

# **The East Hampton Healthcare Foundation**

**Community Survey  
Key Findings**

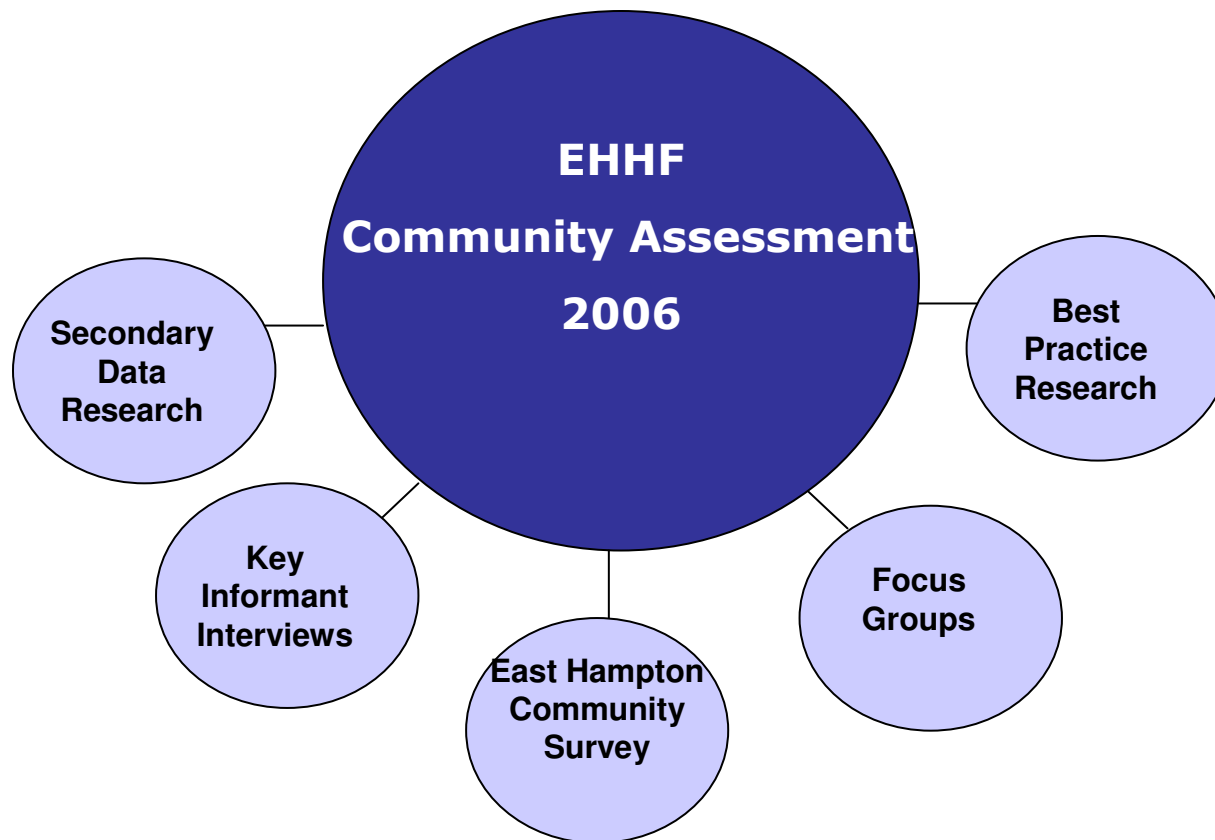
**November 2006**



# Goals and Objectives of Assessment

- **SURVEY GOALS:**
  - Assess community residents' perceptions of the facilities and services provided by the East Hampton Healthcare Foundation.
  - Assess community residents' current health status and preventive behaviors, and compare them with the findings from the 2001 survey.
  - Identify future EHHF opportunities in terms of unmet healthcare needs, successes of community outreach program and marketing/fundraising.

# Assessment Overview



# Methodology

- A survey instrument was developed by Arrow Consultants in partnership with leadership at East Hampton Healthcare Foundation.
- Surveys were mailed to 5000 households in East Hampton township, hand-distributed by volunteers to community members, and mailed to a donor list provided by the EHHC in July and August of 2006.
- A total of 505 surveys were returned inputted and analyzed.

# Survey Topics

- **Healthcare Provider Preference/Usage:**
  - ER Usage
  - Access to healthcare
  - Health Screenings
  - Hospital Preferences
- **Health Status**
  - Diet & Exercise
  - Tobacco Use
  - Alcohol & Drug Use
  - Hospital Preferences
- **Community Issues**
  - Domestic Violence
  - Perceived Discrimination
  - Quality of Life

# Focus Groups

## **Purpose:**

- Present preliminary survey data and generate feedback from select group related to the data.;
- Generate discussion regarding key topics of interest.;
- Ensure reflections and recommendations of focus group participants are communicated to the sponsoring organization.

## **2006 Focus Group Audiences:**

- African American Residents
- Latino Service Providers
- Key EHHF Stakeholders

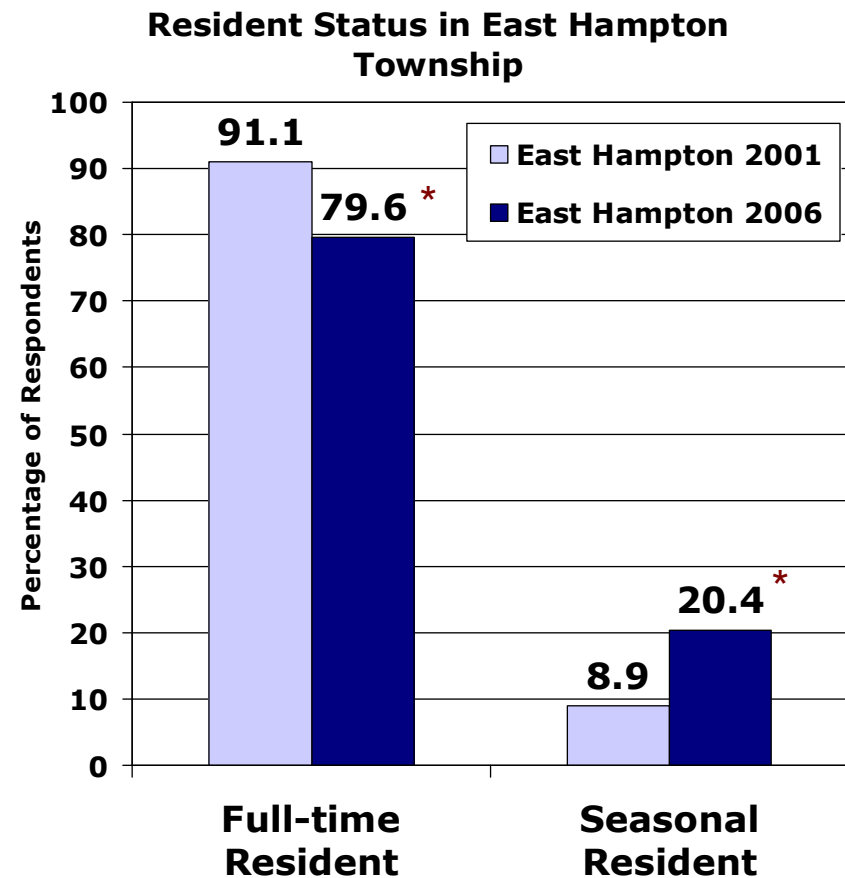
# Survey Demographics



# Demographics

Surveys Received by Zip Code		
Zip Code	2001	2006
<b>11930</b> Amagansett	8.0% n=50	9.5% n=48
<b>11937</b> East Hampton	40.3% n=252	68.3% n=345
<b>11954</b> Montauk	17.9% n=112	13.3% n=67
<b>11963</b> Sag Harbor*	32.4% n=203	4.2% n=21
<b>11975</b> Wainscott	1.4% n=9	4.8% n=24
<b>Total</b>	<b>626</b>	<b>505</b>

\* Note: in 2001, both Southampton and East Hampton were included in the study. In 2006, only the area included in East Hampton was included.

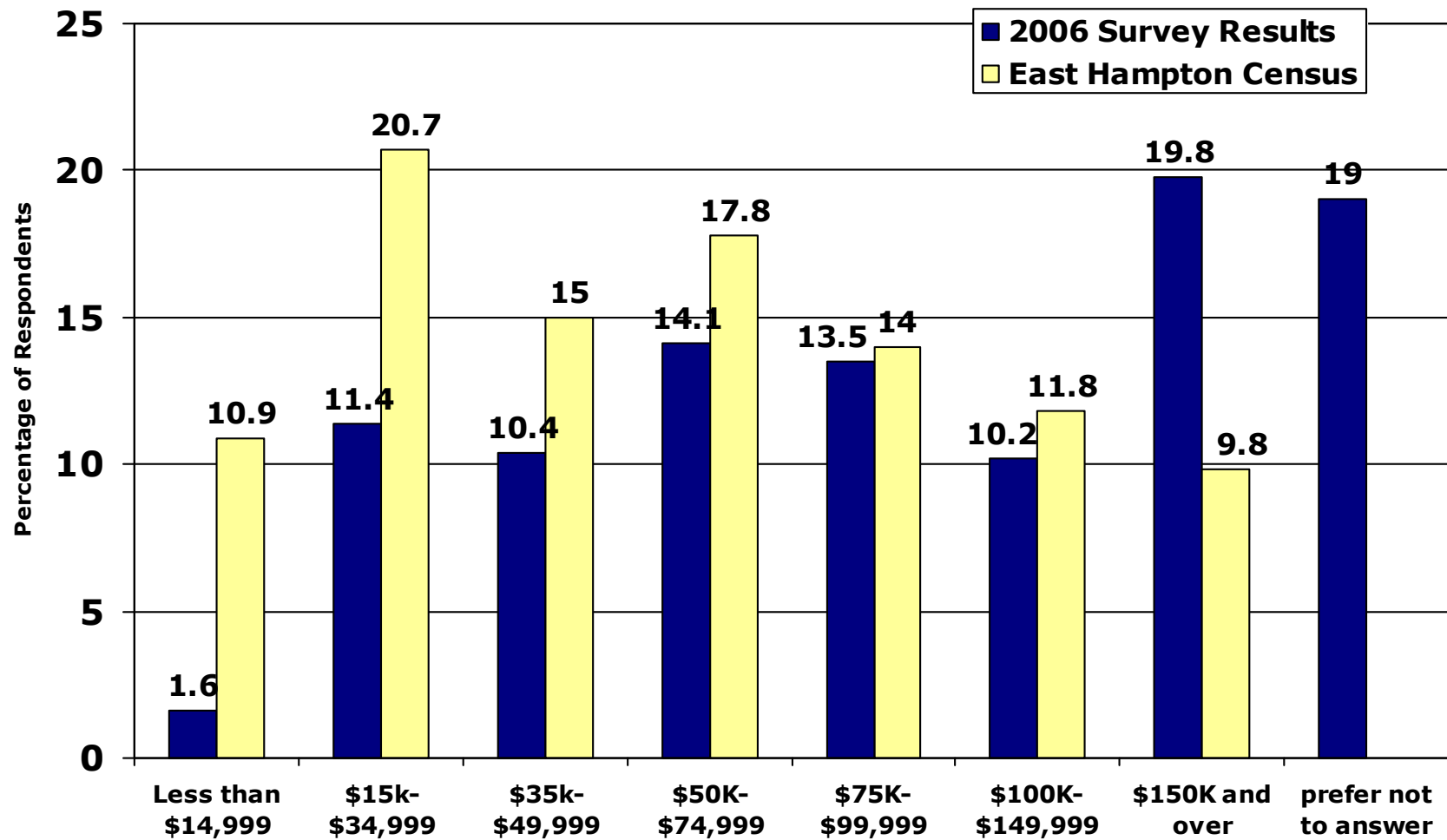


**\*statistically different than previous study year.**

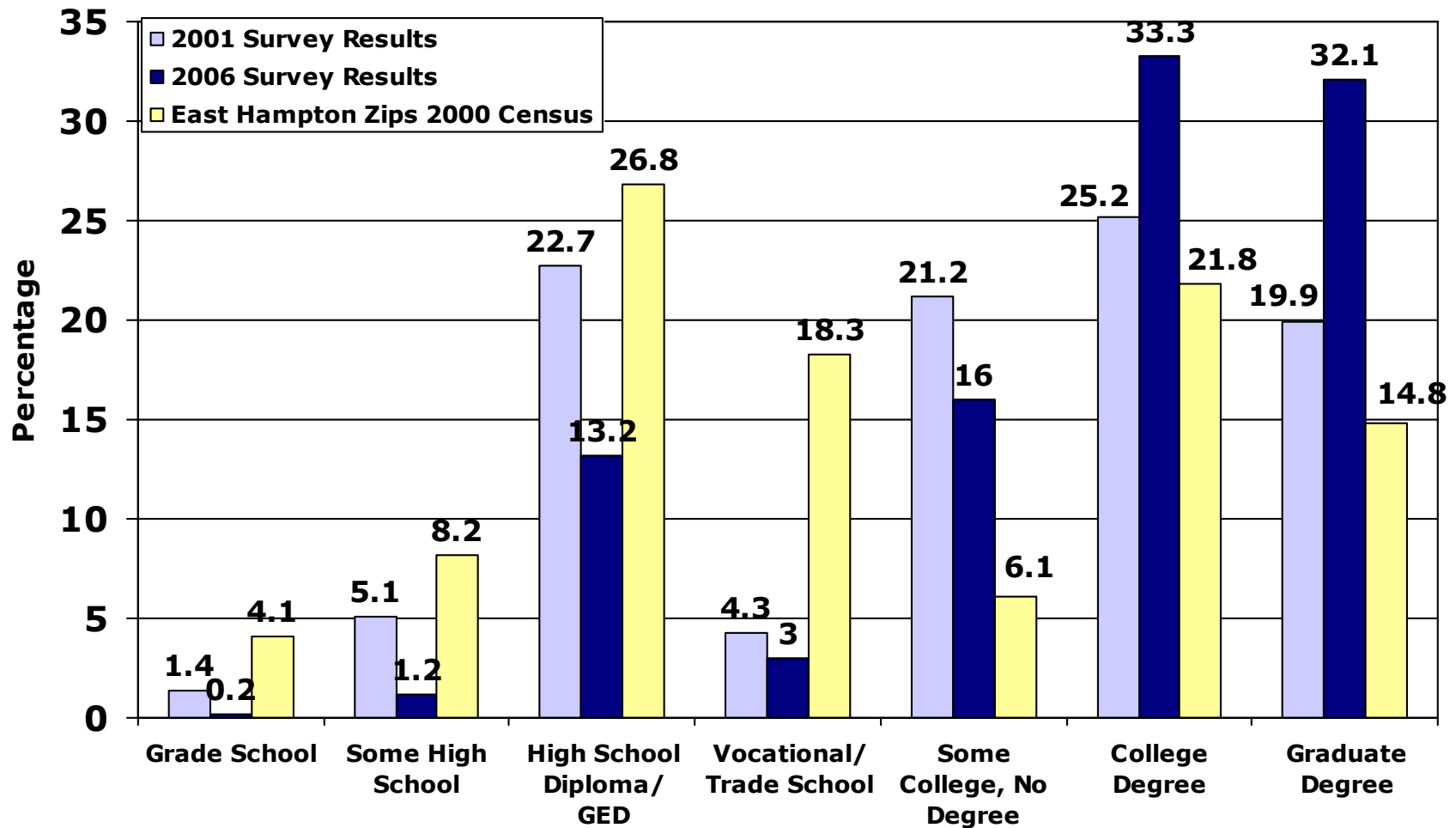
In 2006, 86.5% of East Hampton seasonal residents reported that they have sought care locally.

# Demographic Comparisons

## Income

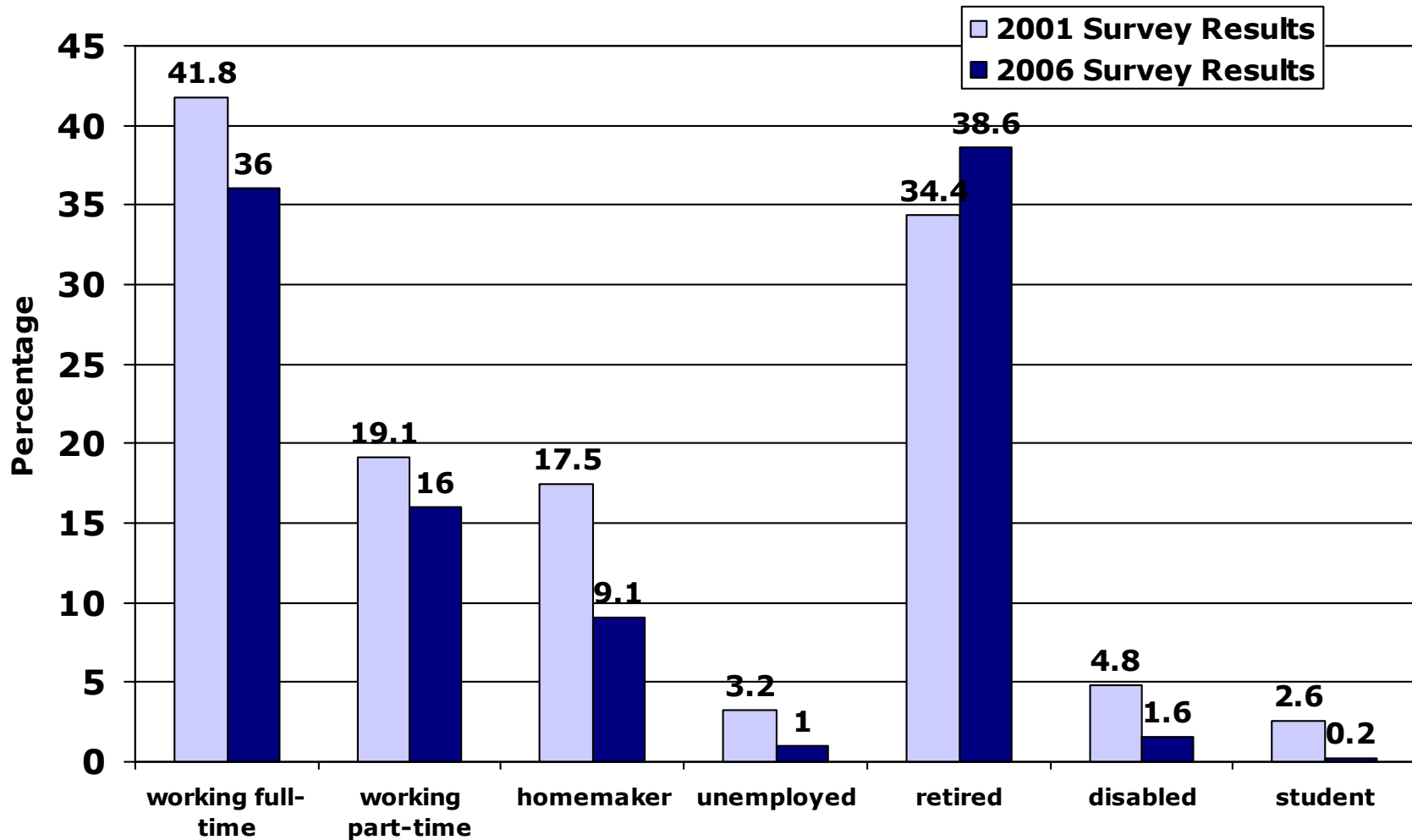


# Demographic Comparisons Education

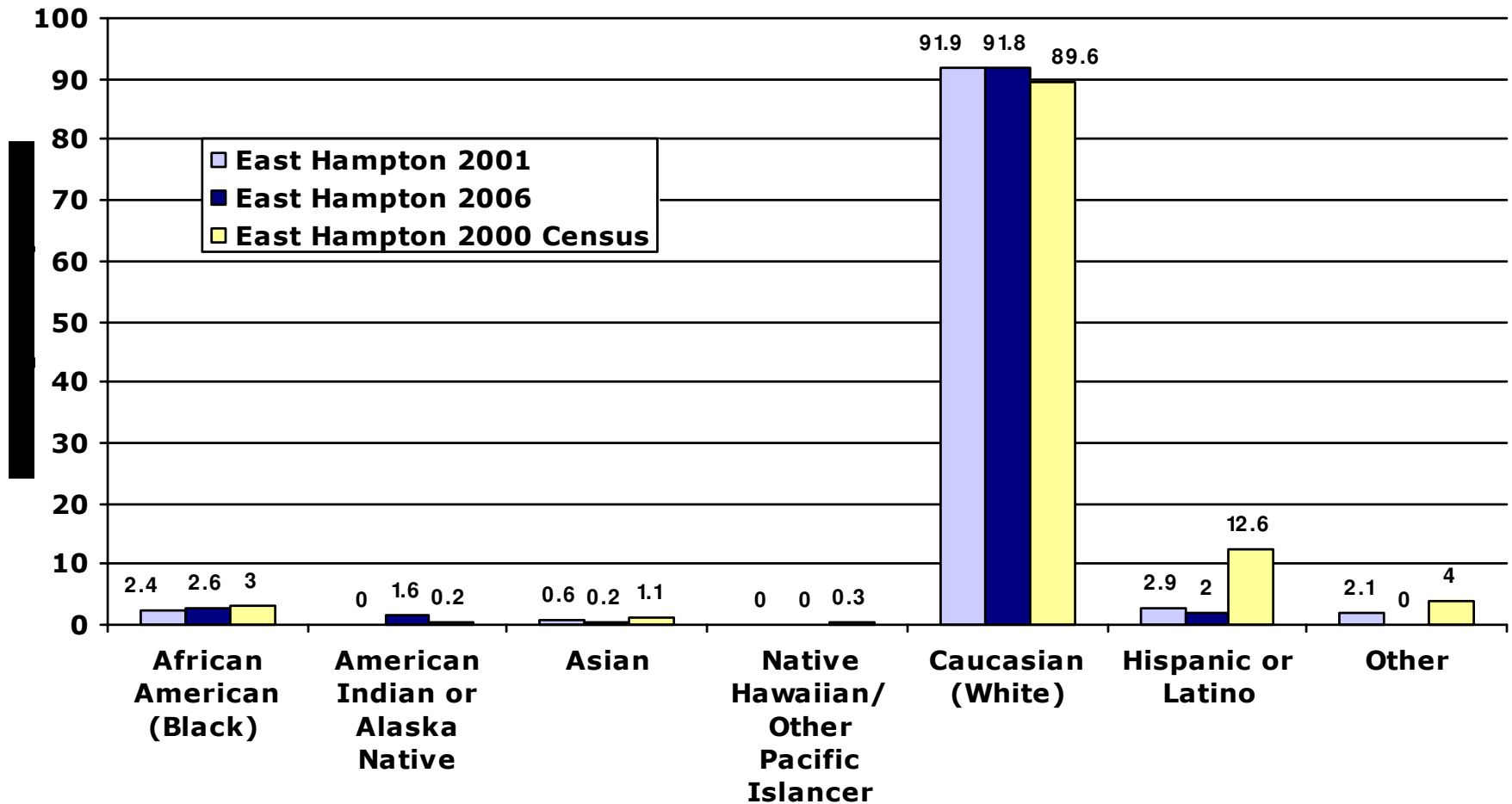


# Demographic Comparisons

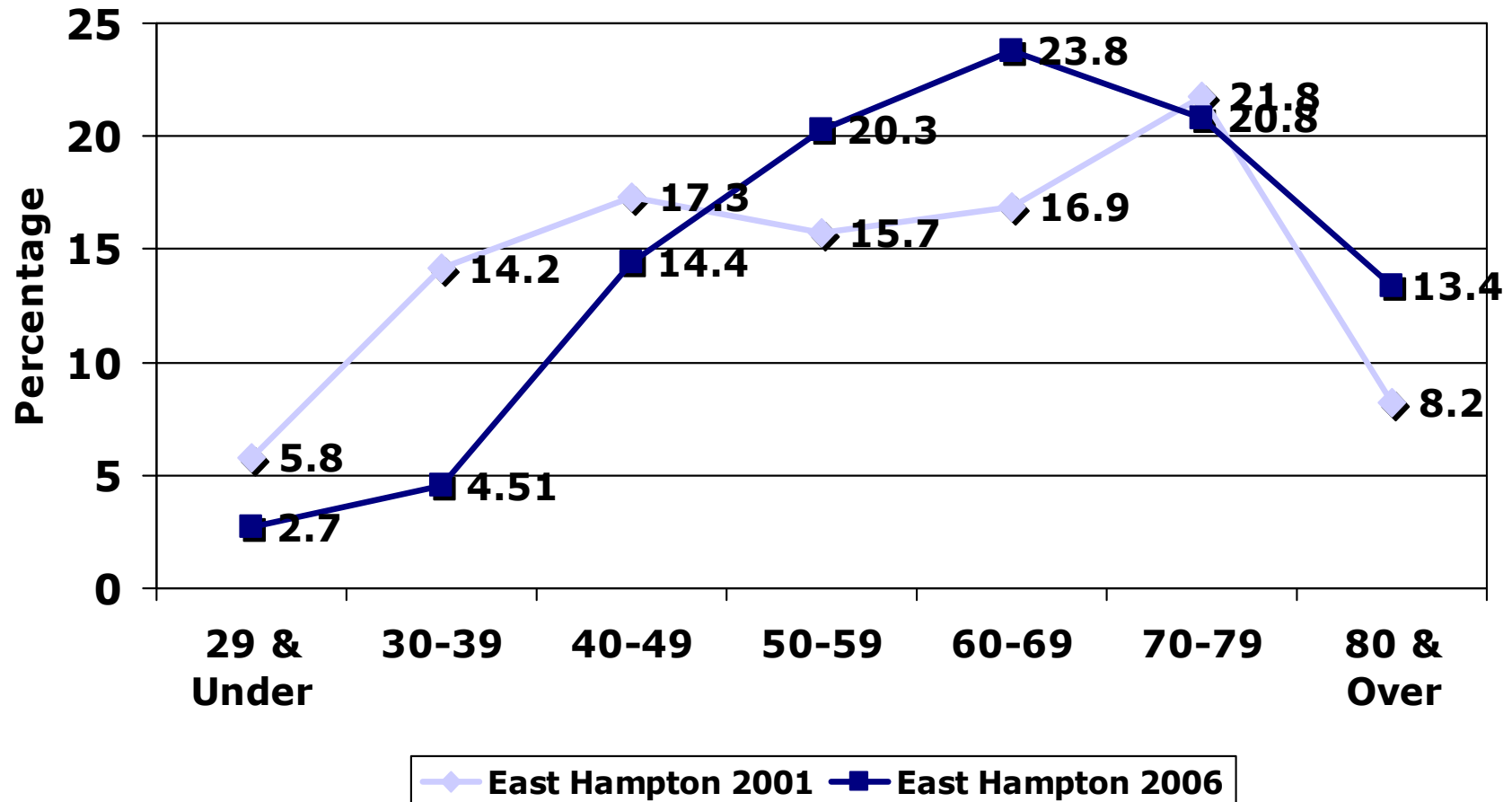
## Employment Status



# Demographic Comparisons Race & Ethnicity



# Age of Respondents (in years)



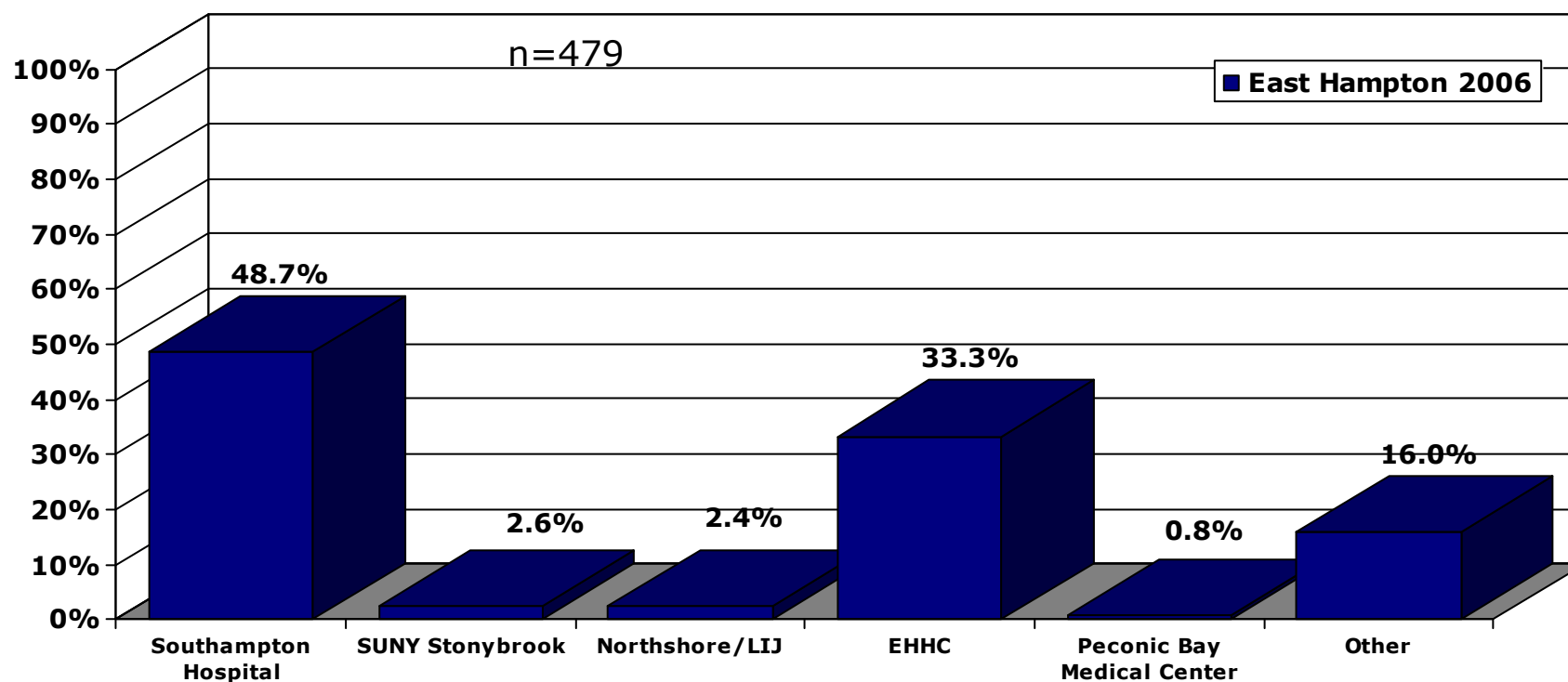
# Healthcare Provider Information



# Healthcare Facility Usage Overall Provider of Choice

Respondents were asked what hospital or healthcare center they used most often for healthcare. The top two responses were Southampton Hospital (48.7%) and EHC (33.3%). Other responses included: NY Hospitals, Lennox Hill, Wainscott Walk-in and private physicians.

