

## 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.

The survey will take approximately 15-20 minutes to complete. If you cannot complete the survey in one sitting, you can stop and later return to the questionnaire by simply clicking the "pause" button where a box will appear asking for your email address. Once you submit your email address, an email will be immediately sent to your account with a link that will redirect you back to the survey where you left off.

To start the survey, please click on the "Continue" button below. Once you have answered all of the questions on a page, please click on the "Continue" 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 one or two of the **most pressing health issues or concerns** in Ottawa County?

1. \_\_\_\_\_
2. \_\_\_\_\_

Q1a **[FOR EACH ISSUE MENTIONED]** Why do you think it's a problem in Ottawa County? Please be as detailed as possible.

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Q1b **[FOR EACH ISSUE MENTIONED]** What are the resources available in the community to address/resolve this issue? Please be as detailed as possible.

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Q1c **[FOR EACH ISSUE MENTIONED]** What ideas do you have, if any, to resolve this issue? Please be as detailed as possible.

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## Health Conditions

Q2 Please tell us how prevalent the following **health issues** are in Ottawa County. If you are unsure, please select “don’t know.” (**Select only one response for each.**) [RANDOMIZE ITEMS]

	<b>Not At All Prevalent 1</b>	<b>Not Very Prevalent 2</b>	<b>Slightly Prevalent 3</b>	<b>Somewhat Prevalent 4</b>	<b>Very Prevalent 5</b>	<b>Don't Know</b>
a. Lack of childhood immunizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Anxiety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Heart disease	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Diabetes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Stroke	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Obesity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Sexually transmitted disease	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Depression	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Autism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Cancer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Alzheimer's Disease	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Asthma	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. COPD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2a How satisfied are you with your community's response to these health issues?  
 (Select only one response for each.) [RANDOMIZE ITEMS]

	<b>Not At All Satisfied 1</b>	<b>Not Very Satisfied 2</b>	<b>Slightly Satisfied 3</b>	<b>Somewhat Satisfied 4</b>	<b>Very Satisfied 5</b>	<b>Don't Know</b>
a. Lack of childhood immunizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Anxiety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Heart disease	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Diabetes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Stroke	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Obesity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Sexually transmitted disease	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Depression	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Autism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Cancer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Alzheimer's Disease	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Asthma	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. COPD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Health Behaviors

Q3 Please tell us how prevalent the following **health behaviors** are in Ottawa County. If you are unsure, please select “don’t know.” (**Select only one response for each.**) [RANDOMIZE ITEMS]

	Not At All Prevalent 1	Not Very Prevalent 2	Slightly Prevalent 3	Somewhat Prevalent 4	Very Prevalent 5	Don't Know
a. Alcohol abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Domestic abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Illegal substance abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Smoking and tobacco use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Suicide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Motor vehicle accidents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Child abuse/neglect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Elder abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Health management (e.g., diabetes, high blood pressure, chronic disease)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Prescription drug abuse/misuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3a How satisfied are you with the community’s response to these **health behaviors**? (**Select only one response for each.**) [RANDOMIZE ITEMS]

	Not At All Satisfied 1	Not Very Satisfied 2	Slightly Satisfied 3	Somewhat Satisfied 4	Very Satisfied 5	Don't Know
a. Alcohol abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Domestic abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Illegal substance abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Smoking and tobacco use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Suicide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Motor vehicle accidents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Child abuse/neglect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Elder abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Health management (e.g., diabetes, high blood pressure, chronic disease)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Prescription drug abuse/misuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2b What additional **health issues** are prevalent in Ottawa County, if any?

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Q3b What additional **health behaviors** are prevalent in Ottawa County, if any?

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**Access to Health Care**

Q4 Do you believe that **access to health care** is a critical issue for some residents in Ottawa County?

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

Q4a **[IF Q4=01]** In your opinion, why is access to health care an issue for some Ottawa County residents? **(Select all that apply) [RANDOMIZE ITEMS BUT LEAVE OTHER AT THE BOTTOM]**

Limited number of providers accepting <b>Medicaid</b>	01
Limited number of providers accepting <b>Medicare</b>	02
Language barriers	03
Transportation barriers	04
Lack of primary care providers, including pediatricians	05
Lack of gerontological care/gerontologists	06
Not enough providers/options	07
Few providers accept patients without insurance/on a sliding scale	08
Limited community resources to meet demand	09
Have to travel out of the area for care	10
Can't afford out-of-pocket expenses, such as co-pays, deductibles, prescription drugs	11
Lack of knowledge/awareness of available options	12
Other (Please specify): _____	13

Q5 Are there specific subpopulations or groups of people in Ottawa County that are underserved with regard to health care?

