



APPENDIX B: **LONG BEACH COMMUNITY SURVEY**



**A SURVEY OF ADULTS
IN THE AREA SURROUNDING
SOUTH NASSAU COMMUNITIES HOSPITAL**

DECEMBER 2015

METHODS

The following topline and crosstabs contain data from a survey of 300 adults in the area surrounding South Nassau Communities Hospital in New York. The survey was conducted from December 6-7, 2015. The sample was derived from lists of landline and cell phone numbers in selected zip codes provided by South Nassau Communities Hospital. Findings applying to the full sample are subject to sampling error of plus or minus 5.6%, while subgroup findings are subject to error of up to plus or minus 10%.

The following definitions describe less than obvious subgroups of the sample. Percentages in parentheses refer to each subgroup's proportion of the total sample. Question numbers from where the subgroups are derived are also included.

CROSTAB KEY - FULL SAMPLE

- **REGULAR MEDICAL CARE LOCATION** *Dr. office* (69%) includes respondents who typically go to a doctor's office for medical care. *Other/None/NS* (31%) includes respondents who go to a clinic or health center, a walk-in clinic, an emergency room, somewhere else, don't have a regular place, or are not sure (Q.2).
- **HAVE PCP** *Yes* (79%) includes respondents who have a Primary Care Physician. *No* (21%) includes respondents who do not have a Primary Care Physician (Q.5).
- **BARRIER ISLAND PCP** *Yes* (47%) includes respondents whose Primary Care Physician is located on the barrier island. *No* (29%) includes respondents whose Primary Care Physician is not located on the barrier island (Q.6).
- **OPINION OF SNCH** *Very positive* (32%) includes respondents who have a very positive opinion of South Nassau Communities Hospital. *Somewhat positive* (34%) includes respondents who have a somewhat positive opinion. *Neutral/Negative/DK* (34%) includes respondents who are neutral, somewhat negative, or very negative toward South Nassau Communities Hospital and those who know the name but can't rate, those who don't recognize the hospital, and those who refused (Q.17).
- **AREA MEDICAL CARE OPTIONS** *Very satisfied* (36%) includes respondents who are very satisfied with the medical care available in their area. *Satisfied* (51%) includes respondents who are satisfied. *Dissatisfied* (10%) includes respondents who are either dissatisfied or very dissatisfied with the medical care available in their area (Q.3).

- **ER/WALK-IN VISIT** *In past year* (31%) includes respondents who have visited an emergency room or walk-in clinic in the past year. *Not in past year/NS* (69%) includes respondents who have not visited an emergency room or walk-in clinic in the past year or are not sure (Q.10).
- **LONG BEACH MEDICAL CENTER** *Visited when open* (60%) includes respondents who ever went to Long Beach Medical Center for medical treatment when it was open. *Never visited* (37%) includes respondents who never visited Long Beach Medical Center when it was open (Q.15).
- **LAST MEDICAL TREATMENT** *Under 30 Days*(34%) includes respondents who last sought medical treatment of any type in the past 30 days. *31 days-6 months* (37%) includes respondents who last sought medical treatment between one and six months ago. *Over 6 months* (27%) includes respondents who last sought medical treatment over six months ago(Q.9).

The topline and crosstabs follow.

Study #1973

Interviewer: _____

South Nassau Communities Hospital

Respondent's Phone Number:

December 2015

LJR Custom Strategies

Date: _____

RECORD FROM SAMPLE:

Zip:

11509	8%
11561	87
11569	5

Phone:

Cell	22%
Landline	78

Hello, I'm calling from FL Research, a national public opinion firm. I want to emphasize that this is not an attempt to sell anything or solicit funds. We're conducting a survey in your area and this phone number is on my list. May I please speak with:

(IF THE TELEPHONE NUMBER ENDS IN AN EVEN NUMBER:)

The youngest woman living at this household who is 18 years old or older and is home at this time.

(IF NO WOMAN IS THERE, INTERVIEW ANY MAN.)

(IF THE TELEPHONE NUMBER ENDS IN AN ODD NUMBER:)

The youngest man living at this household who is 18 years old or older and is home at this time.

(IF NO MAN IS THERE, INTERVIEW ANY WOMAN.)

(IF AVAILABLE) Before we begin, I want to assure you that your responses will be kept anonymous, and all data will be analyzed in aggregate only. May I ask you some questions please?

1. **(ASK CELL LIST ONLY)** What is the zip code of your primary residence? **(DO NOT READ LIST)**

11509, 11561, 11569	100%	CONTINUE
Other zip	<u>X</u>	TERMINATE
Not sure/Refused	<u>X</u>	TERMINATE

2. When you need medical care, do you typically go to **(RANDOMIZE)** a doctor's office, a clinic or health center, a walk-in clinic, an emergency room, or **(READ LAST)** don't you have a regular place you go for medical care? **(ACCEPT ONLY ONE RESPONSE)**

Doctor's office	69%
Clinic/health center	14
Walk-in clinic	10
Emergency room	2
Don't have regular place	3
Other (Vol.)	1
Not sure/Refused	-

3. In general, are you very satisfied, satisfied, dissatisfied, or very dissatisfied with the medical care available to you in your area?

Very satisfied	36%	SKIP TO Q.5
Satisfied	51	SKIP TO Q.5
Dissatisfied	7	ASK Q.4
Very dissatisfied	3	ASK Q.4
Not sure/Refused	3	SKIP TO Q.5

4. Here are some reasons people might be dissatisfied with their medical care options. Please tell me which one is the major reason you are dissatisfied. **(READ LIST RANDOMLY)**

NOTE: PERCENTAGES BASED ONLY ON THE 10% (N=30) WHO ARE "DISSATISFIED" OR "VERY DISSATISFIED" IN Q.3

It is too hard to get an appointment	23%
It is too expensive	10
It is too hard to get there	10
I don't like the doctors and facilities available to me	20

(DON'T READ)

None/Other (Vol.)	33
Not sure/Refused	3

5. **(ASK EVERYONE)** Do you have a Primary Care Physician?

Yes	79%	ASK Q.6-8
No	21	SKIP TO Q.9
Not sure/Refused	-	SKIP TO Q.9

6. Is your Primary Care Physician located on the barrier island?

Yes	47%
No	29
Not sure/Refused	3
Not Asked (don't have PCP)	21

7. When you make an appointment with your Primary Care Physician, can you usually be seen on the same day, the following day, or do you have to wait longer for an appointment?

NOTE: PERCENTAGES BASED ONLY ON THE 79% (N=236) WHO HAVE A PCP

Same day	41%
Following day	14
Longer	28
Depends/Other (Vol.)	16
Not sure/Refused	2

8. If you have a medical problem when your doctor's office is closed, are you able to reach the doctor by phone or email?

NOTE: PERCENTAGES BASED ONLY ON THE 79% (N=236) WHO HAVE A PCP

Yes	60%
No	25
Not sure/Refused	15

9. **(ASK EVERYONE)** When was the last time you sought medical treatment of any type – was it in the last 30 days, was it between 31 days and 6 months ago, was it more than six months but less than a year ago, or was it more than a year ago?

