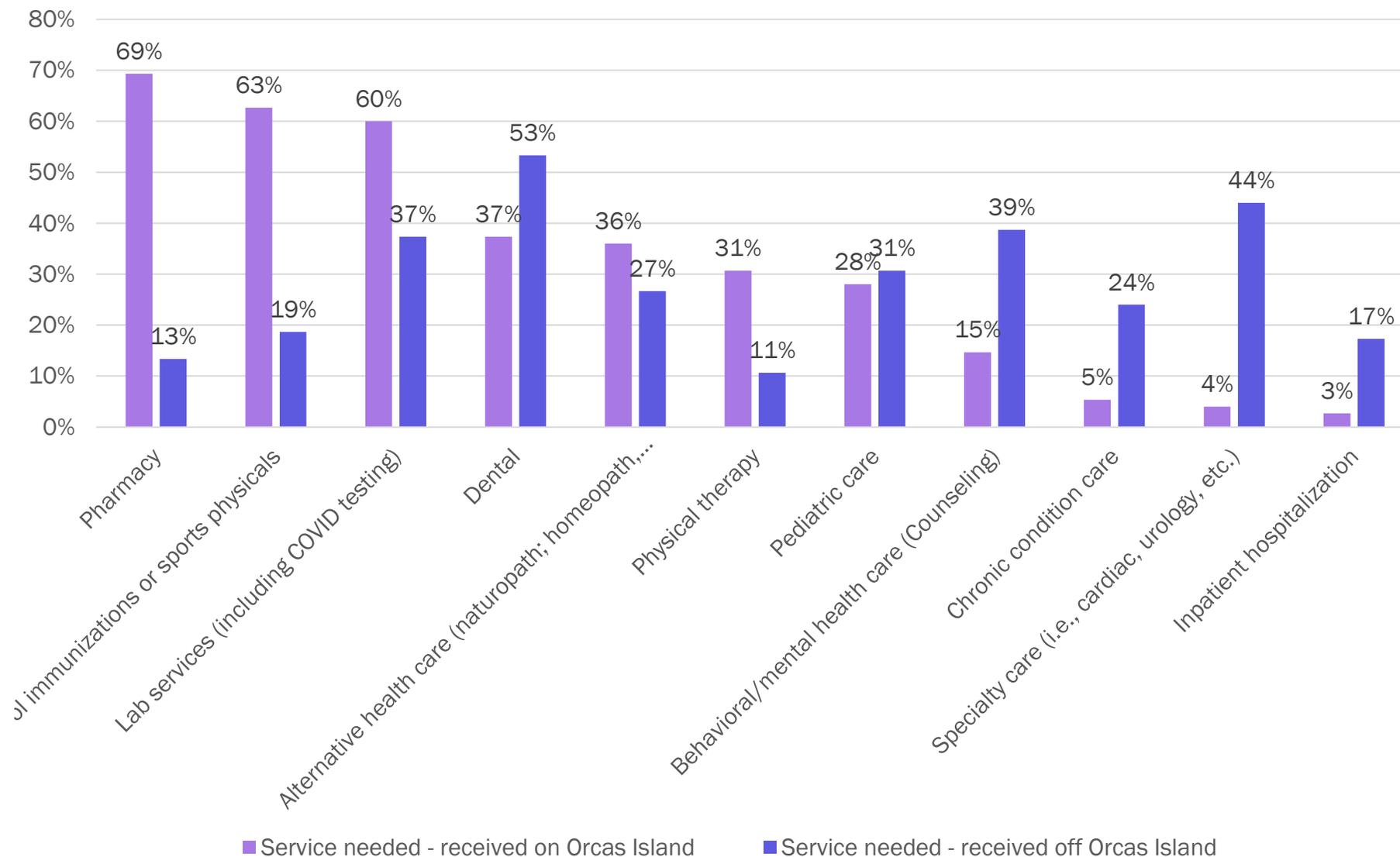
Services Needed for Households exclusively 65 and older over the past 2 years