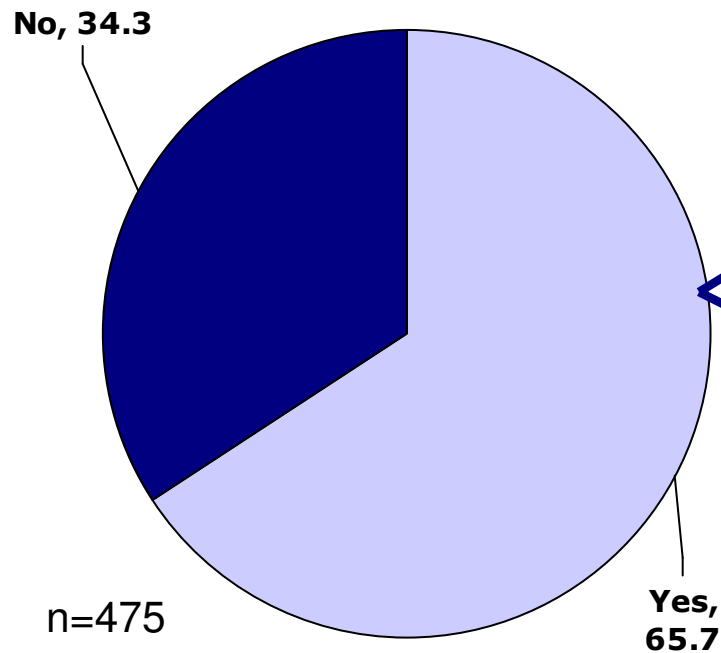
What is the name of the hospital or healthcare center you go to most often for healthcare?



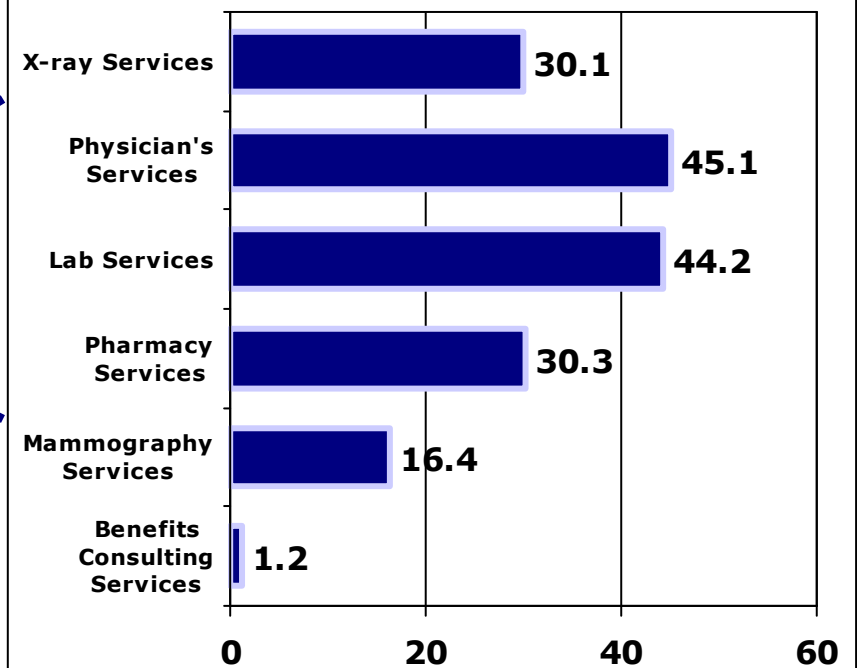
*Note: Responses do not sum to 100% due to multiple responses*

# East Hampton Healthcare Center

In the last two years, have you sought medical care at EHHC?

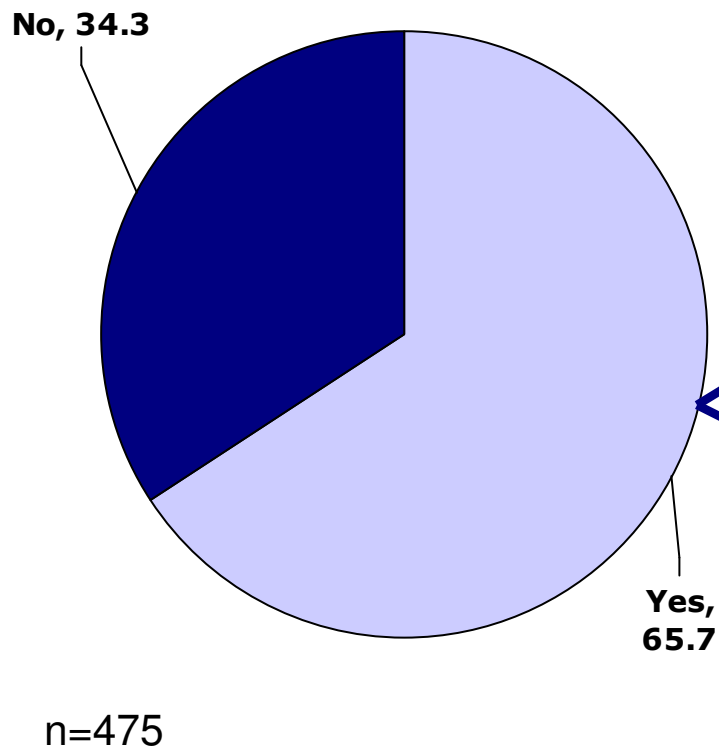


What type of medical care did you receive at EHHC?

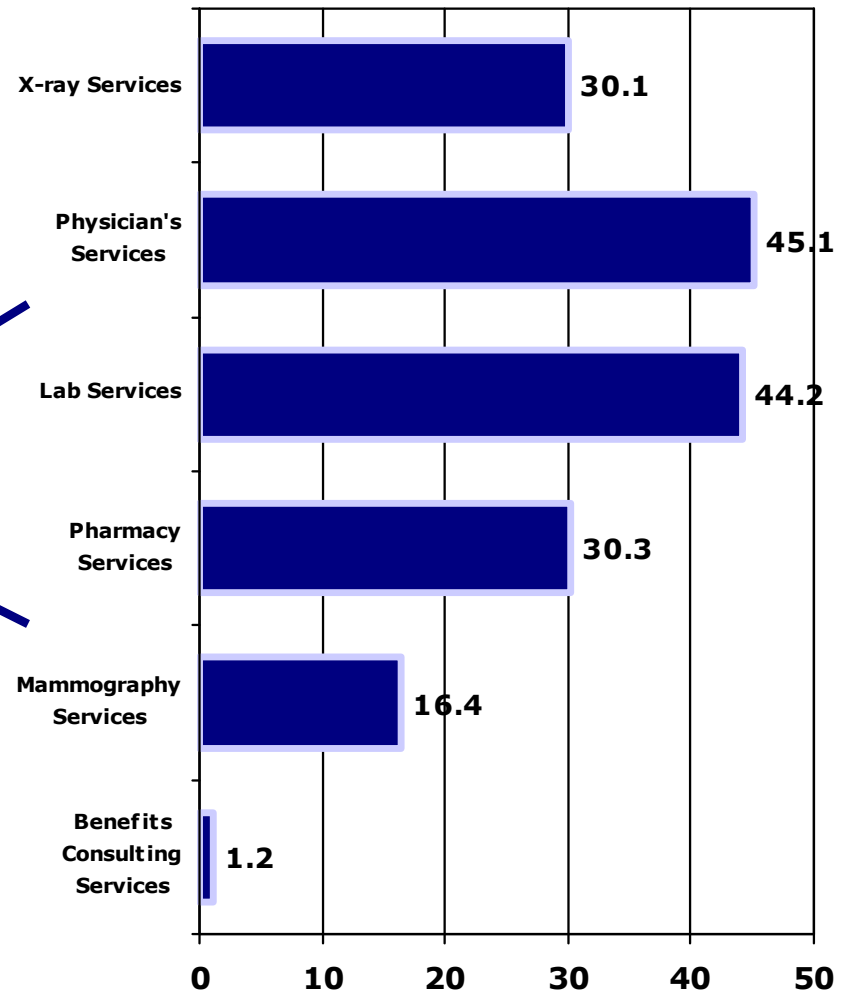


56.4% of community survey respondents consider themselves "regular users" of the East Hampton Healthcare Center.

**Figure X: In the last two years, have you sought medical care at EHC?**



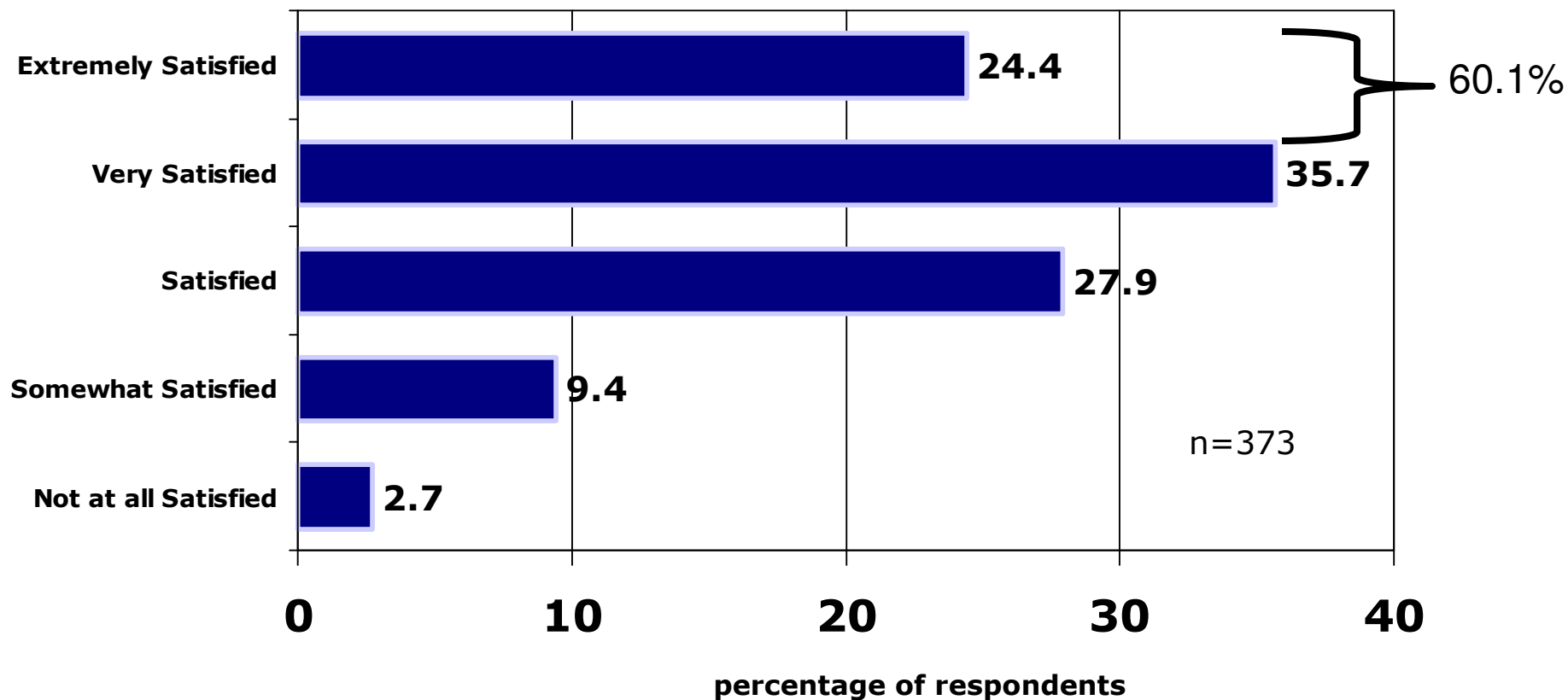
**What type of medical care did you receive at EHC?**



# East Hampton Healthcare Center

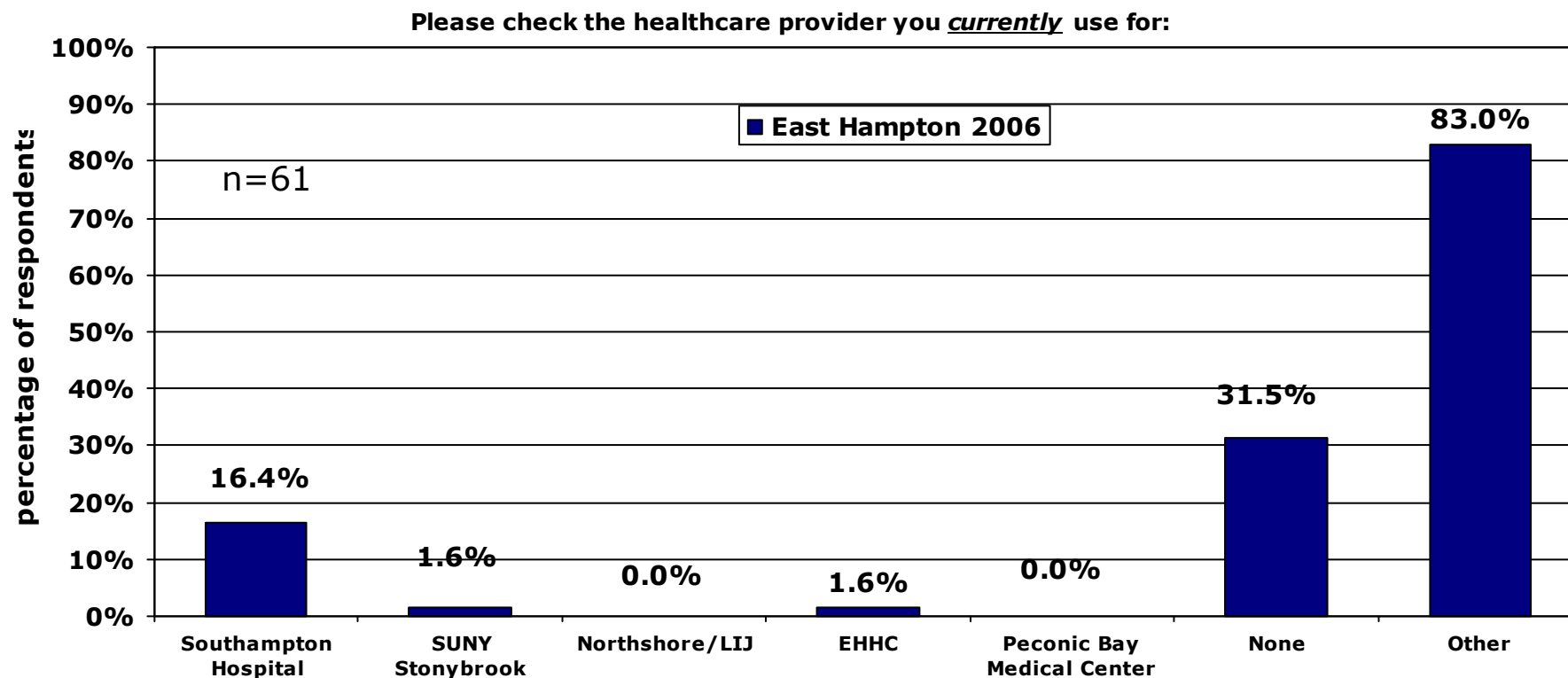
60.1% are either “Extremely Satisfied” or “Very Satisfied” with the care they received at EHC. The mean score for satisfaction was 3.7.

**How satisfied are you with the care you received at EHC?**



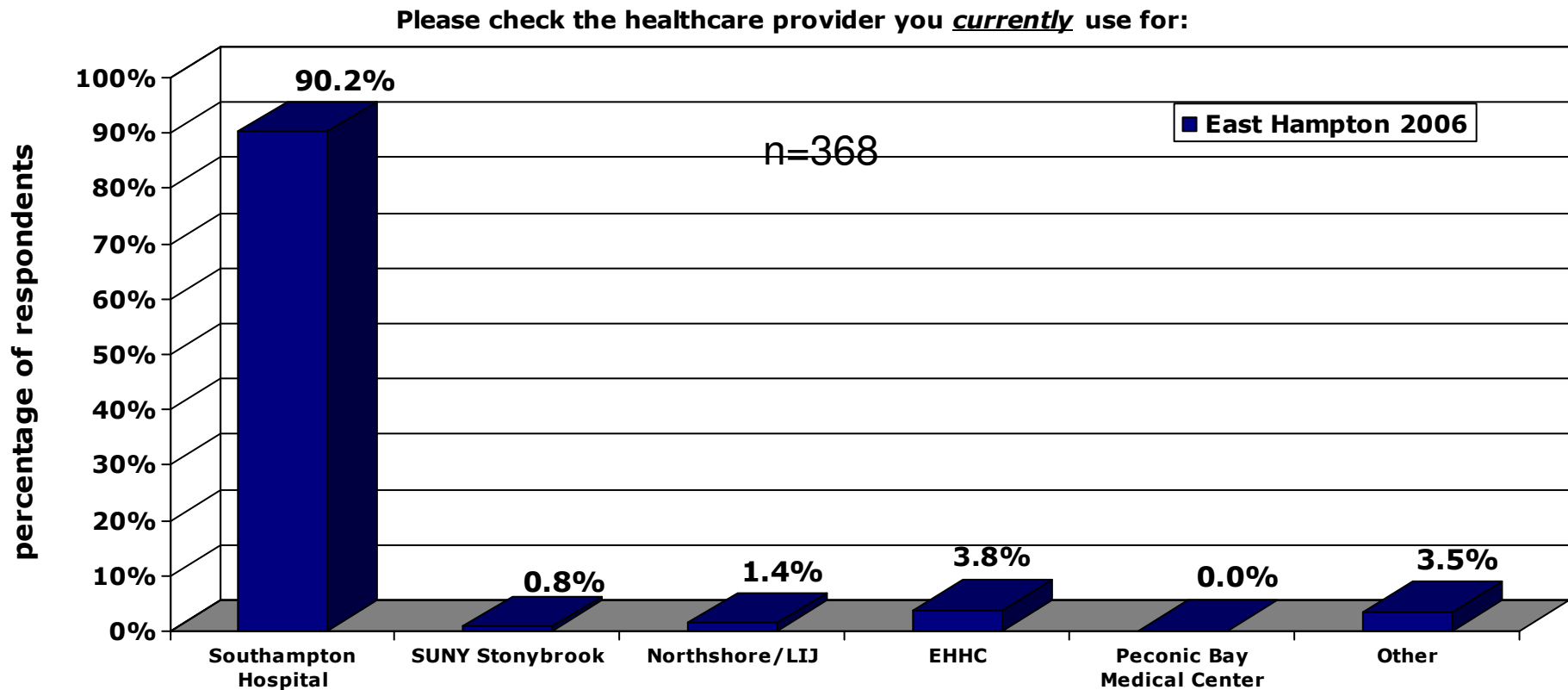
# Healthcare Facility Usage Cancer Care

The majority of respondents utilizing cancer care (83%) in 2006 reported seeking cancer care at other hospitals or facilities. Top other responses mentioned included: Memorial Sloane Kettering (37.7%), NYC-based hospitals (26.7%) and specific physicians' names (15.6%).



# Healthcare Facility Usage Emergency Room Care

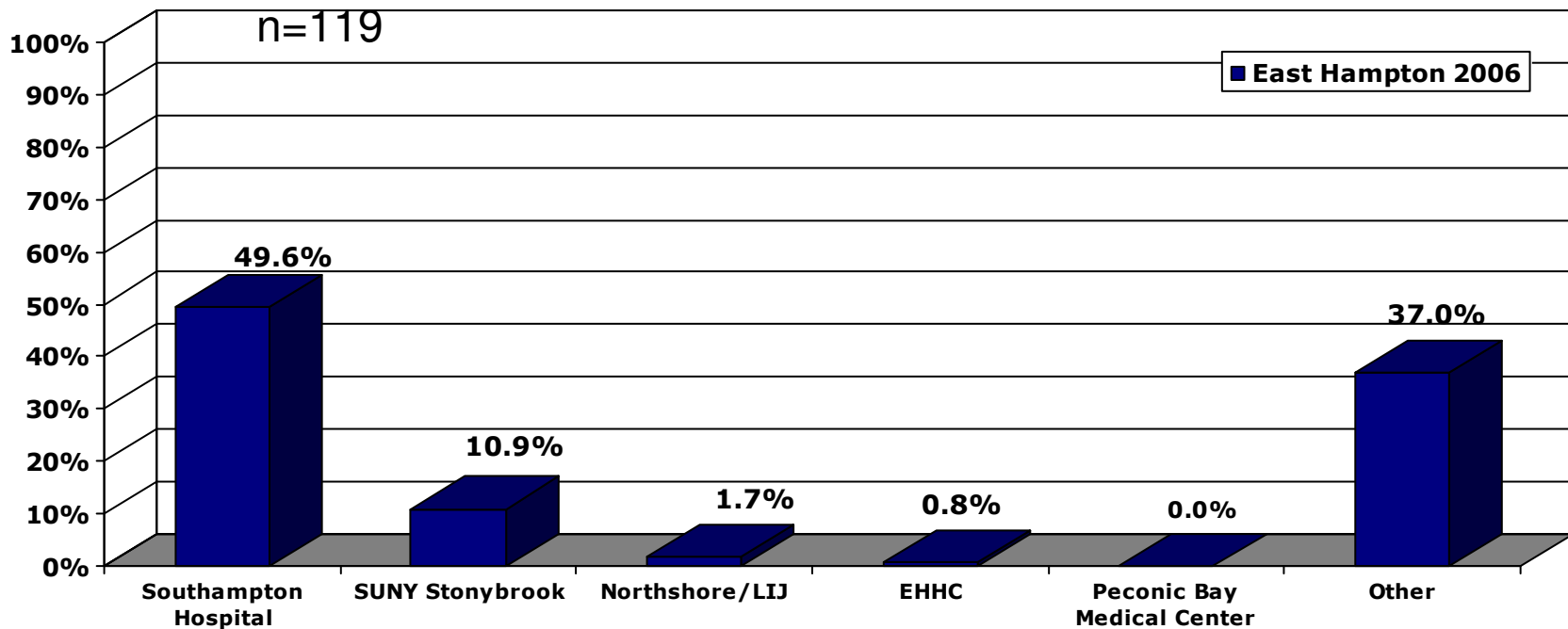
The majority of respondents in 2001 (79.3%) and 2006 (81.8%) reported using Southampton Hospital for emergency room care.



# Healthcare Facility Usage General Surgery

Nearly 50% of respondents reported that they currently use Southampton Hospital for general surgery. The top responses (those receiving three or more mentions) in the other category included: NY hospital (31.1%), New York University (16.3%), NY Presbyterian (9.3%), and Lennox Hill Hospital (7.0%).

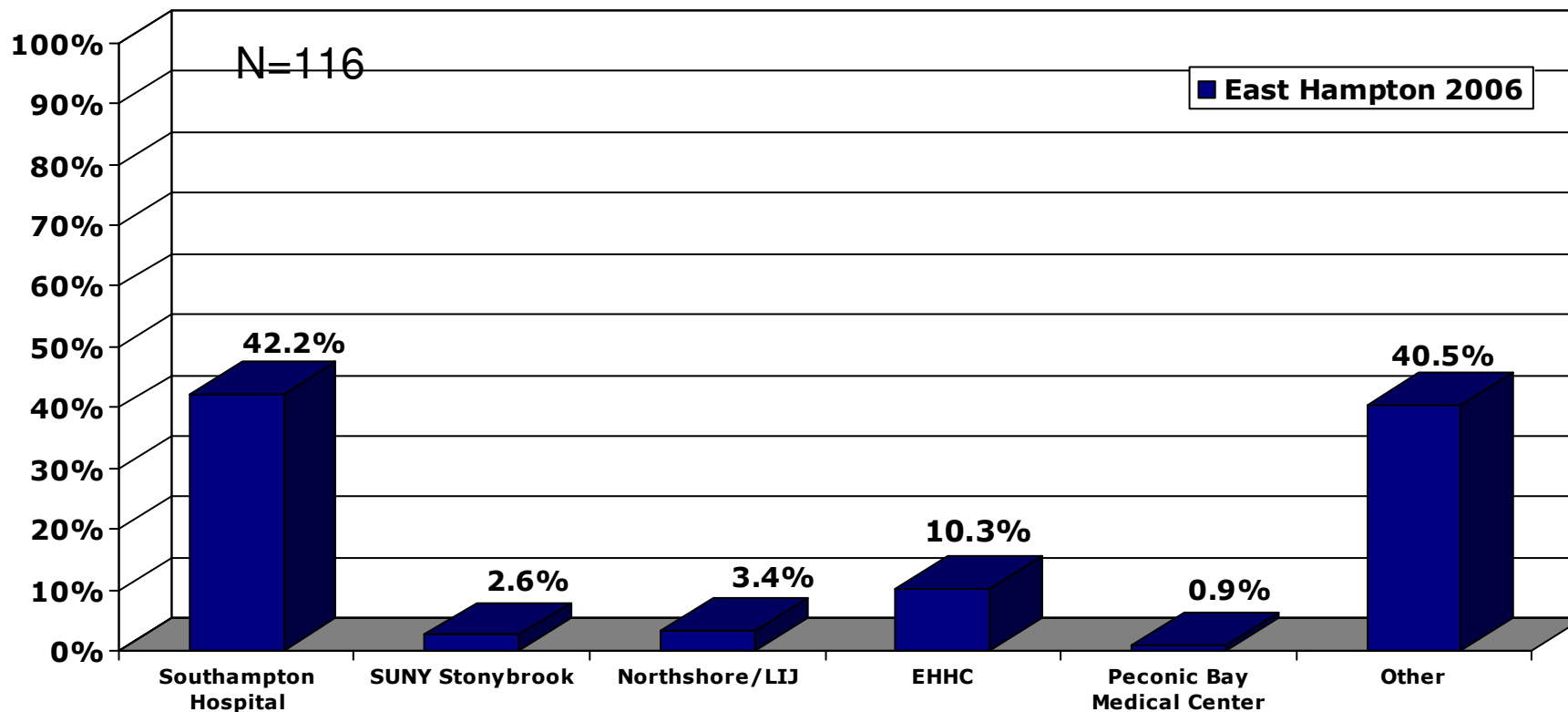
Please check the healthcare provider you currently use for:



# Healthcare Facility Usage Cardiology

42.2% of respondents stated that they use Southampton Hospital for cardiology care and 10.3% said EHC. However, 40.5% stated "Other". Top other responses included: St. Francis (31.9%), Personal Cardiologist (19.1%) and NYU (14.9%).

