

Characteristics of the Ada County Health Care Safety Net: Comparisons Between Users of Ada County Community Clinics and the General Ada County Population

Prepared for the Ada County Healthy Communities Access
Program (HCAP) Consortium



Prepared by
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Introduction and Background

Beginning in September 2004, seven safety net health care providers in Ada County, serving as the Health Community Access Program (HCAP) Consortium, received a 3-year federal HCAP grant for about \$2.02 million dollars funded by the Health Resources and Services Administration (HRSA) to coordinate and expand existing efforts to meet the needs of the uninsured and underinsured population in the county. The HCAP Consortium members include Family Medicine Residency of Idaho (Consortium Lead), Terry Reilly Health Services, Garden City Community Clinic, United Way of Treasure Valley, Central District Health, Saint Alphonsus Regional Medical Center, and St. Luke's Regional Medical Center. Boise State University, College of Health Sciences, is the evaluator for the grant. These organizations have been working together for over 10 years in an effort to provide affordable and accessible healthcare to an ever increasing number of vulnerable individuals in Ada County. While these providers are well aware that the numbers of poor and uninsured are increasing, there has been little effort to date to document the needs of this population.

In order to identify the health care needs of the poor and uninsured in Ada County and to establish a baseline from which to monitor future changes in the safety net, the Consortium requested that the Boise State University College of Health Sciences undertake an assessment of the current Health Care Safety Net in Ada County. An integral component of the Ada County Safety Net is the network of clinics that specifically serve uninsured, under-insured and lower income residents. These are the Family Medicine Residency of Idaho, Terry Reilly Health Services: Boise Clinic, and the Garden City Community Clinic.

The purpose of this report is to compare general access issues for medical, dental and mental health and substance abuse between the general Ada County population and the clinic population. In addition, patterns of use for pharmaceutical products and perceptions and health behavior are compared.

Methods

Fourteen thousand surveys were mailed to randomly selected Ada County households. The sampling method was designed to over-sample lower income residences, and the results were weighted to provide a representative portrayal of Ada County. A total of 2,204 completed and usable surveys were included in the analysis. The overall response rate was 15.8%. This research was completed in March 2005 and the results were previously reported¹. The survey methodology was approved by the Boise State University Institutional Review Board for both the original HCAP community survey and the subsequent clinic survey.

Using the same survey instrument, 618 surveys were collected from three local clinics from October to November 2005 where low income persons routinely access health care services: Family Medicine Residency of Idaho (FMRI) at two locations, Terry Reilly Health Services: Boise Clinic (TRHS), and the Garden City Community Clinic (GCCC). We collected 457 (73.9%) surveys from the clinic with the largest weekly patient load (FMRI), 115 (18.6%) from the second largest clinic (TRHS) and 46 (7.4%) from the smaller clinic (GCCC). Sample sizes were calculated based on proportionate share of weekly patient visits with an oversampling of GCCC, and results were weighted to be representative of the overall clinic patient load.

Survey forms were provided to each of the three clinics. Each clinic manager was given a set of instructions on how to properly administer the survey to ensure that all patients had the opportunity to participate and that data collection was performed in a way to ensure anonymity of the respondents. Each person who arrived at one of the clinics for care was invited to participate in a survey related to health care access in Ada County. Each person who indicated a willingness to complete the survey (which takes approximately 10 minutes) was given a copy of the survey form. If they chose to complete it, they were allowed to do so

¹ Louis, G., Baker, E., Johnson, C., McDonald, T., and Kite, R. (2005). Characteristics of the Ada County Health Care Safety Net: A Data Report. Funded in part by the U.S. Department of Health and Human Services, Health Resources and Services Administration (Grant Number 6 G92CS03777-01-02). <http://hs.boisestate.edu/HCAPsafetyreport.pdf>

at any point during their visit to the clinic. Any potential respondent who indicated that they or someone in their family had already completed the clinic survey was thanked for their willingness to help and told that they did not need to complete the survey. If a potential respondent chose not to participate in the clinic survey, basic demographic information including age and sex was collected in order to weight the completed survey responses. The survey (Appendix A) is completely anonymous and asks for no names or other individuating information. Completed survey forms were placed by respondents in a secure drop box at the clinic which was retrieved on a daily basis. At no time were any clinic staff members allowed access to the completed surveys.

Tests of statistical significance between Ada County and clinic responses were conducted for each questionnaire item. For questions with categorical (check box) responses, Rao-Scott Chi-Square tests were used, which account for the complex sampling designs of both the Ada County and clinic surveys. For questions with continuous (fill in number or mark scale 1-10) responses, SAS PROC SURVEYREG was used to compare means between the Ada County and Clinic survey. Because the clinic and Ada County populations are so dissimilar in terms of gender of respondent, income, and other factors, and some of these variables are related to health care access, perceptions, and behaviors, caution should be exercised in interpreting the results of the statistical tests.

The tables and figures that follow present comparisons between the population groups of interest and provide context to the findings. Statistical tests are between the clinic population and Ada County as a whole. In non-statistical terms, we are asking if the characteristics of the groups are different. We note these with an asterisk and a yellow highlight.²

²Statistical tests for significance were conducted at the .05 probability level.

Findings

Demographics

While the average age of participants in both the Ada County survey and the clinic survey was slightly over 40 years of age, the clinic population consisted of almost three times more females than males. The clinic population included significantly higher proportions of Hispanics and Native Americans. The clinic population also reported significantly larger households than that of Ada County. The income distributions differed considerably between the Ada County and clinic populations, with almost two out of three (64.5%) in the clinic population having a household income of less than \$17,500 per year. In addition those individuals being seen at the clinics were 6 times more likely to report being out of work for more than one year when compared to that of Ada County respondents.