Under 30 days	34%
31 days -6 months	37
6 months - 364 days	15
1 year or longer	12
Not sure/Refused	2

10. Have you visited an emergency room or walk-in clinic in the past year?

Yes	31%	ASK Q.11-12
No	69	SKIP TO Q.13
Not sure/Refused	-	SKIP TO Q.13

11. How many times have you visited an emergency room or walk-in clinic in the past year?

1	12%
2	7
3+	11
Not sure/Refused	2
Not asked (no ER visit)	69

12. **(IF ONE VISIT:)** Did you visit an emergency room or walk-in clinic in Long Beach?**(IF MORE THAN ONE VISIT:)** Was at least one of those visits to an emergency room or walk-in clinic in Long Beach?

Yes	18%
No	11
Not sure/Refused	2
Not asked (no ER visit)	69

13. Have you been admitted to the hospital in the past year?

Yes	7%	ASK Q.14
No	92	SKIP TO Q.15
Not sure/Refused	1	SKIP TO Q.15

14. What hospital or hospitals were you admitted to in the past year?

NOTE: MULTIPLE RESPONSES ACCEPTED. TOTALS MAY BE GREATER THAN 100%.

SNCH	3%
Northshore	1
All other	2
DK/Refused	1
Not Asked (not admitted to hospital)	93

15. **(ASK EVERYONE)** When Long Beach Medical Center was open, did you ever go there for medical treatment?

Yes	60%
No	37
Not sure/Refused	3

16. Here is a list of new medical facilities that might be built on the barrier island. Please tell me which one or two you would be most likely to use if they were available. **(READ LIST RANDOMLY. ACCEPT UP TO TWO RESPONSES)**

NOTE: MULTIPLE RESPONSES ACCEPTED. TOTALS MAY BE GREATER THAN 100%.

A family medicine practice	49%
A mental health clinic	3
A substance abuse clinic	1
An Ambulatory surgery center	10
A dialysis center	2
A physical therapy facility	15

(DON'T READ)

All (Vol.)	18
Other (Vol.)	4
None (Vol.)	7
Not sure/Refused	11

17. Do you have a very positive, somewhat positive, neutral, somewhat negative, or very negative opinion of South Nassau Communities Hospital?

Very positive	32%
Somewhat positive	34
Neutral	18
Somewhat negative	5
Very negative	3
Know name, can't rate (Vol.)	7
Don't recognize (Vol.)	-
Refused	1

FINALLY, I'D LIKE TO ASK YOU A FEW QUESTIONS FOR COMPARISON PURPOSES ONLY.

18. What is your age? **(READ LIST IF NECESSARY)**

18-24	3%
25-34	10
35-49	19
50-64	25
65 and over	40
Refused	2

19. What is your race or ethnic background – are you White, Black, Asian, Hispanic, or of some other race or ethnic group?

White	87%
Black	3
Asian	-
Hispanic	5
Other	5
Refused	1

THANK YOU. YOU HAVE BEEN MOST HELPFUL.

20. **(RECORD AFTER THE INTERVIEW HAS BEEN COMPLETED)** Respondent's Sex:

