

2018 Community Health Needs Assessment Survey

Community Survey

Date Created: April 27, 2018

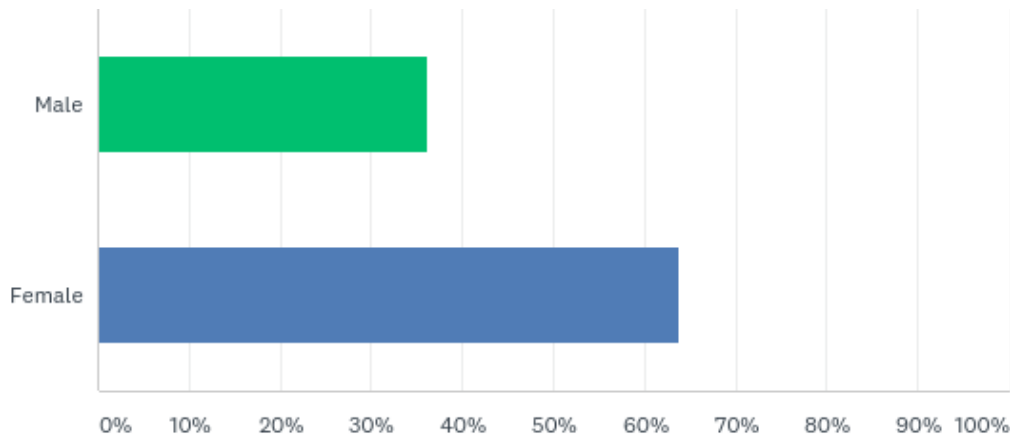
Date Closed: December 31, 2018

Total Responses: 503



Q1: Please select your gender

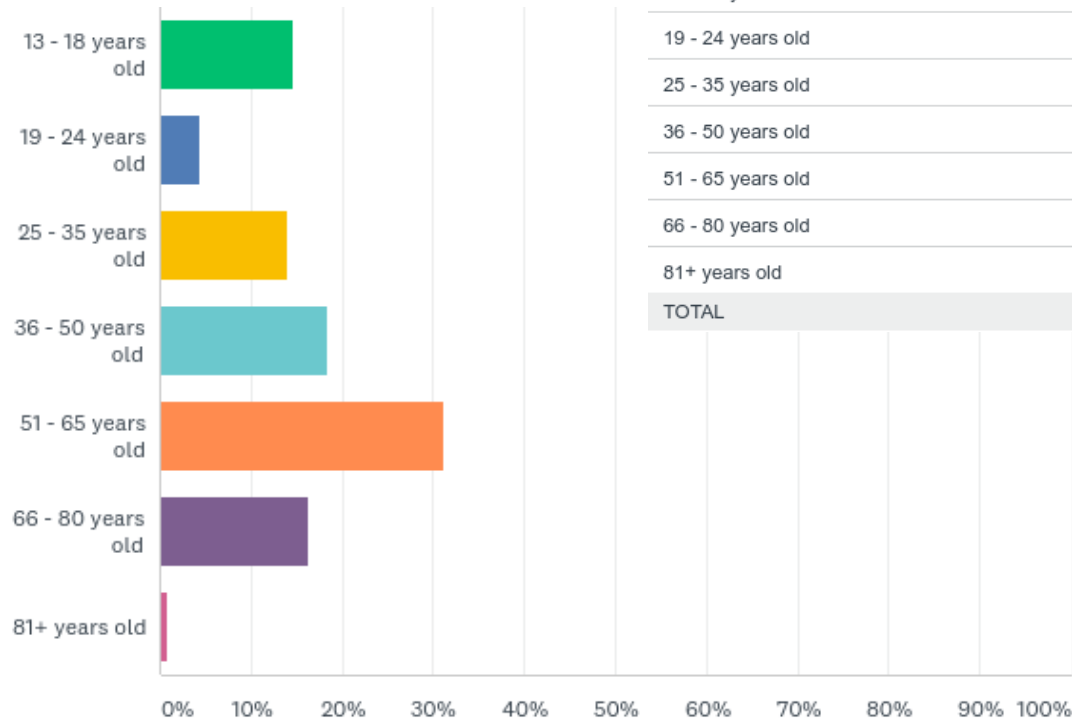
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ANSWER CHOICES	RESPONSES	
Male	36.18%	182
Female	63.82%	321
TOTAL		503