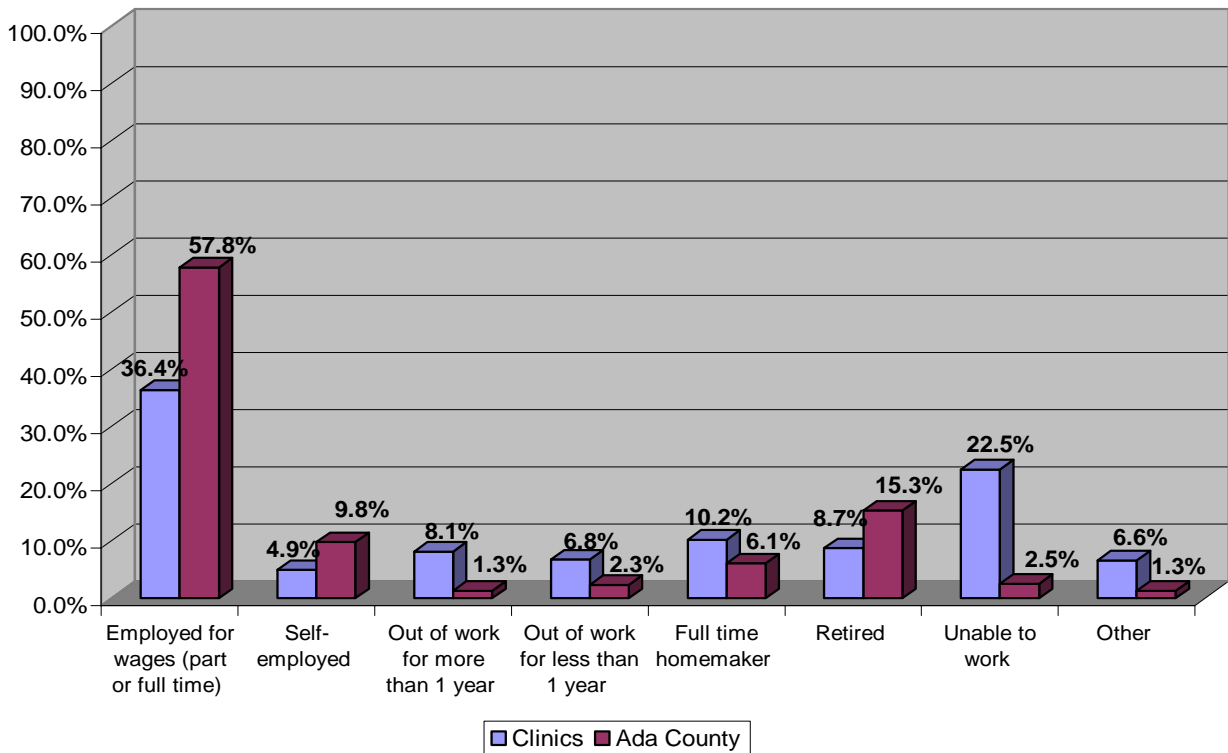
Table 1: Demographics

Demographics	Ada County	Clinic Population	Difference Significant
Average Age	43.1	40.6	*
Male	49.7%	27.9%	*
Female	50.3%	72.1%	
Asian/Pacific Islander	2.4%	2.4%	N
African American, Black	1.2%	1.3%	N
Hispanic	2.0%	10.0%	*
Native American	1.5%	3.9%	*
White, Caucasian (not Hispanic)	91.9%	84.9%	*
Other	1.8%	1.4%	N
Average # people in household	2.5	2.8	*
# people under 18 in household	0.65	0.90	*
Employed for wages (pt or ft)	57.8%	36.4%	*
Self-employed	9.8%	4.9%	*
Out of work more than 1 year	1.3%	8.1%	*
Out of work less than 1 year	2.3%	6.8%	*
Full time homemaker	6.0%	10.2%	*
Full time student	6.0%	5.8%	N
Retired	15.3%	8.7%	*
Unable to work	2.5%	22.5%	*
Other	1.3%	6.6%	*

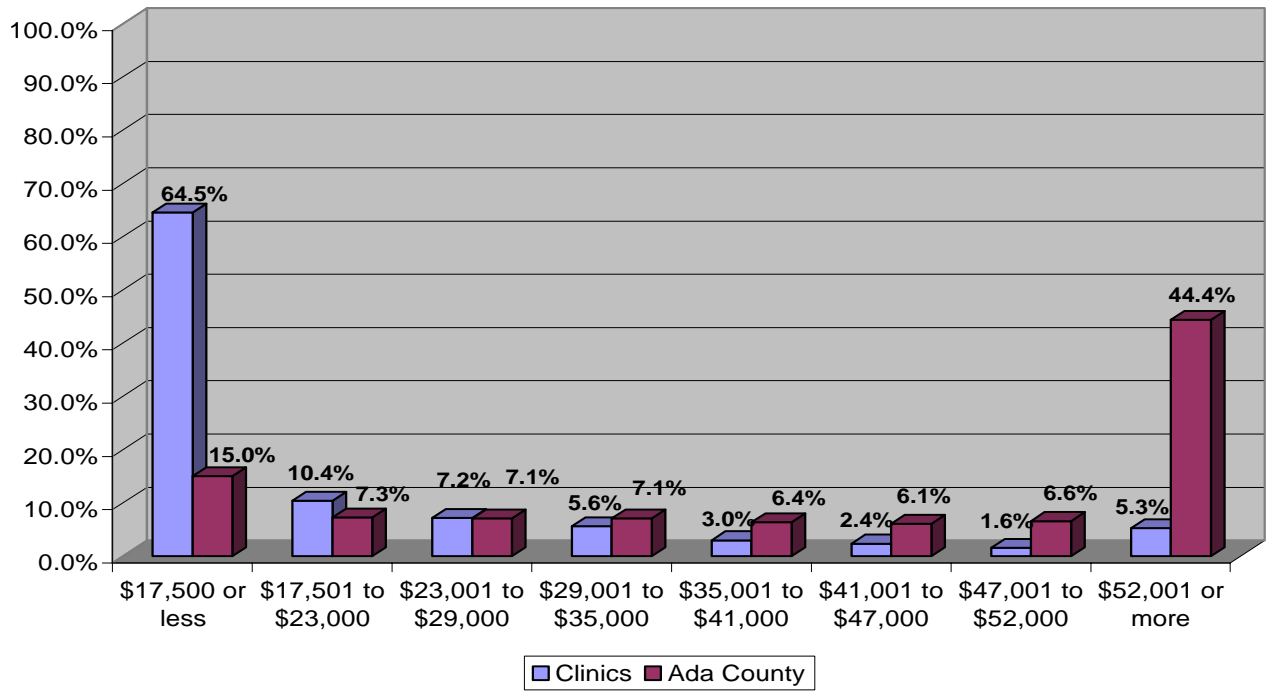
Table 1: Demographics (Cont.)