Male	48%
Female	52

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	GENDER		AGE			GENDER/AGE			
			Men	Women	18-49	50-64	65+	Men under 65	Men 65+	Women under 65	Women 65+
ZIP	11509	8%	8%	8%	7%	7%	11%	5%	14%	9%	8%
	11561	87%	87%	87%	88%	92%	82%	90%	80%	89%	83%
	11569	5%	5%	5%	5%	1%	7%	4%	6%	3%	8%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71
PHONE TYPE	Cell	22%	22%	22%	33%	28%	11%	27%	14%	35%	8%
	Landline	78%	78%	78%	67%	72%	89%	73%	86%	65%	92%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71
Q.2 GO TO FOR MEDICAL CARE	Doctor's office	69%	60%	78%	57%	68%	80%	56%	68%	69%	89%
	Clinic/health center	14%	17%	11%	27%	12%	6%	21%	10%	19%	3%
	Walk-in clinic	10%	13%	7%	9%	12%	9%	13%	14%	8%	6%
	Emergency room	2%	3%	1%	3%	1%	2%	3%	4%	1%	0%
	Don't have regular place	3%	3%	3%	3%	4%	2%	5%	0%	1%	3%
	Other (Vol.)	1%	2%	1%	1%	1%	2%	1%	4%	1%	0%
	Not sure/Refused	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	REGULAR MEDICAL CARE LOCATION		HAVE PCP		BARRIER ISLAND PCP	
			Dr. office	Other/None/NS	Yes	No	Yes	No
ZIP	11509	8%	6%	13%	8%	11%	8%	7%
	11561	87%	90%	78%	89%	79%	87%	92%
	11569	5%	3%	9%	3%	10%	4%	1%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86
PHONE TYPE	Cell	22%	22%	23%	20%	32%	21%	16%
	Landline	78%	78%	77%	80%	68%	79%	84%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86
Q.2 GO TO FOR MEDICAL CARE	Doctor's office	69%	100%	0%	79%	32%	77%	81%
	Clinic/health center	14%	0%	46%	10%	29%	12%	8%
	Walk-in clinic	10%	0%	33%	6%	25%	8%	3%
	Emergency room	2%	0%	7%	2%	3%	1%	2%
	Don't have regular place	3%	0%	10%	2%	8%	1%	1%
	Other (Vol.)	1%	0%	4%	1%	3%	0%	2%
	Not sure/Refused	0%	0%	1%	0%	0%	0%	1%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	OPINION OF SNCH			AREA MEDICAL CARE OPTIONS		
			Very positive	Somewhat positive	Neutral/Neg./DK	Very satisfied	Satisfied	Dissatisfied
ZIP	11509	8%	9%	8%	8%	8%	8%	7%
	11561	87%	90%	87%	83%	87%	86%	93%
	11569	5%	1%	5%	9%	5%	7%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30
PHONE TYPE	Cell	22%	30%	20%	18%	18%	24%	27%
	Landline	78%	70%	80%	82%	82%	76%	73%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30
Q.2 GO TO FOR MEDICAL CARE	Doctor's office	69%	79%	66%	63%	78%	64%	67%
	Clinic/health center	14%	8%	19%	15%	11%	17%	7%
	Walk-in clinic	10%	7%	12%	11%	6%	13%	13%
	Emergency room	2%	3%	1%	2%	2%	1%	7%
	Don't have regular place	3%	1%	0%	8%	1%	3%	3%
	Other (Vol.)	1%	1%	1%	2%	3%	1%	0%
	Not sure/Refused	0%	0%	1%	0%	0%	0%	3%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	ER/WALK-IN VISIT		LONG BEACH MEDICAL CENTER		LAST MEDICAL TREATMENT		
			In past year	Not in past year/NS	Visited when open	Never visited	Under 30 days	31 days-6 mos	Over 6 mos
ZIP	11509	8%	13%	6%	7%	10%	10%	8%	7%
	11561	87%	85%	88%	87%	86%	87%	85%	88%
	11569	5%	2%	6%	6%	5%	3%	6%	5%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82
PHONE TYPE	Cell	22%	22%	23%	22%	25%	16%	22%	33%
	Landline	78%	78%	77%	78%	75%	84%	78%	67%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82
Q.2 GO TO FOR MEDICAL CARE	Doctor's office	69%	65%	71%	72%	64%	74%	71%	62%
	Clinic/health center	14%	10%	16%	13%	16%	11%	17%	15%
	Walk-in clinic	10%	20%	6%	9%	11%	9%	8%	15%
	Emergency room	2%	3%	1%	2%	1%	3%	2%	1%
	Don't have regular place	3%	1%	4%	1%	6%	2%	0%	6%
	Other (Vol.)	1%	0%	2%	1%	2%	1%	2%	1%
	Not sure/Refused	0%	1%	0%	1%	0%	1%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	GENDER		AGE			GENDER/AGE			
			Men	Women	18-49	50-64	65+	Men under 65	Men 65+	Women under 65	Women 65+
Q.3 SATISFACTION WITH AREA MEDICAL CARE	Very satisfied	36%	36%	36%	33%	34%	40%	34%	40%	33%	39%
	Satisfied	51%	51%	50%	57%	39%	52%	51%	52%	48%	52%
	Dissatisfied	7%	7%	7%	6%	12%	5%	9%	4%	9%	6%
	Very dissatisfied	3%	3%	3%	0%	8%	2%	3%	4%	4%	1%
	Not sure/Refused	3%	2%	4%	4%	7%	1%	3%	0%	8%	1%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71
Q.4 REASON FOR DISSATISFACTION	Hard to get appt.	23%	33%	13%	17%	33%	11%	36%	25%	20%	0%
	Expensive	10%	7%	13%	17%	7%	11%	9%	0%	10%	20%
	Hard to get there	10%	7%	13%	17%	7%	11%	0%	25%	20%	0%
	Don't like options	20%	20%	20%	33%	20%	11%	27%	0%	20%	20%
	None/Other (Vol.)	33%	33%	33%	17%	27%	56%	27%	50%	20%	60%
	Not sure/Refused	3%	0%	7%	0%	7%	0%	0%	0%	10%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		30	15	15	6	15	9	11	4	10	5
Q.5 HAVE PCP	Yes	79%	73%	84%	67%	84%	85%	68%	82%	83%	87%
	No	21%	26%	16%	33%	16%	14%	32%	16%	18%	13%
	Not sure/Refused	0%	1%	0%	0%	0%	1%	0%	2%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	REGULAR MEDICAL CARE LOCATION		HAVE PCP		BARRIER ISLAND PCP	
			Dr. office	Other/None/NS	Yes	No	Yes	No
Q.3 SATISFACTION WITH AREA MEDICAL CARE	Very satisfied	36%	40%	26%	40%	22%	46%	30%
	Satisfied	51%	47%	59%	47%	65%	48%	44%
	Dissatisfied	7%	7%	8%	7%	6%	3%	15%
	Very dissatisfied	3%	3%	3%	4%	0%	2%	7%
	Not sure/Refused	3%	3%	4%	3%	6%	1%	3%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86
Q.4 REASON FOR DISSATISFACTION	Hard to get appt.	23%	25%	20%	23%	25%	29%	21%
	Expensive	10%	10%	10%	12%	0%	14%	11%
	Hard to get there	10%	5%	20%	8%	25%	14%	5%
	Don't like options	20%	15%	30%	19%	25%	0%	26%
	None/Other (Vol.)	33%	45%	10%	35%	25%	43%	32%
	Not sure/Refused	3%	0%	10%	4%	0%	0%	5%
Total		100%	100%	100%	100%	100%	100%	100%
		30	20	10	26	4	7	19
Q.5 HAVE PCP	Yes	79%	90%	53%	100%	0%	100%	100%
	No	21%	10%	47%	0%	100%	0%	0%
	Not sure/Refused	0%	0%	0%	0%	0%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	OPINION OF SNCH			AREA MEDICAL CARE OPTIONS		
			Very positive	Somewhat positive	Neutral/Neg./DK	Very satisfied	Satisfied	Dissatisfied
Q.3 SATISFACTION WITH AREA MEDICAL CARE	Very satisfied	36%	63%	17%	29%	100%	0%	0%
	Satisfied	51%	29%	72%	50%	0%	100%	0%
	Dissatisfied	7%	4%	8%	9%	0%	0%	70%
	Very dissatisfied	3%	1%	2%	6%	0%	0%	30%
	Not sure/Refused	3%	3%	1%	6%	0%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30
Q.4 REASON FOR DISSATISFACTION	Hard to get appt.	23%	0%	20%	33%	0%	0%	23%
	Expensive	10%	20%	10%	7%	0%	0%	10%
	Hard to get there	10%	0%	10%	13%	0%	0%	10%
	Don't like options	20%	40%	30%	7%	0%	0%	20%
	None/Other (Vol.)	33%	40%	30%	33%	0%	0%	33%
	Not sure/Refused	3%	0%	0%	7%	0%	0%	3%
Total		100%	100%	100%	100%	0%	0%	100%
		30	5	10	15	0	0	30
Q.5 HAVE PCP	Yes	79%	81%	80%	75%	87%	72%	87%
	No	21%	19%	19%	25%	13%	27%	13%
	Not sure/Refused	0%	0%	1%	0%	0%	1%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	ER/WALK-IN VISIT		LONG BEACH MEDICAL CENTER		LAST MEDICAL TREATMENT		
			In past year	Not in past year/NS	Visited when open	Never visited	Under 30 days	31 days-6 mos	Over 6 mos
Q.3 SATISFACTION WITH AREA MEDICAL CARE	Very satisfied	36%	32%	38%	39%	31%	48%	27%	33%
	Satisfied	51%	48%	52%	46%	58%	36%	61%	56%
	Dissatisfied	7%	14%	4%	9%	5%	9%	5%	7%
	Very dissatisfied	3%	2%	3%	4%	2%	4%	4%	1%
	Not sure/Refused	3%	4%	3%	2%	5%	3%	4%	2%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82
Q.4 REASON FOR DISSATISFACTION	Hard to get appt.	23%	13%	33%	22%	29%	23%	11%	43%
	Expensive	10%	13%	7%	13%	0%	23%	0%	0%
	Hard to get there	10%	13%	7%	9%	14%	0%	22%	14%
	Don't like options	20%	20%	20%	17%	29%	23%	11%	14%
	None/Other (Vol.)	33%	33%	33%	39%	14%	23%	56%	29%
	Not sure/Refused	3%	7%	0%	0%	14%	8%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		30	15	15	23	7	13	9	7
Q.5 HAVE PCP	Yes	79%	82%	77%	87%	65%	90%	80%	61%
	No	21%	18%	22%	13%	35%	10%	20%	38%
	Not sure/Refused	0%	0%	0%	1%	0%	0%	0%	1%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	GENDER		AGE			GENDER/AGE			
			Men	Women	18-49	50-64	65+	Men under 65	Men 65+	Women under 65	Women 65+
Q.6 PCP ON BARRIER ISLAND	Not asked	21%	27%	16%	33%	16%	15%	32%	18%	18%	13%
	Yes	47%	42%	53%	42%	47%	52%	39%	46%	50%	56%
	No	29%	29%	28%	21%	36%	31%	27%	34%	29%	28%
	Not sure/Refused	3%	2%	3%	4%	1%	2%	2%	2%	4%	3%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71
Q.7 PCP APPT. AVAILABILITY	Same day	41%	38%	43%	48%	33%	42%	41%	34%	41%	47%
	Following day	14%	16%	13%	17%	17%	10%	17%	15%	17%	6%
	Longer	28%	27%	28%	26%	30%	27%	28%	24%	27%	29%
	Depends/Other (Vol.)	16%	18%	14%	9%	20%	17%	14%	24%	15%	13%
	Not sure/Refused	2%	1%	2%	0%	0%	4%	0%	2%	0%	5%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		236	105	131	66	64	103	64	41	66	62
Q.8 ABLE TO REACH DOC BY PHONE/EMAIL	Yes	60%	59%	61%	50%	63%	64%	58%	61%	55%	66%
	No	25%	30%	21%	39%	20%	18%	34%	22%	26%	16%
	Not sure/Refused	15%	11%	18%	11%	17%	17%	8%	17%	20%	18%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		236	105	131	66	64	103	64	41	66	62