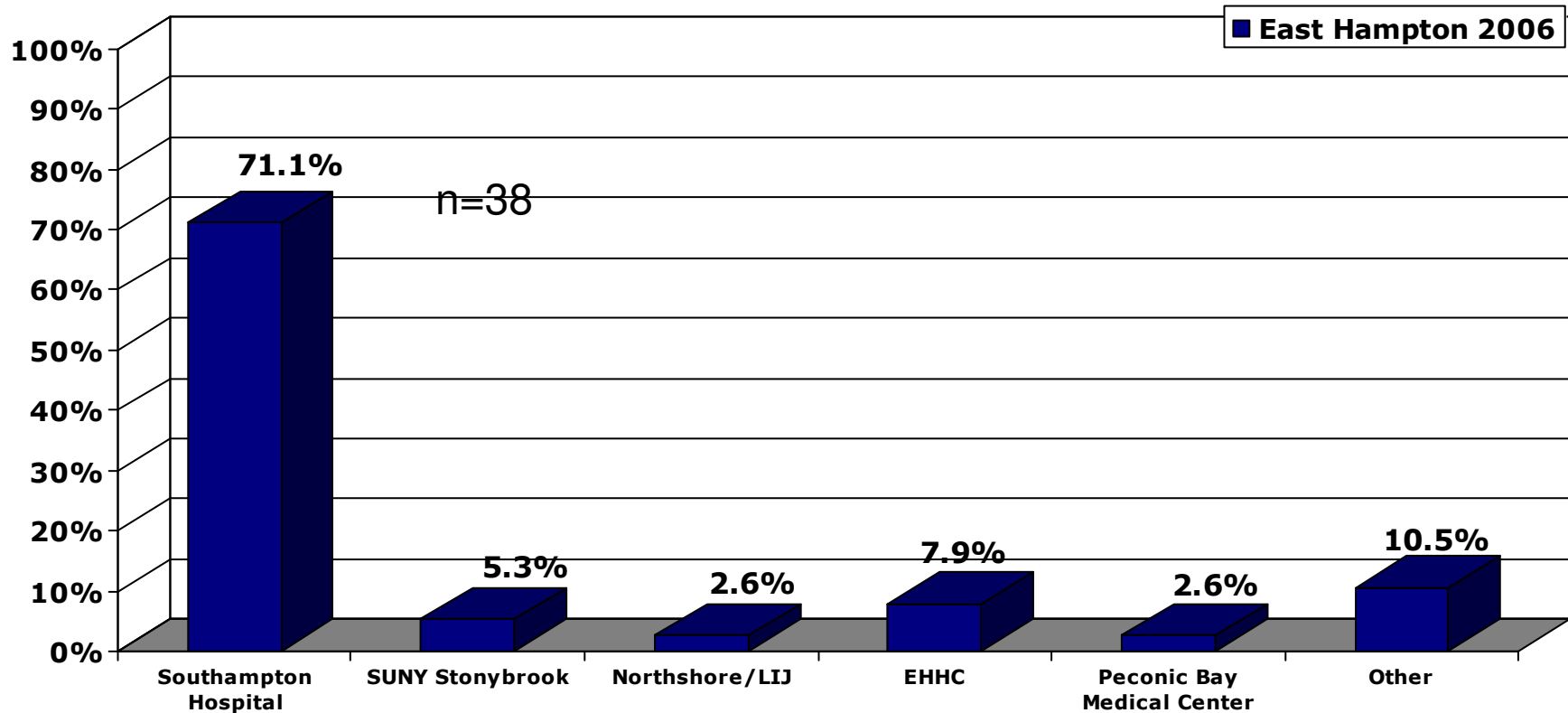
Please check the healthcare provider you currently use for:



# Healthcare Facility Usage Maternity Services

71.1% of respondents who currently use maternity services utilize Southampton Hospital. 7.9% use the East Hampton Healthcare Center.

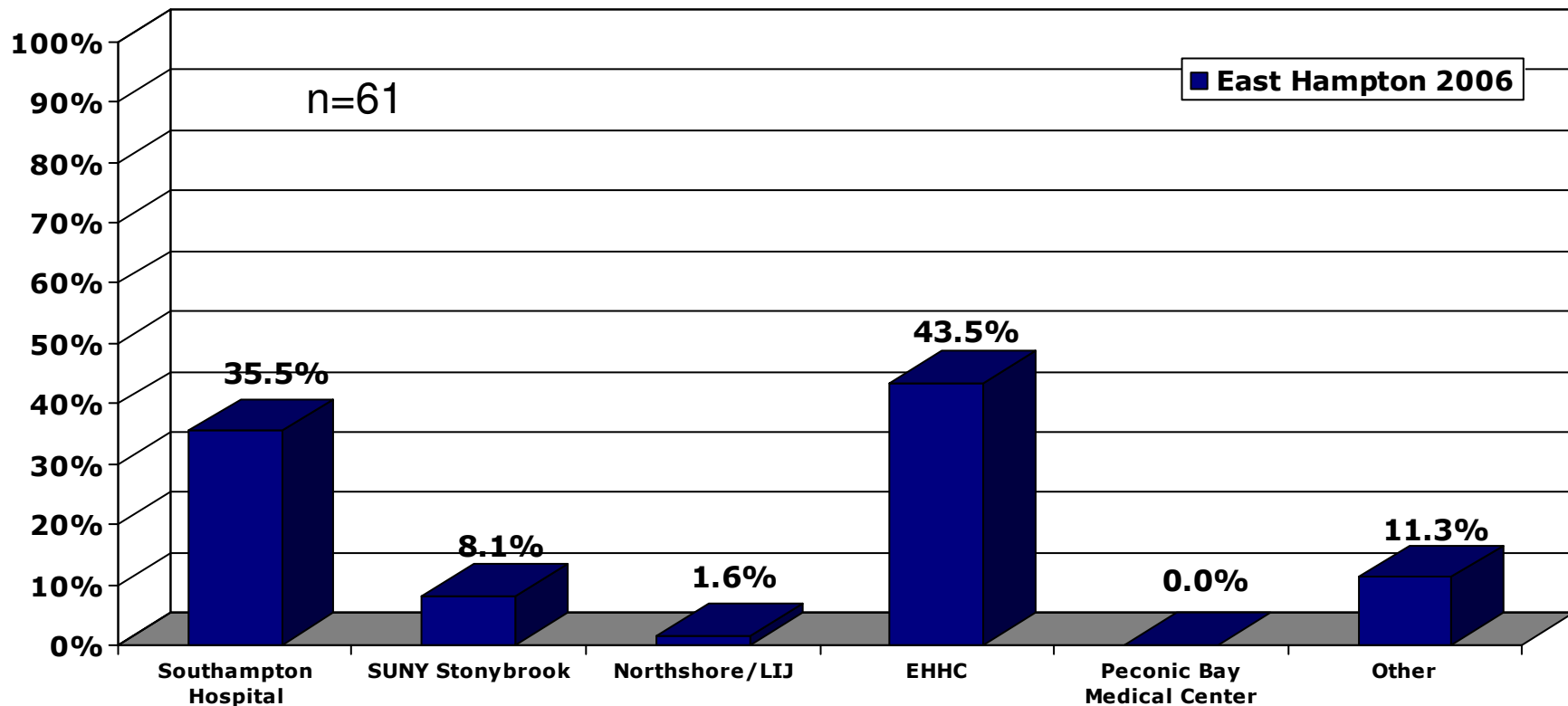
Please check the healthcare provider you currently use for:



# Healthcare Facility Usage Pediatric Services

Of those who use pediatric services, 43.5% reported that they currently use EHC, and 35.5% reported that they use Southampton Hospital.

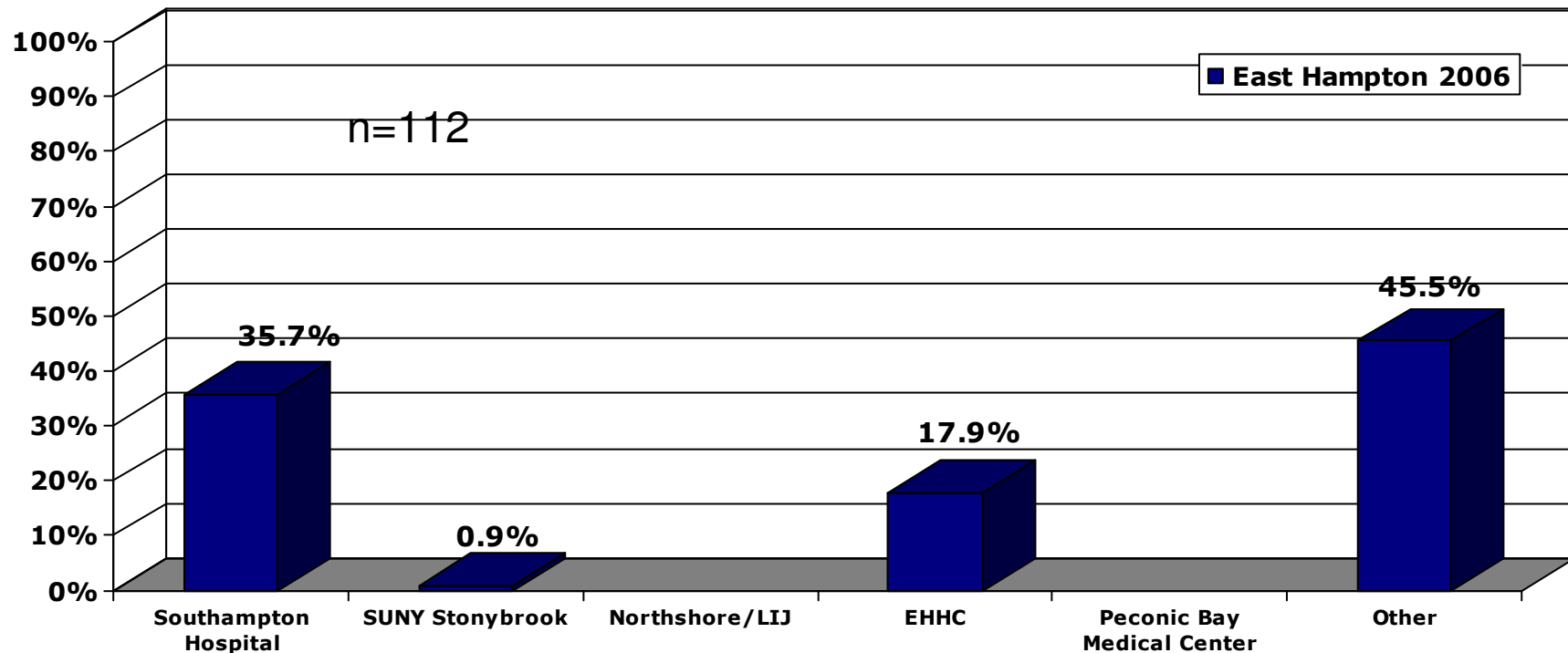
Please check the healthcare provider you currently use for:



# Healthcare Facility Usage Physical Therapy

Of those who currently use a provider for physical therapy, 35.7% use Southampton Hospital, 17.9% use EHC and 45.5% stated "Other". The top three "Other" responses included: East End Physical Therapy (25%), Private Therapy (18.8%), and Sports Rehab (18.8%).

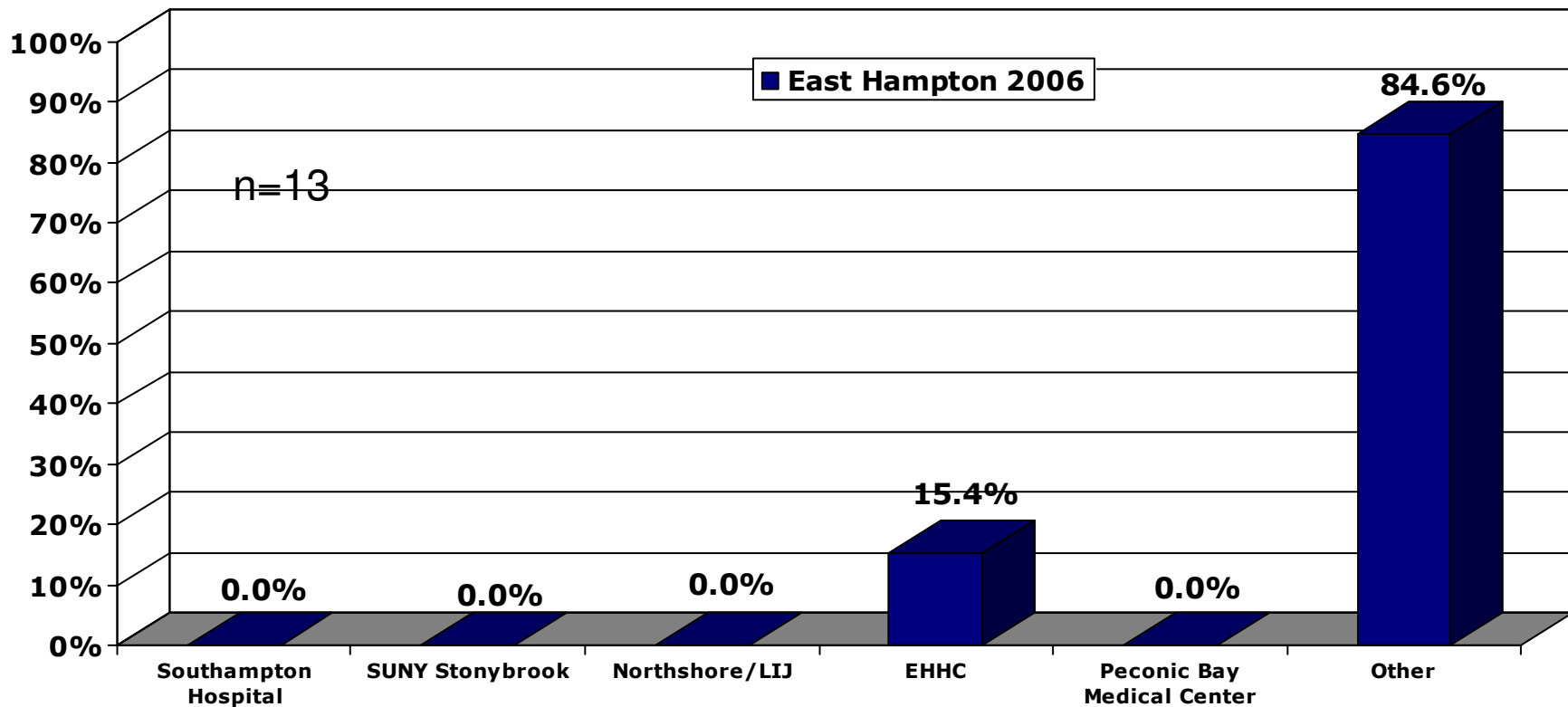
Please check the healthcare provider you *currently* use for:



# Healthcare Facility Usage Psychiatric Services

15.4% of respondents stated that they currently use EHC for psychiatric services. 84.6% stated "Other". Of those who stated other, 84.6% stated they used a private doctor.

Please check the healthcare provider you currently use for:

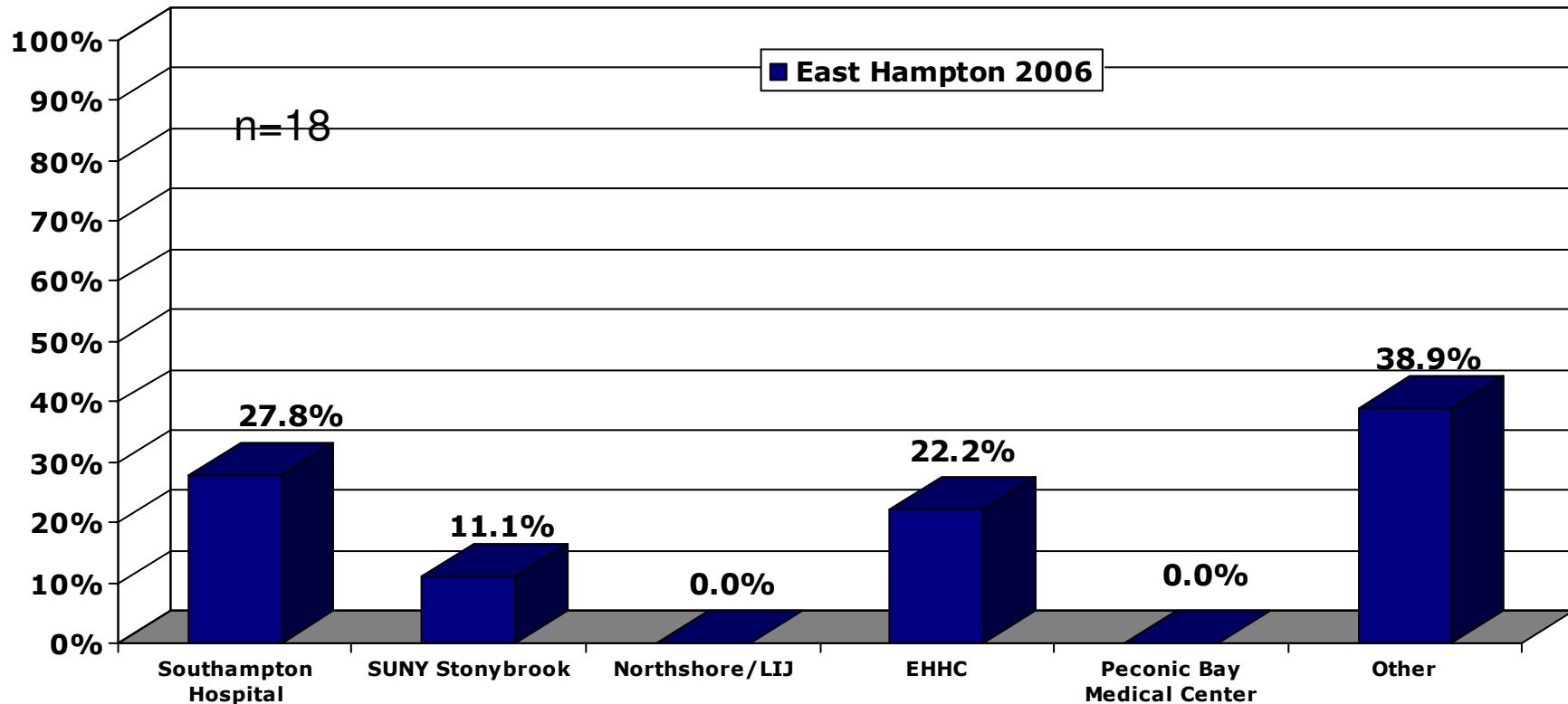


*Note: Small number of respondents*

# Healthcare Facility Usage Geriatric Care

For those using geriatric care, the top two healthcare providers were Southampton Hospital (27.8%) and EHC (22.2%). 38.9% stated "Other". Of those who stated "Other" 50% stated that they utilized a private doctor.

Please check the healthcare provider you currently use for:

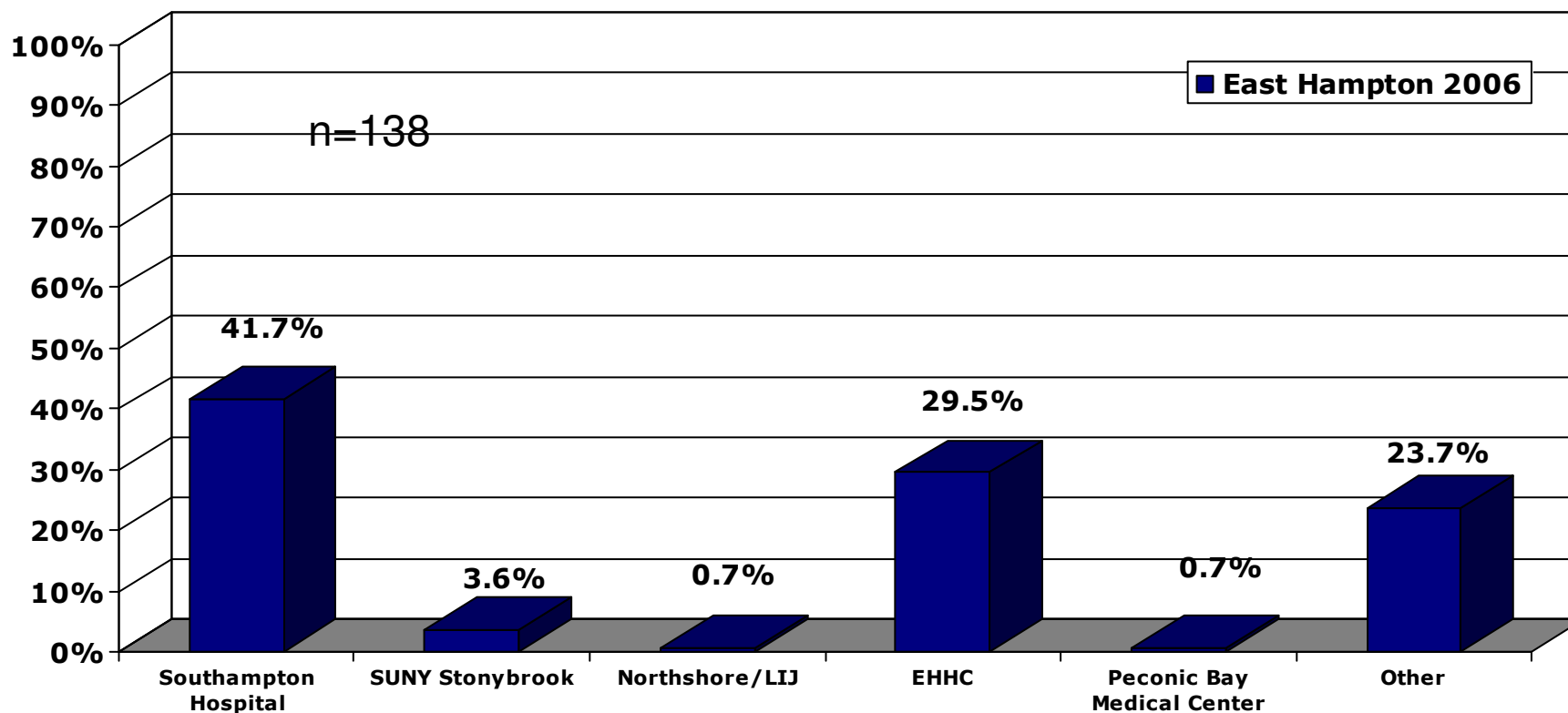


**Note:** *Small number of respondents*

# Healthcare Facility Usage Women's Health Services

Of those utilizing a healthcare provider for women's health services, 41.7% stated they utilize Southampton Hospital, 29.5% utilize EHC and 23.7% stated "Other". Of those who stated "Other", 45% stated a private physician.

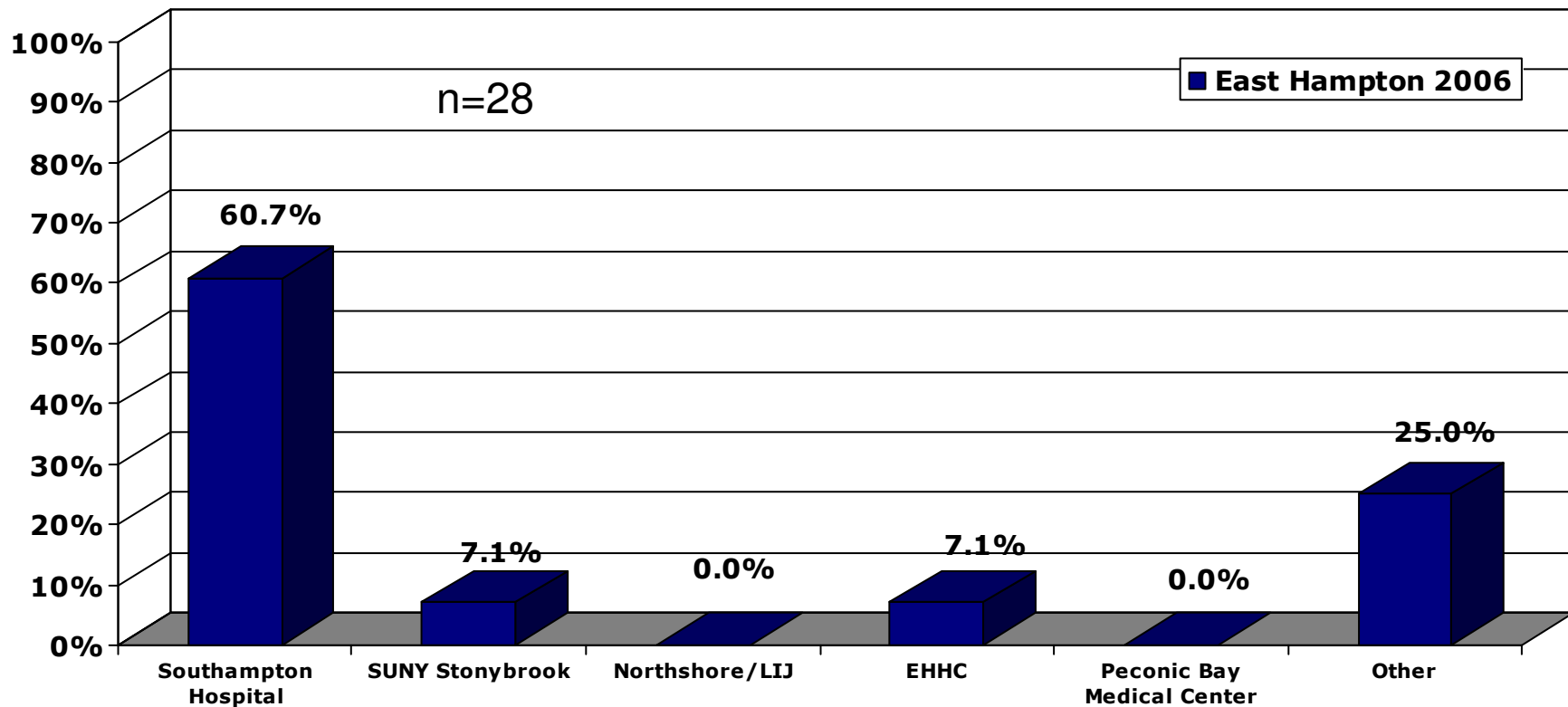
Please check the healthcare provider you currently use for:



# Healthcare Facility Usage Rehabilitation Services

Of those using a healthcare provider for rehabilitation services, 60.7% utilize Southampton Hospital.

