

## 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@hope.edu](mailto:hill@hope.edu). You can also contact him by telephone at 616-395-7078.

Q1 To begin, what do you feel are the **most pressing health needs or issues** in Ottawa County?  
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. (**Select only one response for each.**)

	<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. Cancer	<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. Other (specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Other (specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Other (specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2a How satisfied are you with the community's response to these **health issues**?  
 (Select only one response for each.)

	<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. Cancer	<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. Other (specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Other (specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Other (specify):	<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. (Select only one response for each.)

	<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. 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. Other (specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Other (specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Other (specify):	<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.*)

	<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 4</b>	<b>Don't Know</b>
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. Other (specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Other (specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Other (specify):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Access to Health Care**

Q4 Please tell us your level of agreement with the following statements about the **variety and choices of primary medical care** in Ottawa County. (*Select only one response for each.*)

<b><i>There is a wide variety and choice of primary care for...</i></b>	<b>Strongly Disagree 1</b>	<b>Disagree 2</b>	<b>Neither Disagree Nor Agree 3</b>	<b>Agree 4</b>	<b>Strongly Agree 5</b>	<b>Don't Know</b>
a. Children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Senior adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Low income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Non-English speaking/ESL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Underinsured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Uninsured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4a [FOR EACH ITEM IN Q4=01-03] Why do you [INSERT RATING] that there is a wide variety and choice of primary care for [INSERT ITEM]?

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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]

- 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

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

	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"/>
b. Substance Abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Emergency Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ambulatory/Emergency Transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Prenatal Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. General Dental Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Urgent Care Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Non-Emergency Transportation	<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. Ophthalmology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Podiatry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. Dermatology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. General Surgery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. Nursing Home Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
q. Oncology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
r. Assisted Living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
s. In-home Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
t. Oral Surgery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
u. Pediatrics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7 What programs or services are **lacking** in the community, if any? Please be as detailed as possible.

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Q8 Have you, or someone you know, ever had a health issue or need that necessitated travel outside of Ottawa County for health care?

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

Q8a [ASK IF Q8=01] What necessitated travel outside of Ottawa County for health care, and why? Please be as detailed as possible.

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**Barriers to Health Care**

Q9 What are the **top three** barriers or obstacles to health care programs and services? Please rank from 1 to 3, where 1 is the greatest barrier, 2 is the second greatest barrier, and 3 is the third greatest barrier. [RANDOMIZE ITEMS]

- Transportation 01
- Language/Cultural 02
- Lack of health care insurance 03
- Lack of awareness of existing services 04
- Unaffordable co-pays/deductibles 05
- Physicians not accepting Medicaid 06
- Inadequate health care insurance 07
- Personal irresponsibility 08
- Lack of trust 09
- Other (Please specify): \_\_\_\_\_ 10
- There are **no** barriers/obstacles 11

Q9a What, if any, are the **effective solutions** to these barriers? Please be as detailed as possible and identify which problems you are referring to when discussing solutions.

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**Identifying and Addressing Needs**

Q10 What individuals or organizations should be involved in addressing identified health and health care needs in the county? (**Select all that apply**)

- Health care professionals 01
- Government Social Services 02
- Foundations 03
- Elected officials 04
- Non-profit organizations 05
- Mental Health Workers 06
- Churches/Religious Groups 07
- Business Leaders 08
- Civic Organizations 09
- School Boards 10
- Other (Please specify): \_\_\_\_\_ 11

Q11 What elements are necessary to the success of programs to address identified needs? (**Select all that apply**)

- Ongoing funding/sustainability 01
- Communication between organizations 02
- Common goals among organizations 03
- All stakeholders are invited to participate 04
- Culturally competent planning and administrations 05
- Regional committee comprised of health care providers 06
- Formation of strategic relationships 07
- Other (Please specify): \_\_\_\_\_ 08

Q12 Taking everything into account, including health conditions, health behaviors, health care availability, and health care access, how satisfied you are **overall** with health climate in Ottawa County?

Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied
○	○	○	○	○

Q12a Why do you say that? Please be as detailed as possible.

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Q13 What one or two things could be done in Ottawa County that would improve the overall health climate in Ottawa County? Please be as detailed as possible.

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**We just have a couple more questions for classification purposes.**

Q14 What is your professional title or role? \_\_\_\_\_

Q15 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

Q16 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

Q17 Have you worked or practiced in the care field outside of Ottawa County in the past?

- Yes 01
- No 02

Q18 What is the zip code of where you work/practice? \_\_\_\_\_

**CLOSING**

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