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	REGULAR MEDICAL CARE LOCATION		HAVE PCP		BARRIER ISLAND PCP	
			Dr. office	Other/None/NS	Yes	No	Yes	No
Q.6 PCP ON BARRIER ISLAND	Not asked	21%	10%	47%	0%	100%	0%	0%
	Yes	47%	53%	35%	60%	0%	100%	0%
	No	29%	34%	17%	36%	0%	0%	100%
	Not sure/Refused	3%	3%	1%	3%	0%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86
Q.7 PCP APPT. AVAILABILITY	Same day	41%	47%	18%	41%	0%	49%	29%
	Following day	14%	13%	20%	14%	0%	15%	14%
	Longer	28%	25%	37%	28%	0%	21%	35%
	Depends/Other (Vol.)	16%	14%	20%	16%	0%	12%	21%
	Not sure/Refused	2%	1%	4%	2%	0%	2%	1%
Total		100%	100%	100%	100%	0%	100%	100%
		236	187	49	236	0	142	86
Q.8 ABLE TO REACH DOC BY PHONE/EMAIL	Yes	60%	64%	45%	60%	0%	65%	53%
	No	25%	22%	35%	25%	0%	23%	28%
	Not sure/Refused	15%	14%	20%	15%	0%	13%	19%
Total		100%	100%	100%	100%	0%	100%	100%
		236	187	49	236	0	142	86

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	OPINION OF SNCH			AREA MEDICAL CARE OPTIONS		
			Very positive	Somewhat positive	Neutral/Neg./DK	Very satisfied	Satisfied	Dissatisfied
Q.6 PCP ON BARRIER ISLAND	Not asked	21%	19%	20%	25%	13%	28%	13%
	Yes	47%	59%	47%	37%	60%	45%	23%
	No	29%	20%	34%	32%	24%	25%	63%
	Not sure/Refused	3%	3%	0%	5%	3%	3%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30
Q.7 PCP APPT. AVAILABILITY	Same day	41%	57%	28%	37%	50%	37%	27%
	Following day	14%	9%	20%	14%	15%	16%	4%
	Longer	28%	20%	35%	28%	17%	34%	46%
	Depends/Other (Vol.)	16%	13%	16%	18%	15%	13%	23%
	Not sure/Refused	2%	1%	1%	3%	3%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		236	79	81	76	94	110	26
Q.8 ABLE TO REACH DOC BY PHONE/EMAIL	Yes	60%	81%	44%	55%	76%	49%	58%
	No	25%	11%	37%	25%	11%	36%	31%
	Not sure/Refused	15%	8%	19%	20%	14%	15%	12%
Total		100%	100%	100%	100%	100%	100%	100%
		236	79	81	76	94	110	26

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	ER/WALK-IN VISIT		LONG BEACH MEDICAL CENTER		LAST MEDICAL TREATMENT		
			In past year	Not in past year/NS	Visited when open	Never visited	Under 30 days	31 days-6 mos	Over 6 mos
Q.6 PCP ON BARRIER ISLAND	Not asked	21%	18%	23%	13%	35%	10%	20%	39%
	Yes	47%	48%	47%	61%	25%	54%	47%	37%
	No	29%	33%	27%	25%	35%	32%	31%	22%
	Not sure/Refused	3%	1%	3%	1%	5%	4%	2%	2%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82
Q.7 PCP APPT. AVAILABILITY	Same day	41%	29%	46%	46%	31%	43%	43%	34%
	Following day	14%	8%	17%	13%	17%	13%	17%	14%
	Longer	28%	32%	25%	24%	38%	21%	30%	40%
	Depends/Other (Vol.)	16%	31%	9%	16%	14%	22%	9%	12%
	Not sure/Refused	2%	0%	2%	1%	1%	1%	1%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		236	75	161	156	72	92	88	50
Q.8 ABLE TO REACH DOC BY PHONE/EMAIL	Yes	60%	53%	63%	65%	53%	63%	63%	56%
	No	25%	25%	24%	21%	36%	16%	31%	28%
	Not sure/Refused	15%	21%	12%	15%	11%	21%	7%	16%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		236	75	161	156	72	92	88	50

