

## 2020 Ottawa County CHNA Key Informant Online Survey

Thank you for participating in this survey. Your participation is critical to conducting an accurate community health needs assessment for Ottawa County.

Your responses to this survey will be kept entirely confidential and will be combined with other participants' responses in an aggregated analysis. Any identifying information will be removed from your responses and will not be reported.

If you cannot complete the survey in one sitting, you can stop and later return to the questionnaire by simply clicking on the original link sent and you will be redirected to the exact point in the survey where you left off.

To start the survey, please click on the "Next" button below. Once you have answered all of the questions on a page, please click on the "Next" button. If you have any problems accessing or completing this survey, please email Dr. Marty Hill at [hill@vipreval.com](mailto:hill@vipreval.com). You can also contact him by telephone at 847-785-9877.

Q1 To begin, what are the **most pressing health issues or concerns** in Ottawa County? Please check no more than five issues. [RANDOMIZE]

<input type="checkbox"/>	Access to <b>affordable healthy food</b>	<input type="checkbox"/>	Lack of <b>immunizations/vaccinations</b>
<input type="checkbox"/>	Access to <b>dental care</b>	<input type="checkbox"/>	Lack of <b>prevention programs</b>
<input type="checkbox"/>	Access to <b>health care</b>	<input type="checkbox"/>	Lack of <b>primary care providers</b>
<input type="checkbox"/>	Access to <b>health insurance</b>	<input type="checkbox"/>	Lack of <b>wellness programs</b>
<input type="checkbox"/>	Access to <b>mental health care/treatment</b>	<input type="checkbox"/>	Limited community resources
<input type="checkbox"/>	Access to <b>substance abuse treatment</b>	<input type="checkbox"/>	Lifestyle choices (exercise, diet)
<input type="checkbox"/>	Alcohol abuse	<input type="checkbox"/>	Mental health (general)
<input type="checkbox"/>	Alzheimer's disease/dementia	<input type="checkbox"/>	Motor vehicle accidents
<input type="checkbox"/>	Anxiety	<input type="checkbox"/>	Obesity
<input type="checkbox"/>	Assisted living for disabled or elderly residents	<input type="checkbox"/>	Opioid use/abuse
<input type="checkbox"/>	Cancer	<input type="checkbox"/>	Pain management
<input type="checkbox"/>	Child abuse/neglect	<input type="checkbox"/>	Poverty
<input type="checkbox"/>	Cost of out-of-pocket health care expenses, such as co-pays, deductibles, prescription drugs	<input type="checkbox"/>	Prescription drug abuse
<input type="checkbox"/>	Depression	<input type="checkbox"/>	Providers not accepting all health insurance (e.g., Medicaid)
<input type="checkbox"/>	Diabetes (prevalence)	<input type="checkbox"/>	Respiratory diseases (e.g., COPD)
<input type="checkbox"/>	Domestic abuse	<input type="checkbox"/>	Sexually transmitted diseases
<input type="checkbox"/>	Elder abuse/neglect	<input type="checkbox"/>	Smoking/tobacco use
<input type="checkbox"/>	Environmental issues (air/water quality, lead poisoning)	<input type="checkbox"/>	Substance abuse (general)
<input type="checkbox"/>	Health management (e.g., diabetes, HBP, chronic disease)	<input type="checkbox"/>	Suicide
<input type="checkbox"/>	Heart disease	<input type="checkbox"/>	Teen pregnancy
<input type="checkbox"/>	HIV/AIDS	<input type="checkbox"/>	Transportation issues
<input type="checkbox"/>	Illegal substance use/abuse	<input type="checkbox"/>	Vaping/e-cigarettes
<input type="checkbox"/>	Lack of <b>affordable housing</b>	<input type="checkbox"/>	Other (specify): _____

Q1b [INSERT ISSUES CHECKED IN Q1] Of the most pressing health issues or concerns you selected, which **one** do you think is the most critical? (**Select only one issue**)

Q1c Why do you think [INSERT ISSUE] is the most critical health issue or concern in Ottawa County? Please be as detailed as possible.

---

---

Q1d What ideas do you have, if any, to resolve this issue? Please be as detailed as possible.

---

---

### **Access to Health Care**

Q2 In your opinion, what are the **most common** barriers to accessing health care in Ottawa County? (**Select all that apply**) [RANDOMIZE BUT KEEP 01 AT TOP AND OTHER AT BOTTOM]

- There are no barriers to health care access
- Cultural differences
- Complexity of the health care system (e.g., difficult to navigate)
- Few providers accept patients without insurance/on a sliding scale
- Have to travel out of area for services/care
- Inability to afford out-of-pocket expenses, such as co-pays, deductibles, prescription drugs
- Inadequate/limited health care insurance (e.g., underinsured)
- Lack of awareness/knowledge of existing programs
- Lack of health care insurance
- Lack of primary care providers (including pediatricians)
- Lack of specialists/specialty care
- Language barrier
- Limited number of providers accepting **Medicaid**
- Limited number of providers accepting **Medicare**
- Personal irresponsibility
- Transportation issues
- Trust issues
- Other (please specify): \_\_\_\_\_

Q3 With regard to health care, which of the following underserved groups should we focus on most as a community? Please select up to three. **[RANDOMIZE BUT KEEP 01 AT TOP AND OTHER AT BOTTOM]**

- None (there are no groups that are underserved in Ottawa County)
- Children
- LGBTQ+
- Minorities
- Non-English speaking/ESL
- Senior adults
- Those who are **uninsured**
- Those who are **underinsured**
- Those with **disabilities**
- Undocumented immigrants
- Other (Please specify): \_\_\_\_\_

Q4 Are you aware of Ottawa Pathways to Better Health as a referral source to assist people/clients/patients in accessing needed programs and services?