Demographics	Ada County	Clinic Population	Difference Significant
\$17,500 or less	15.0%	64.5%	*
\$17,501 to \$23,000	7.3%	10.4%	
\$23,001 to \$29,000	7.1%	7.2%	
\$29,001 to \$35,000	7.1%	5.6%	
\$35,001 to \$41,000	6.4%	3.0%	
\$41,001 to \$47,000	6.1%	2.4%	
\$47,001 to \$52,000	6.6%	1.6%	
\$52,001 or more	44.4%	5.3%	

**Figure 1
Reported Employment Status**



**Figure 2
Reported Income**



Medical Care Access

Four out of ten clinic users were recipients of Medicaid (39.6%) as compared to 5.2% of Ada County residents. While more than half of the Ada County residents secured their health insurance through their employer or their spouse’s employer, only fifteen percent of the clinic users did. Almost three out of ten (29.5%) of the clinic population had no health insurance.

Table 2: Medical Care Access - Insurance

Medical Care Access (Insurance)	Ada County	Clinic Population	Difference Significant
Medicaid	5.2%	39.6%	*
Medicare	13.9%	19.1%	N
Private insurance through employer	47.1%	11.3%	*
Private insurance through spouse’s employer	12.9%	4.9%	*
Private insurance not through employer	9.5%	2.5%	*
VA, TRICARE (Military)	4.1%	6.1%	N
No health insurance	12.7%	29.5%	*
Other	3.6%	2.7%	N

Despite the lack of health insurance, almost eight out of ten of the clinic population felt that they did have a medical “home” in that they had a regular health care provider that they could access when needed. Barriers to accessing care were not substantially different than for the general Ada County population.

Table 3: Medical Care Access – Regular Care

Medical Care Access (Regular Care)	Ada County	Clinic Population	Difference Significant
Have a regular health care provider that you see for your health care needs	75.3%	78.7%	N
Can see your health care provider when you need to	82.2%	78.3%	N
If “no”, then why not?			
I do not have insurance	29.0%	32.3%	N
It is too expensive and I can’t afford it	42.7%	28.5%	
Local health care provider will not take my insurance	1.4%	1.8%	
Inconvenient office/	11.8%	11.5%	
I do not have transportation	1.9%	6.7%	
Other	13.1%	19.2%	

The clinic population used the emergency room for their regular health care more often than the Ada County population. Conversely, urgent care centers were used less. In addition, the clinic population was more likely to use the Health Department.

About 60% of both the clinic population and Ada County residents are able to secure an appointment for a non-emergency condition in seven days or less. Though most of the population could get to their usual health care provider in less than 30 minutes, clinic patients were more likely to cite transportation issues as a significant barrier to accessing care. In addition, clinic patients cited lack of insurance as a major barrier to accessing health care almost 3 times more than Ada County residents did.

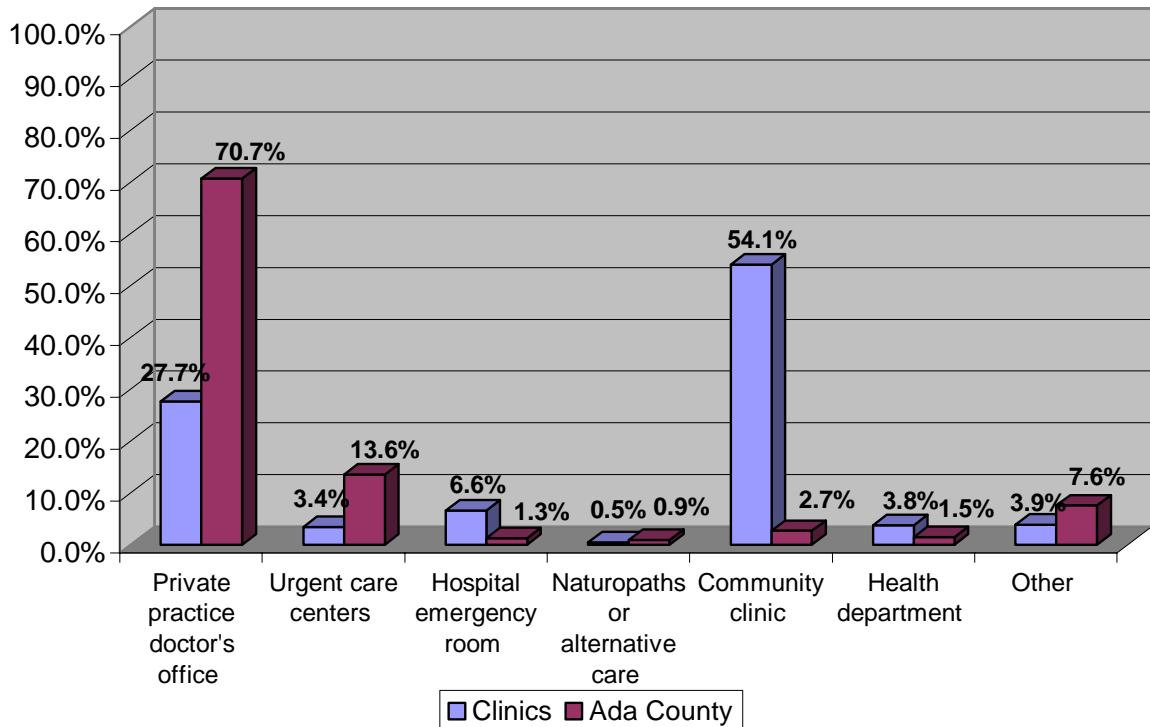
Table 4: Medical Care Access – Location and Proximity