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	GENDER		AGE			GENDER/AGE			
			Men	Women	18-49	50-64	65+	Men under 65	Men 65+	Women under 65	Women 65+
Q.9 MOST RECENT MEDICAL TREATMENT	Under 30 days	34%	33%	35%	22%	38%	42%	28%	44%	31%	41%
	31 days-6 months	37%	35%	38%	42%	34%	33%	36%	34%	41%	32%
	6 months-364 days	15%	13%	17%	19%	13%	13%	14%	12%	20%	14%
	1 year or longer	12%	17%	8%	15%	14%	7%	21%	8%	8%	7%
	Not sure/Refused	2%	1%	3%	1%	0%	4%	1%	2%	0%	6%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71
Q.10 ER/WALK-IN CLINIC IN PAST YEAR	Yes	31%	28%	33%	24%	41%	31%	29%	26%	35%	34%
	No	69%	72%	67%	76%	59%	69%	71%	72%	65%	66%
	Not sure/Refused	0%	1%	0%	0%	0%	1%	0%	2%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71
Q.11 # OF ER/WALK-IN CLINIC VISITS IN PAST YEAR	Not Asked	69%	72%	67%	76%	59%	69%	71%	74%	65%	66%
	1	12%	12%	12%	6%	21%	11%	11%	14%	15%	8%
	2	7%	4%	9%	4%	11%	7%	4%	4%	10%	8%
	3 or more	11%	10%	11%	12%	9%	11%	12%	8%	10%	13%
	Refused	2%	1%	2%	2%	0%	2%	2%	0%	0%	4%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	REGULAR MEDICAL CARE LOCATION		HAVE PCP		BARRIER ISLAND PCP	
			Dr. office	Other/None/NS	Yes	No	Yes	No
Q.9 MOST RECENT MEDICAL TREATMENT	Under 30 days	34%	36%	29%	39%	16%	39%	38%
	31 days-6 months	37%	38%	35%	37%	35%	37%	40%
	6 months-364 days	15%	15%	15%	14%	17%	13%	15%
	1 year or longer	12%	10%	18%	7%	32%	8%	6%
	Not sure/Refused	2%	2%	2%	3%	0%	4%	1%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86
Q.10 ER/WALK-IN CLINIC IN PAST YEAR	Yes	31%	29%	35%	32%	27%	31%	35%
	No	69%	71%	64%	68%	73%	68%	65%
	Not sure/Refused	0%	0%	1%	0%	0%	1%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86
Q.11 # OF ER/WALK-IN CLINIC VISITS IN PAST YEAR	Not Asked	69%	71%	65%	68%	73%	69%	65%
	1	12%	13%	10%	14%	3%	14%	15%
	2	7%	7%	5%	7%	6%	6%	8%
	3 or more	11%	8%	17%	10%	13%	10%	12%
	Refused	2%	1%	2%	1%	5%	1%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	OPINION OF SNCH			AREA MEDICAL CARE OPTIONS		
			Very positive	Somewhat positive	Neutral/Neg./DK	Very satisfied	Satisfied	Dissatisfied
Q.9 MOST RECENT MEDICAL TREATMENT	Under 30 days	34%	45%	27%	30%	45%	24%	43%
	31 days-6 months	37%	30%	46%	34%	28%	44%	30%
	6 months-364 days	15%	5%	21%	19%	10%	18%	20%
	1 year or longer	12%	18%	6%	14%	15%	12%	3%
	Not sure/Refused	2%	2%	1%	3%	2%	1%	3%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30
Q.10 ER/WALK-IN CLINIC IN PAST YEAR	Yes	31%	26%	37%	29%	27%	29%	50%
	No	69%	73%	63%	71%	72%	71%	50%
	Not sure/Refused	0%	1%	0%	0%	1%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30
Q.11 # OF ER/WALK-IN CLINIC VISITS IN PAST YEAR	Not Asked	69%	74%	63%	71%	73%	71%	50%
	1	12%	11%	13%	11%	11%	11%	20%
	2	7%	3%	9%	8%	5%	6%	10%
	3 or more	11%	7%	15%	10%	9%	10%	20%
	Refused	2%	4%	0%	1%	2%	2%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	ER/WALK-IN VISIT		LONG BEACH MEDICAL CENTER		LAST MEDICAL TREATMENT		
			In past year	Not in past year/NS	Visited when open	Never visited	Under 30 days	31 days-6 mos	Over 6 mos
Q.9 MOST RECENT MEDICAL TREATMENT	Under 30 days	34%	54%	25%	40%	23%	100%	0%	0%
	31 days-6 months	37%	24%	42%	33%	43%	0%	100%	0%
	6 months-364 days	15%	14%	15%	13%	18%	0%	0%	55%
	1 year or longer	12%	5%	15%	11%	14%	0%	0%	45%
	Not sure/Refused	2%	2%	2%	3%	1%	0%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82
Q.10 ER/WALK-IN CLINIC IN PAST YEAR	Yes	31%	100%	0%	34%	26%	49%	20%	22%
	No	69%	0%	100%	66%	74%	50%	80%	78%
	Not sure/Refused	0%	0%	0%	0%	0%	1%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82
Q.11 # OF ER/WALK-IN CLINIC VISITS IN PAST YEAR	Not Asked	69%	0%	100%	66%	74%	51%	80%	78%
	1	12%	38%	0%	14%	8%	16%	8%	11%
	2	7%	22%	0%	6%	8%	9%	6%	5%
	3 or more	11%	35%	0%	13%	8%	24%	5%	2%
	Refused	2%	5%	0%	1%	2%	1%	1%	4%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	GENDER		AGE			GENDER/AGE			
			Men	Women	18-49	50-64	65+	Men under 65	Men 65+	Women under 65	Women 65+
Q.12 ER/WALK-IN CLINIC IN LONG BEACH	Not Asked	69%	72%	67%	76%	59%	69%	71%	74%	65%	66%
	Yes	18%	17%	20%	14%	28%	17%	17%	16%	24%	17%
	No	11%	10%	11%	8%	12%	12%	11%	10%	9%	14%
	Not sure/Refused	2%	1%	3%	2%	1%	2%	1%	0%	3%	3%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71
Q.13 ADMITTED TO HOSPITAL IN PAST YEAR	Yes	7%	8%	7%	0%	12%	11%	5%	12%	5%	10%
	No	92%	92%	92%	100%	87%	88%	95%	88%	94%	89%
	Not sure/Refused	1%	0%	1%	0%	1%	1%	0%	0%	1%	1%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71
Q.14 HOSPITAL(S) IN PAST YEAR	Not Asked	93%	93%	94%	100%	88%	91%	95%	90%	95%	92%
	SNCH	3%	1%	4%	0%	4%	5%	0%	4%	4%	6%
	All other	2%	3%	1%	0%	3%	4%	2%	6%	0%	3%
	Northshore	1%	2%	1%	0%	4%	1%	3%	0%	0%	1%
	DK/Refused	1%	0%	1%	0%	1%	1%	0%	0%	1%	1%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	REGULAR MEDICAL CARE LOCATION		HAVE PCP		BARRIER ISLAND PCP	
			Dr. office	Other/None/NS	Yes	No	Yes	No
Q.12 ER/WALK-IN CLINIC IN LONG BEACH	Not Asked	69%	71%	65%	68%	73%	69%	65%
	Yes	18%	17%	21%	20%	13%	23%	17%
	No	11%	10%	12%	11%	11%	7%	16%
	Not sure/Refused	2%	1%	2%	1%	3%	1%	1%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86
Q.13 ADMITTED TO HOSPITAL IN PAST YEAR	Yes	7%	9%	4%	9%	0%	8%	10%
	No	92%	91%	95%	90%	100%	91%	88%
	Not sure/Refused	1%	0%	1%	1%	0%	1%	1%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86
Q.14 HOSPITAL(S) IN PAST YEAR	Not Asked	93%	92%	96%	92%	100%	92%	91%
	SNCH	3%	3%	2%	4%	0%	4%	3%
	All other	2%	3%	1%	3%	0%	2%	3%
	Northshore	1%	1%	2%	2%	0%	1%	2%
	DK/Refused	1%	1%	0%	1%	0%	1%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	OPINION OF SNCH			AREA MEDICAL CARE OPTIONS		
			Very positive	Somewhat positive	Neutral/Neg./DK	Very satisfied	Satisfied	Dissatisfied
Q.12 ER/WALK-IN CLINIC IN LONG BEACH	Not Asked	69%	74%	63%	71%	73%	71%	50%
	Yes	18%	16%	19%	20%	15%	18%	27%
	No	11%	7%	16%	9%	9%	10%	20%
	Not sure/Refused	2%	2%	2%	1%	3%	1%	3%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30
Q.13 ADMITTED TO HOSPITAL IN PAST YEAR	Yes	7%	10%	5%	7%	9%	7%	7%
	No	92%	89%	94%	93%	90%	93%	90%
	Not sure/Refused	1%	1%	1%	0%	1%	0%	3%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30
Q.14 HOSPITAL(S) IN PAST YEAR	Not Asked	93%	91%	96%	93%	92%	94%	93%
	SNCH	3%	5%	2%	2%	5%	2%	3%
	All other	2%	2%	2%	3%	2%	3%	3%
	Northshore	1%	2%	1%	1%	3%	1%	0%
	DK/Refused	1%	1%	0%	1%	0%	1%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	ER/WALK-IN VISIT		LONG BEACH MEDICAL CENTER		LAST MEDICAL TREATMENT		
			In past year	Not in past year/NS	Visited when open	Never visited	Under 30 days	31 days-6 mos	Over 6 mos
Q.12 ER/WALK-IN CLINIC IN LONG BEACH	Not Asked	69%	0%	100%	66%	74%	51%	80%	78%
	Yes	18%	60%	0%	22%	13%	29%	11%	16%
	No	11%	35%	0%	10%	12%	17%	9%	4%
	Not sure/Refused	2%	5%	0%	2%	2%	3%	0%	2%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82
Q.13 ADMITTED TO HOSPITAL IN PAST YEAR	Yes	7%	13%	5%	8%	6%	17%	4%	1%
	No	92%	85%	95%	91%	94%	81%	96%	99%
	Not sure/Refused	1%	2%	0%	1%	0%	2%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82
Q.14 HOSPITAL(S) IN PAST YEAR	Not Asked	93%	88%	96%	92%	95%	84%	97%	99%
