
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