# SERVICES NEEDED FOR FAMILIES WITH CHILDREN

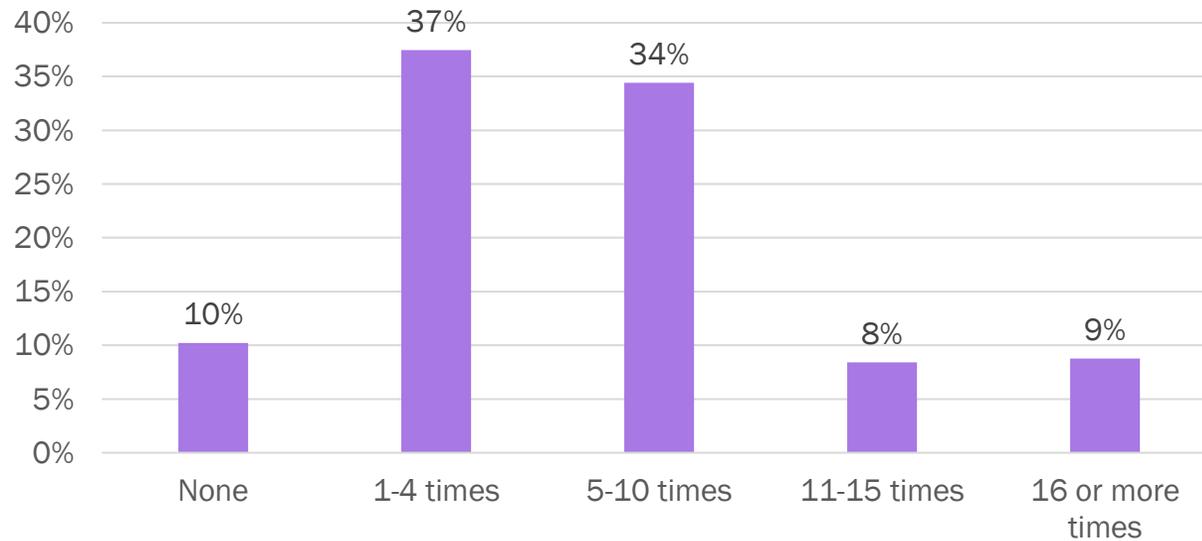
Services Needed for Households with Children in the past 2 years

- Families with children were more likely to receive care off island compared to other household types
- Specialty care, behavioral/mental health care, and dental care were most likely to be received off island



# 91% OF RESPONDENTS TRAVELLED OFF-ISLAND FOR CARE IN THE PAST TWO YEARS, WITH MORE THAN HALF TRAVELING 5 OR MORE TIMES

About how many times in the last two years did you or family members living in your home travel off-Island for care? Do not include emergency care.



- 91% of respondents traveled off-island for care
- 51% traveled 5 or more times
- Roughly same amounts of travel times across household types

Necessary on-island services include urgent care, primary care, pharmacy, PT, dental, imaging, lab and hospice

Respondents were asked “**For each of the health services below please mark the box indicating the necessity of having this health service available on Orcas Island.**”

For all possible services, the majority deemed them to be maybe or absolutely necessary to have on island.