Medical Care Access (Location and Proximity)	Ada County	Clinic Population	Difference Significant
Where you go most often for regular health care			
Private doctor's office	70.7%	27.7%	*
Urgent Care Centers	13.6%	3.4%	
Hospital Emergency Room	1.3%	6.6%	
Chiropractor	1.6%	0.0%	
Naturopaths or Alternative Care	0.9%	0.5%	
Community Clinic	2.7%	54.1%	
Health Department	1.5%	3.8%	
Other	7.6%	3.9%	
Time it normally takes to get to an appointment for non emergency condition			
My regular provider does not take appointments	4.9%	1.7%	*
1 to 3 days	43.2%	36.1%	
4 to 7 days	17.1%	22.2%	
8 to 30 days	17.4%	25.9%	
More than 30 days	4.8%	3.7%	
I do not have a regular health provider	12.6%	10.4%	
Time it takes to travel to regular care provider using usual for of travel (car, bus, walking, etc.)			
Less than 15 minutes	50.1%	35.1%	*
15 to 30 minutes	43.8%	49.5%	
30 to 60 minutes	4.5%	13.3%	
More than 1 hour	1.5%	2.1%	

Table 4: Medical Care Access - Location and Proximity (Cont.)

Medical Care Access (Insurance)	Ada County	Clinic Population	Difference Significant
Problems to getting health care for your household			
I do not have insurance	11.5%	30.2%	*
It is too expensive and I can't afford it	23.1%	30.3%	N
Local health care provider will not take my insurance	5.4%	6.2%	N
Inconvenient office/clinic hours	8.7%	5.8%	N
I do not have transportation	1.8%	10.3%	*
Other	4.2%	8.4%	*

**Figure 3
Reported Medical Home**



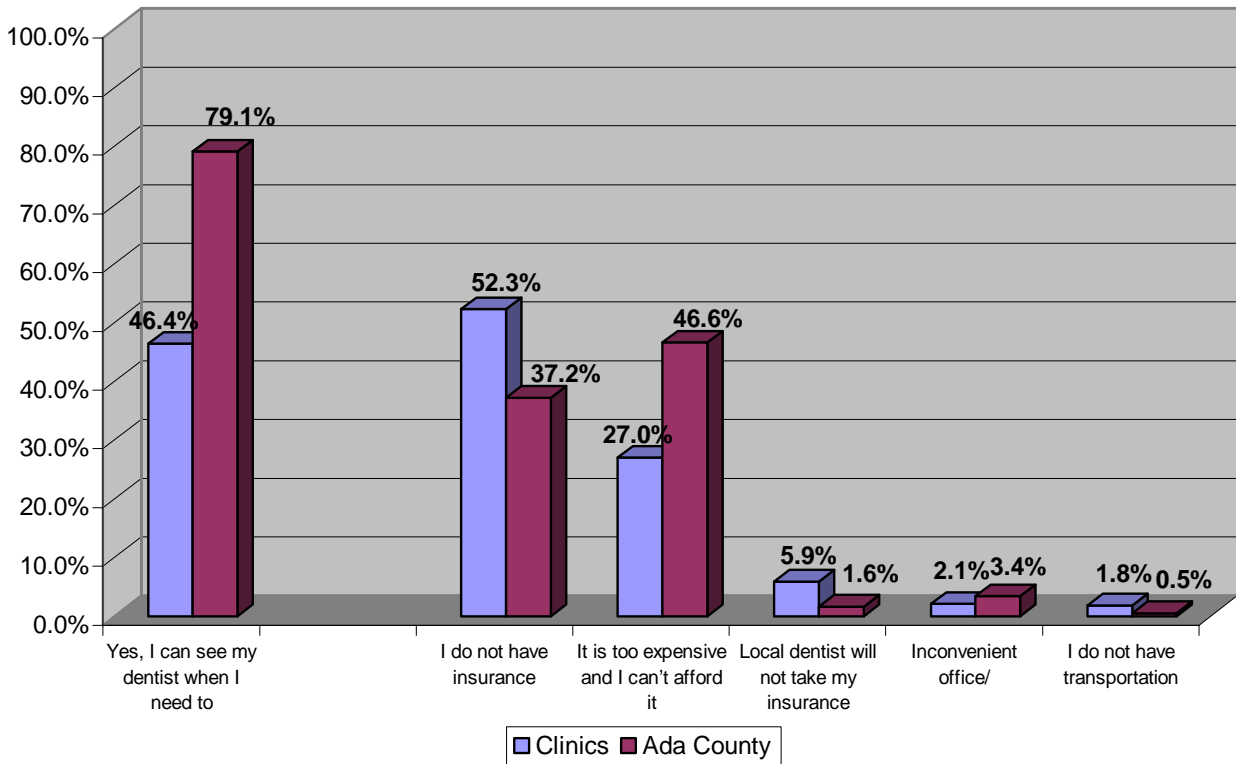
Dental Care Access

The clinic population has significantly less access to dental care than Ada County residents overall. Compared to medical insurance, the proportion of those without dental insurance is much higher in both the clinic and overall Ada County populations. Sixty percent of the clinic population has not seen a dentist in the past year as compared to thirty percent for the general Ada County population. Lack of insurance and cost accounted for this difference.