- Yes 01
- No 02
- Don't Know 03

Q5 Do you feel you are equipped to help people/clients/patients access needed programs and services?

- Yes 01
- No 02
- Don't Know 03

Q5a **(IF NO)** What would better equip you to help people/clients/patients access needed programs and services? Please be as detailed as possible?

---

---

Q5b **(IF YES)** What is the resource you use most often to help people/clients/patients access needed programs and services?

---

---

## Gaps in Health Care

- Q6 Below is a list of programs and services from the past two Community Health Needs Assessments that Key Informants reported **did not** meet the needs and demands of Ottawa County residents well. In your opinion, over the past 5-6 years, to what degree has access to each improved (or not) for Ottawa County residents? (**Select one for each item**) [RANDOMIZE]

<b>Access now is...</b>	<b>Much Worse</b>	<b>Somewhat Worse</b>	<b>About the Same</b>	<b>Somewhat Better</b>	<b>Much Better</b>	<b>Don't Know</b>
Mental Health Treatment for mild to moderate disorders (e.g., depression anxiety)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health Treatment for severe and/or persistent disorders (e.g., schizophrenia, psychoses, permanently developmentally disabled)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance Use Disorder Treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pediatric specialty services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geriatrics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health Treatment for the <b>uninsured</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primary Care for the <b>uninsured</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental Care for the <b>uninsured</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primary care/mental health treatment/dental care services for people who are underinsured (e.g., can't afford co-pays/deductibles, their insurance plan has limited coverage, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs that promote healthy lifestyles, such as healthy eating and exercise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7 What programs or services are **currently lacking** in the community that should be the greatest priorities, if any? Please select up to three. **[RANDOMIZE BUT KEEP 01 AT TOP AND OTHER AT BOTTOM]**

- None (there are no programs/services lacking)
- Care coordination services
- Residential mental health services
- Residential substance abuse disorder treatment
- Specialty programs/services (please specify): \_\_\_\_\_
- Wellness programs
- Prevention programs (please specify): \_\_\_\_\_
- Home care services for **elderly or disabled**
- Assisted living facilities for **elderly or disabled**
- Day (care) programming for **elderly or disabled**
- Programs targeting obesity reduction
- Other (Please specify): \_\_\_\_\_

Q8 In your opinion, how often are **social determinants of health** considered when developing treatment or care plans for Ottawa County residents. Examples of social determinants include housing, transportation, and food access, among others. Would you say....?

Never	Rarely	Sometimes	Often	Always	Don't Know
○	○	○	○	○	○

Q9 Taking everything into account, including health conditions, health behaviors, health care availability, and health care access, how satisfied are you **overall** with the health climate in Ottawa County?

Very Dissatisfied	Dissatisfied	Neither Dissatisfied nor Satisfied	Satisfied	Very Satisfied
○	○	○	○	○

Q9a (ASK ALL) Why do you say that? Please be as detailed as possible.

---



---

Q10 Are you or members of your organization currently screening people/clients/patients for Adverse Childhood Experiences (ACEs)?

- Yes 01
- No 02
- Don't Know 03
- Not applicable to our organization 04

Q11 Are you concerned about any environmental factors that could impact the health of Ottawa County residents in the next few years?

- Yes 01
- No 02
- Don't Know 03

Q11a (**ASK IF Q11=YES**) What are the environmental factors that you think could impact the health of area residents? (**Select all that apply**) [**RANDOMIZE ITEMS**]

Climate change	<input type="checkbox"/>
Water quality/quantity	<input type="checkbox"/>
Air quality	<input type="checkbox"/>
Lead exposure/poisoning	<input type="checkbox"/>
Waste disposal	<input type="checkbox"/>
Lake level rise and coastal erosion	<input type="checkbox"/>
Other (please specify): _____	<input type="checkbox"/>

Q12 Are there any other health-related issues that you feel are important to discuss that we haven't touched on? If so, what are these issues?

---

---

**We just have a couple of additional questions for classification purposes.**

Q13 What is your professional title or role? \_\_\_\_\_

Q14 How long have you been in that role? (**Select only one response**)

- |                    |    |
|--------------------|----|
| Less than 1 year   | 01 |
| 1 to 2 years       | 02 |
| 3 to 5 years       | 03 |
| 6 to 10 years      | 04 |
| 11 to 20 years     | 05 |
| More than 20 years | 06 |

Q15 What is the zip code where you work/practice? \_\_\_\_\_

**CLOSING**

Those are all of our questions. Thank you very much for your participation!