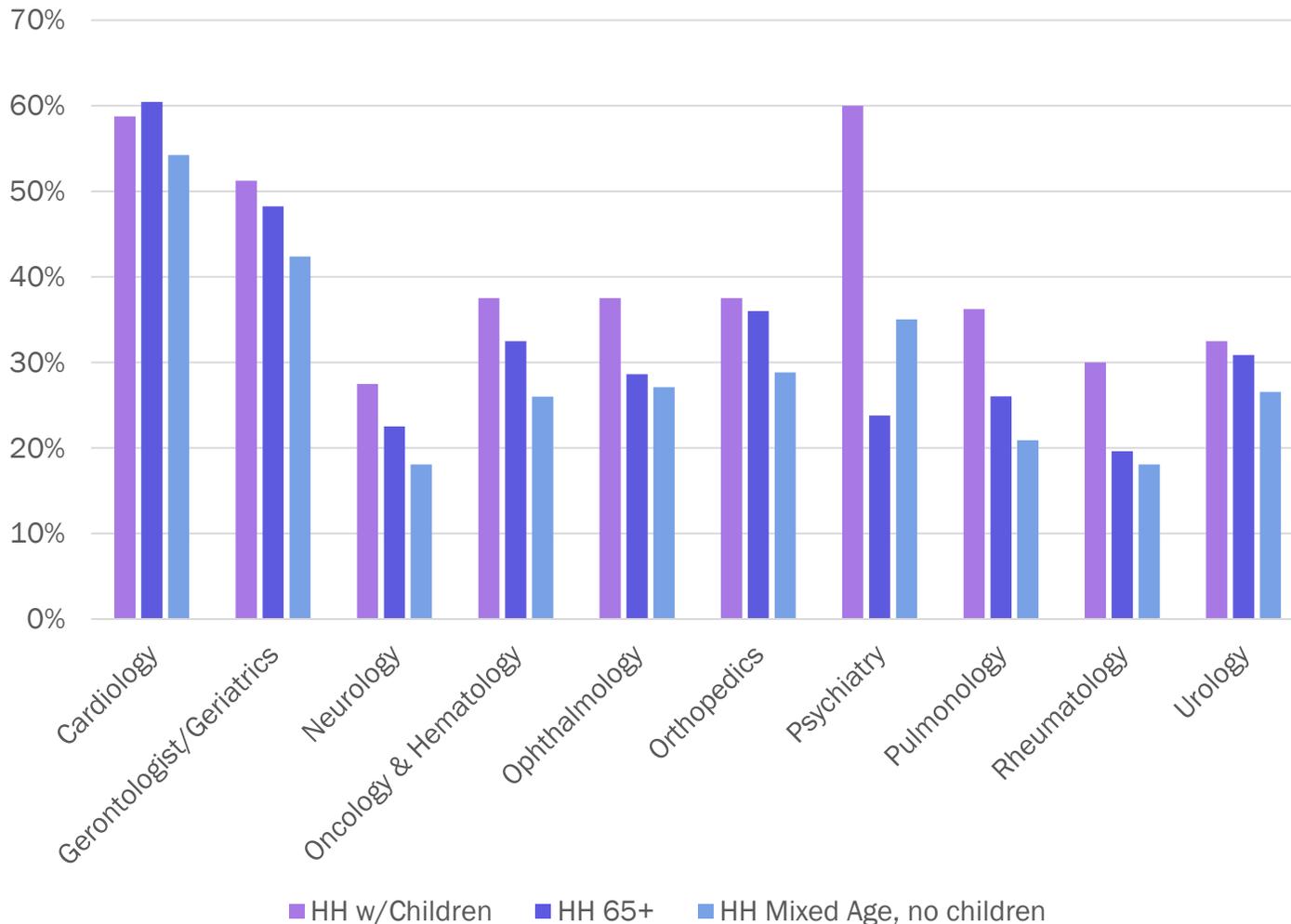
Urgent care, primary care, pharmacy, physical therapy, imaging, hospice, and lab services had the highest deemed necessity, across household types

Transportation to off-island providers was also deemed necessary

Maybe or Absolutely Necessary to have on Orcas Island			
	HH w/Children	HH 65+	HH Mixed Age, no children
Urgent care	99%	85%	93%
Family practice and primary care	98%	84%	91%
Pharmacy	98%	82%	93%
Dental care (pediatric)	96%	69%	76%
Physical therapy	96%	82%	93%
Dental care (adult)	95%	82%	94%
Imaging (X-Ray)	95%	82%	88%
Lab services	93%	79%	84%
Transportation to needed health care services off-Island	91%	74%	84%
Behavioral/mental health services	91%	73%	89%
Pediatrician	90%	71%	82%
Hospice	88%	81%	86%
Obstetrics and/or prenatal care	88%	71%	76%
Eye care	86%	72%	82%
Walk-in primary care	86%	71%	79%
Evening &/or weekend hours for scheduled primary care	83%	64%	74%
Visiting specialists	83%	72%	82%

# SPECIALIST CARE NEEDS

Which specialists do you think are necessary or potentially necessary to have visiting on Orcas?