Table 5: Dental Health Care Access

Dental Health Care Access	Ada County	Clinic Population	Difference Significant
Have dental insurance	59.7%	36.7%	*
Have a regular dentist that you see for your dental needs	76.6%	39.7%	*
Can see your dentist when you need to	79.1%	46.4%	*
If “no”, then why not?			
I do not have insurance	37.2%	52.3%	*
It is too expensive and I can’t afford it	46.6%	27.0%	
Local dentist will not take my insurance	1.6%	5.9%	
Inconvenient office/	3.4%	2.1%	
I do not have transportation	0.5%	1.8%	
Other	10.8%	11.1%	
Last time saw dentist			
Less than 1 year ago	70.2%	40.4%	*
One year to two years ago	12.9%	24.9%	
Three to five years ago	9.8%	17.7%	
More than five years	7.1%	14.7%	
I have never seen a dentist for any reason	0.1%	2.3%	
Main reason for not seeing a dentist in past one year			
Not applicable, I have seen a dentist in past one year	70.6%	44.7%	*
I do not have insurance	6.6%	18.2%	
It is too expensive and I can’t afford it	9.5%	16.8%	
Local dentist will take my insurance	0.5%	2.3%	
Inconvenient office/clinic hours	1.0%	0.8%	
I do not have transportation	0.1%	0.5%	
Fear, apprehension, nervousness, pain, dislike going	3.4%	3.6%	
Did not have a dentist	1.2%	2.5%	
No reason to go (no problems, no teeth, etc.)	5.8%	9.0%	
Other	1.5%	1.7%	

**Figure 4
Dental Access**



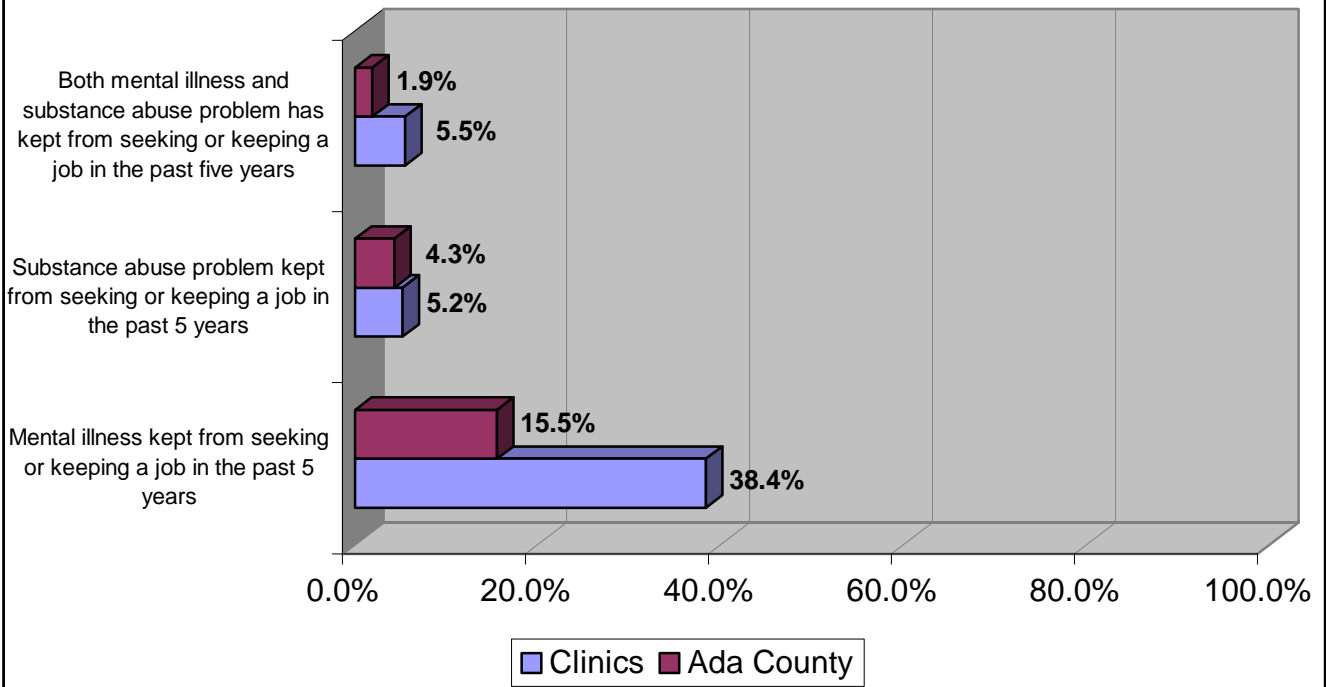
Mental Health and Substance Abuse Care

The clinic population was significantly more likely than Ada County residents overall to have reported mental or substance abuse problems in the past five years. More than nine out of ten of the clinic population who reported mental or substance abuse problems in the past five years have sought professional care for these problems. For those who did not, lack of insurance and cost are cited as the two primary reasons. The clinic population was significantly less likely to forego mental or substance abuse treatment than the general Ada County population. The clinic population was also more likely to have a mental illness, substance abuse problem or both that kept them from seeking or keeping a job in the past 5 years.