Please check the healthcare provider you currently use for:



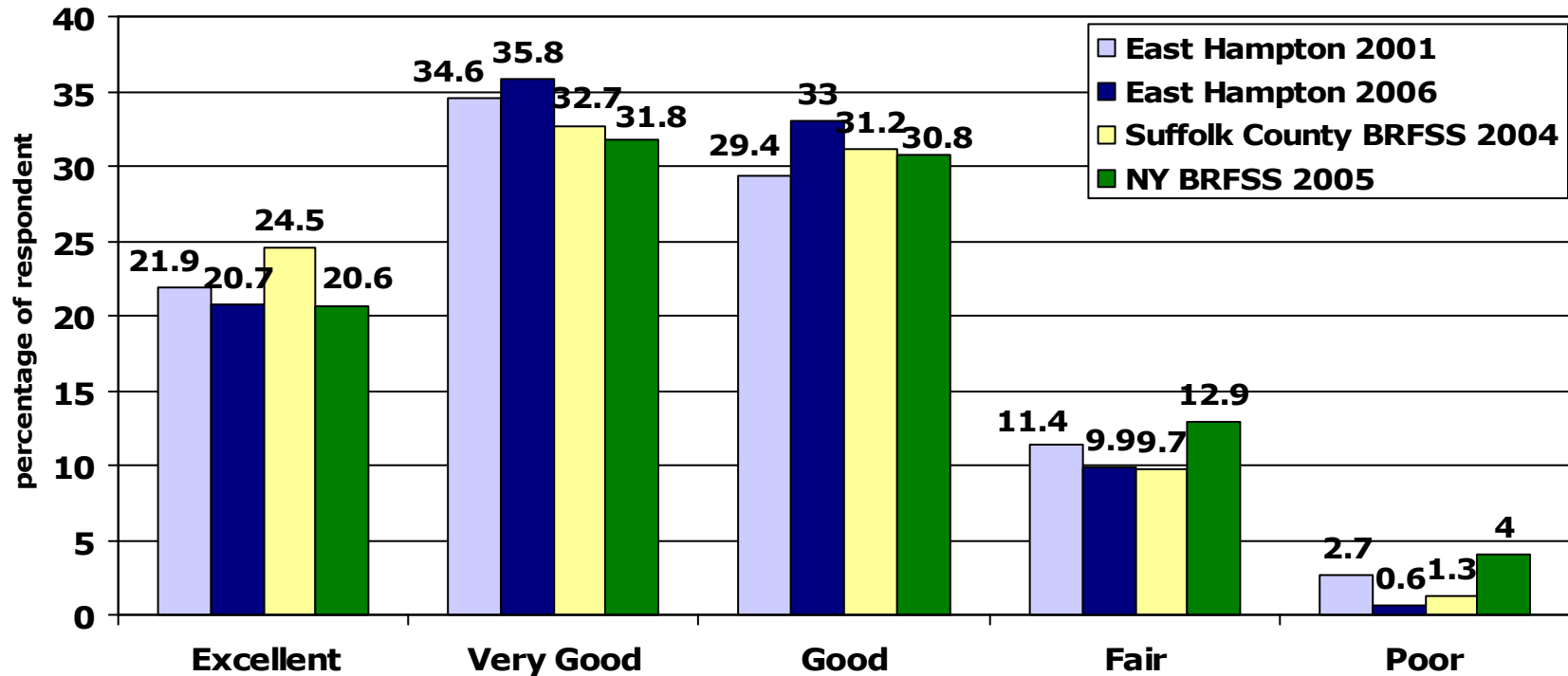
*Note: Small number of respondents*

# Health and Habits



# Health Status

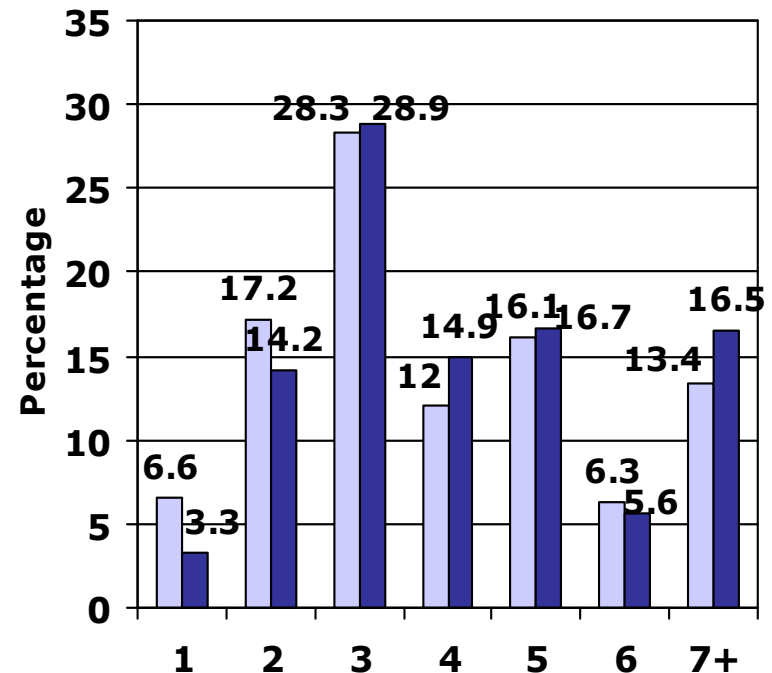
## Overall Health Rating



# Diet & Exercise

- 82.5% of respondents in 2006 reported that they engage in physical activities or exercise compared to 78.5% in 2001 that stated that they exercised.
- Of those who exercise, respondents exercise on average 60 minutes each time they exercise.
- Healthy People 2010 has set a target to increase the proportion of adults (aged  $\geq 18$  years) who engage regularly, preferably daily in moderate physical activity for at least 30 minutes per day to 50%.

**Number of Times Per Week Respondents\* Exercise**

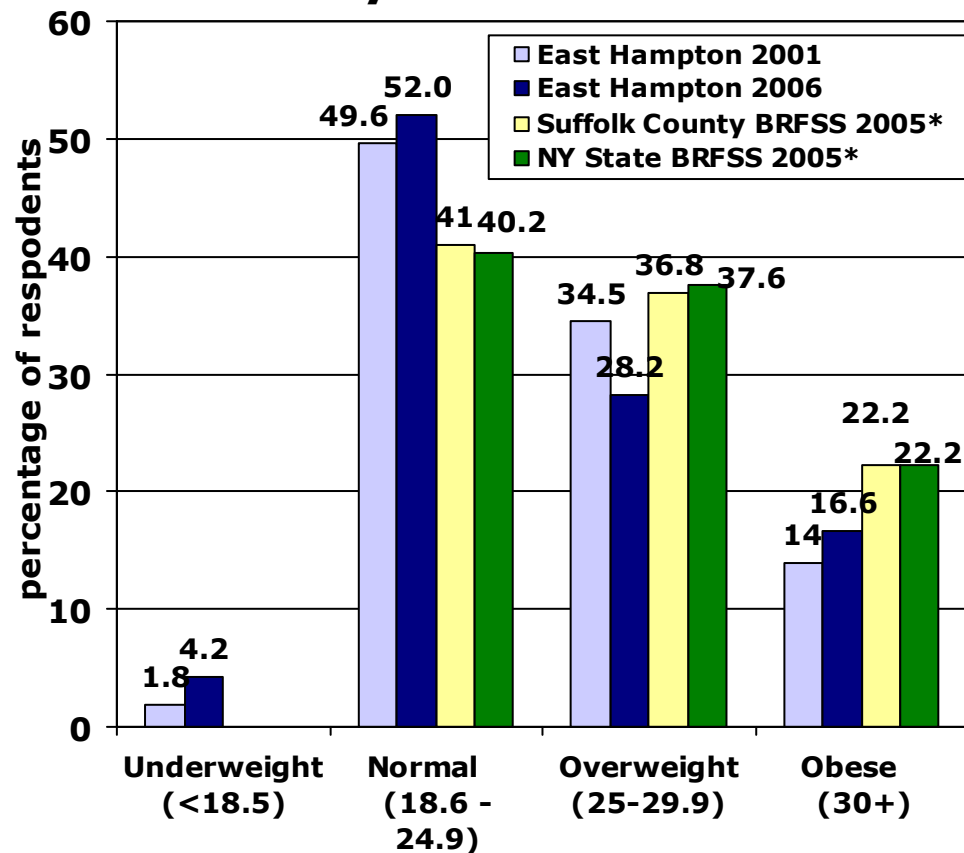


\*Of respondents who report that they exercise.

# Diet & Exercise

- In 2006, 23.7% have been told by a healthcare professional that they needed to lose weight for health reasons compared to 22.7% in 2001.
- Of those respondents who were overweight or obese in 2006, 66.4% are trying to lose weight.
- Healthy People 2010 has set a target goal to reduce the proportion of adults (aged >20 years) who are obese (BMI > 30) to 15%
- According to 2005 BRFSS data, 37.6% of NY State residents and 36.8% of Suffolk County residents are overweight.
- According to 2005 BRFSS data, 22.2% of NY State residents and 22.0% of Suffolk County residents are obese.

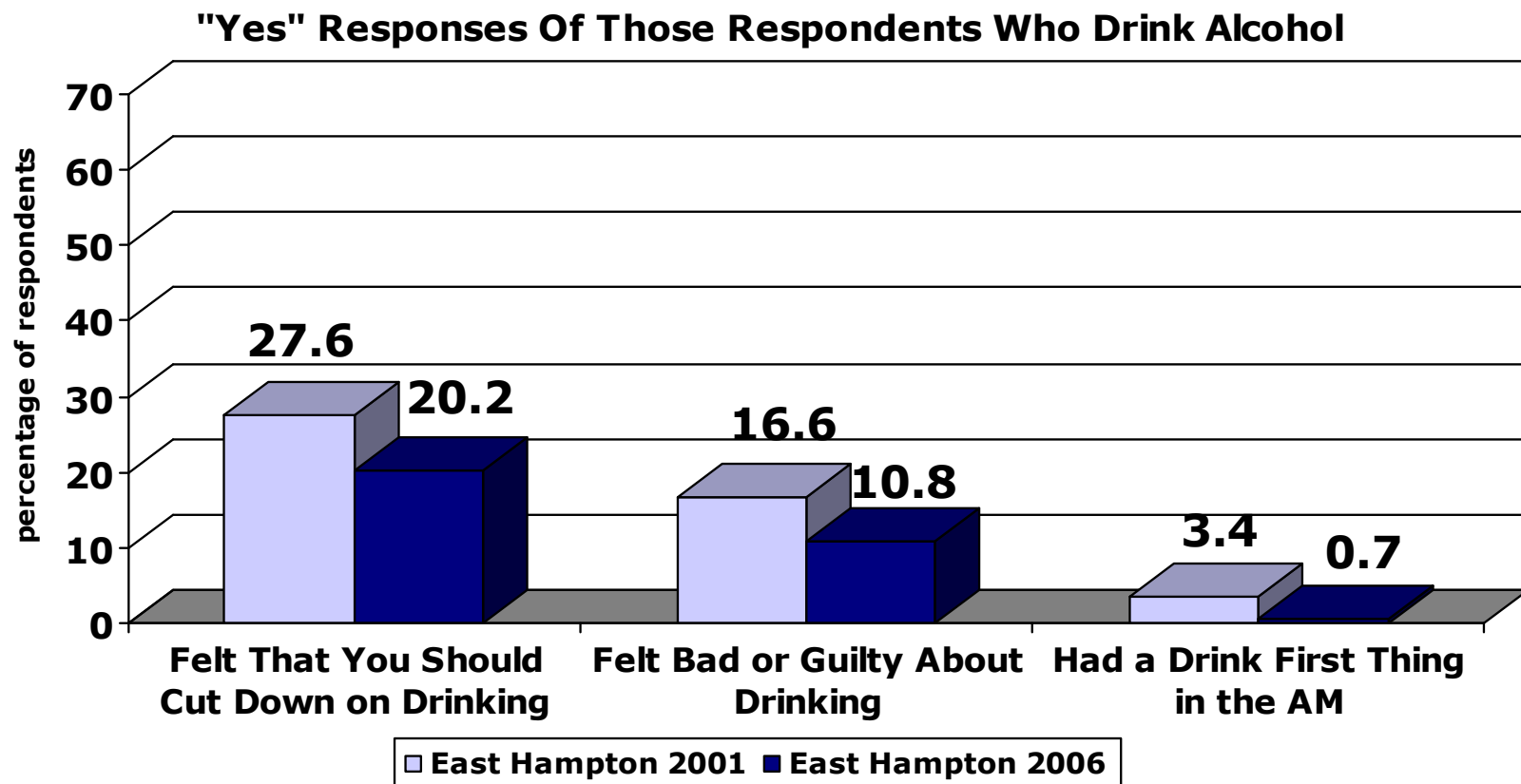
## Body Mass Index



\*CDC BRFSS data reports "Neither overweight nor obese" instead of "Underweight" and "Normal"

# Alcohol Use

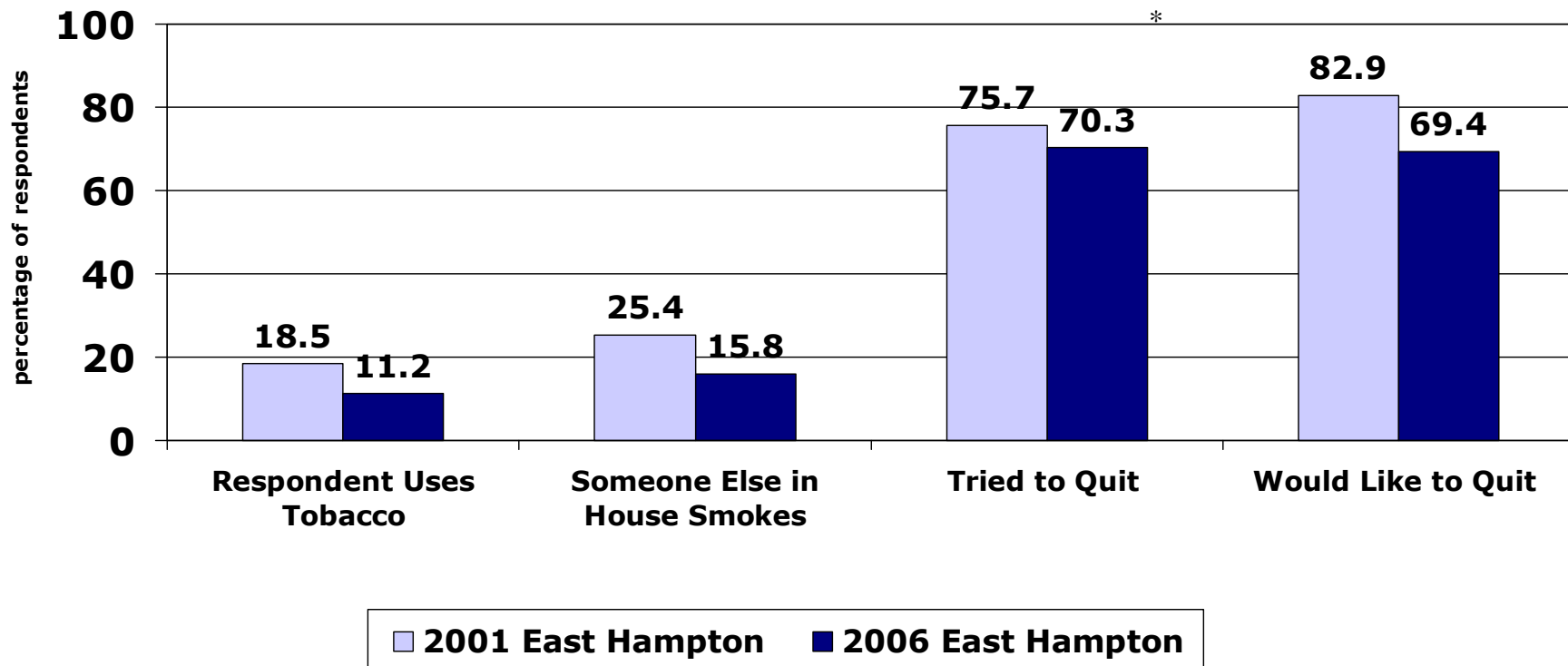
- 74.2% of respondents in 2006 reported that they drank alcohol compared to 69.4% in 2001.



# Tobacco Use

- The Healthy People 2010 goal is to reduce cigarette smoking by adults aged  $\geq 18$  years to 12%.

Do you smoke cigarettes, cigars, a pipe or use chewing tobacco?  
"Yes" Responses



# Preventive Care

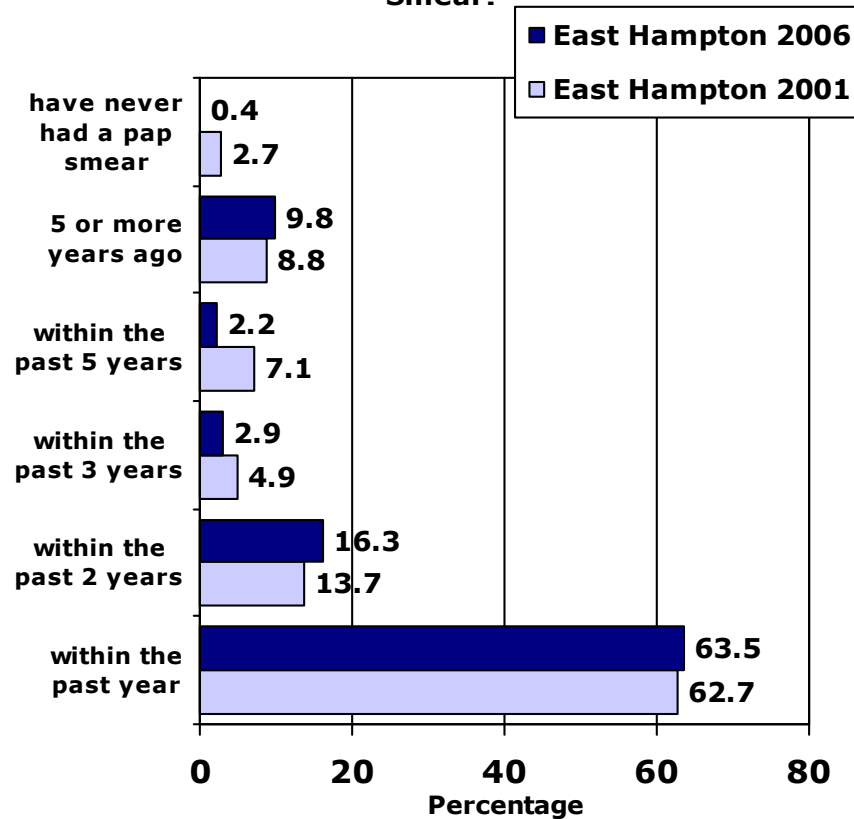


# Health Screenings

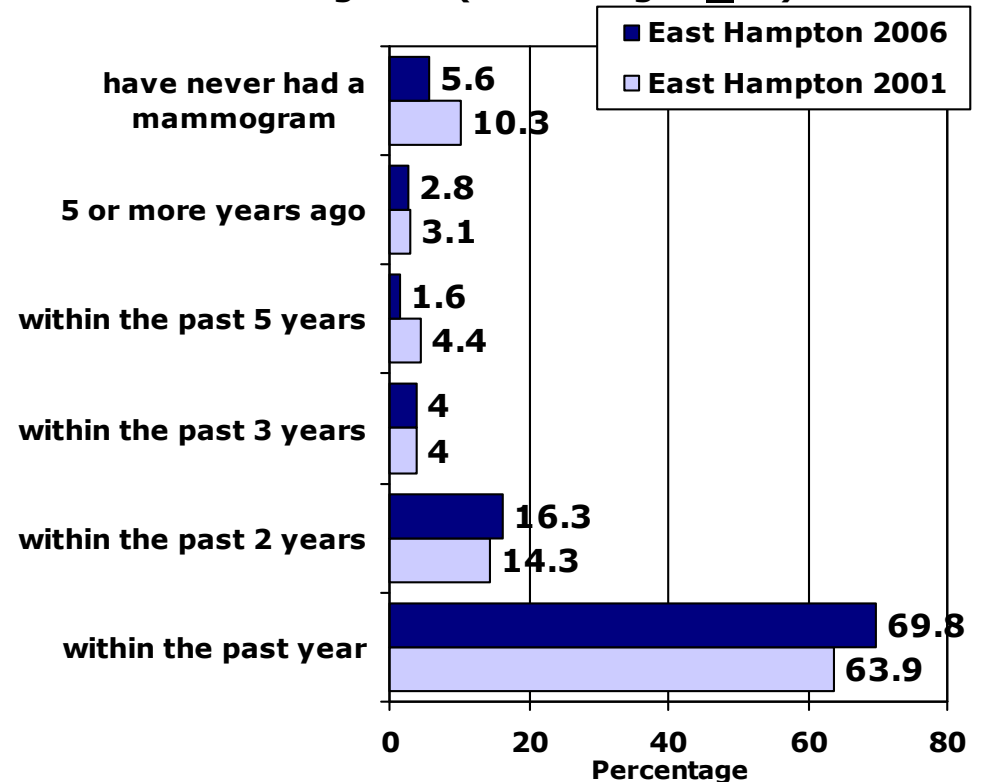
## Women's Health

57.6% of women residing in East Hampton in 2006 reported that they examine their breasts monthly for lumps compared to 55.2% in 2001.

How long has it been since you had a Pap Smear?

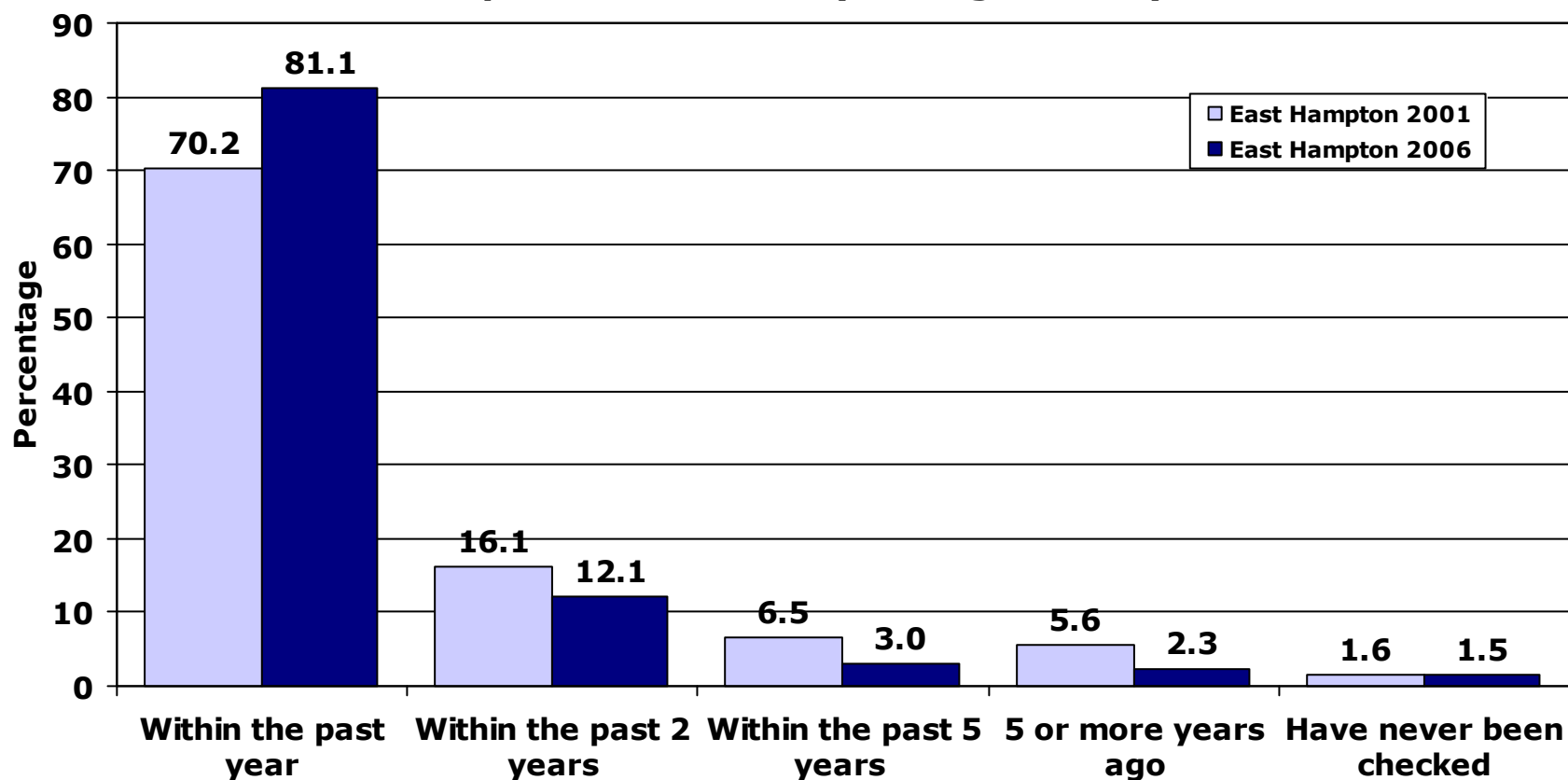


How long has it been since you had a mammogram. (Women aged  $\geq 40$ )



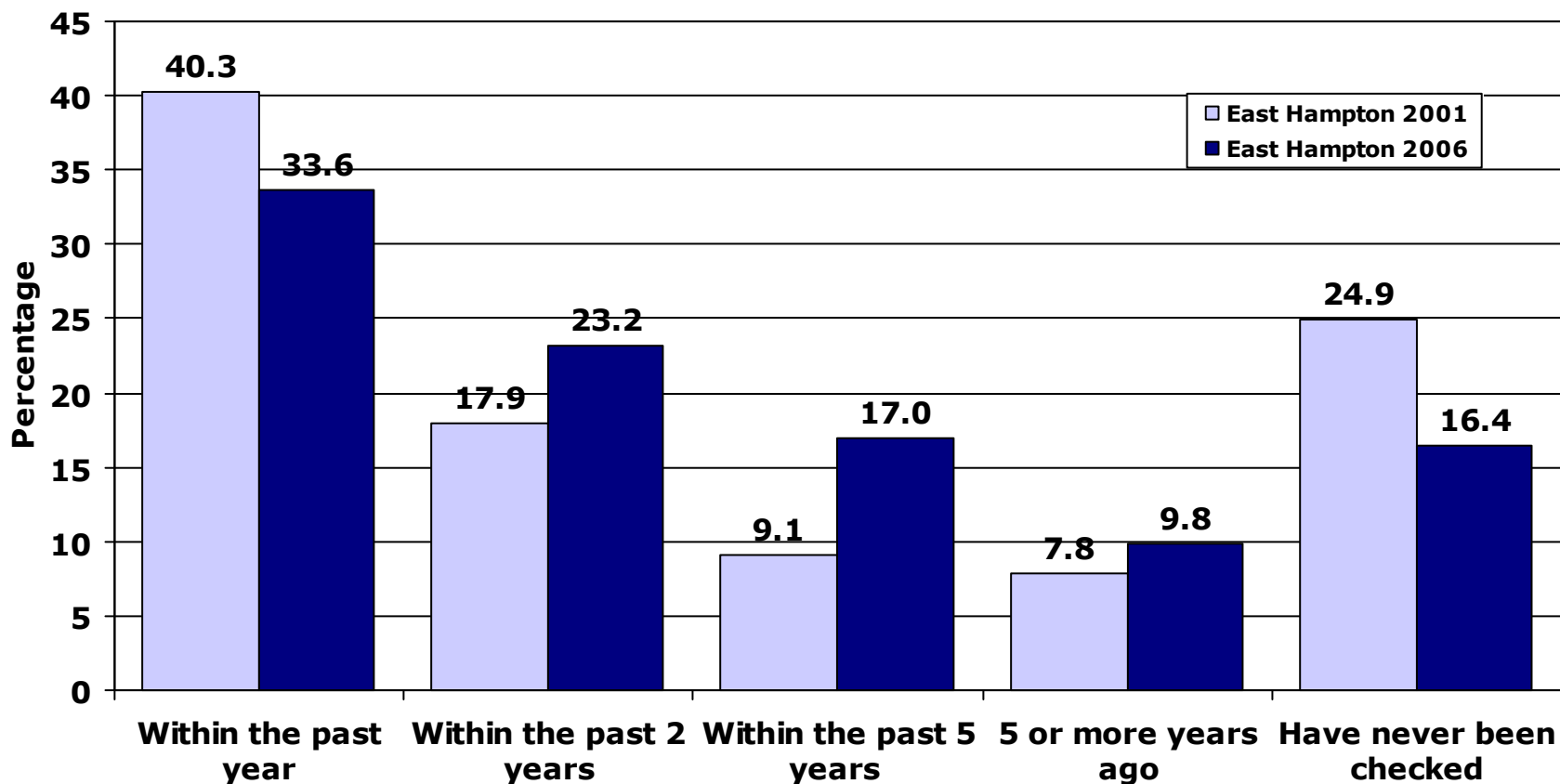
# Health Screenings Men's Health

How long has it been since you have been checked for prostate cancer? (Men aged  $\geq 50$ )