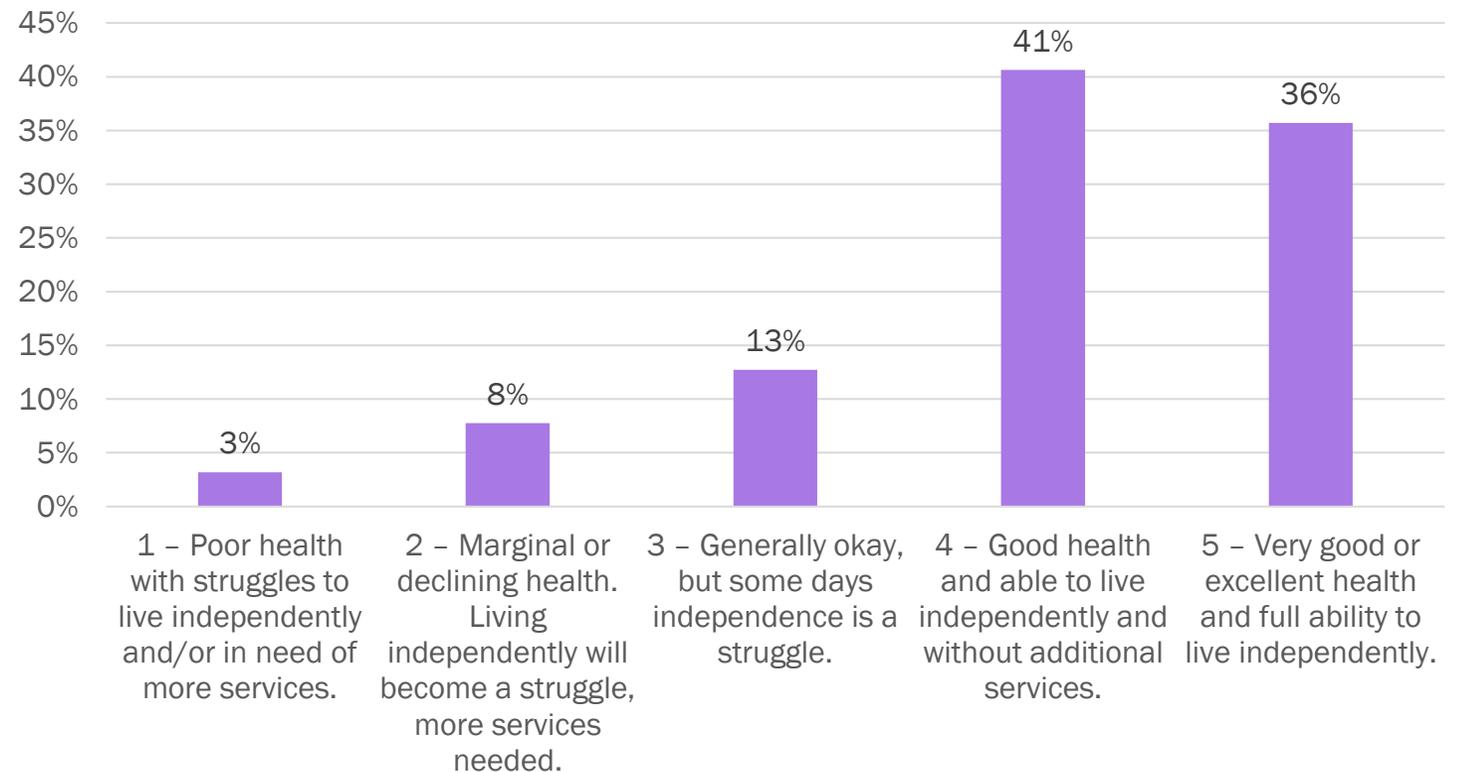
- **Cardiology** and **gerontology** specialists are deemed most necessary to households without children
- **Psychiatry** was deemed necessary by significantly higher proportion of households with children (60%) than households without (24% among households 65 and older and 34% among mixed aged households without children)

# SENIOR SPECIFIC NEEDS

- When asked, “Are you or a family member in your home age 70 or over? Or, are you or a family member in your home a caregiver to a person age 70 or older?” **56%** of respondents answered “Yes.”