Q2: Please select your age group

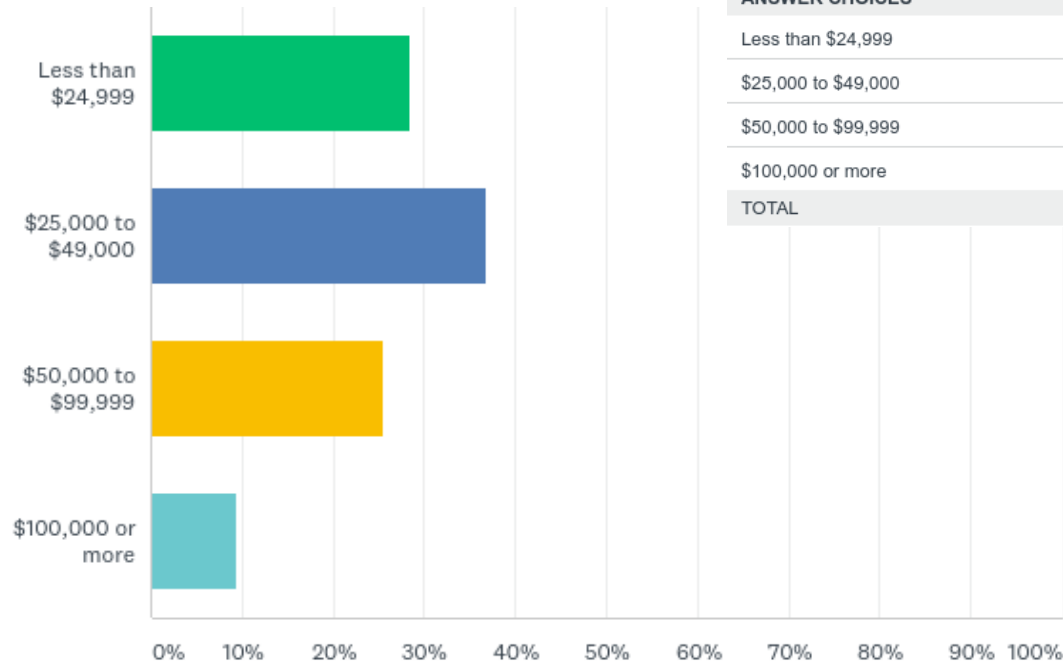
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ANSWER CHOICES	RESPONSES	
13 - 18 years old	14.71%	74
19 - 24 years old	4.37%	22
25 - 35 years old	14.12%	71
36 - 50 years old	18.49%	93
51 - 65 years old	31.21%	157
66 - 80 years old	16.30%	82
81+ years old	0.80%	4
TOTAL		503

