






1. Please rate how well your on-island health care needs are currently being met?

Poor Great

				
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This survey is being conducted by Madrona Voices on behalf of the Orcas Island Public Health Care District. On our [website](#), you can read about who Madrona Voices is, how we do our surveys, and what we do with the information. For reporting purposes, Madrona Voices removes all identifying information and only shares the compiled results. Personal information is not shared with the commissioners nor with anyone else. The questions below are the result of a collaborative effort between Madrona Voices and the PHD.

**Definitions and Notes**

Medical care can be categorized into three types:

- a) Primary care -- focuses on routine medical examinations and medical concerns for which an appointment can be scheduled during clinic hours within a few days or even longer; not an urgency.
- b) Acute care -- not life-threatening but warrants prompt attention, like a laceration, injury, or infection.
- c) Emergency care -- life-threatening (like a heart attack or stroke) or major trauma and requires stabilization and transport to the appropriate medical facility, like a hospital ER.

Note that the on-island EMS mission is to provide Emergency Care; therefore, there are no questions related to Emergency Care in this survey.

2. The commissioners assume that having Primary Care available during standard business hours is vitally important. Do you agree with this assumption?

- Yes
- No

For most of the ranking questions, we provide five options, ranging from 1 to 5. We associate a word with each column to help you in identifying whether an option is of high or low value to you. We will use the number as a multiplier when comparing options to each other in our survey report.

3. Several options are being considered for providing easier access to clinics. Please indicate your preference regarding expanding clinic hours. Note that if the option uses the word "Adding," it likely means higher costs and, thus, more taxes. The last two options should not result in additional costs.

	1. Unnecessary	2. Unimportant	3. Neutral	4. Important	5. Vital
Adding evening clinic hours 1-2 days a week.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adding clinic hours to include Saturday morning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adding clinic hours to include Sunday morning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shifting clinic hours to open later and stay open later 1-2 days a week.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Closing Friday afternoons and opening Saturday mornings instead.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate your preferences above, then add any comments here, if desired.

4. What is the MAXIMUM number of calendar days you consider acceptable to wait, from the time you call until you have an appointment, for Primary Care (not Acute).

1 45

5. What is the MAXIMUM number of calendar days you consider acceptable to wait, from the time you call until you are able to receive the service or procedure?

	Same or Next day	2 to 3 days	1 week	2 weeks	3 weeks	4 weeks
One-time blood draws	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance blood draws	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
X-Rays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vaccinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prescription refills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The commissioners have assumed that Acute Care being available both DURING and AFTER regular clinic hours is vitally important to the community. The following questions are a way for you to give them feedback on whether or not you also think Acute Care is important and when.

6. Please indicate your preference when seeking Acute Care services DURING regular clinic hours.

	1. Unnecessary	2. Unimportant	3. Neutral	4. Important	5. Vital
Phone access to a triage nurse who assesses treatment options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Same-day access to an Acute Care physician as medically necessary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please indicate your preference when seeking Acute Care services AFTER regular clinic hours.

	1. Unnecessary	2. Unimportant	3. Neutral	4. Important	5. Vital
Phone access to a triage nurse who assesses treatment options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to an on-call physician who assesses treatment options, including their coming into the office to see you, as medically necessary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Do you want Acute Care services DURING clinic hours to be available:

- For everyone, regardless of residency or being a client
- Only to island residents (full- and part-time)
- Only to those who are registered patients of the clinic(s)

Please select an option above, then make comments here, if desired.

9. Do you want Acute Care services AFTER HOURS to be available:

- For everyone, regardless of residency or being a client
- Only to island residents (full- and part-time)
- Only to those who are registered patients of the clinic(s)

Please select an option above, then make comments here, if desired.

**Now we talk about money.**

The commissioners are currently estimating that delivering Primary Care will cost approximately \$0.60 per thousand. That works out to \$60 for every \$100,000 in real property value you have, or \$300 for a \$500,000 house.