	SNCH	3%	8%	1%	4%	2%	6%	3%	0%
	All other	2%	3%	2%	3%	1%	5%	1%	1%
	Northshore	1%	3%	0%	1%	2%	4%	0%	0%
	DK/Refused	1%	0%	1%	1%	1%	2%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	GENDER		AGE			GENDER/AGE			
			Men	Women	18-49	50-64	65+	Men under 65	Men 65+	Women under 65	Women 65+
Q.15 USED LONG BEACH MEDICAL CENTER	Yes	60%	58%	62%	51%	68%	62%	55%	62%	63%	62%
	No	37%	40%	35%	47%	29%	34%	44%	32%	34%	35%
	Not sure/Refused	3%	3%	3%	2%	3%	4%	1%	6%	4%	3%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71
Q.16 MOST USEFUL NEW MEDICAL FACILITIES	Family medicine	49%	49%	49%	55%	46%	46%	51%	44%	51%	48%
	Mental health clinic	3%	3%	3%	5%	3%	2%	4%	2%	4%	1%
	Substance abuse clinic	1%	1%	1%	2%	1%	1%	1%	2%	3%	0%
	Ambulatory surgery center	10%	13%	8%	13%	11%	7%	12%	14%	13%	1%
	Dialysis center	2%	1%	2%	2%	0%	2%	2%	0%	0%	4%
	Physical therapy	15%	14%	15%	14%	11%	17%	15%	12%	10%	21%
	All (Vol.)	18%	19%	17%	18%	20%	17%	18%	20%	20%	15%
	Other (Vol.)	4%	2%	6%	1%	5%	7%	0%	6%	6%	7%
	None (Vol.)	7%	7%	6%	5%	8%	7%	6%	8%	6%	6%
Not sure/Refused	11%	13%	9%	11%	11%	10%	14%	10%	8%	10%	
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	REGULAR MEDICAL CARE LOCATION		HAVE PCP		BARRIER ISLAND PCP	
			Dr. office	Other/None/NS	Yes	No	Yes	No
Q.15 USED LONG BEACH MEDICAL CENTER	Yes	60%	63%	54%	66%	37%	77%	52%
	No	37%	34%	43%	31%	62%	20%	45%
	Not sure/Refused	3%	3%	2%	3%	2%	4%	2%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86
Q.16 MOST USEFUL NEW MEDICAL FACILITIES	Family medicine	49%	50%	48%	50%	46%	56%	37%
	Mental health clinic	3%	2%	4%	3%	5%	2%	3%
	Substance abuse clinic	1%	2%	0%	2%	0%	1%	3%
	Ambulatory surgery center	10%	7%	17%	10%	10%	9%	13%
	Dialysis center	2%	1%	3%	2%	2%	3%	0%
	Physical therapy	15%	14%	15%	16%	10%	13%	21%
	All (Vol.)	18%	18%	17%	17%	22%	14%	23%
	Other (Vol.)	4%	4%	4%	5%	3%	5%	5%
	None (Vol.)	7%	8%	3%	8%	3%	5%	13%
	Not sure/Refused	11%	9%	15%	9%	17%	10%	5%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	OPINION OF SNCH			AREA MEDICAL CARE OPTIONS		
			Very positive	Somewhat positive	Neutral/Neg./DK	Very satisfied	Satisfied	Dissatisfied
Q.15 USED LONG BEACH MEDICAL CENTER	Yes	60%	63%	61%	56%	66%	55%	77%
	No	37%	35%	36%	40%	31%	42%	23%
	Not sure/Refused	3%	2%	3%	4%	3%	3%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30
Q.16 MOST USEFUL NEW MEDICAL FACILITIES	Family medicine	49%	42%	56%	48%	42%	57%	40%
	Mental health clinic	3%	3%	2%	4%	4%	2%	0%
	Substance abuse clinic	1%	0%	3%	1%	0%	2%	3%
	Ambulatory surgery center	10%	2%	17%	11%	6%	13%	10%
	Dialysis center	2%	2%	0%	3%	1%	2%	3%
	Physical therapy	15%	6%	25%	13%	9%	19%	17%
	All (Vol.)	18%	19%	21%	15%	10%	21%	33%
	Other (Vol.)	4%	5%	4%	4%	6%	3%	0%
	None (Vol.)	7%	7%	1%	12%	8%	6%	7%
	Not sure/Refused	11%	19%	2%	12%	22%	3%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	ER/WALK-IN VISIT		LONG BEACH MEDICAL CENTER		LAST MEDICAL TREATMENT		
			In past year	Not in past year/NS	Visited when open	Never visited	Under 30 days	31 days-6 mos	Over 6 mos
Q.15 USED LONG BEACH MEDICAL CENTER	Yes	60%	66%	57%	100%	0%	71%	54%	54%
	No	37%	32%	39%	0%	100%	25%	44%	44%
	Not sure/Refused	3%	2%	3%	0%	0%	4%	3%	2%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82
Q.16 MOST USEFUL NEW MEDICAL FACILITIES	Family medicine	49%	41%	52%	53%	40%	48%	52%	49%
	Mental health clinic	3%	5%	2%	2%	5%	3%	5%	0%
	Substance abuse clinic	1%	0%	2%	1%	3%	0%	3%	1%
	Ambulatory surgery center	10%	7%	12%	13%	5%	9%	12%	9%
	Dialysis center	2%	2%	1%	2%	2%	1%	2%	1%
	Physical therapy	15%	18%	13%	15%	14%	13%	16%	16%
	All (Vol.)	18%	25%	15%	13%	26%	20%	17%	15%
	Other (Vol.)	4%	7%	3%	5%	4%	5%	4%	5%
	None (Vol.)	7%	7%	7%	6%	8%	5%	8%	7%
	Not sure/Refused	11%	4%	13%	9%	14%	11%	5%	18%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	GENDER		AGE			GENDER/AGE			
			Men	Women	18-49	50-64	65+	Men under 65	Men 65+	Women under 65	Women 65+
Q.17 RATING OF SNCH	Very positive	32%	32%	33%	27%	34%	36%	28%	40%	33%	34%
	Somewhat positive	34%	34%	33%	40%	24%	35%	35%	32%	30%	37%
	Neutral	18%	19%	16%	15%	24%	15%	21%	16%	16%	14%
	Somewhat negative	5%	3%	6%	2%	9%	4%	2%	4%	9%	4%
	Very negative	3%	4%	3%	3%	4%	3%	3%	6%	4%	1%
	Know name, can't rate (Vol.)	7%	8%	6%	11%	5%	5%	11%	2%	6%	7%
	Don't recognize (Vol.)	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%
	Refused	1%	0%	2%	2%	0%	1%	0%	0%	3%	1%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	REGULAR MEDICAL CARE LOCATION		HAVE PCP		BARRIER ISLAND PCP	
			Dr. office	Other/None/NS	Yes	No	Yes	No
Q.17 RATING OF SNCH	Very positive	32%	37%	22%	33%	29%	40%	22%
	Somewhat positive	34%	32%	37%	34%	30%	33%	40%
	Neutral	18%	17%	20%	18%	17%	13%	24%
	Somewhat negative	5%	5%	3%	5%	3%	3%	7%
	Very negative	3%	3%	4%	4%	2%	4%	5%
	Know name, can't rate (Vol.)	7%	4%	13%	4%	17%	6%	1%
	Don't recognize (Vol.)	0%	0%	0%	0%	0%	1%	0%
	Refused	1%	1%	1%	1%	2%	1%	1%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	OPINION OF SNCH			AREA MEDICAL CARE OPTIONS		
			Very positive	Somewhat positive	Neutral/Neg./DK	Very satisfied	Satisfied	Dissatisfied
Q.17 RATING OF SNCH	Very positive	32%	100%	0%	0%	56%	18%	17%
	Somewhat positive	34%	0%	100%	0%	16%	48%	33%
	Neutral	18%	0%	0%	52%	10%	24%	13%
	Somewhat negative	5%	0%	0%	14%	3%	3%	20%
	Very negative	3%	0%	0%	10%	2%	3%	13%
	Know name, can't rate (Vol.)	7%	0%	0%	21%	10%	4%	3%
	Don't recognize (Vol.)	0%	0%	0%	1%	1%	0%	0%
	Refused	1%	0%	0%	3%	2%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	ER/WALK-IN VISIT		LONG BEACH MEDICAL CENTER		LAST MEDICAL TREATMENT		
			In past year	Not in past year/NS	Visited when open	Never visited	Under 30 days	31 days-6 mos	Over 6 mos
Q.17 RATING OF SNCH	Very positive	32%	27%	35%	34%	31%	43%	26%	27%
	Somewhat positive	34%	40%	31%	34%	32%	26%	42%	33%
	Neutral	18%	16%	18%	16%	18%	13%	19%	22%
	Somewhat negative	5%	5%	4%	5%	5%	4%	5%	6%
	Very negative	3%	4%	3%	5%	1%	6%	2%	2%
	Know name, can't rate (Vol.)	7%	5%	8%	5%	11%	7%	4%	10%
	Don't recognize (Vol.)	0%	1%	0%	0%	1%	1%	0%	0%
	Refused	1%	0%	1%	1%	2%	0%	3%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	GENDER		AGE			GENDER/AGE			
			Men	Women	18-49	50-64	65+	Men under 65	Men 65+	Women under 65	Women 65+
Q.18 AGE	18-24	3%	4%	3%	10%	0%	0%	6%	0%	5%	0%
	25-34	10%	12%	9%	32%	0%	0%	18%	0%	18%	0%
	35-49	19%	21%	17%	58%	0%	0%	32%	0%	34%	0%
	50-64	25%	28%	22%	0%	100%	0%	44%	0%	44%	0%
	65+	40%	35%	46%	0%	0%	100%	0%	100%	0%	100%
	Refused	2%	0%	3%	0%	0%	0%	0%	0%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71
Q.19 RACE/ETHNICITY	White	87%	88%	86%	89%	83%	88%	85%	92%	88%	86%
	Black	3%	1%	4%	3%	3%	2%	2%	0%	4%	4%
	Asian	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%
	Hispanic	5%	6%	4%	2%	5%	6%	5%	6%	1%	6%
	Other	5%	5%	5%	5%	9%	2%	6%	2%	8%	3%
	Refused	1%	1%	1%	1%	0%	0%	1%	0%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71
Q.20 GENDER	Men	48%	100%	0%	54%	54%	41%	100%	100%	0%	0%
	Women	52%	0%	100%	46%	46%	59%	0%	0%	100%	100%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		300	144	156	98	76	121	94	50	80	71