Table 6: Mental Health and Substance Abuse Care

Mental Health and Substance Abuse Care	Ada County	Clinic Population	Difference Significant
Have had a mental health problem in the past 5 years	19.0%	33.2%	*
Have had a substance abuse problem in past 5 years	1.5%	4.1%	
Had both a mental health problem and a substance problem in the past 5 years	2.8%	8.0%	
Have sought professional help for either of these problems in the past five years	80.8%	92.0%	*
If “no”, then why not?			
I do not have insurance	19.2%	10.2%	N
It is too expensive and I can’t afford it	28.3%	11.8%	N
Not on my insurance plan	3.9%	1.7%	N
Inconvenient office/	1.4%	0.0%	N
I do not have transportation	1.4%	0.0%	N
Not comfortable seeking professional care for mental problems	30.6%	8.1%	*
Other	13.7%	8.3%	N
Who did you receive treatment from			
Family doctor	46.6%	44.0%	N
Psychiatrist	25.1%	32.5%	N
Psychologist	19.4%	16.6%	N
Counselor	34.8%	33.0%	N
Self-Help (AA)	4.6%	10.2%	*
Treatment in a hospital	8.0%	9.5%	N
Substance Abuse center	3.9%	4.6%	N
Friends of family	18.6%	18.5%	N
Other	4.7%	10.7%	*
Mental illness kept from seeking or keeping a job in the past 5 years			
Substance abuse problem kept from seeking or keeping a job in the past 5 years	4.5%	5.2%	
Both mental illness and substance abuse problem has kept from seeking or keeping a job in the past five years	1.9%	5.5%	

Figure 5
Employment Problems: Mental Health and/or Substance Abuse



Pharmacy and Prescription Drugs

About eight in ten of both the clinic and general Ada County populations have taken a drug prescribed by health care professional in the past year, although the clinic rate was significantly higher. The clinic population had more drugs prescribed for them than that reported by Ada County residents. Many clinic patients took prescription drugs to help with everyday living, such as for controlling blood pressure, diabetes or high cholesterol.

The cost of prescription drugs was covered completely or partially by insurance for about half of the clinic population as opposed to 75% of the general Ada County population.

Table 7: Pharmacy and Prescription Drugs

Pharmacy and Prescription Drugs	Ada County	Clinic Population	Difference Significant
Have taken a drug that was prescribed by a health care professional in the past 1 year	78.7%	83.6%	*
Reason for not taking a drug prescribed by a health care provider			
Have not been ill or needed to see a health care provider	85.3%	75.6%	N
Have been ill, but have not seen a health care provider	9.5%	12.5%	
Was prescribed medicine but could not afford	5.2%	11.9%	
Average number of prescription drugs currently taking	1.7	3.2	*
Taking any prescription drugs on a regular basis to help with everyday living (such as high blood pressure, diabetes, arthritis or high cholesterol)	41.5%	51.2%	*
The cost of any prescription drugs that I may need are...			
Completely covered by my insurance	5.0%	27.3%	*
Partially covered by my insurance	70.3%	24.2%	
Not covered by my insurance, so I pay for them out-of-pocket	10.9%	12.1%	
I do not have insurance, so I pay for them out-of-pocket	12.4%	21.0%	
I am on a free-med plan	1.5%	15.4%	

Opinions and Perceptions

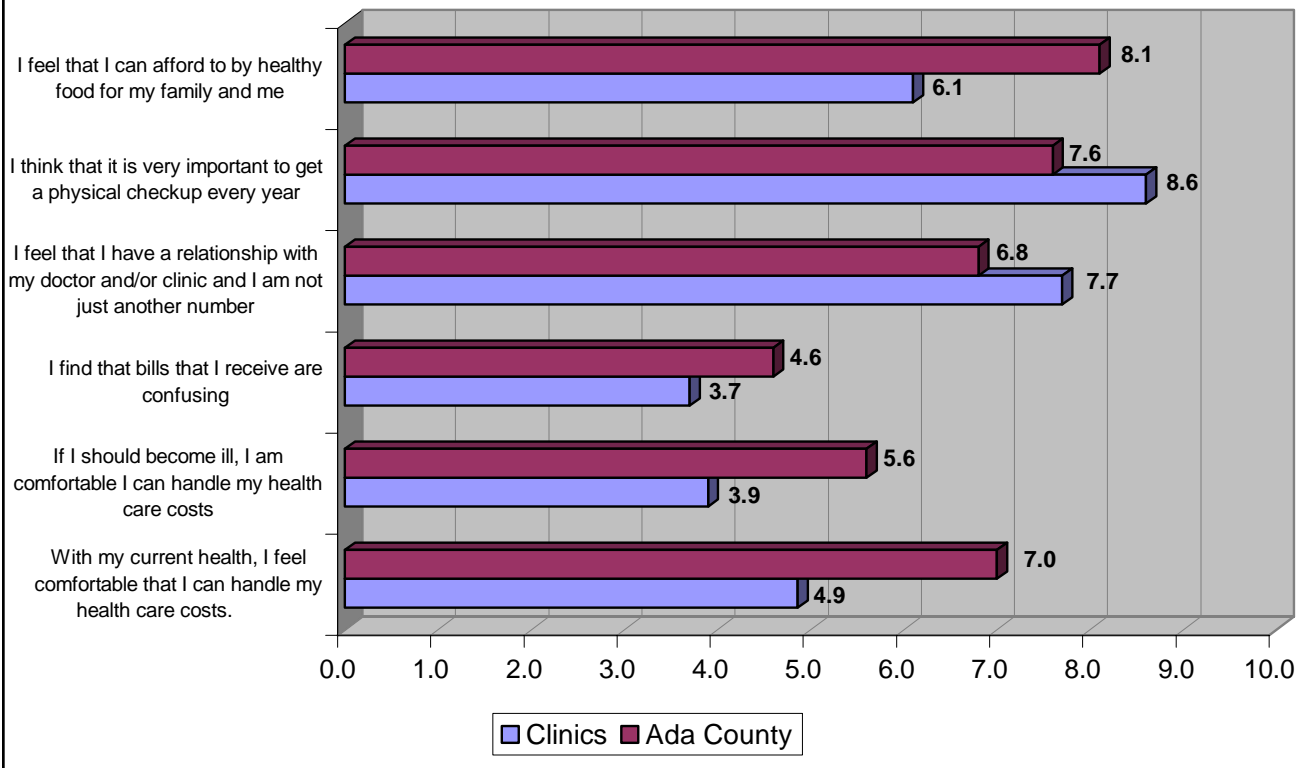
The clinic population feels less secure than the Ada County population when it comes to being able to handle the cost of health care with their current health, and even less so when they are ill. This sense of “health security” is also less when it comes to being able to buy healthy food. However, the clinic population is as satisfied as their Ada County counterparts when it comes to the level of health care they can currently access and feel that they have a better relationship with their care provider. Likewise, both groups perceive that they can get the health care they need within Ada County. Both groups feel preventive care such as physical and dental checkups is important and both groups felt that having health insurance was very important.