For the next two questions, you will need to do some math. We are sorry that these questions are a bit complicated, but we hope the examples below will make it easier to understand.

Examples using different property values:

If you own property worth \$500,000 and you put the slider at 5 (for \$5), then you are indicating that you are willing to pay \$25 more per year for this service:  $\$5 * (\$500,000/\$100,000)$ .

If you put the marker at 15 (for \$15) per \$100,000 and your property is valued at \$700,000, then you are saying you are willing to pay \$105 more per year for this service:  $\$15 * (\$700,000/\$100,000)$ .

These amounts are in addition to the estimated \$60 multiplied by every \$100,000 worth of real property you own that the commissioners already plan to levy for maintaining Primary Care.

10. In providing EXTENDED clinic hours there may be a cost. How much more per \$100,000 in property value would you be willing to spend, on an annual basis, to have Extended Clinic hours available? (Slide bar marker to the maximum amount you would be willing to pay per \$100,000 for this service.)

0 15

11. In providing After-Hours Acute Care there may be a cost. How much more per \$100,000 in property value would you be willing to spend, on an annual basis, to have a medical provider available to come into the clinic after-hours? (Slide bar marker to the maximum amount you would be willing to pay per \$100,000 for this service.)

0 15

12. Have you ever called upon the Orcas Island EMS for a non-emergency Acute Care need because a doctor was not available?

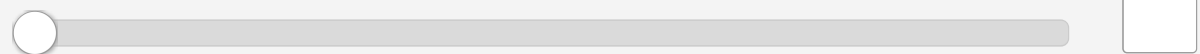
- Yes
- No

13. Where do you currently receive your Primary Care?

- Orcas Family Health Center
- UW Clinic
- Other On-Island provider
- An Off-Island provider
- I don't have a Primary Care provider

14. How would you rate your experiences over the last six months with Orcas Family Health Center? (0 being terrible to 10 being fantastic.)

0 10

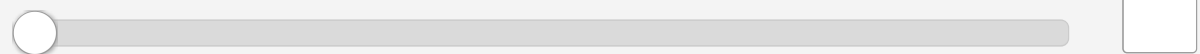


15. Please share with us any comments you would like to make about your experience with this provider.

16. What do you like most about OFHC?

17. How would you rate your experiences over the last six months with UW clinic? (0 being terrible to 10 being fantastic.)

0 10



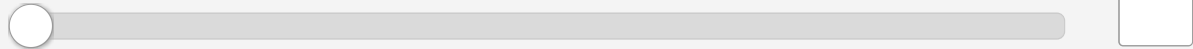
18. Please share with us any comments you would like to make about your experience with this provider.

19. What do you like most about UW clinic?

20. Who is this provider?

21. How would you rate your experiences over the last six months with this provider? (0 being terrible to 10 being fantastic.)

0 10



22. Please share with us any comments you would like to make about your experience with this provider.

23. What do you like most about this provider?



24. Is your primary home on Orcas Island?

Yes

No

25. Why don't you use one of the island clinics as your Primary Care provider?

We ask and require answers to demographic questions to help us evaluate whether the survey is representative of the community. We also want to know if some demographic groups differ on their views of health care on Orcas.

26. What is your gender?

- Female
- Male

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

- Yes
- No

28. What year were you born?

29. My on-island living quarters are:

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

We ask this question to help us verify that those taking the survey are representative of the community and to understand if the amount of property tax paid affects the answers to the various questions. Only one person at Madrona Voices can see this answer. Property tax records are public.

30. What is the taxable value of the real estate property you own on island?

- \$0
- \$1 to \$99,999
- \$100,000 to \$499,000
- \$500,000 to \$999,000
- \$1,000,000 - \$1,999,999
- \$2,000,000 - \$4,999,999
- More than \$5,000,000
- I prefer not to answer

31. Please add any comments about health care that you would like to share with the commissioners.

Thank you for taking the survey and providing your opinion. 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.