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	REGULAR MEDICAL CARE LOCATION		HAVE PCP		BARRIER ISLAND PCP	
			Dr. office	Other/None/NS	Yes	No	Yes	No
Q.18 AGE	18-24	3%	1%	9%	1%	13%	1%	1%
	25-34	10%	7%	17%	8%	21%	6%	9%
	35-49	19%	19%	20%	19%	17%	23%	14%
	50-64	25%	25%	26%	27%	19%	25%	31%
	65+	40%	47%	26%	44%	27%	44%	43%
	Refused	2%	1%	2%	1%	3%	1%	1%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86
Q.19 RACE/ETHNICITY	White	87%	87%	86%	87%	86%	89%	84%
	Black	3%	3%	2%	3%	3%	4%	1%
	Asian	0%	0%	0%	0%	0%	1%	0%
	Hispanic	5%	4%	5%	4%	8%	4%	3%
	Other	5%	4%	7%	6%	2%	3%	10%
	Refused	1%	1%	0%	0%	2%	0%	1%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86
Q.20 GENDER	Men	48%	42%	62%	44%	60%	42%	49%
	Women	52%	58%	38%	56%	40%	58%	51%
Total		100%	100%	100%	100%	100%	100%	100%
		300	208	92	236	63	142	86

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	OPINION OF SNCH			AREA MEDICAL CARE OPTIONS		
			Very positive	Somewhat positive	Neutral/Neg./DK	Very satisfied	Satisfied	Dissatisfied
Q.18 AGE	18-24	3%	5%	1%	4%	3%	3%	7%
	25-34	10%	4%	16%	11%	5%	15%	3%
	35-49	19%	18%	22%	18%	22%	18%	10%
	50-64	25%	27%	18%	31%	24%	20%	50%
	65+	40%	45%	42%	34%	44%	41%	30%
	Refused	2%	1%	2%	2%	2%	2%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30
Q.19 RACE/ETHNICITY	White	87%	91%	82%	87%	93%	86%	87%
	Black	3%	1%	4%	3%	0%	3%	3%
	Asian	0%	1%	0%	0%	1%	0%	0%
	Hispanic	5%	2%	7%	5%	3%	7%	3%
	Other	5%	4%	6%	5%	3%	4%	7%
	Refused	1%	1%	1%	0%	1%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30
Q.20 GENDER	Men	48%	47%	49%	48%	48%	49%	50%
	Women	52%	53%	51%	52%	52%	51%	50%
Total		100%	100%	100%	100%	100%	100%	100%
		300	97	101	102	108	152	30

