



Access to Healthcare Survey

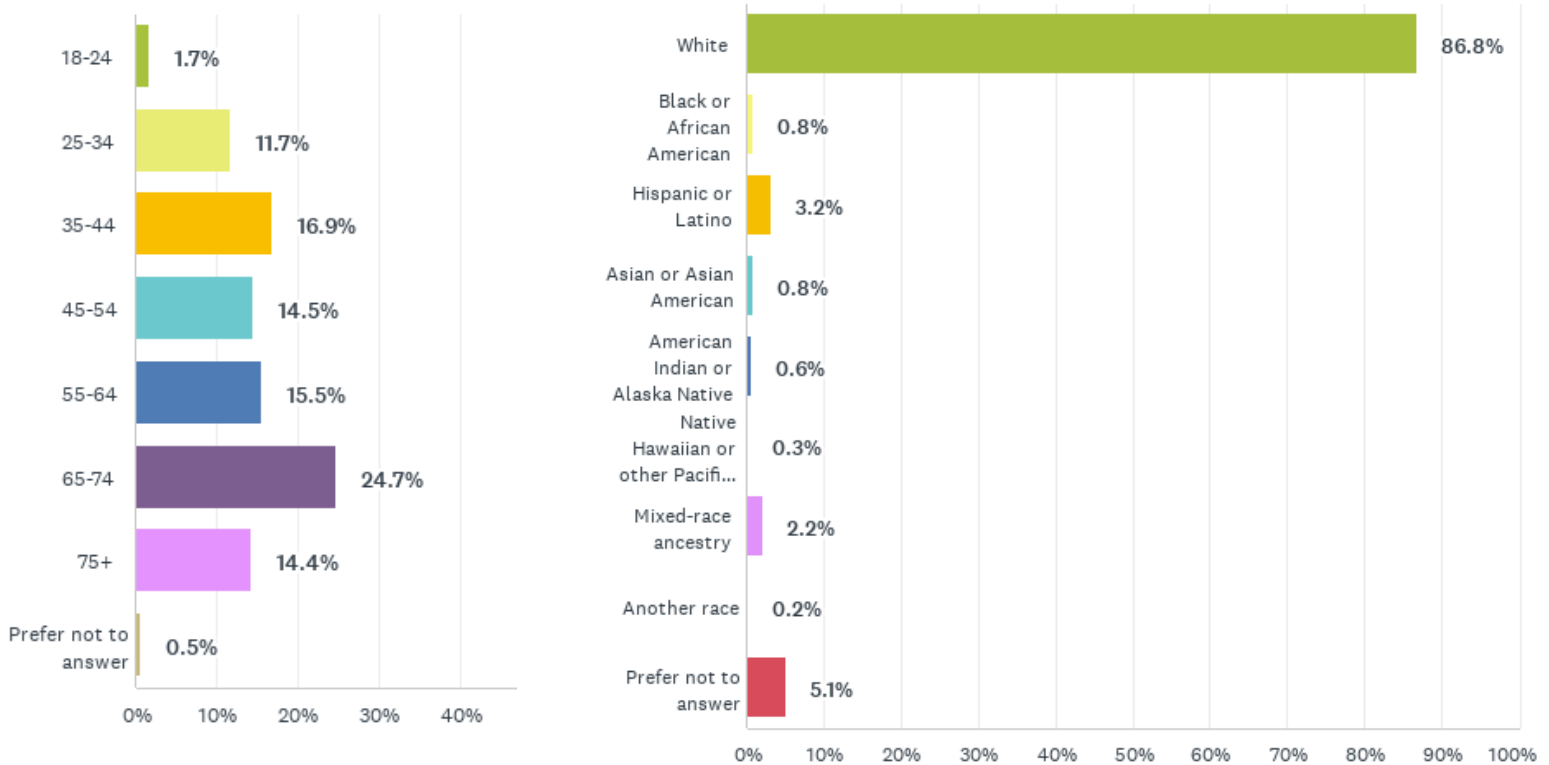
2024 Results

In May 2024, Chaffee County Public Health and the League of Women Voters of Chaffee County launched the Access to Healthcare Survey. The goal of the survey was to understand the healthcare needs, opportunities, and strengths in Chaffee County.