- Respondents were then asked “On a scale of 1-5, with 5 being excellent health and the full ability to live independently, and 1 being frail health with daily struggles to live independently, please indicate how you or the person over the age of 70 that requires the most assistance would score.”

On a scale of 1-5, with 5 being excellent health and the full ability to live independently, and 1 being frail health with daily struggles to live independently, please indicate how you or the person over the age of 70 that requires the most assistance would score.



## MOST SENIORS OR CAREGIVERS OF SENIORS REPORT NO NEED FOR ADDITIONAL SERVICES TODAY

- When asked, “From your perspective, do you/they need additional services today to remain safely at home or within the local community?” **73%** of respondents said “No.”
- Household supports were deemed as or more important than health related supports
- In contrast, next questions show it is common for individuals to leave island when needs become greater

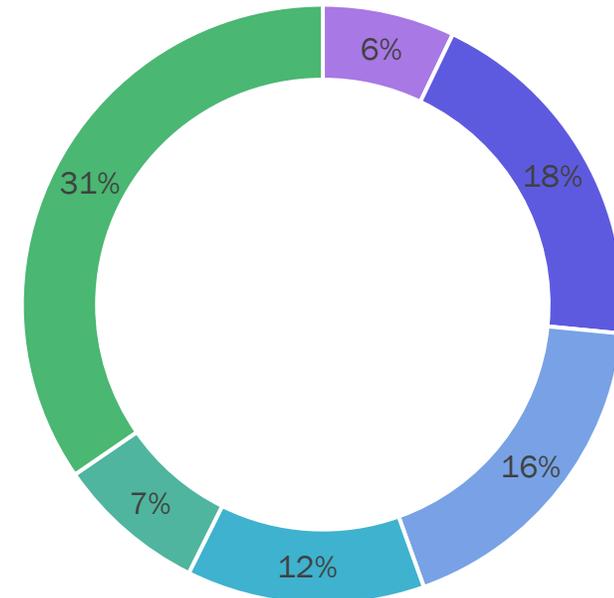
## WHAT SERVICES DO YOU/THEY NEED TODAY? CHECK ALL THAT APPLY.

Support with cleaning, cooking and/or transportation	56%
Home repair	53%
Adult day health – typically provided in community space with individualized therapies, social and health services for some part of the day	31%
Monitoring for blood pressure, weight, fluids, etc.	27%
Consulting nurse lines	25%
Home safety checks	25%
Assistance with bathing, grooming and/or dressing	24%
Home delivered meals	24%
Medication management	22%
Assisted living (group housing with some nursing services)	20%
Medical equipment/supplies	20%
Respite care	15%

# AGING IN PLACE

- When asked “Are you aware of anyone that has had to move off-Island in the last several years because the long-term care services they needed were not available locally? **82% of respondents said “Yes.”**
- Of those who said yes, **over 30% knew 5 or more people who have left Orcas Island** because the long-term care services they needed were not available in the community.

How many people are you aware of that have had to move off-Island because the long-term care services they needed were not available in the community?



- 1 person
- 2 people
- 3 people
- 4 people
- 5 people
- More than 5 people

## STAYING INFORMED AND WILLINGNESS TO PARTICIPATE IN FOCUS GROUPS

- When asked “Would you like to be kept informed about OIHCD and primary care?” 58% (n=340) of respondents selected “Yes” and were asked the best way to be communicated to:
- 22% (n=129) of participants indicated a willingness to participate in future focus groups

### What is the best way for us to share that information so that it is easily accessible to you?

	%	n
Orcas Island Health Care District website	53%	187
Orcas Island Discussion Facebook Group	15%	51
Orcas Today website	5%	20
Other (please specify)	27%	93
Email	13%	45
Local Newspaper	10%	33