Table 8: Opinions and Perceptions

Opinions and Perceptions	Ada County Mean Score ³	Clinic Population Mean Score ³	Difference Significant
With my current health, I feel comfortable that I can handle my health care costs.	7.0	4.9	*
If I should become ill or need to be in the hospital, I am comfortable that I can handle my health care costs	5.6	3.9	*
I am satisfied with the health care that I can currently get.	6.8	6.9	N
I feel that I can afford to buy healthy food for my family and me.	8.1	6.2	*
I feel that I have a relationship with my doctor and/or clinic and I am not just another number.	6.8	7.7	*
I find that the paperwork I need to fill out at the doctor’s office/clinic is confusing.	3.2	3.4	N
I find that the bills that I receive are confusing.	4.6	3.7	*
I feel that I can get all my regular health care in Ada County.	8.6	8.3	N
I think it is very important to get a physical checkup every year.	7.6	8.6	*
I think it is very important to get a dental checkup every year.	8.6	8.4	N
I feel that having health insurance is very important for my family and me.	9.6	9.5	N

³ The scale is “1” you “fully disagree” to “10” you “fully agree”.

Figure 6
Perceptions of Health and Health Care



Summary

In looking at the clinic survey results and comparing them with that of the results of the initial Ada County community assessment, differences between the populations were observed among many of the different characteristics and categories examined. These findings represent significant differences in access to health care. Several key findings are detailed below:

- Demographics - The clinic population on average was younger, had a higher percentage of females, larger households, consisted of more minorities, was less likely to be employed, and had lower household income.
- Medical Access and Barriers to care –
 - The clinic population was more likely to be uninsured or covered by Medicaid and had more problems getting transportation to get to appointments.
 - Access to medical care was not significantly different between the clinic population and Ada county population but where they get care was. The clinic population was more likely to use the emergency room and health department for regular medical care and less likely to use urgent care services.
- Dental Access – Clinic patients were less likely to have access to dental services. Lack of insurance and cost were the main reasons to go without these services.
- Mental Health and Substance Abuse – The clinic population had significantly more problems with mental health or substance abuse, they were more likely to seek help for the problem and suffered more employment problems because of it.
- Pharmaceutical – The clinic population was more likely to be prescribed prescription drugs, had more prescriptions, had a higher incidence of taking medications for chronic problems and they were less likely to have coverage for the prescriptions.
- Perceptions – The clinic population was less comfortable with their ability to handle health care cost, were just as satisfied with the health care they received and had a better relationship with the providers they receive care from.

Appendix A

Boise State/HCAP Community Health Needs Assessment Survey

INSTRUCTIONS:

Please answer every question based on your health needs. Place the completed survey in the postage paid envelope and drop it in the mail.

Choose your answers by checking the boxes. Please select only ONE answer for each question unless asked to do something else.

Please do not put any information on the survey form that would identify you. It is intended to be private.

Demographic Information

1. Zip Code (5 digit): _ _ _ _ _

2. County of Residence: _____

3. Age _ _

4. Gender

- a. Male
- b. Female

5. Racial/ethnic identification:

- a. Asian or Pacific Islander
- b. Black or African American
- c. Hispanic
- d. Native American Indian
- e. White, Caucasian (not Hispanic)
- f. Other _____

6. Number of people in your household:

_ _

7. Number of people under the age of 18 in your household

_ _

8. What is your current employment status?

Check all that apply

- a. Employed for wages (part or full time)
- b. Self-employed
- c. Out of work for more than 1 year
- d. Out of work for less than 1 year
- e. Full time Homemaker
- f. Full time Student
- g. Retired
- h. Unable to work
- i. Other _____

9. What is your yearly household income from all sources?

- a. \$17,500 or less
- b. \$17,501 to \$23,000
- c. \$23,001 to \$29,000
- d. \$29,001 to \$35,000
- e. \$35,001 to \$41,000
- f. \$41,001 to \$47,000
- g. \$47,001 to \$52,000
- h. \$52,001 or more

Medical Care Access

10. What type of health insurance do you currently have? Check all that apply

- a. Medicaid
- b. Medicare
- c. Private insurance through employer
- d. Private insurance through spouse's employer
- e. Private insurance not through employer
- f. VA, TRICARE (Military)
- g. No health insurance
- h. Other _____

11. Do you have a regular health care provider that you see for your health care needs?

- a. Yes
- b. No

12. Can you see your health care provider when you need to?

- a. Yes (If you answered yes, then skip to #14)
- b. No

13. If no, then why not? (Remember, choose only one answer please)

- a. I do not have insurance
- b. It is too expensive and I can't afford it
- c. Local health care providers will not take my insurance
- d. Inconvenient office/clinic hours
- e. I do not have transportation
- f. Other _____

14. Where do you go most often for your regular health care? (Again, remember, choose only one answer please).

- a. Private practice doctor's office
- b. Urgent Care Centers
- c. Hospital Emergency Room
- d. Chiropractor
- e. Naturopaths or Alternative Care
- f. Community Clinic (name of clinic) _____
- g. Health Department
- h. Other _____

15. How long does it normally take you to get an appointment with your regular health provider for a non-emergency condition?

- a. My regular health provider does not take appointments
- b. 1 to 3 days
- c. 4 to 7 days
- d. 8 to 30 days
- e. More than 30 days
- f. I do not have a regular health provider

16. How long does it take you to travel to your regular care provider using your usual form of travel (car, bus, walking, etc.)?