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

Q5a [ASK IF Q5=01] Which of the following subpopulations are underserved? (*Select all that apply*)  
[RANDOMIZE ITEMS BUT LEAVE OTHER AT THE BOTTOM]

- Those who are uninsured 01
- Those who are underinsured 02
- Those who are uninsurable 03
- Minorities 04
- Senior adults 05
- Children 06
- Women 07
- Men 08
- Those with disabilities 09
- Undocumented immigrants 10
- Non-English speaking/ESL 11
- Other (Please specify): \_\_\_\_\_ 12

## Gaps in Health Care

Q6 How well do the following programs and services meet the needs and demands of Ottawa County residents? (**Select only one response for each.**) [RANDOMIZE ITEMS]

	Not At All Well 1	Not Very Well 2	Slightly Well 3	Somewhat Well 4	Very Well 5	Don't Know
a. 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"/>
b. 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"/>
c. Substance Abuse Treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Emergency Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Ambulatory/Emergency Transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Prenatal Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Dental Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Urgent Care Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Cardiology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. OB/GYN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Orthopedics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Vision Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Specialty Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. General Surgery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. Nursing Home Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. Oncology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
q. Assisted Living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
r. In-home Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
s. Pediatrics (General)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
t. Pediatric Specialty Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
u. Neurology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
v. Geriatrics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6a [ASK IF Q6M=1 or 2 or 3] What specialty services are currently lacking in Ottawa County?

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Q7 What programs or services are **lacking** in the community, if any? (*Select all that apply*)  
[RANDOMIZE ITEMS BUT LEAVE OTHER AT THE BOTTOM]

Primary care for the <b>uninsured/underinsured</b>	01
Dental care for the <b>uninsured/underinsured</b>	02
Mental health treatment for the <b>uninsured/underinsured</b>	03
Programs/services for people who have insurance but do not use it because they can't afford out-of-pocket expenses such as co-pays and deductibles	04
Programs for the low income population, such as primary care, dental care, mental health	05
Quality health care	06
Specialty programs/services	07
Mental health services	08
Wellness programs	09
Prevention programs	10
Home care/assisted living for <b>elderly</b>	11
Home care/assisted living for <b>disabled</b>	12
Community-based care for disabled/elderly	13
Programs targeting obesity reduction	14
Other (Please specify): _____	15



**Barriers to Health Care**

Q8 To what extent is each of the following a barrier or obstacle to health care programs and services? If you are unsure, please select “don’t know.” (**Select only one response for each.**) [RANDOMIZE ITEMS]

	<b>Not At All 1</b>	<b>Not Very Much 2</b>	<b>Slightly 3</b>	<b>Somewhat 4</b>	<b>Very Much 5</b>	<b>Don't Know</b>
a. Transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Cultural differences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Lack of health care insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Lack of awareness of existing services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Inability to afford co-pays and/or deductibles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Providers not accepting Medicaid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Providers not accepting Medicare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Inadequate health care insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Personal irresponsibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Lack of trust in health care system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8a What are some **effective solutions** with respect to these barriers? Please be as detailed as possible and identify which problems you are referring to when discussing solutions.

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Q9 How well do organizations and agencies in Ottawa County collaborate and coordinate together in order to make programs and services more accessible to area residents? Would you say...?

<b>Not At All Well</b>	<b>Not Very Well</b>	<b>Slightly Well</b>	<b>Somewhat Well</b>	<b>Very Well</b>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9a Why do you say that? Please be as detailed as possible.

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Q10 Please indicate your level of agreement with the following statement:

“Area residents would be better served with respect to their health needs if area programs and services took a more comprehensive, integrated, and/or holistic approach to residents’ health care.”

<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Disagree Nor Agree</b>	<b>Agree</b>	<b>Strongly Agree</b>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q10a Why do you say that?

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Q11 Taking everything into account, including health conditions, health behaviors, health care availability, and health care access, how satisfied you are **overall** with the health climate in Ottawa County?

<b>Very Dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither Dissatisfied Nor Satisfied</b>	<b>Satisfied</b>	<b>Very Satisfied</b>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11a Why do you say that? Please be as detailed as possible.

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Q12 What one or two things could be done in Ottawa County that would improve the overall health climate in the community? Please be as detailed as possible.

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Q13 What about this community supports maternal and child (age birth-18) health? Please be as detailed as possible.

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Q14 What about this community puts maternal and child (age birth-18) health at risk? Please be as detailed as possible.

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Q15 In your opinion, what do you think the health care system will look like in the next 5 to 15 years? Please be as detailed as possible.

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Q16 There have been two prior Community Health Needs Assessments conducted in Ottawa County, one in 2011 and one in 2014. Has that research led to anything being done locally to address any issues relating to the health or health care of Ottawa County residents? If so, what has been done? Please be as detailed as possible.

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

Q17 What is your professional title or role? \_\_\_\_\_

Q18 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 |

Q19 How long have you been in the health care field? (**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 |
| I'm not in the health care field | 07 |

Q20 Have you worked or practiced in the health care field outside of Ottawa County in the past?

- |     |    |
|-----|----|
| Yes | 01 |
| No  | 02 |

Q21 What is the zip code where you work/practice? \_\_\_\_\_

**CLOSING**

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