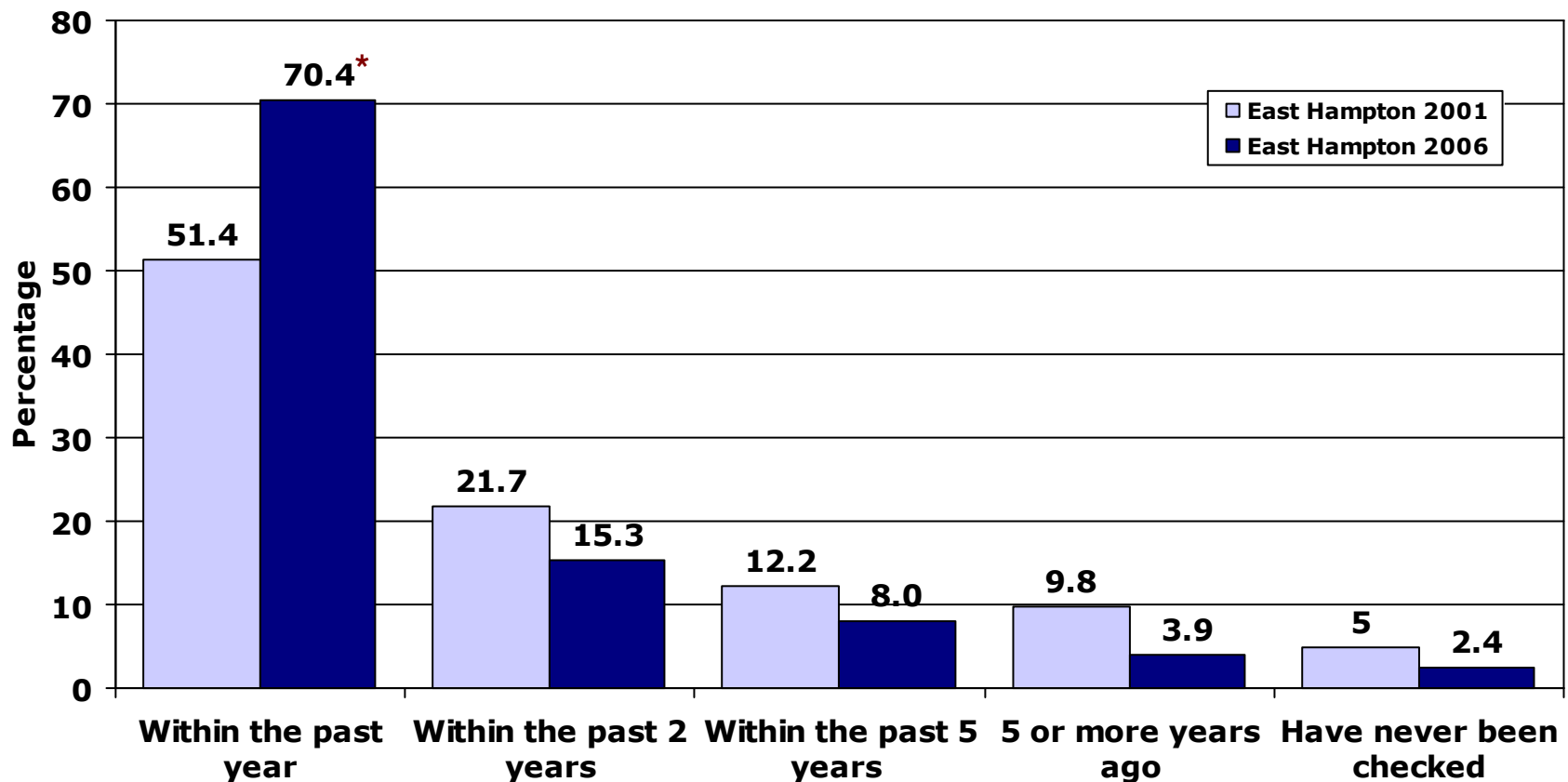
# Health Screenings

How long has it been since you have been checked for colon or rectal cancer? (aged  $\geq 50$ )



# Health Screenings

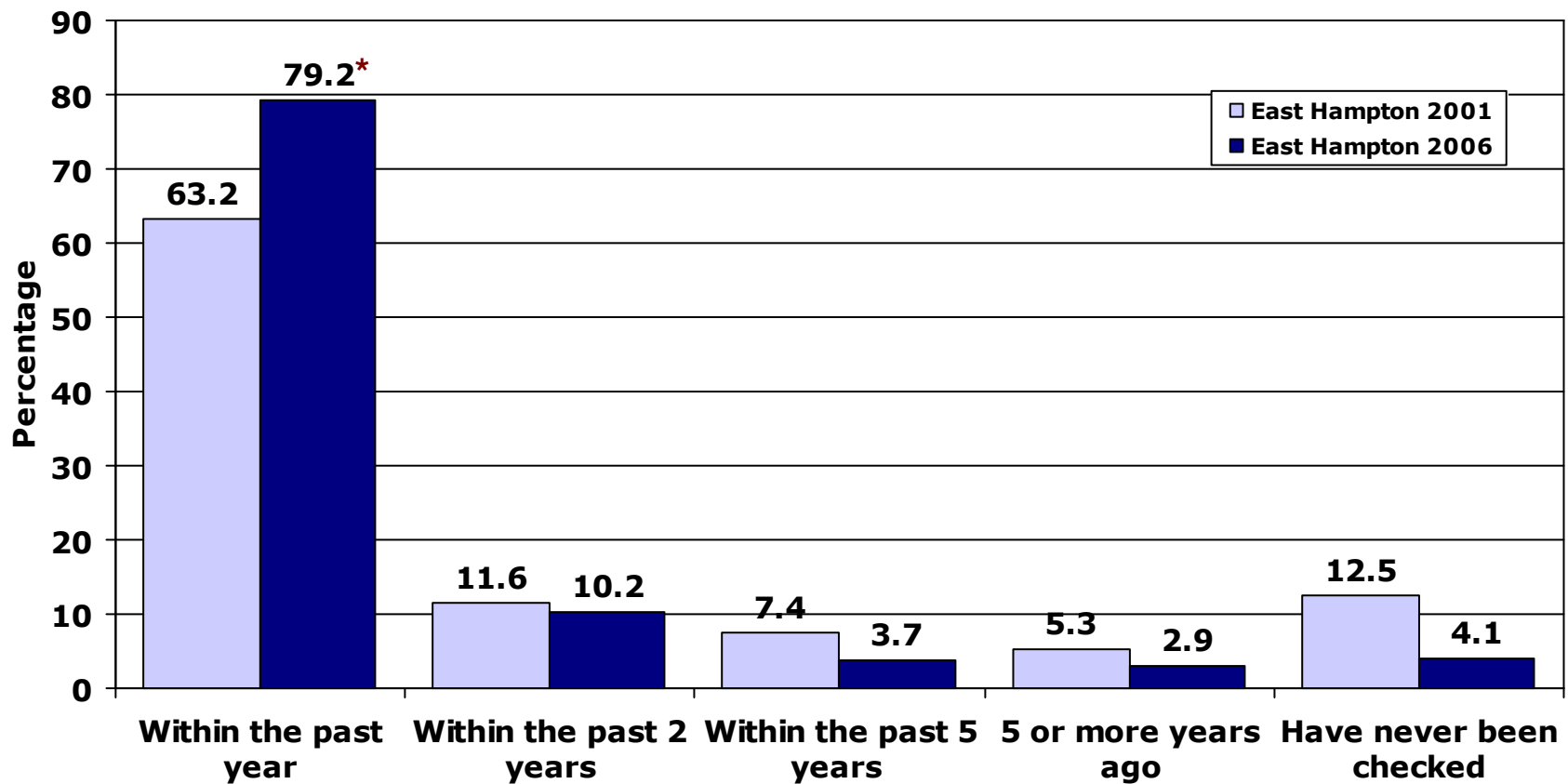
How long has it been since you have gone to the eye doctor for a regular check-up?



\*statistically different than previous study year.

# Health Screenings

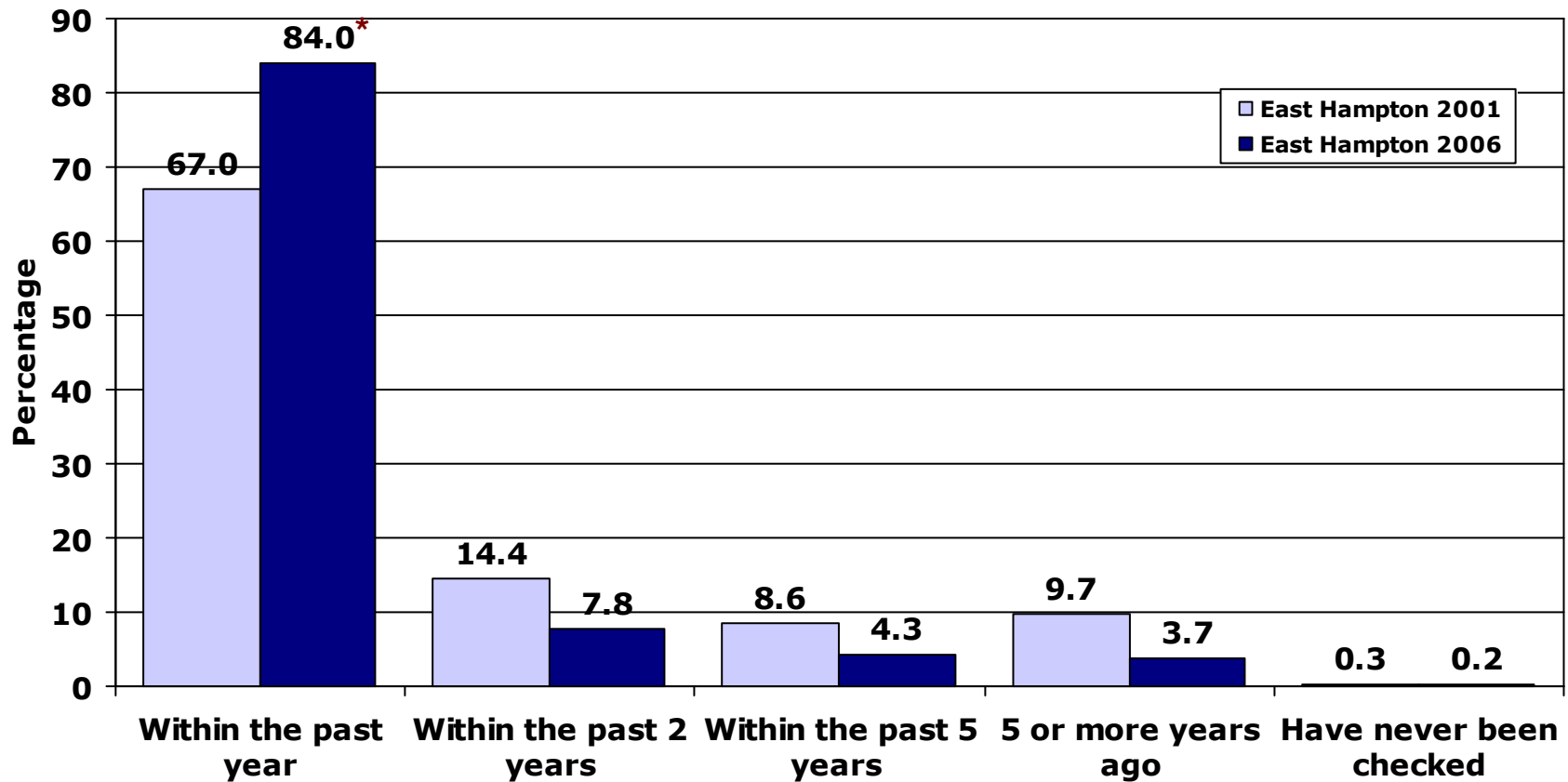
How long has it been since you had your blood cholesterol checked?



\*statistically different than previous study year.

# Health Screenings

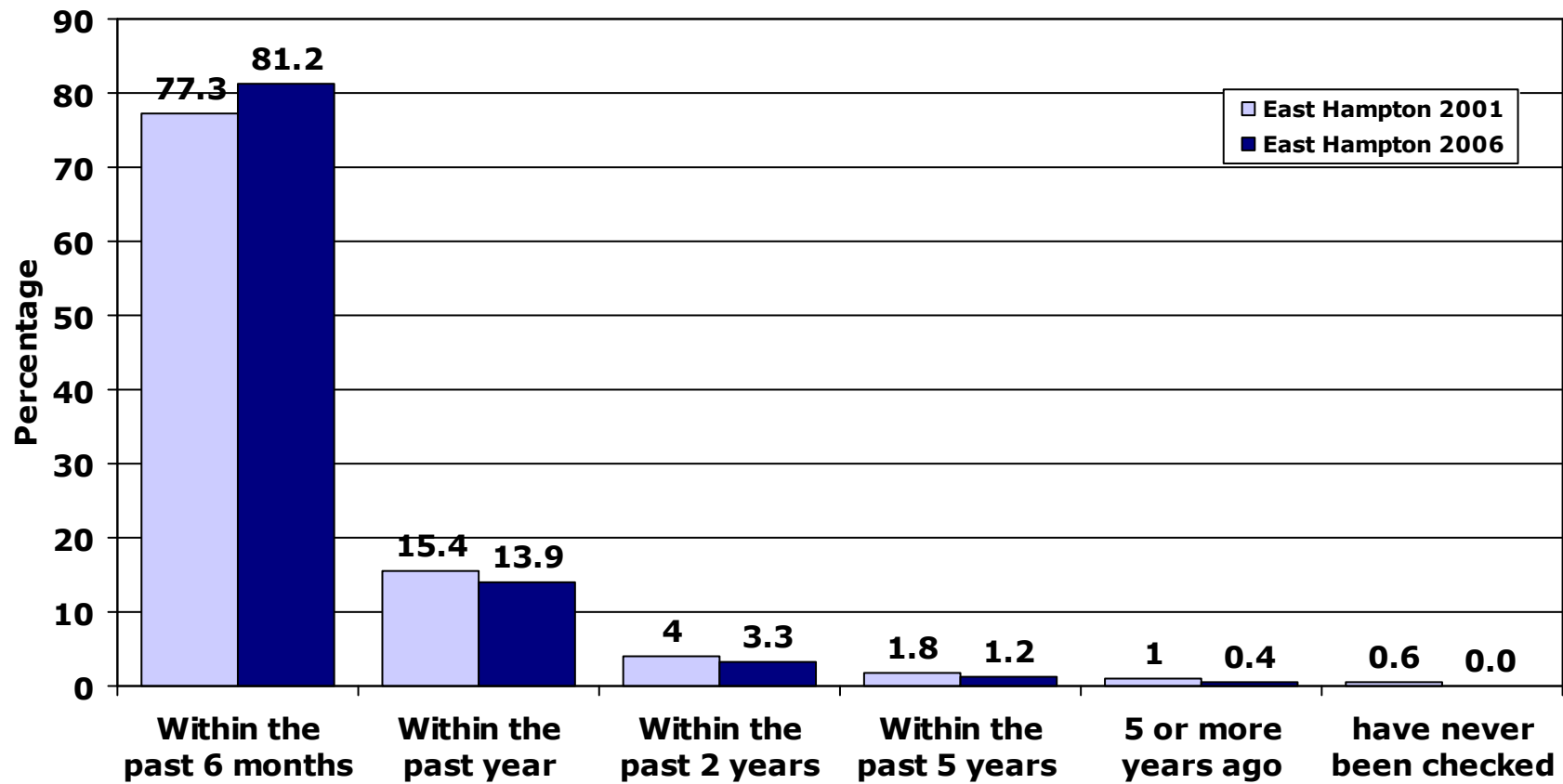
How long has it been since you have gone to the dentist for a regular check up?



\*statistically different than previous study year.

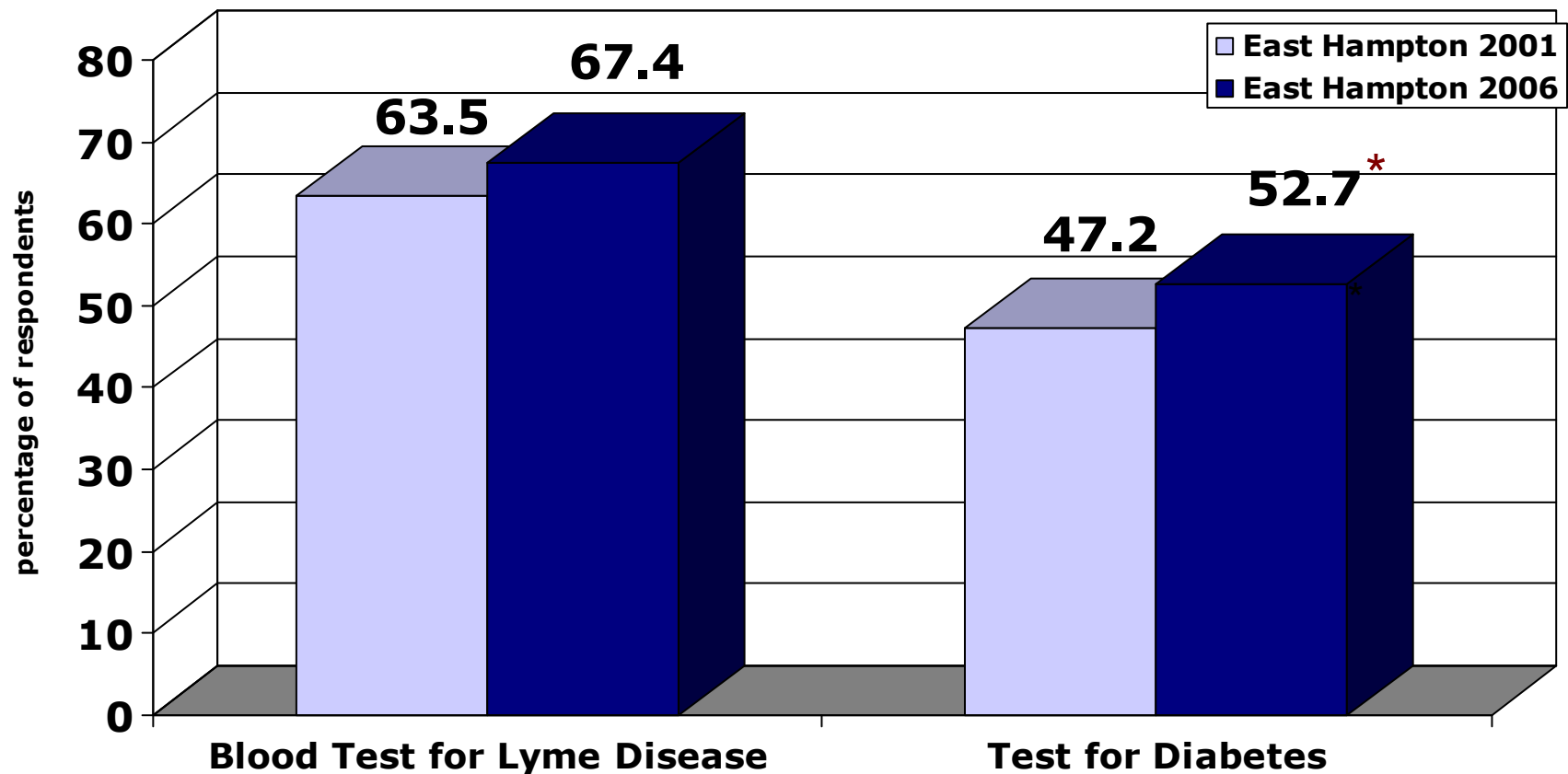
# Health Screenings

How long has it been since you had your blood pressure checked?



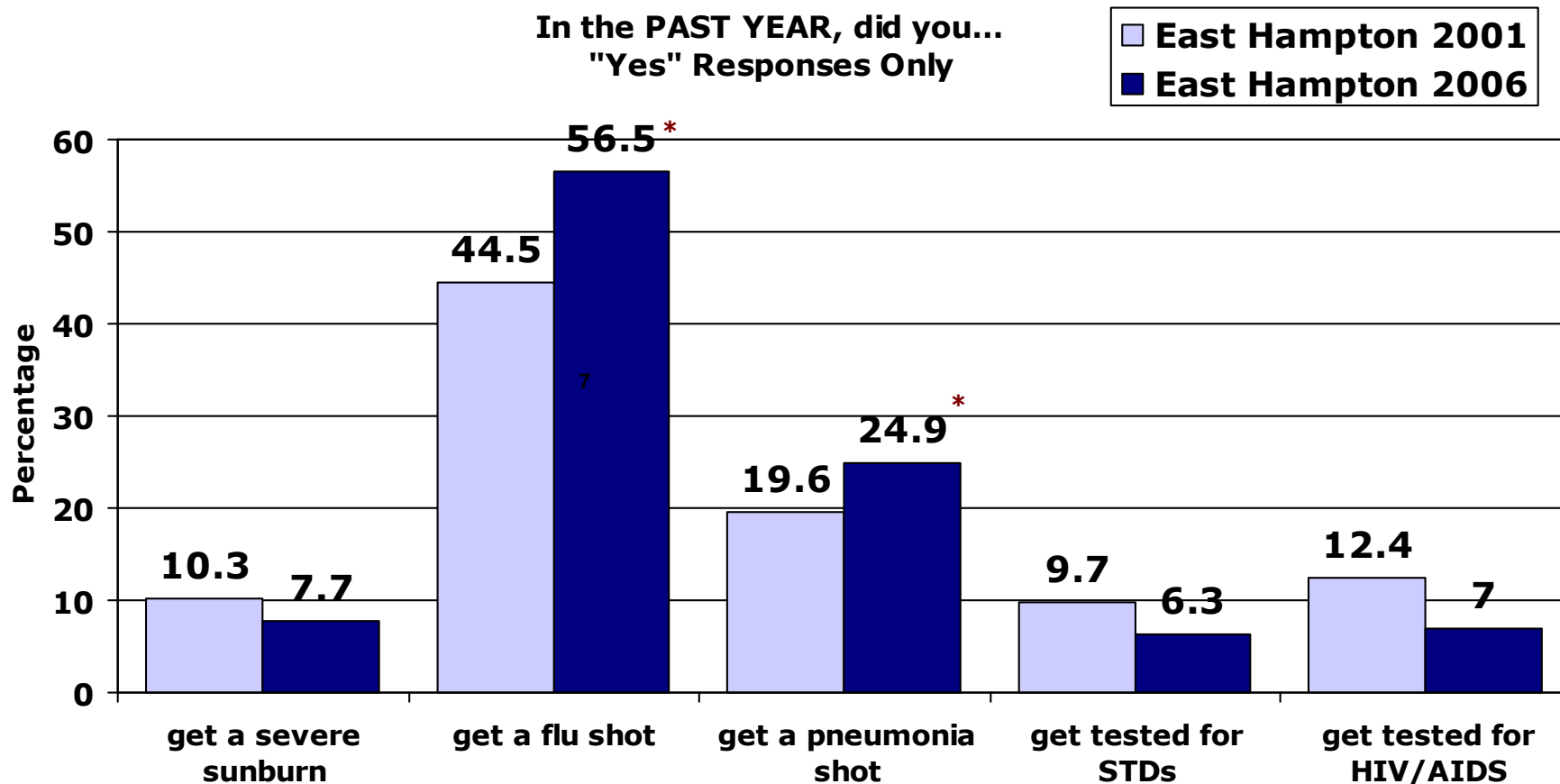
# Health Screenings

Have you ever had a...



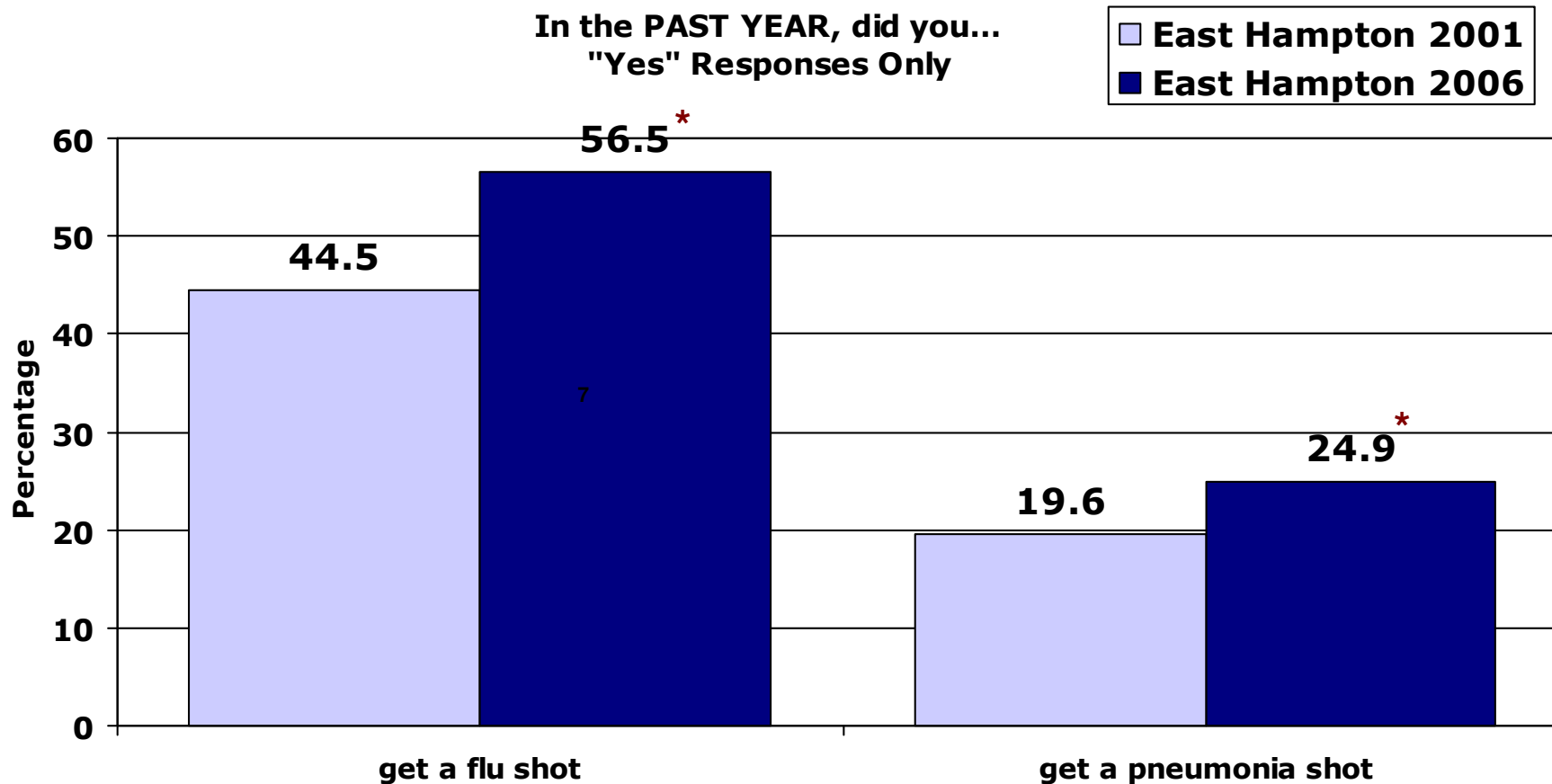
\*statistically different than previous study year.

# Preventive Care



\*statistically different than previous study year.