- a. Less than 15 minutes
- b. 15 to 30 minutes
- c. 30 to 60 minutes
- d. More than 1 hour

17. Which of the following are problems to getting health care for your household? (Here, check all, or none, that apply).

- a. I do not have insurance
- b. It is too expensive and I can't afford it
- c. Local health care providers will not take my insurance
- d. Inconvenient office/clinic hours
- e. I do not have transportation
- f. Other _____

Dental Health

18. Do you currently have dental insurance?

- a. Yes
- b. No

19. Do you have a regular dentist that you see for your dental needs?

- a. Yes
- b. No

20. Can you see your dentist when you need to?

- a. Yes (If you answered yes, skip to #22)
- b. No

21. If no, then why not (choose only one answer please)?

- a. I do not have insurance
- b. It is too expensive and I can't afford it
- c. Local dentists will not take my insurance
- d. Inconvenient office/clinic hours
- e. I do not have transportation
- f. Other _____

22. When did you last visit a dentist or a dental clinic for any reason?

- a. Less than 1 year ago
- b. 1 year to 2 years ago
- c. 3 years to 5 years ago
- d. More than 5 years ago
- e. I have never visited a dentist or dental clinic for any reason

23. If you have not seen a dentist in the past year, what is the main reason? (Remember, choose only one answer please.)

- a. Not applicable. I have seen a dentist in the past year.
- b. I do not have insurance
- c. It is too expensive and I can't afford it
- d. Local dentists will not take my insurance
- e. Inconvenient office/clinic hours
- f. I do not have transportation
- g. Fear, apprehension, nervousness, pain, dislike going
- h. Did not have a dentist
- i. No reason to go (no problems, no teeth, etc.)
- j. Other _____

Mental Health & Substance Abuse

24. In the past five years, have you had a mental illness (depression, anxiety) or a substance abuse problem? (choose only one answer please.)

- a. No (If you answered no, skip to #29)
- b. Yes, a mental illness
- c. Yes, a substance abuse problem
- d. Yes, both mental illness and a substance abuse problem

25. Have you sought help from a professional for this mental illness and/or substance abuse problem in the past five years?

- a. Yes (If you answer yes, skip to #27)
- b. No

26. Then why have you not sought help
(Please answer, then skip to #28)

- a. I do not have insurance
- b. It is too expensive and I can't afford it
- c. Mental health/substance abuse services not on my insurance plan
- d. Inconvenient office/clinic hours
- e. I do not have transportation
- f. Not comfortable seeking professional help for mental problems
- g. Other _____

27. Who did you receive treatment from? (For this question, check all that apply).

- a. Family doctor
- b. Psychiatrist
- c. Psychologist
- d. Counselor
- e. Self-Help (AA)
- f. Treatment in a hospital
- g. Substance Abuse center
- h. Friends or family
- i. Other

28. Has mental illness and or a substance abuse problem kept you from seeking or keeping a job in the past 5 years?

- a. No
- b. Yes, mental illness
- c. Yes, substance abuse problem
- d. Yes, both mental illness and a substance abuse problem

Pharmacy and Prescription Drugs

29. Have you taken any drugs in the past year that a health care professional prescribed for you?

- a. Yes
- b. No

30. If you have not taken prescribed drugs in the past year, why not?

- a. I have not been ill or needed to see a health care provider for drugs.
- b. I have been ill but have not seen a health care provider in the past year.
- c. I was prescribed medicine but I could not afford to buy them

31. Please write down about how many different prescribed drugs you are now taking?
— — — (If none, please enter “0”)

32. Are you taking any prescription drugs on a regular basis to help with everyday living (such as high blood pressure, diabetes, arthritis or high cholesterol?)

- a. Yes
- b. No

33. The costs of any prescription drugs that I may need are:

- a. Completely covered by my insurance
- b. Partially covered by my insurance
- c. Not covered by my insurance, so I pay for them out-of-pocket
- d. I do not have any insurance so I pay for them out-of-pocket
- e. I am on a free-med plan

Your Opinions and Perceptions

Circle a number by each statement. The scale is “1” means you fully disagree, and “10” means you fully agree. If you don’t know, or have no opinion, circle “0”.

34. With my current health, I feel comfortable that I can handle my health care costs.

0 1 2 3 4 5 6 7 8 9 10
NA |←Disagree-----Agree→|

35. If I should become ill or need to be in the hospital, I am comfortable that I can handle my health care costs.

0 1 2 3 4 5 6 7 8 9 10
NA |←Disagree-----Agree→|

36. I am satisfied with the health care that I can currently get.

0 1 2 3 4 5 6 7 8 9 10
NA |←Disagree-----Agree→|

37. I feel that I can afford to buy healthy food for my family and me.

0 1 2 3 4 5 6 7 8 9 10
NA |←Disagree-----Agree→|

38. I feel that I have a relationship with my doctor and/or clinic and I am not just another number.

0 1 2 3 4 5 6 7 8 9 10
NA |←Disagree-----Agree→|

39. I find that the paperwork I need to fill out at the doctor’s office/clinic is confusing.

0 1 2 3 4 5 6 7 8 9 10
NA |←Disagree-----Agree→|

40. I find that the bills that I receive are confusing.

0 1 2 3 4 5 6 7 8 9 10
NA |←Disagree-----Agree→|

41. I feel that I can get all my regular health care in Ada County.

0 1 2 3 4 5 6 7 8 9 10
NA |←Disagree-----Agree→|

42. I think it is very important to get a physical checkup every year.

0 1 2 3 4 5 6 7 8 9 10
NA |←Disagree-----Agree→|

43. I think it is very important to get a dental checkup every year.

0 1 2 3 4 5 6 7 8 9 10
NA |←Disagree-----Agree→|

44. I feel that having health insurance is very important for my family and me.

0 1 2 3 4 5 6 7 8 9 10
NA |←Disagree-----Agree→|