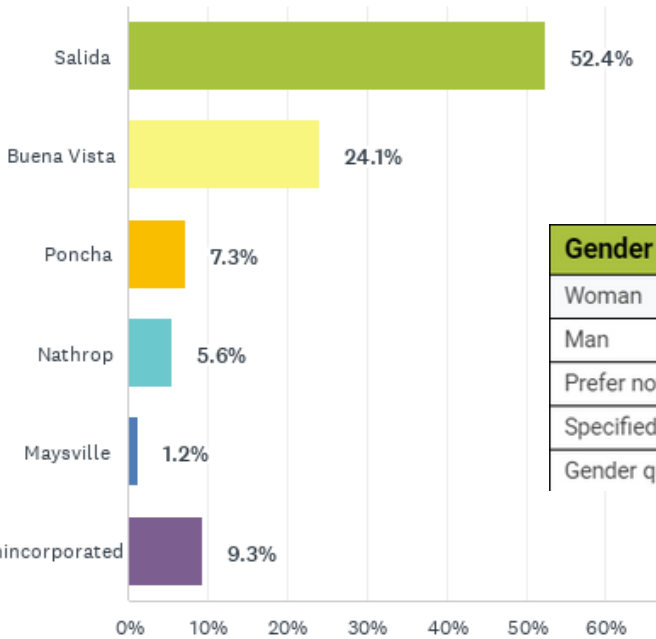
It is our intent that the data we gathered from this survey will help guide local organizations as they choose where to concentrate their efforts to make Chaffee County a great place to live in health and wellness.

DEMOGRAPHICS

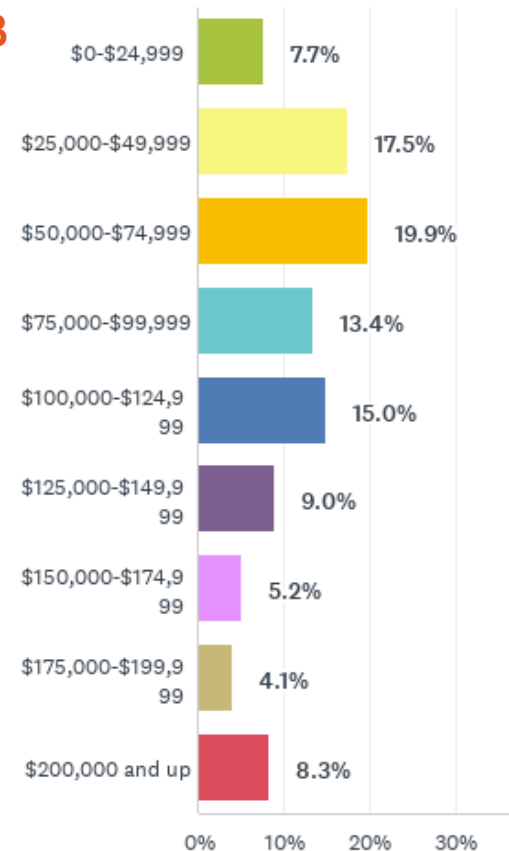
While we tried our best to reach a wide range of respondents, it is clear from this demographic breakdown that we are missing large sectors of the population, including: minorities, Spanish-speaking individuals, men, the north end of Chaffee County, and people under age 25.



Survey Respondents - 1273



Gender Identity	
Woman	70%
Man	26%
Prefer not to answer	1.3%
Specified other	1.1%
Gender queer or non-binary	0.6%



99.5% of respondents' primary language is **English**
9% of respondents consider themselves a **Healthcare provider**

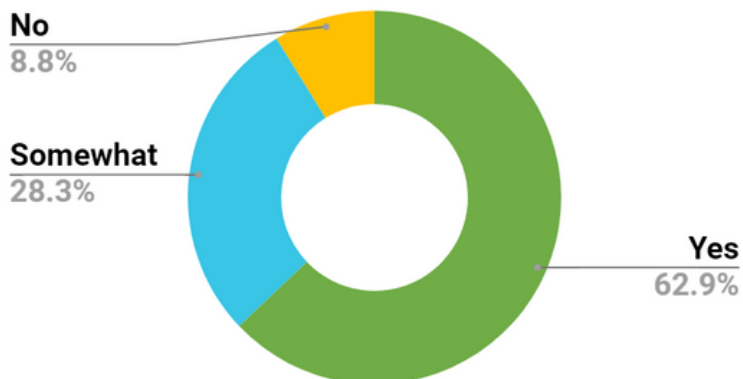
Average Household Income
 Median HH Income \$65,703 (US Census Bureau)