# Preventive Care



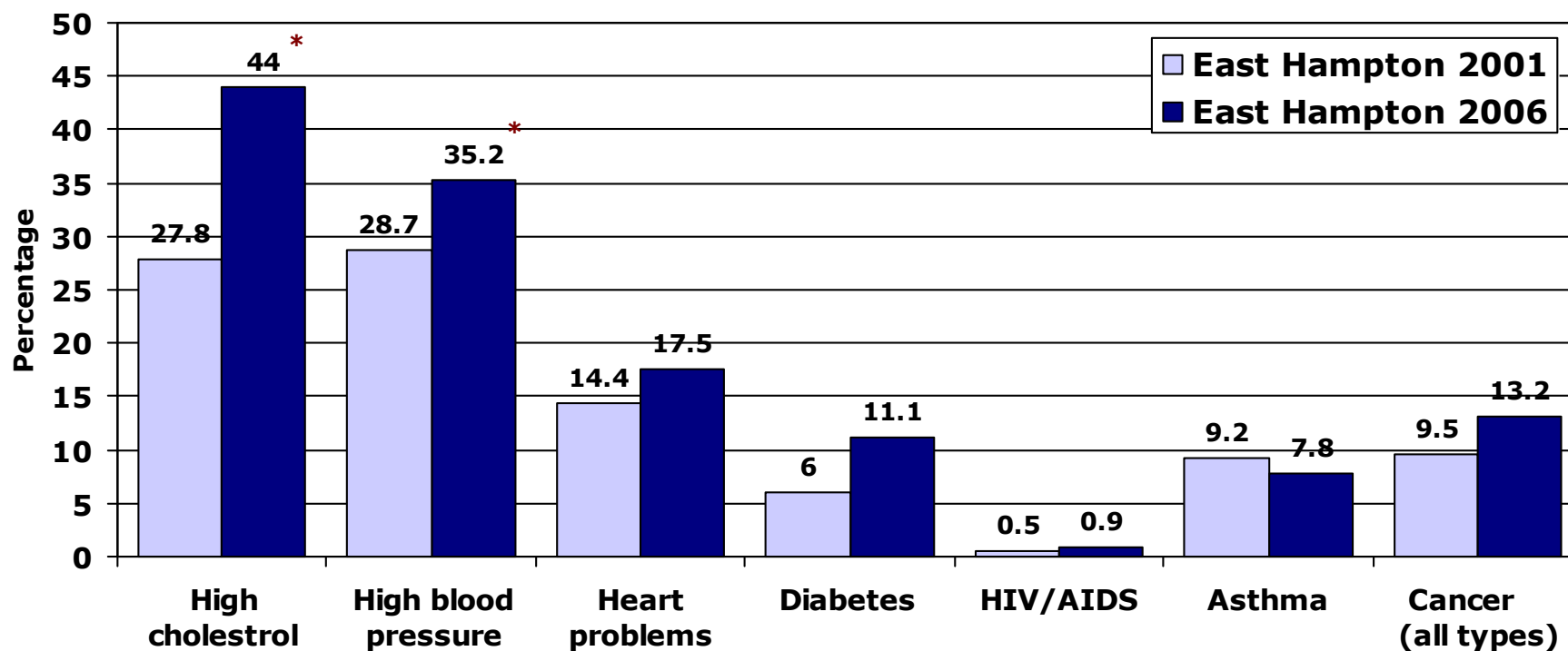
**\*statistically different than previous study year.**

- Healthy People 2010 has set a target goal of increasing the number of adults ( $\geq 65$  years) who vaccinated annually against influenza to 90% and vaccinated against pneumococcal disease to 90%.

# Preventive Care

- Healthy People 2010 has set a target goal to reduce the proportion of adults (aged  $\geq 20$  years) with high blood cholesterol to 17%.
- 2003 BRFSS data shows that 7.4% of NY state residents and 5.5% of Suffolk County residents have been diagnosed with diabetes.

**In the PAST 2 YEARS, have you been told by a doctor, nurse or other healthcare professional that you have: "YES" Responses**



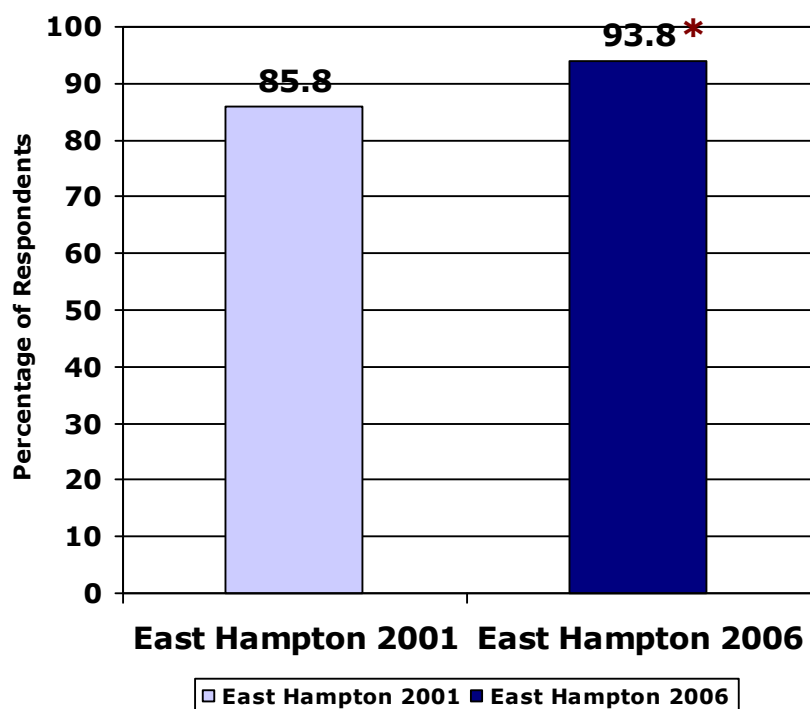
\*statistically different than previous study year.

# Access to Care

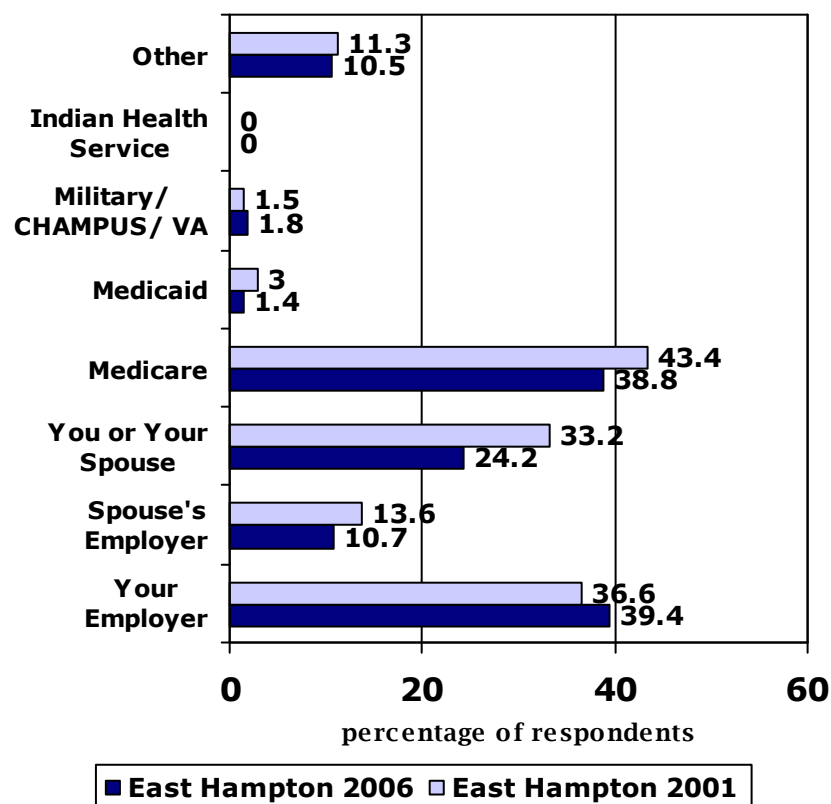


# Access to Health Care

Do you have health insurance?  
"Yes" Responses Only



If you have health insurance, it is paid for by:

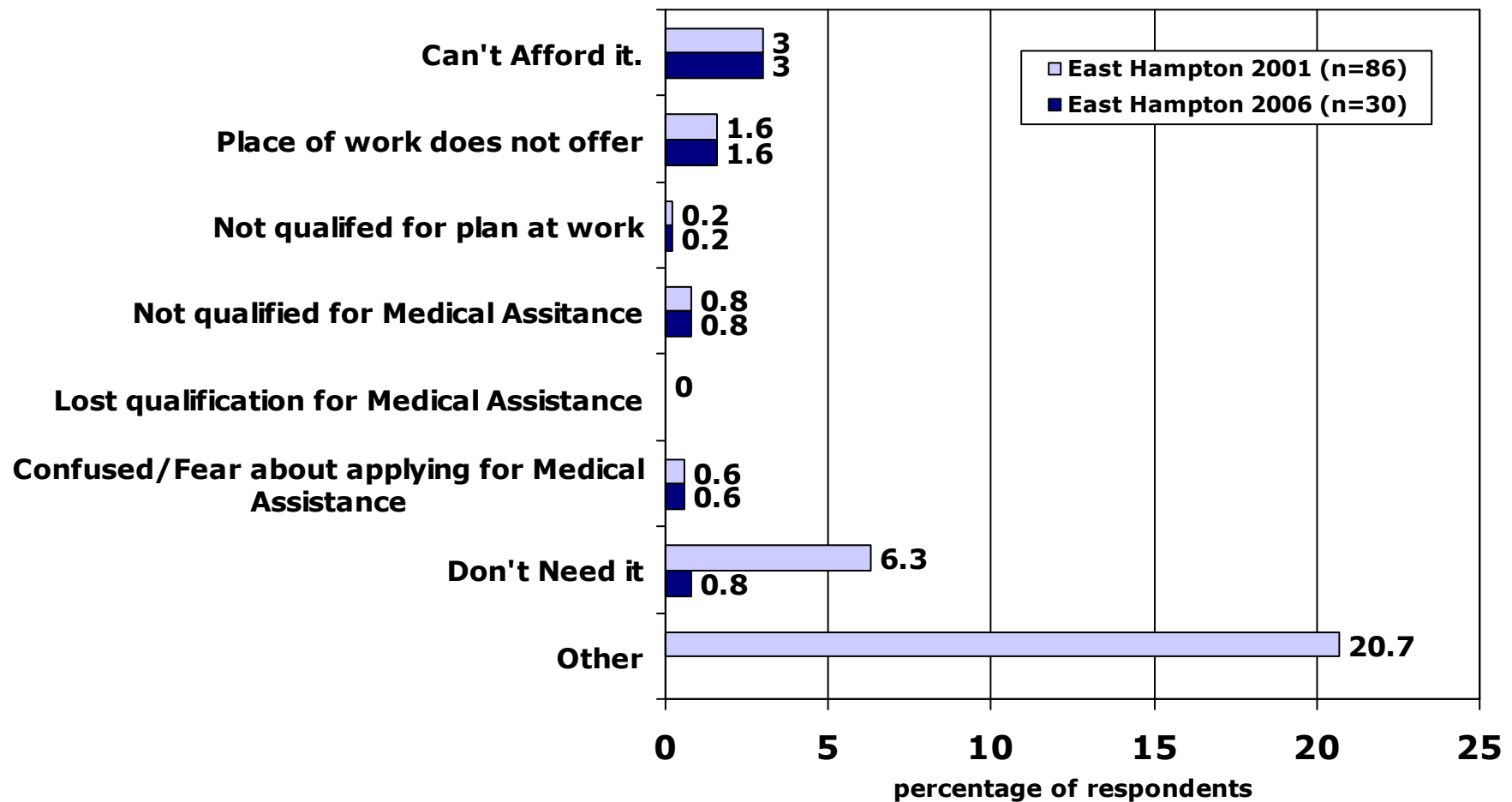


\*statistically different than previous study year.

BRFSS data reveals that 85.3% of Suffolk County and 86.3% of New York residents in 2005 reported that they had some type of healthcare coverage.

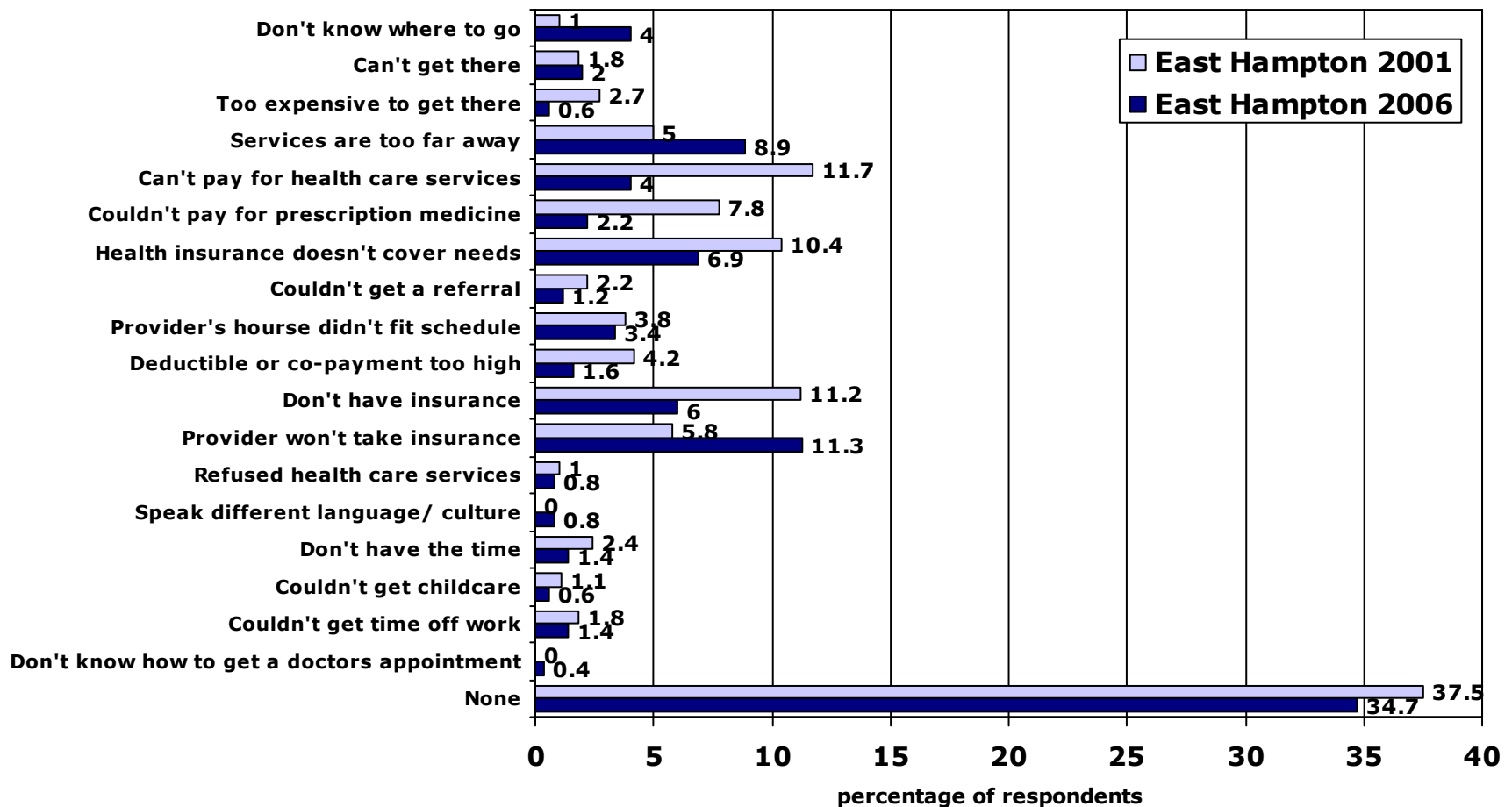
# Access to Health Care

If you don't have health insurance, why not?



# Access to Health Care

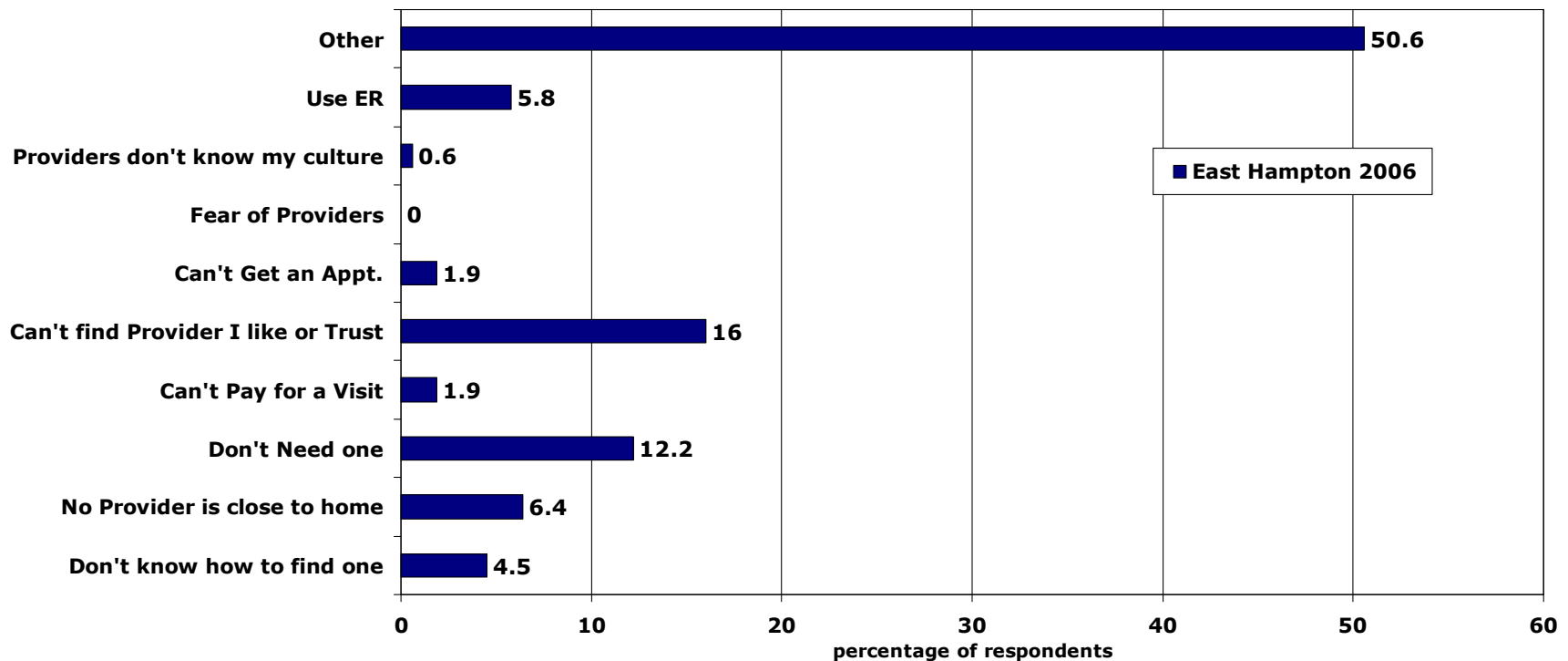
Have any of the following problems stopped you from getting the healthcare you need?



# Access to Health Care

- 70.2% of respondents in 2006 have a healthcare provider they go to most often for health care in East Hampton.

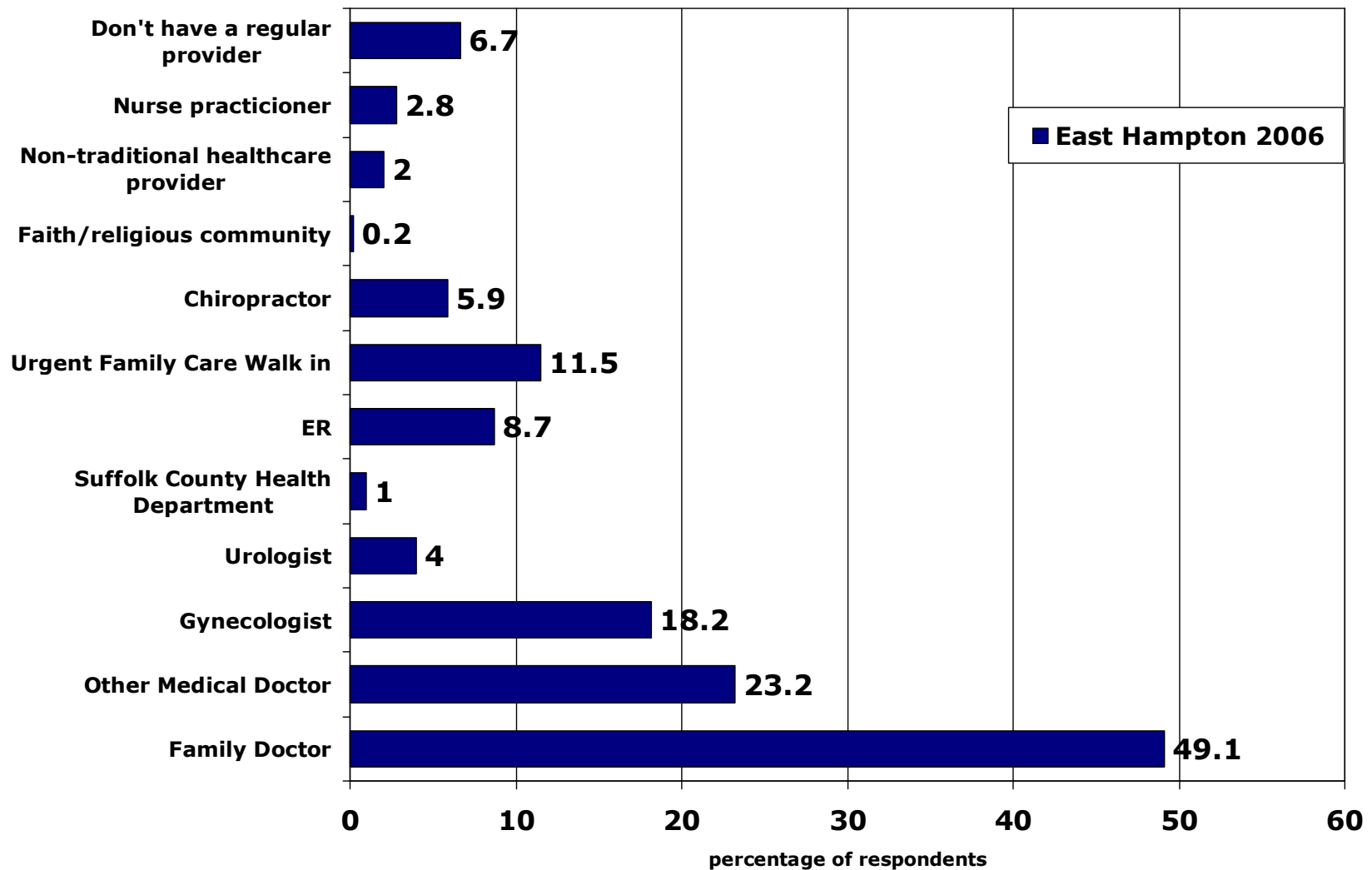
**Why Respondents Don't Have a Healthcare Provider in East Hampton**



\*In 2001, respondents were asked if they had a regular healthcare provider where they go most often for healthcare? 91.5% stated "Yes". No geographical delimiters were placed on the question.

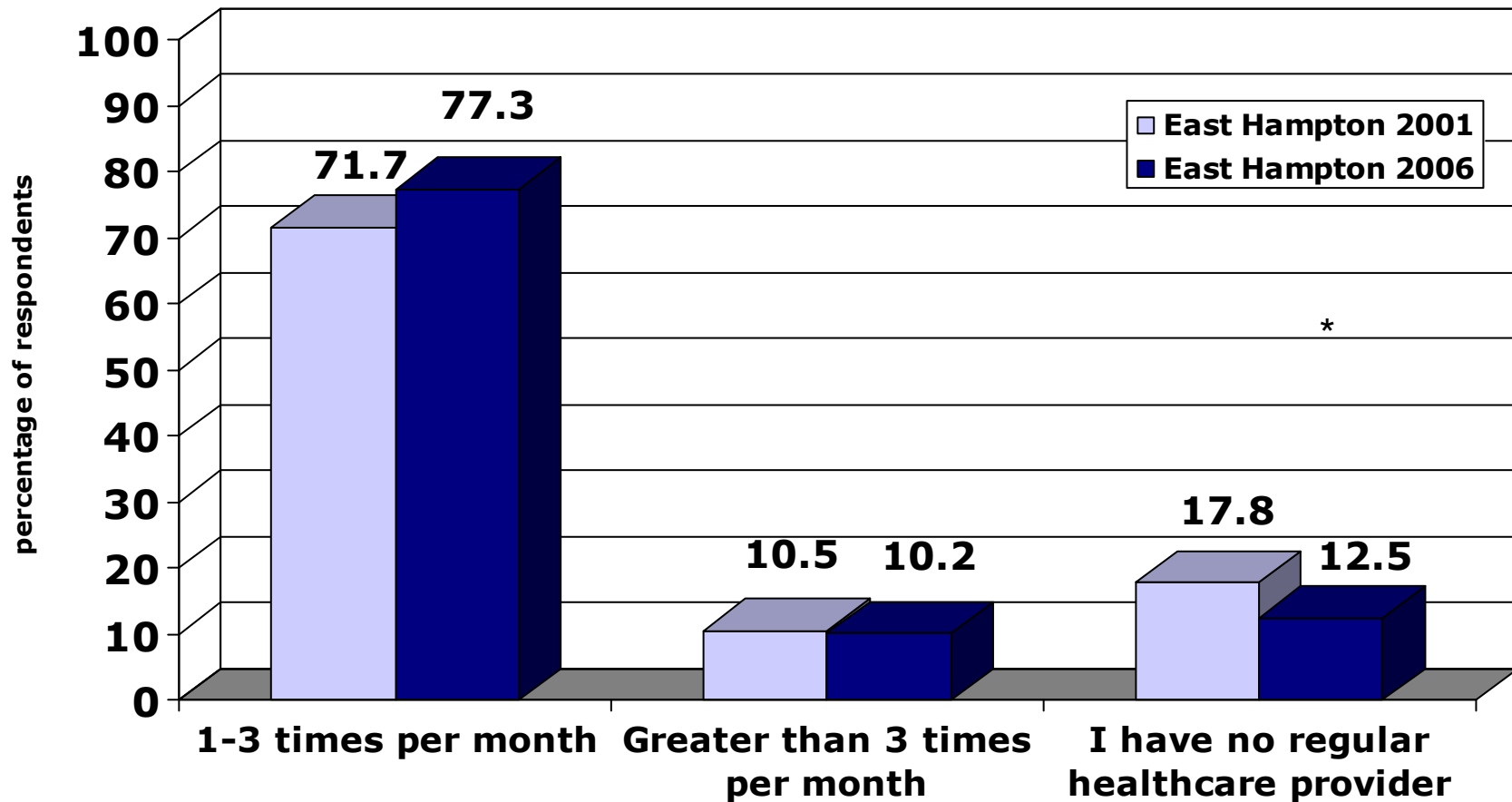
# Access to Health Care

If you do have a healthcare provider you go to a:



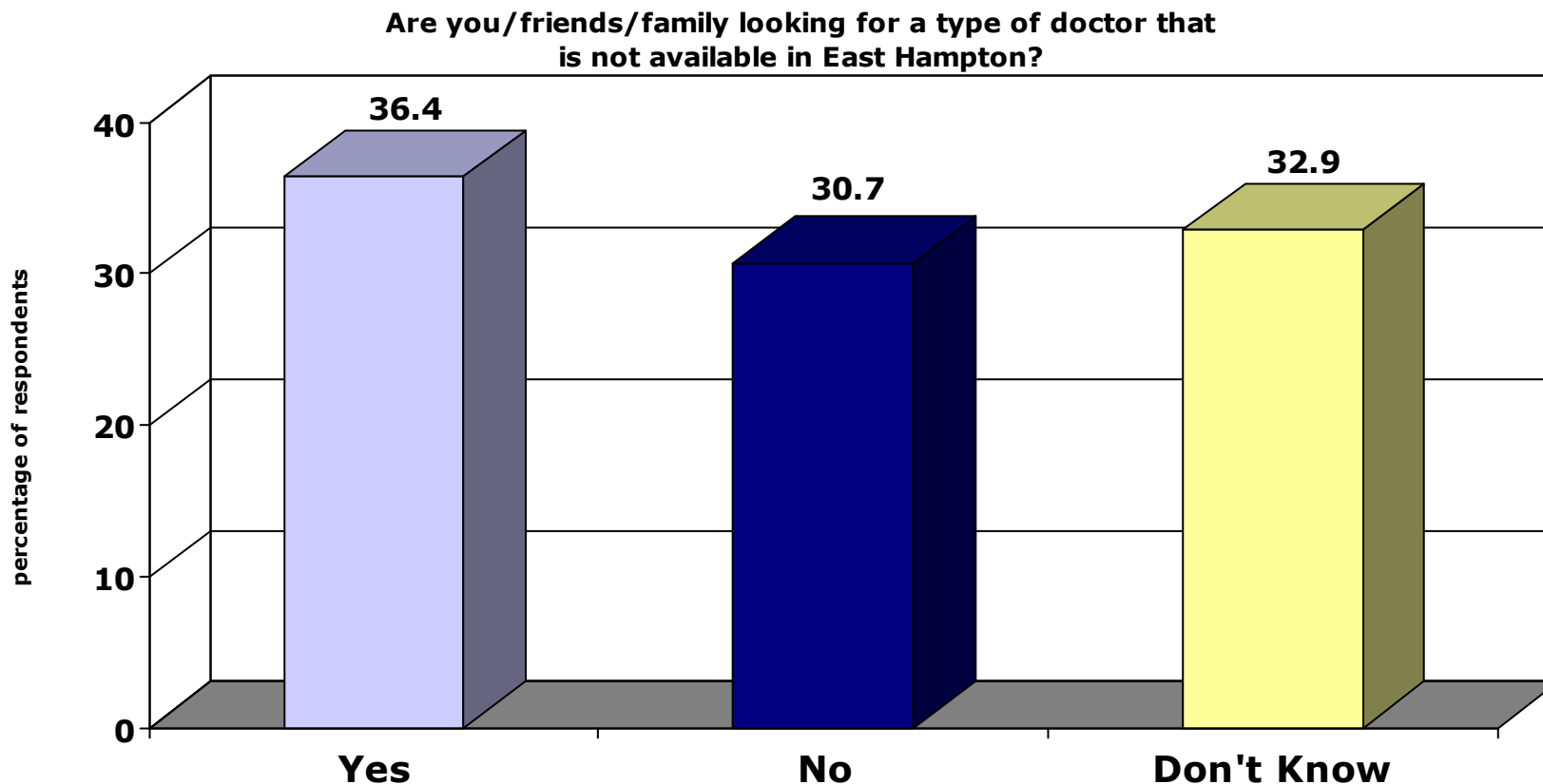
# Access to Care

Please indicate the average number of times you sought medical care for yourself from your regular healthcare provider in the last year.