Conducted by LJR Custom Strategies

**SOUTH NASSAU COMMUNITIES HOSPITAL
December 2015**

		TOTAL	ER/WALK-IN VISIT		LONG BEACH MEDICAL CENTER		LAST MEDICAL TREATMENT		
			In past year	Not in past year/NS	Visited when open	Never visited	Under 30 days	31 days-6 mos	Over 6 mos
Q.18 AGE	18-24	3%	2%	4%	3%	5%	2%	3%	6%
	25-34	10%	7%	12%	8%	14%	4%	14%	15%
	35-49	19%	17%	20%	17%	23%	16%	21%	21%
	50-64	25%	34%	22%	29%	20%	28%	24%	26%
	65+	40%	40%	40%	42%	37%	50%	36%	30%
	Refused	2%	0%	2%	2%	2%	0%	3%	2%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82
Q.19 RACE/ETHNICITY	White	87%	86%	87%	87%	86%	90%	85%	85%
	Black	3%	4%	2%	3%	2%	3%	2%	2%
	Asian	0%	1%	0%	1%	0%	1%	0%	0%
	Hispanic	5%	5%	4%	4%	6%	1%	6%	7%
	Other	5%	3%	6%	4%	5%	5%	6%	4%
	Refused	1%	0%	1%	1%	1%	0%	1%	1%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82
Q.20 GENDER	Men	48%	43%	50%	46%	51%	47%	46%	52%
	Women	52%	57%	50%	54%	49%	53%	54%	48%
Total		100%	100%	100%	100%	100%	100%	100%	100%
		300	92	208	180	111	102	110	82

Conducted by LJR Custom Strategies

South Nassau Communities Hospital poll: Most Long Beach residents satisfied with medical care

January 18, 2016 By Ridgely Ochs ridgely.ochs@newsday.com



A look inside the South Nassau Communities Hospital emergency department in Long Beach on Aug. 10, 2015. Most Long Beach residents are satisfied with their medical care, according to a poll commissioned by the hospital. (Credit: Newsday / Alejandra Villa)

Most Long Beach residents are satisfied with their medical care, according to a poll commissioned by South Nassau Communities Hospital.

In a telephone survey of 300 adults conducted in early December by a national polling firm, 87 percent said they were satisfied or very satisfied with their medical care. And 66 percent said they had a very positive or somewhat positive opinion of South Nassau.

The poll comes after the Oceanside hospital opened an \$8-million free-standing emergency department in Long Beach in August because residents were concerned they wouldn't be able to get off the barrier island quickly enough to get emergency care elsewhere, especially in the summer.

South Nassau commissioned the poll as part of an extensive assessment to be completed by mid-February that hospital officials said will give them a road map for what kind of health care Long Beach needs going forward.

The Federal Emergency Management Agency has awarded South Nassau \$154 million to redevelop regional health services for Long Beach and the South Shore after the closing of Long Beach Medical Center after superstorm Sandy in October 2012. South Nassau purchased the bankrupt hospital two years later.

The poll, which included 20 questions, was conducted by the national firm LJR Custom Strategies based in New Orleans, and has a margin of error of 5.6 percent. Seventy-eight percent of respondents were surveyed on landlines and the rest on cellphones. A majority of the respondents, 65 percent, were 50 or older. According to the 2010 U.S. Census, a little more than 38 percent of Long Beach residents are 50 and older.

Jennifer Johnson, president of LJR, said telephone polls “do tend to skew a bit older” and that there was no statistical difference in answers from other age groups.

“I think it establishes a neutral baseline of information from the community,” said South Nassau chief executive Richard Murphy. “It’s from a reputable polling agency and gives us a clean picture of the health care needs and perceptions of the community.”

Murphy said the hospital decided to do the poll, which cost less than \$10,000, based on the recommendation of Bruce Vladeck, former head of Health Care Financing Administration in the Clinton administration, and a senior adviser at Nexera, a Manhattan-based health care consulting firm, who is conducting the needs assessment.



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Seventy-nine percent of respondents said they had a primary care doctor, 47 percent of whom said the doctor was on the barrier island. Thirty-one percent said they had been to an emergency room or walk-in clinic within the last year; of those, 18 percent said the emergency department or clinic had been on Long Beach.

Ten percent of those polled said they were dissatisfied or very dissatisfied with medical care on the barrier island. Of that percentage, 23 percent said the reason was it was too hard to get an appointment; 20 percent said they didn’t like the doctors and facilities available to them.

State Assemb. Todd Kaminsky (D-Long Beach) praised South Nassau for commissioning the poll. “I hope that this is just the start,” he said. “Getting an emergency room here was an important first step but there is much more to do to get medical services on the barrier island back to where they need to be.”

Dr. Martin Gruber, a retired orthopedic surgeon who is active in the Beach to Bay Central Council of Civic Associations, which has been vocal in its support for rebuilding a hospital in Long Beach, said his worry is that the island has too few primary care doctors and that attracting new ones will be difficult without a hospital close by.

“My feeling is that what we need is an integrated system with a hospital on the island supporting a renewed primary care population,” he said.

Sam Pinto, president of the Long Beach Eastholme Civic Association, also commended South Nassau for doing the survey. But, he said in an email, the survey should have had other questions “including the impact of having no hospital on the barrier island, or having to travel a distance to a hospital.” He also called on the hospital to share the survey with the community.

In the meantime, visits to South Nassau’s free-standing emergency department on Long Beach show a steady increase since it opened in August, according to data obtained from the hospital: from 614 patients in August when it opened, to 761 in December. About 10 percent of those ended up being transferred to South Nassau.

Murphy said he expects the number of visits to the emergency department to continue to grow.

“We’re trending toward 9,000 for 2016,” he said. He said he believed the figure would eventually reach 12,000, the number of visits to the emergency department reported yearly by the now-defunct Long Beach Medical Center.