BARRIERS AND AFFORDABILITY

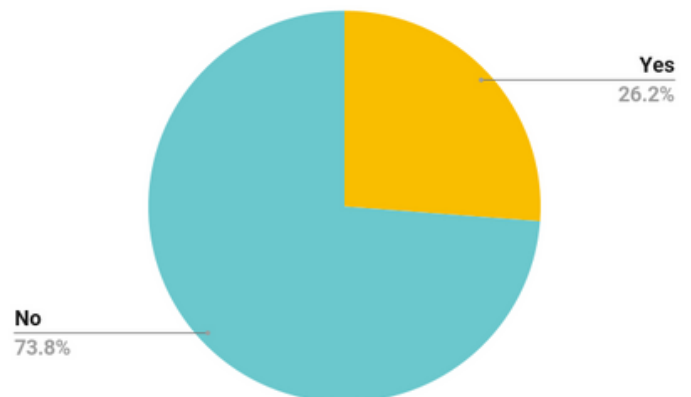
Biggest barriers to healthcare in Chaffee County	
Getting an appointment takes too long	47.6%
I can't find the type of healthcare provider I need	38.4%
I don't think the quality of care is good enough	29.1%
The cost is too high	28.5%
<i>There are no barriers</i>	17.9%
Figuring out the healthcare system is too difficult	9.3%
I can't take time off of work/I don't have sick leave	6.5%
I don't believe I can get anonymous care	5.7%
I feel judged getting the care I need	5.2%
I don't have childcare available while attending appointments	3.0%
I have a disability that makes accessing healthcare difficult	2.6%
I don't have steady or reliable housing	1.6%
I don't have transportation to appointments	1.5%
I can't speak the language	0.3%

Top three types of Insurance Coverage	
Medicare and/or Medicare Advantage Plan	46.6%
Private (employer-provided)	38.5%
Private (market-purchased from CHC)	13.1%

Can you afford your healthcare?



Have you ever considered moving to another city/state to better meet your health needs?



WERE YOUR HEALTH NEEDS MET?

Participants were asked to rate whether their health needs were met in a variety of areas of healthcare. This chart represents the overall perception in each area of the survey. While there was a large pool of both negative and positive comments in each area, overall it appears that health needs are getting met for Chaffee County residents.

<i>How would you rate your...</i>	Avg Rating (0-5)
Health needs met at Public Health	4.7
Health needs met at the pharmacy	4.6
Health needs met at holistic health appointment(s)	4.5
Health needs met at vision appointment(s)	4.4
Health needs met during inpatient stay	4.3
Health needs met during dental appointment(s)	4.2
Health needs met at mental health appointment(s)	4.1
Health needs met during outpatient visit	4.1
Health needs met at primary care appointment(s)	4.1
Health needs met at hearing appointment(s)	4.1
Health needs met when used substance use services	4.0
Health needs met during emergency room visit	3.9
Overall Mental Health	4.1
Financial Health Literacy	4.0
Overall Physical Health	4.0

76% of respondents are satisfied with their **physical health**
80% of respondents are satisfied with their **mental health**

WHERE IN HEALTHCARE IS CHAFFEE COUNTY...

There was a wide range of excelling and challenging responses to many categories of healthcare. In the summary charts below, the top categories by % of responses are provided, as well as those areas that were markedly larger in one area versus the other (i.e., excelling vs. challenging).

EXCELLING (# responses = 676)	
Access to, operations and services at local hospital	35% (234)
Access to primary care and doctors/providers	25% (167)
Availability of urgent and clinic care	11% (<u>76</u>)*
Chaffee County Public Health	11% (<u>74</u>)*
Access to specialists/specialty care	10% (65)
Physical Therapy	7% (<u>45</u>)*

*Indicates where there was a marked difference in that category

“I am glad we have a local hospital and can do many tests there without having to go out of the county.”

“My primary care physician is very responsive via the portal.”

“...clinics are well-connected with quick availability of lab work and most scans and procedures.”

“CCPH has a variety of different programs that help all individuals in all stages of life.”

CHALLENGING (# responses = 933)	
Access to, operations and services at local hospital	33% (310)
Access to primary care and doctors/providers	31% (<u>292</u>)*
Access to specialists/specialty care	20% (<u>184</u>)*
Affordability/cost	18% (<u>169</u>)*
Appointments/scheduling/wait times	17% (<u>160</u>)*
Dental	8% (<u>76</u>)*
Insurance coverage	8% (<u>70</u>)*

*Indicates where there was a marked difference in that category

“I wish it was easier to get doctor appointments here and that there were more specialized care doctors.”