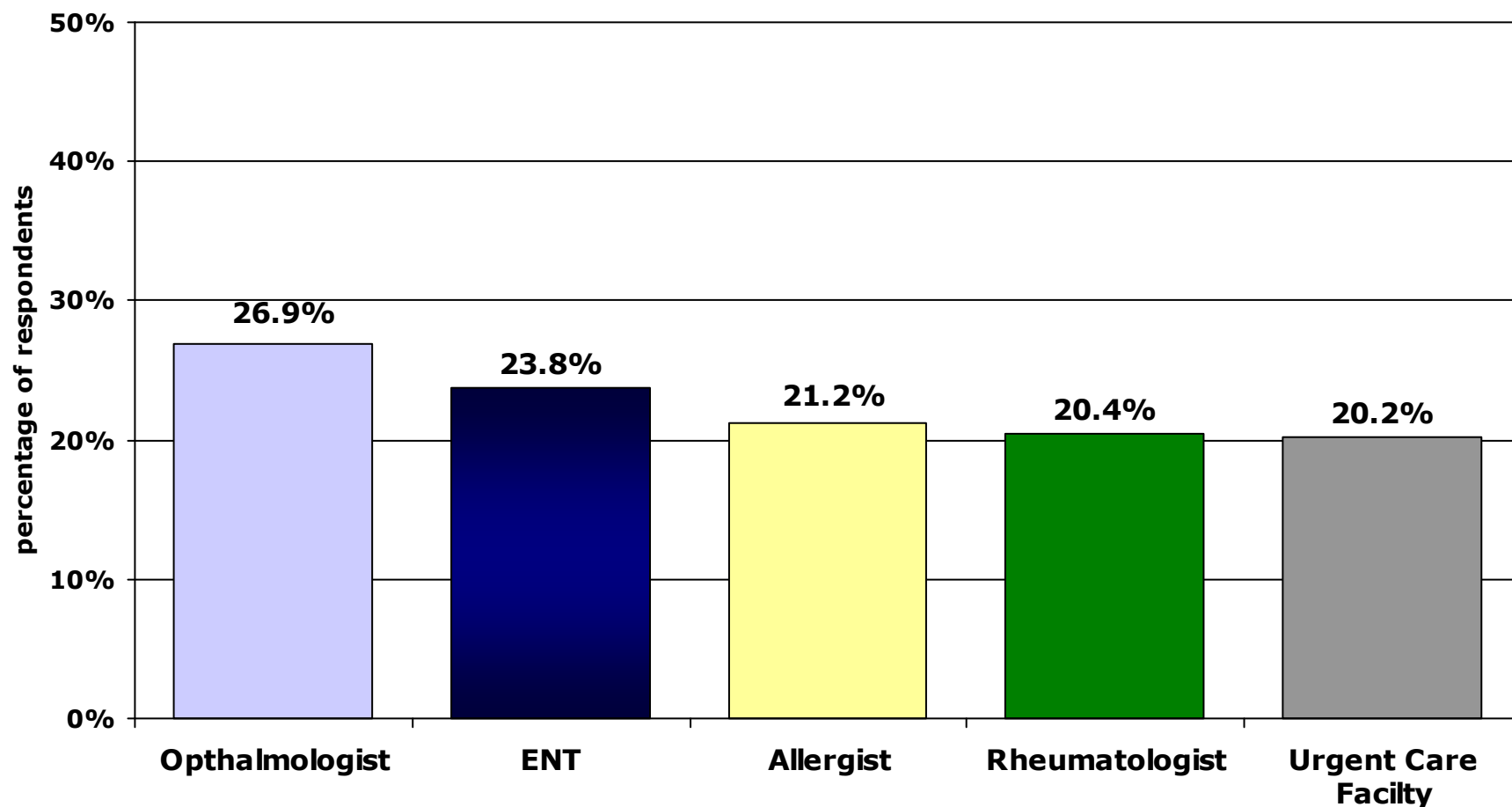
# Availability of Physicians in East Hampton

36.4% said that they, their friends or family are looking for a doctor that is not available in East Hampton. 32.9% stated "Don't Know".

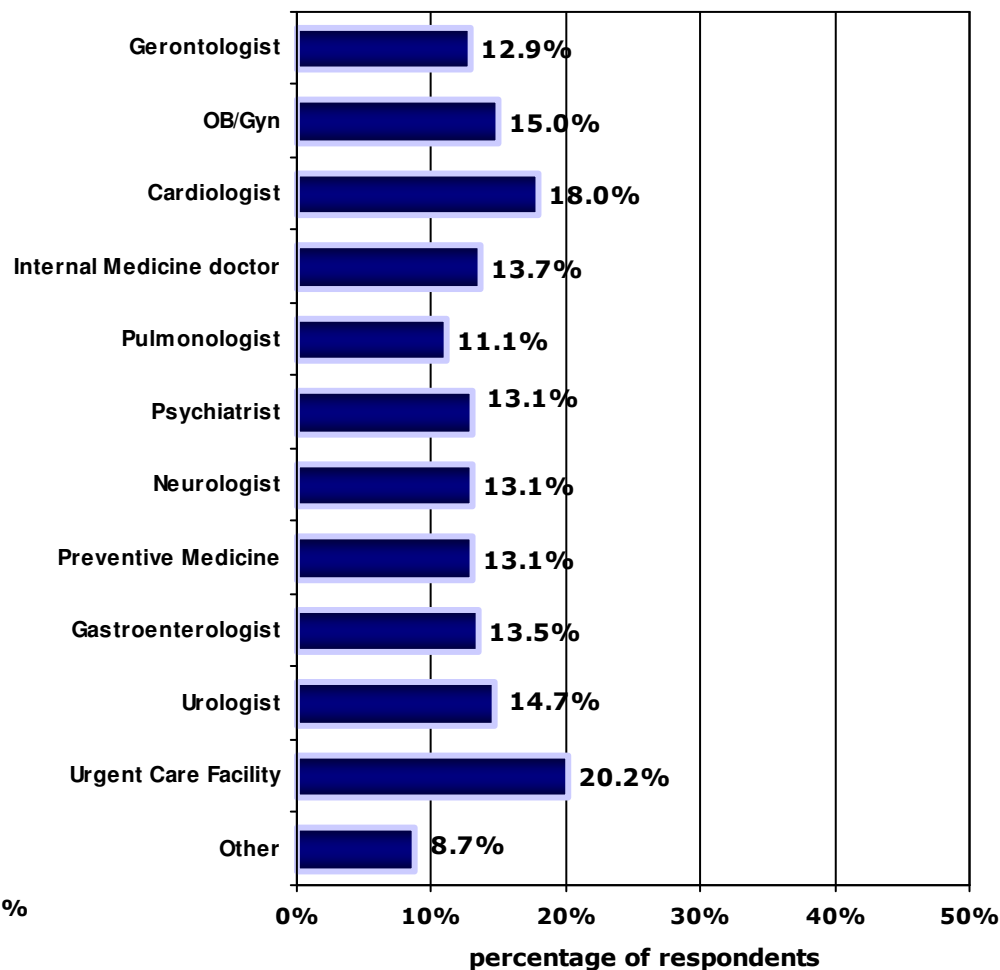
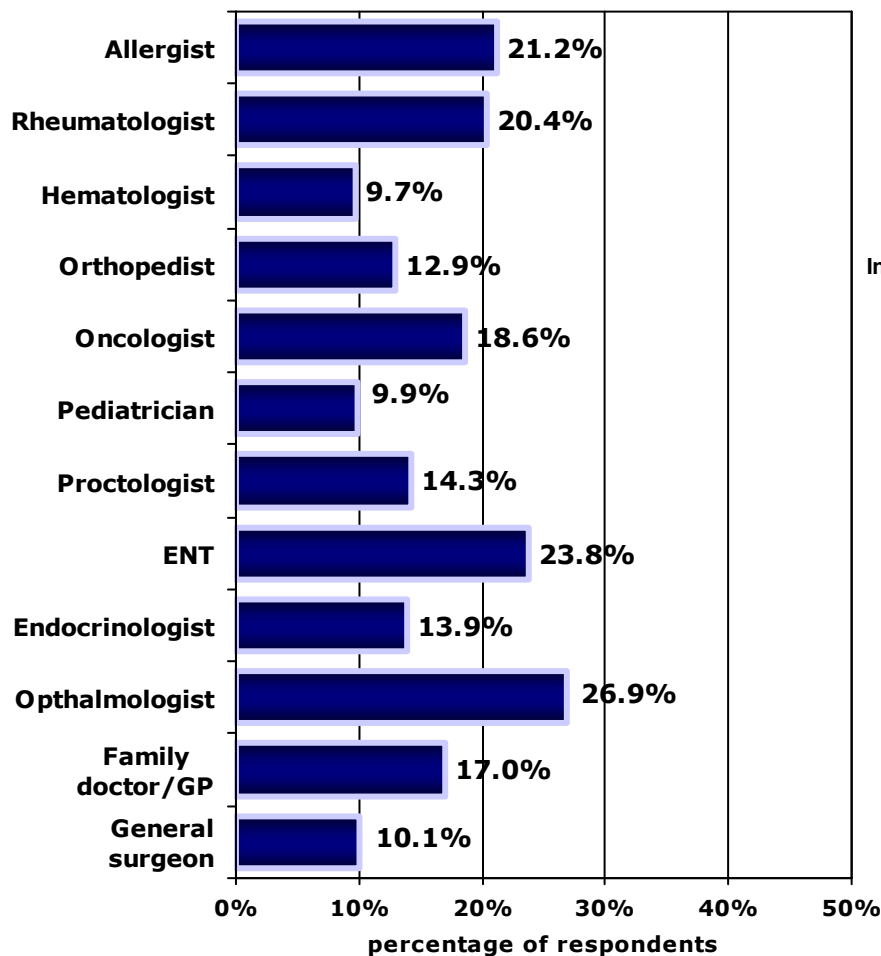


# Additional Medical Services and Physicians Needed In East Hampton

Top 5 Types of Doctors of Medical Services Needed in East Hampton

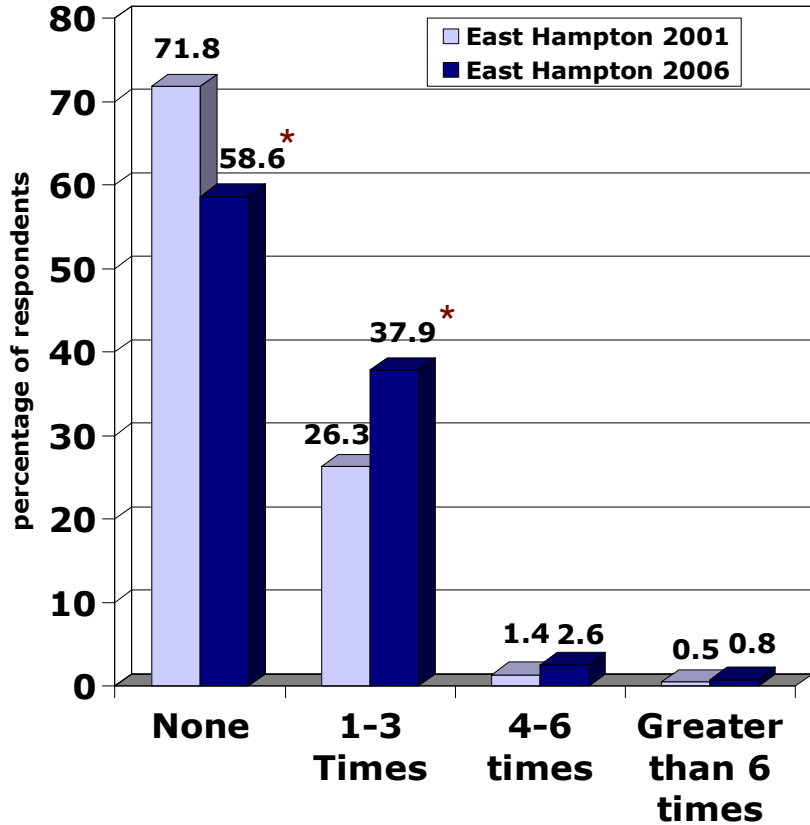


# Additional Medical Services and Physicians Needed In East Hampton



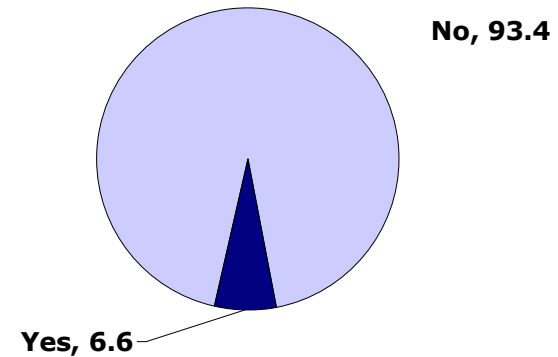
# Emergency Care

Number of times you sought emergency care in the ER or other urgent care facility in the last year

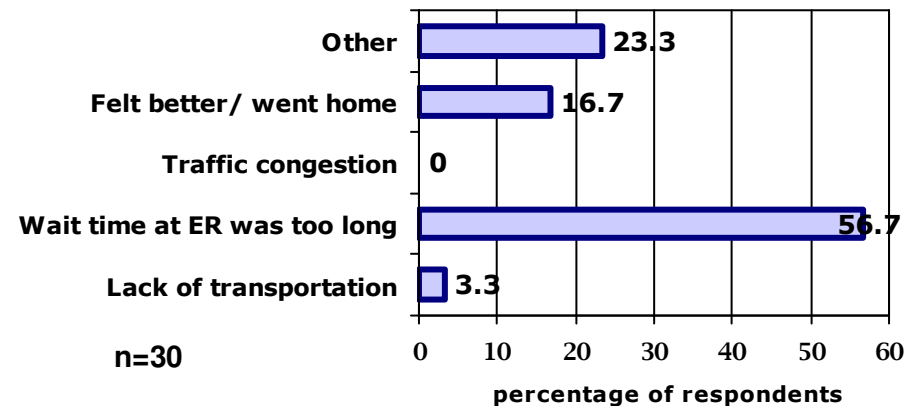


\*statistically different than previous study year.

Have you ever tried to access emergency care but were unsuccessful?



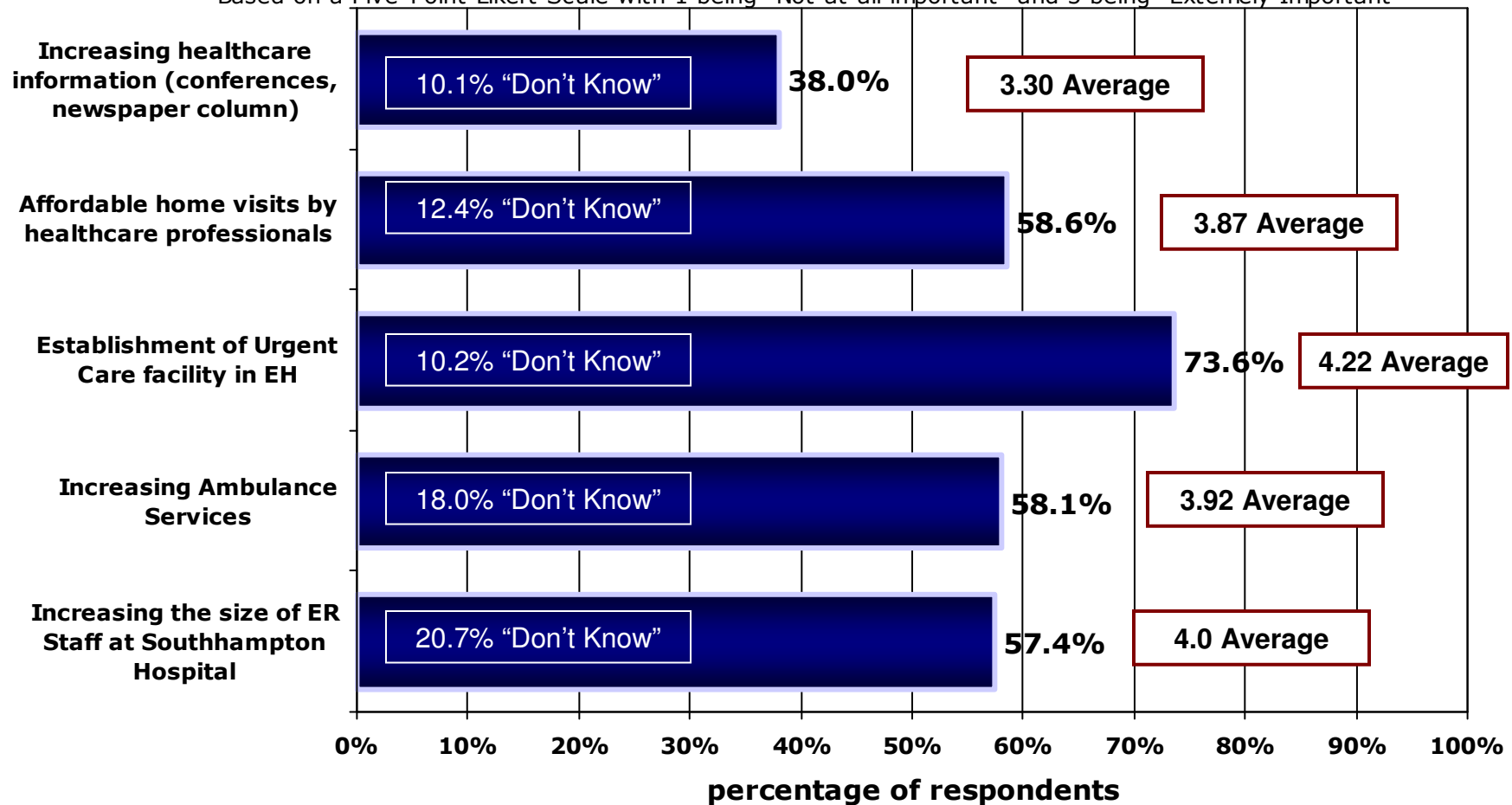
Of those who said YES they were unsuccessful, the following reasons were given:



# Improving Emergency Care in East Hampton

## Top 2 Box Score "Very Important" and "Extremely Important"

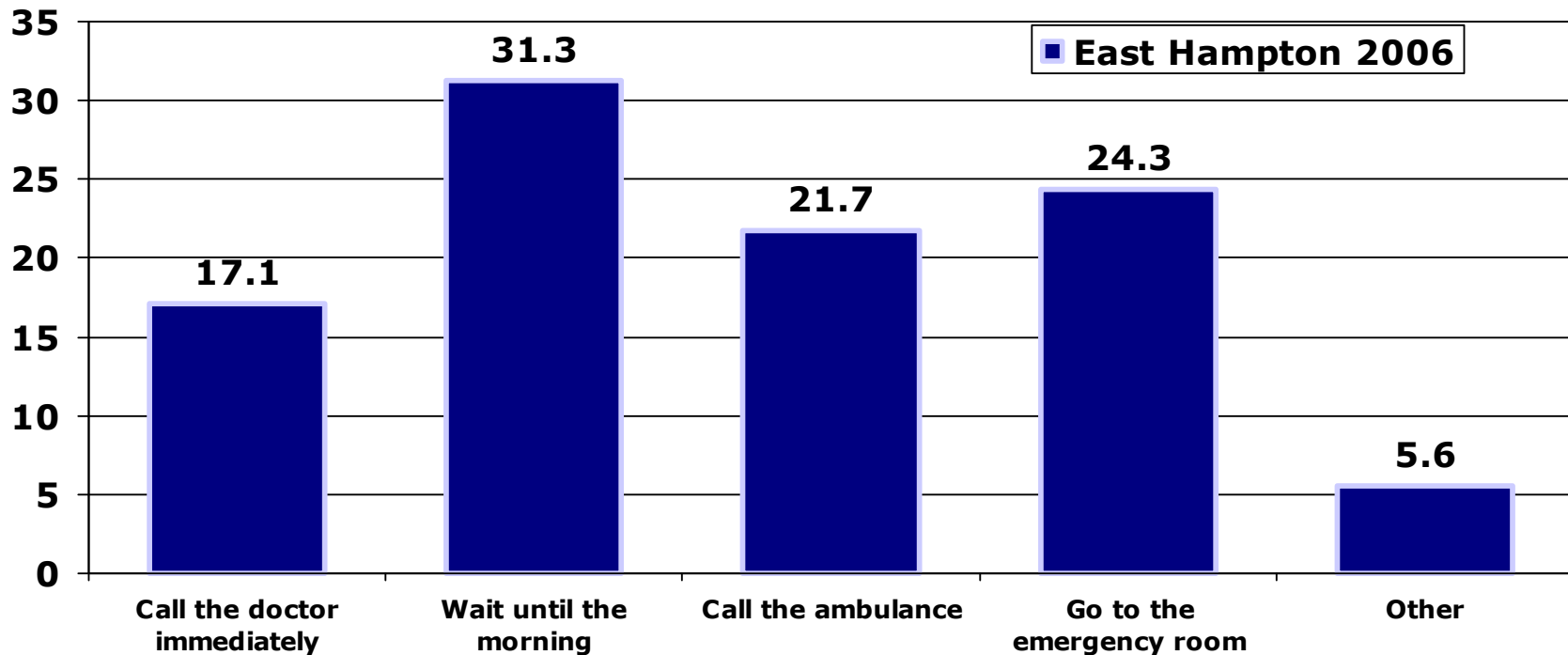
Based on a Five-Point Likert Scale with 1 being "Not at all important" and 5 being "Extremely Important"



# Healthcare Seeking Patterns

In 2006, 31.3% of respondents stated that if someone gets sick in the middle of the night, they wait until morning. 24.3% stated that they go to the emergency room.

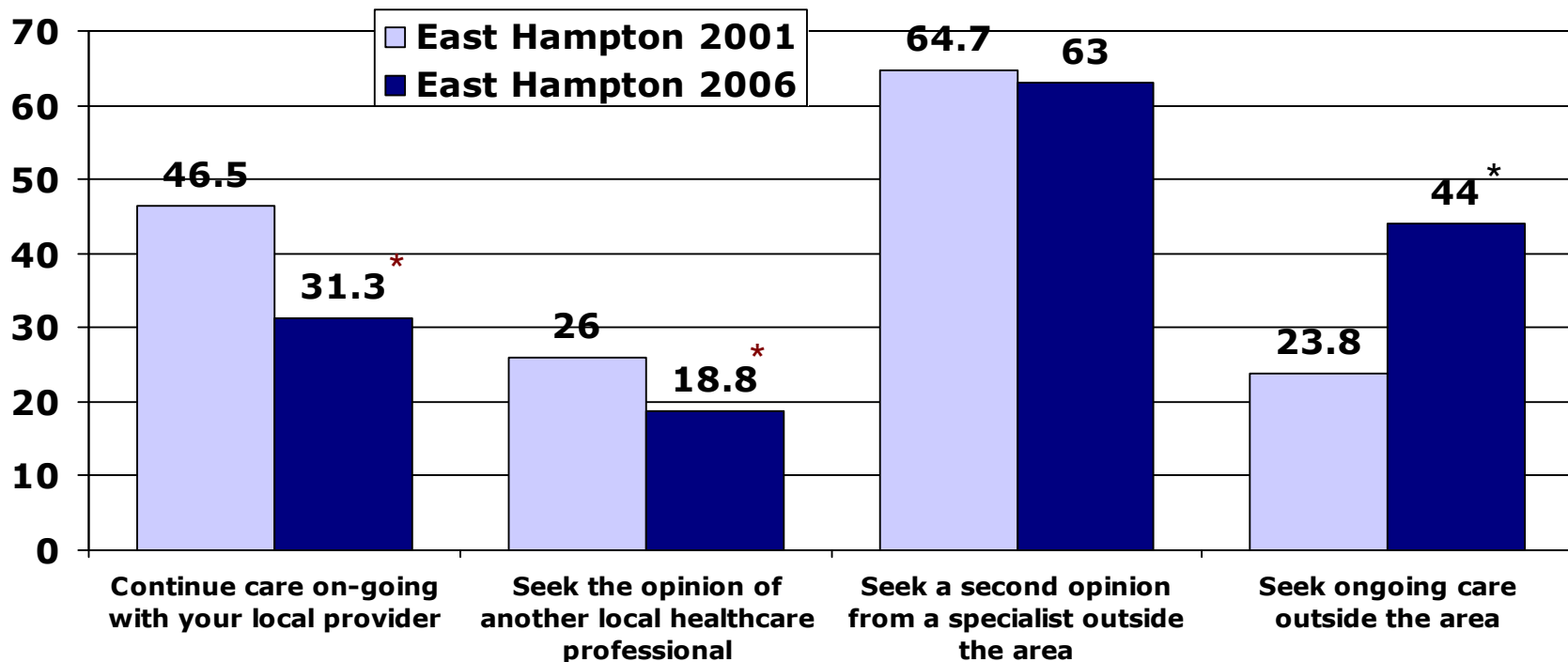
**What do you or a family member do when someone gets sick in the middle of the night?**



# Healthcare Seeking Patterns

In 2001 and in 2006, the majority of the respondents stated that they would seek a second opinion from a specialist outside the area if a family member was diagnosed with a serious chronic medical illness.

**If you or a family member was diagnosed with a serious chronic medical illness would you expect to:**

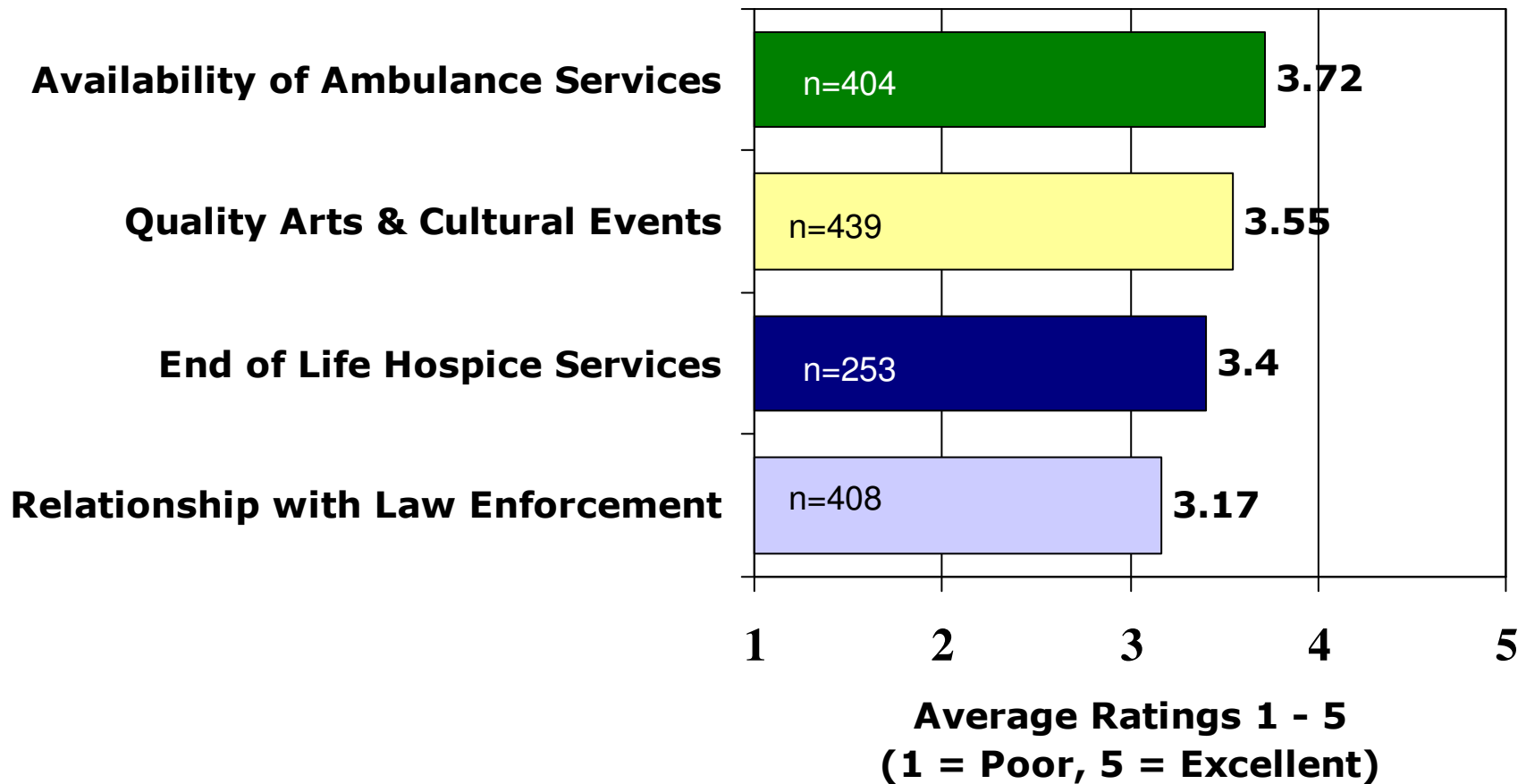


**\*statistically different than previous study year**

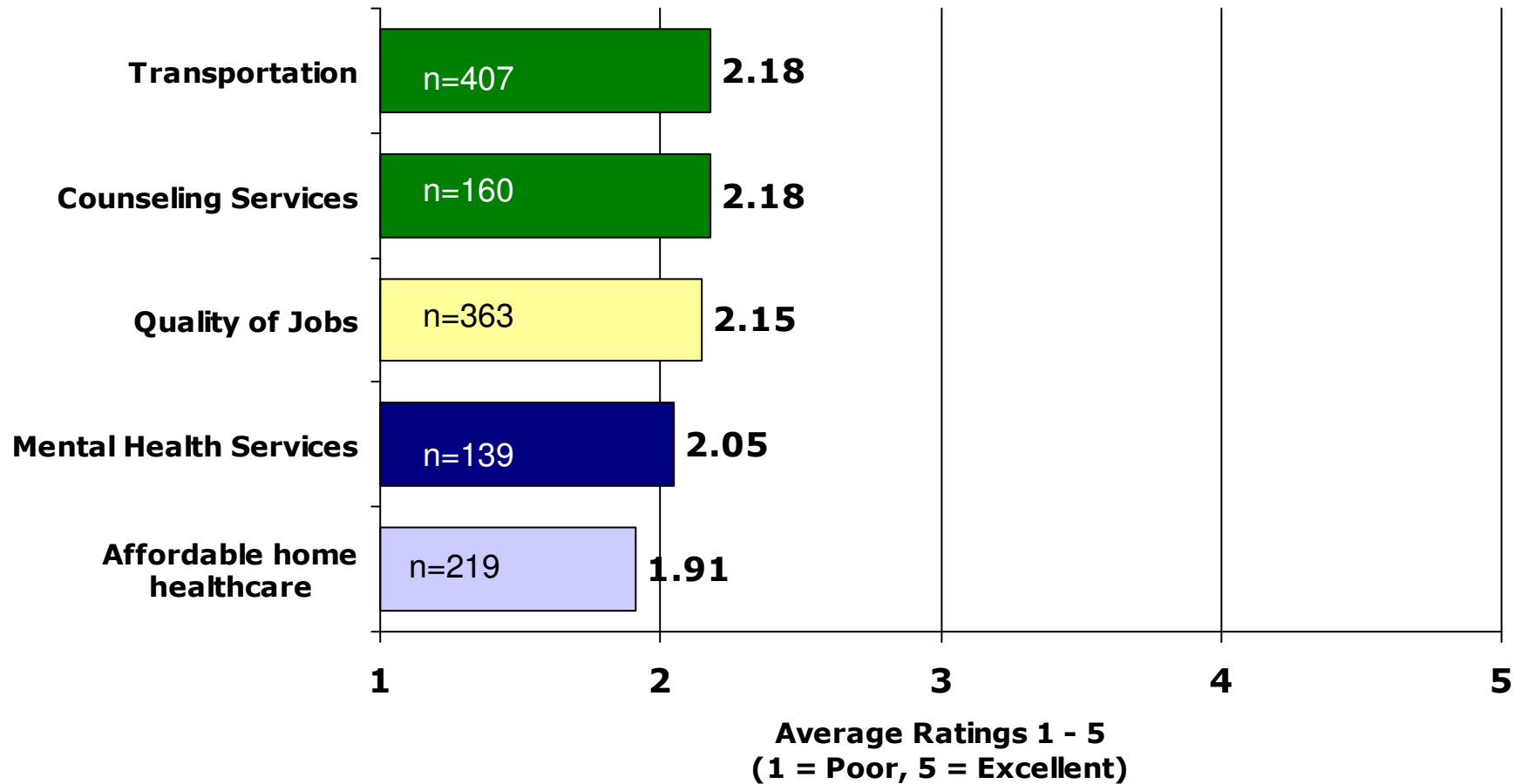
# Community Issues



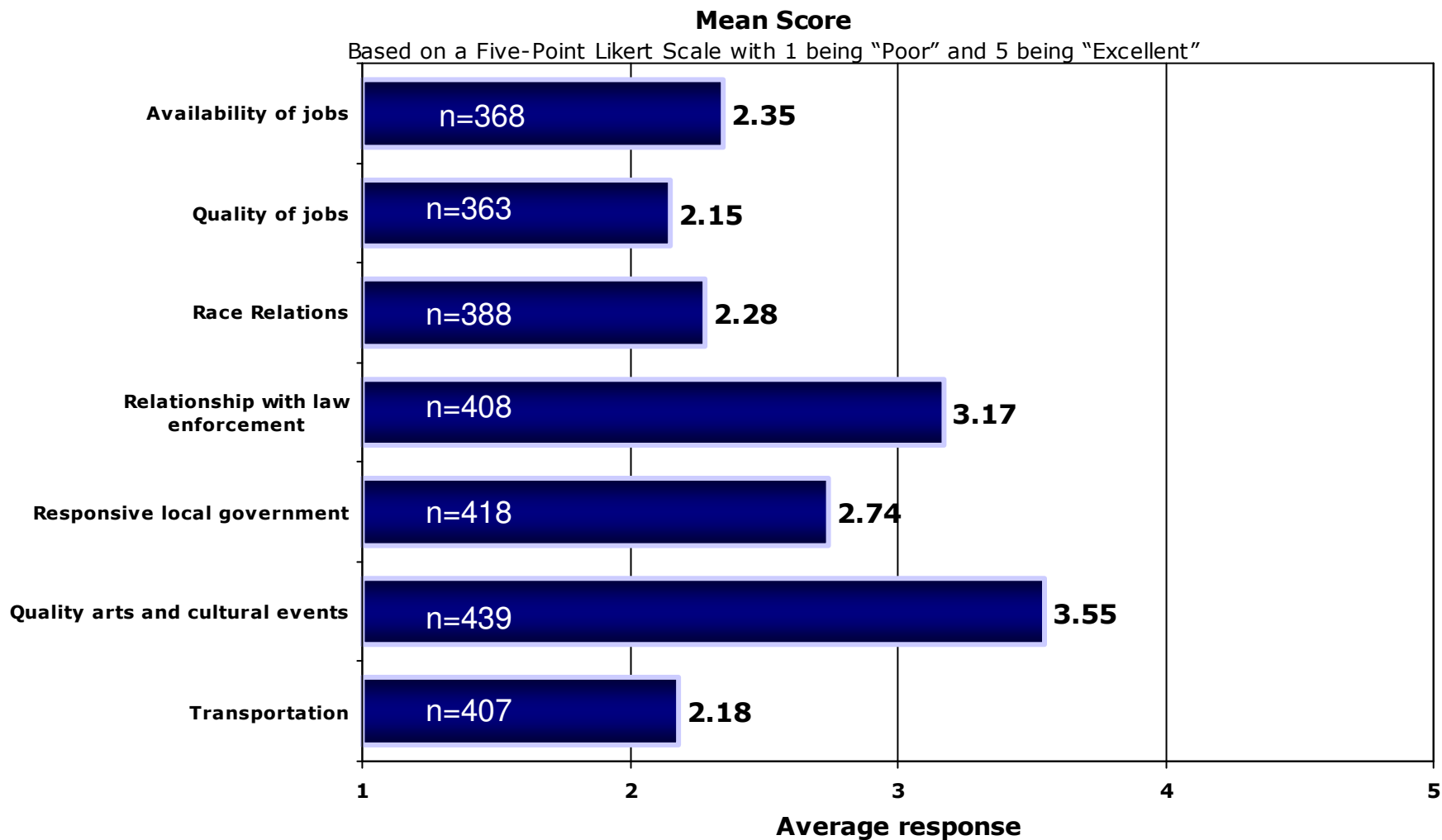
# Community Issues East Hampton Strengths



# Community Issues East Hampton Weaknesses



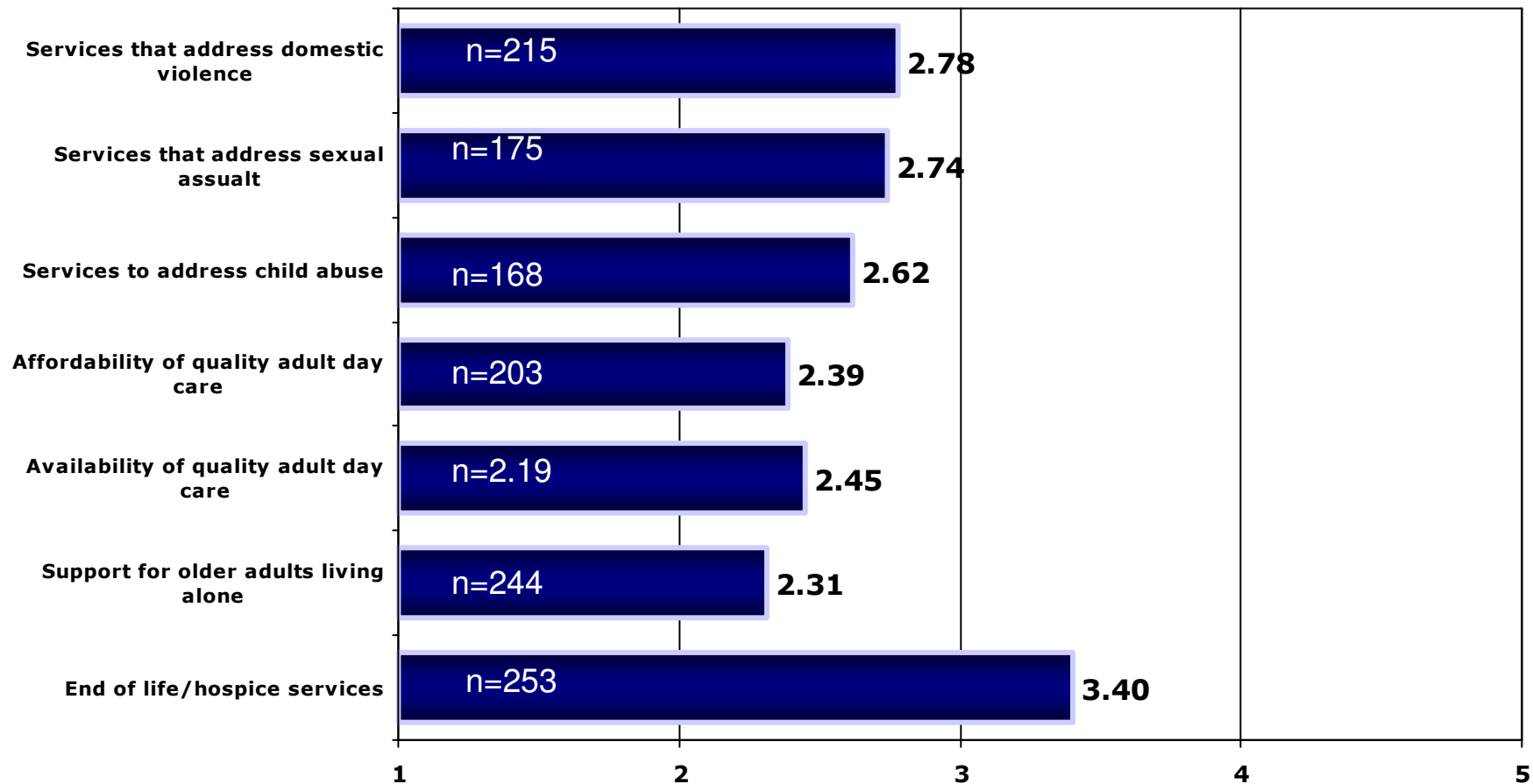
# Community Issues



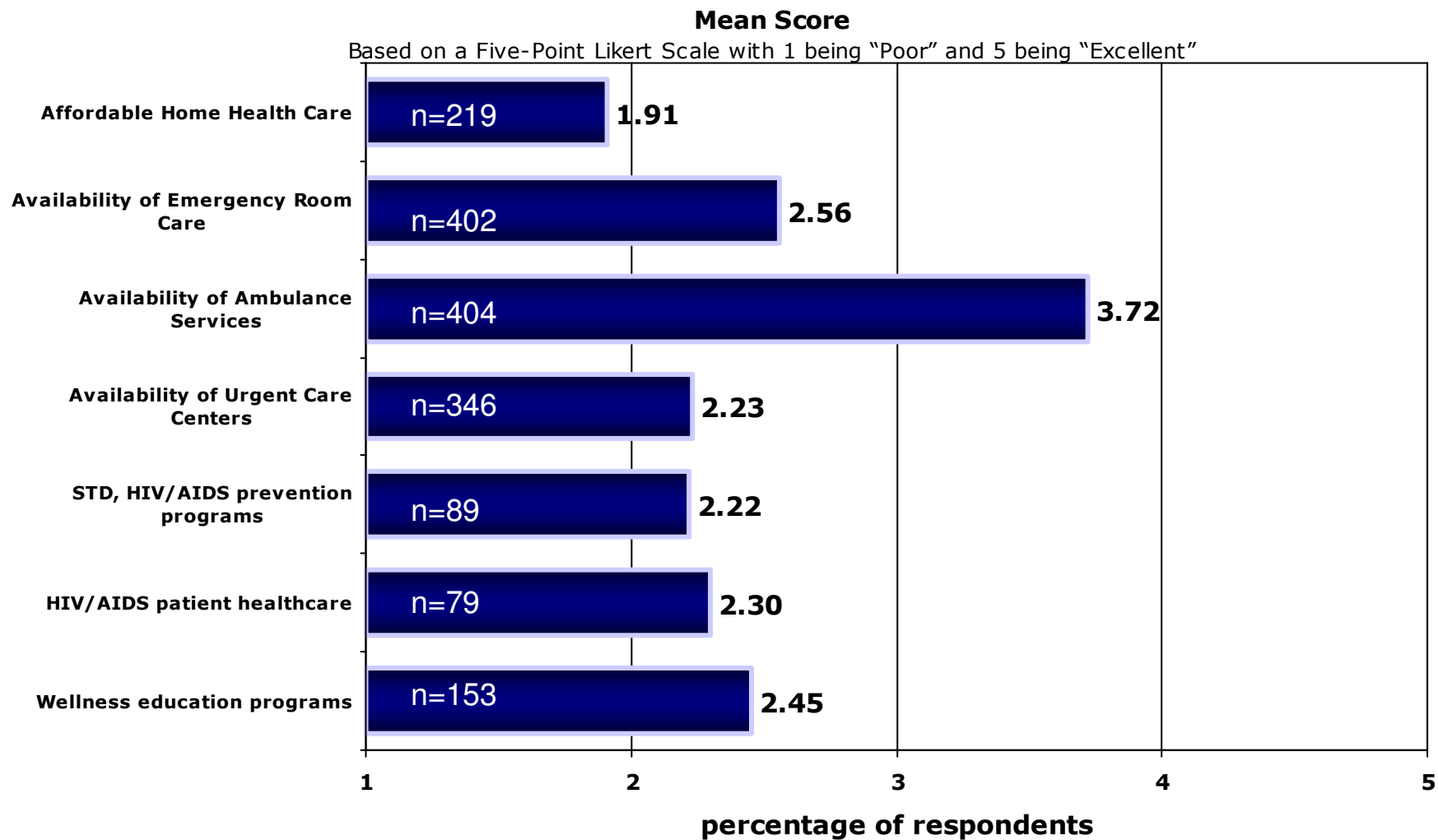
# Community Issues

## Mean Score

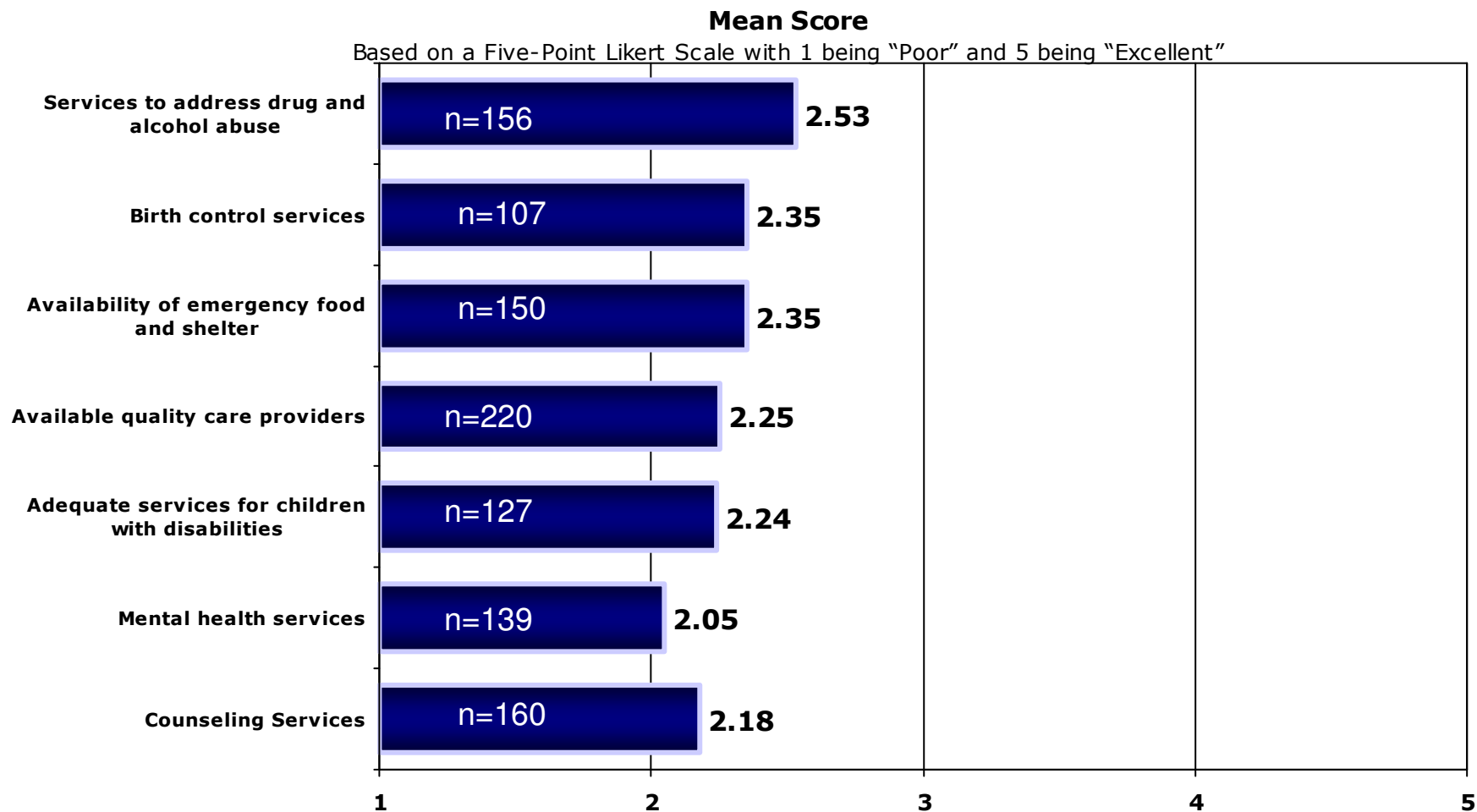
Based on a Five-Point Likert Scale with 1 being "Poor" and 5 being "Excellent"



# Community Issues



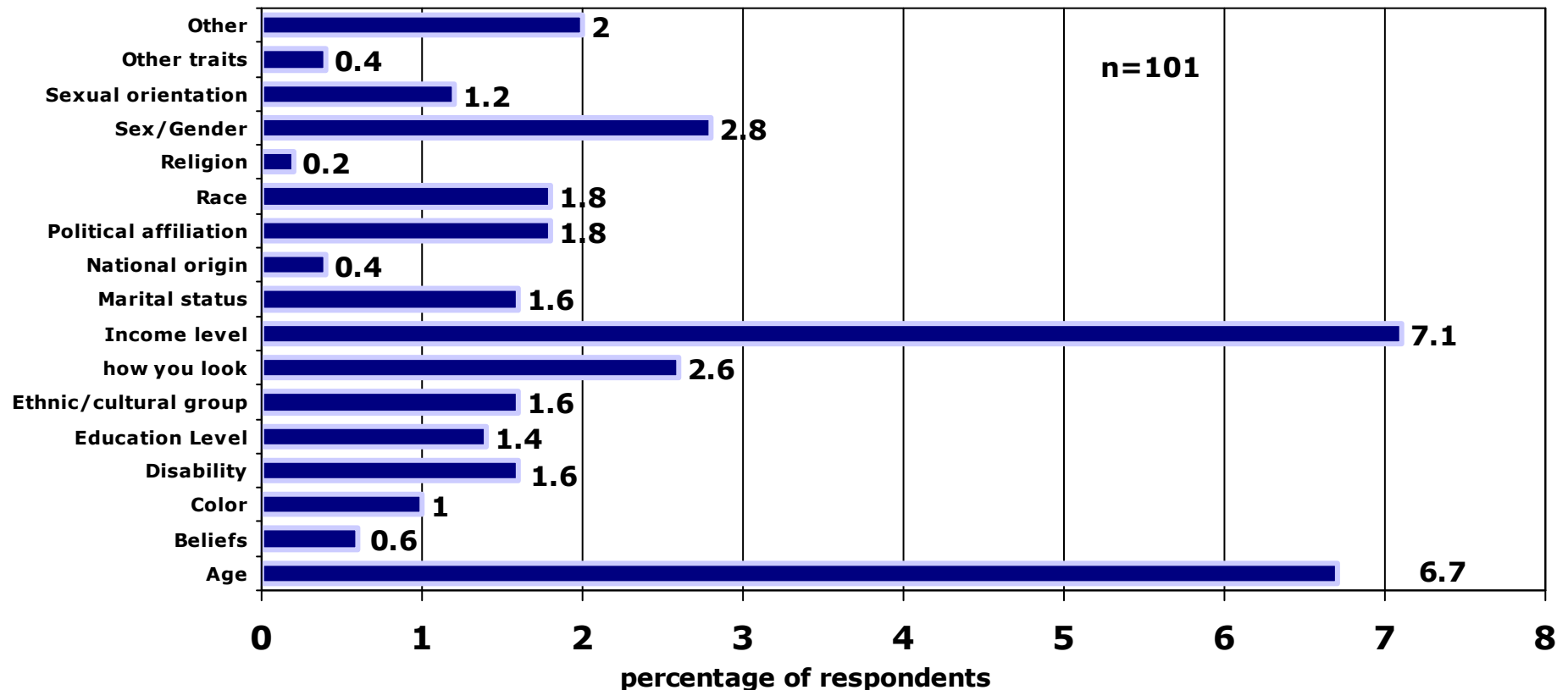
# Community Issues



# Discrimination

- 1 in 5 of all survey respondents (20%) reported that they felt they had been treated unfairly in the past 2 years. The top two reasons reported for unfair treatment were: Income Level (7.1%) and Age (6.7%)

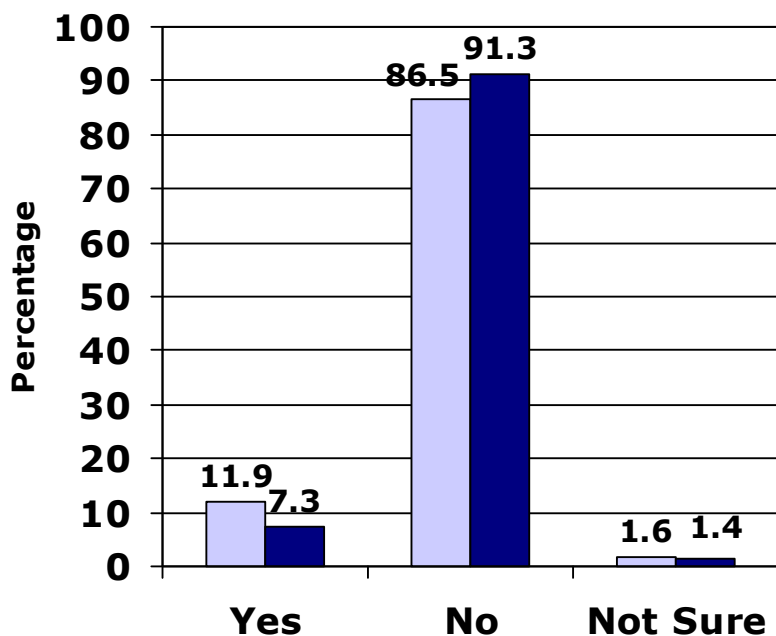
**In the past 2 years, do you believe you were treated unfairly because of:**



# Domestic Violence

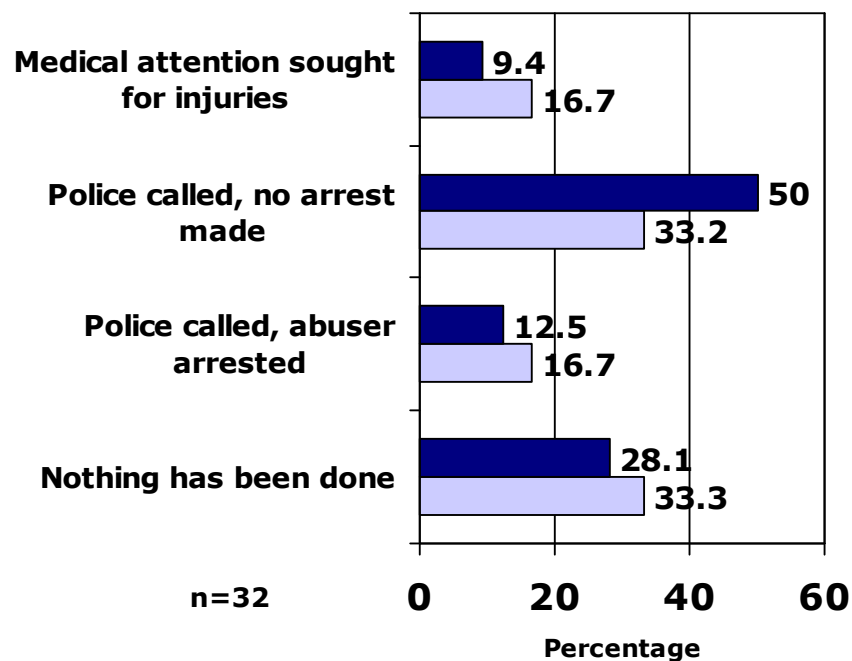
In 2006, 7.3% of respondents reported that they were victims of domestic violence compared to 11.9% in 2001.

Have you or someone in your home been the victim of domestic violence?



East Hampton 2001 East Hampton 2006

If Yes, what interventions have been taken to stop the violence?



East Hampton 2001 East Hampton 2006

# Community News and Events

81.2% of respondents in 2006 reported that they have a computer at home with Internet access.

## How do you find out about news or events in your community?