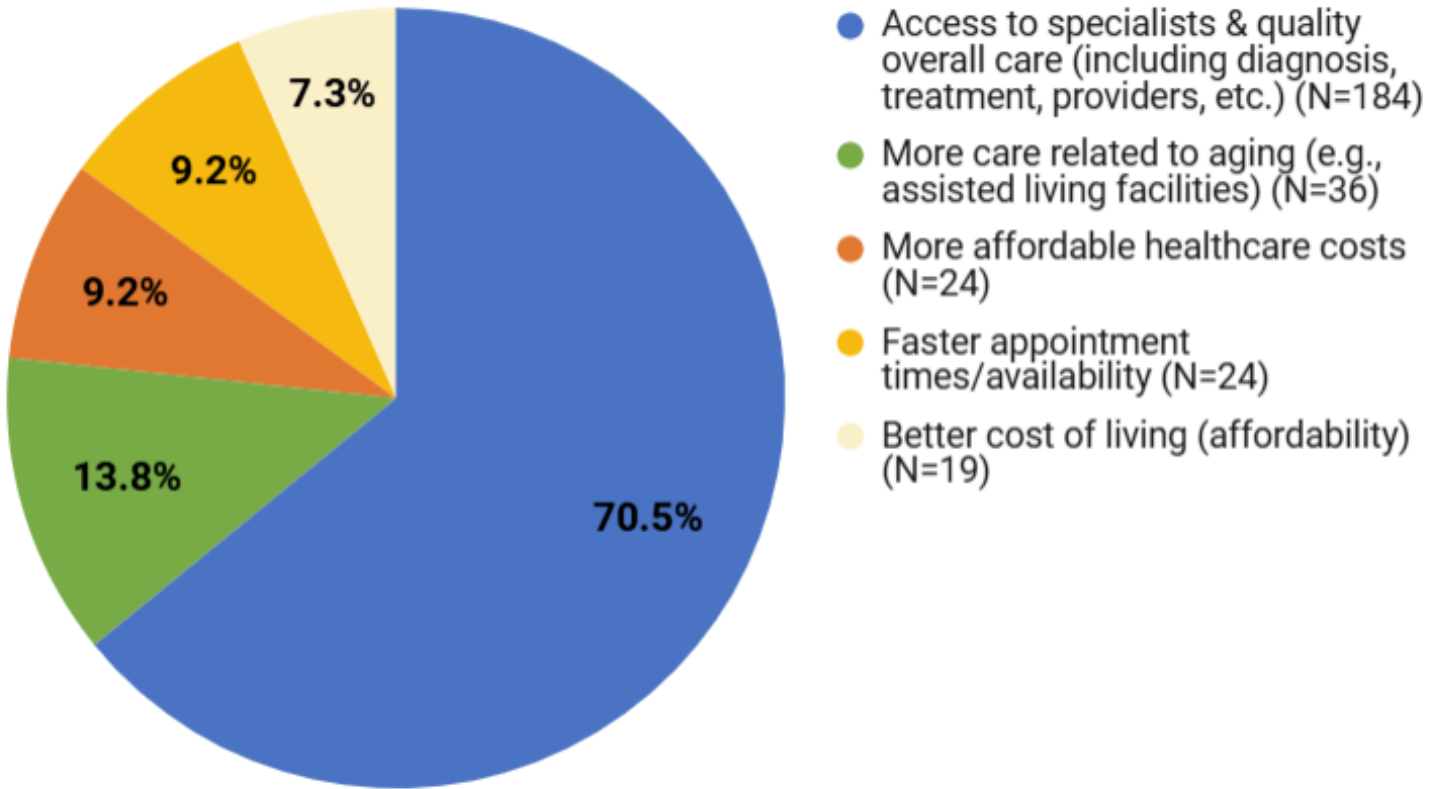
“The quality of healthcare in Chaffee County, as experienced by myself and other family members is very poor, especially for my family members who had emergency care needs this year. Between the cost, availability and standard of care, we all seek care outside of Chaffee County when possible.”

“Takes too long to schedule MD appointments, PET scan, MRI. Scheduling system is not user friendly.”

“Cost of care in Chaffee County is outrageous. Particularly for emergency room visits and any testing. We should not have to leave the county for these types of things, when other small rural areas are not charging the exorbitant amounts that Chaffee County is.”

REASONS CHAFFEE COUNTY RESIDENTS ARE SEEKING CARE OUTSIDE OF CHAFFEE COUNTY

Total No. Responses = 261



Thank you to everyone who took the survey!



For questions about the results of this survey, please contact:

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