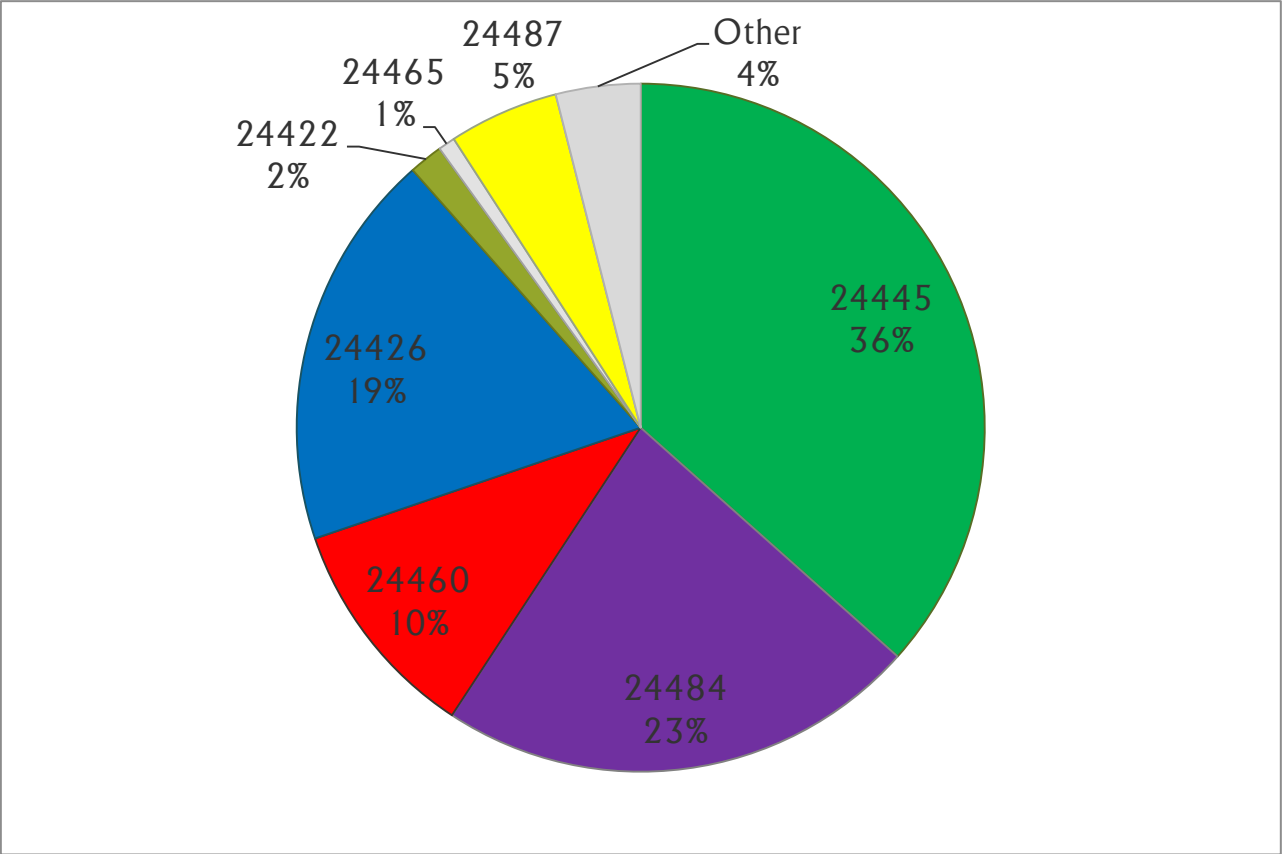
Q3: What category best describes your annual household income?

Answered: 503 Skipped: 0



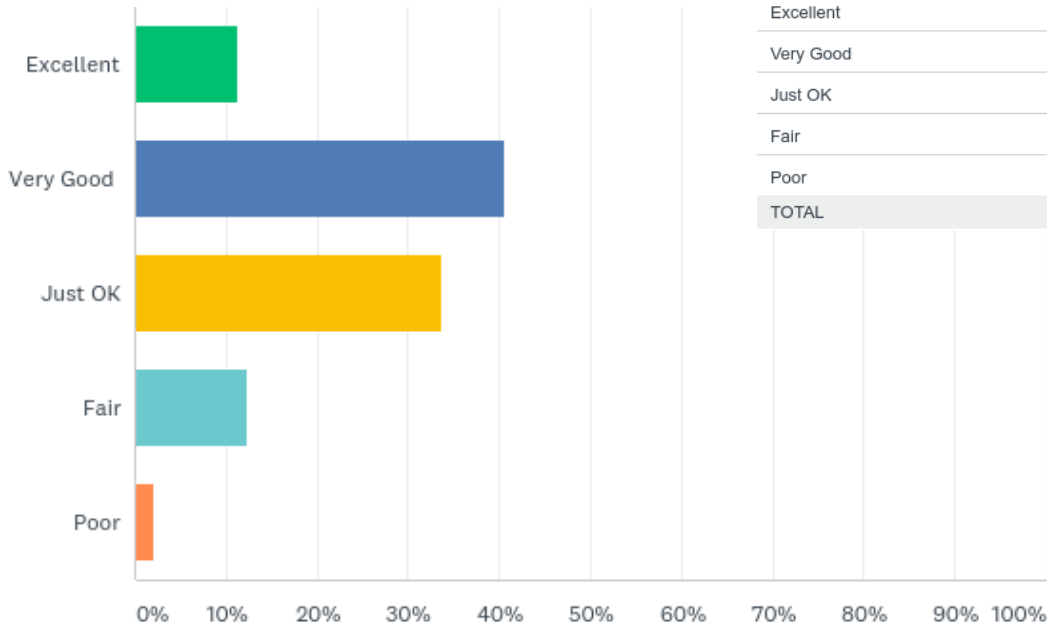
ANSWER CHOICES	RESPONSES	
Less than \$24,999	28.43%	143
\$25,000 to \$49,000	36.78%	185
\$50,000 to \$99,999	25.45%	128
\$100,000 or more	9.34%	47
TOTAL		503

Q4. Zip Code



Q5: How would you rate your overall health? Would you say it is?

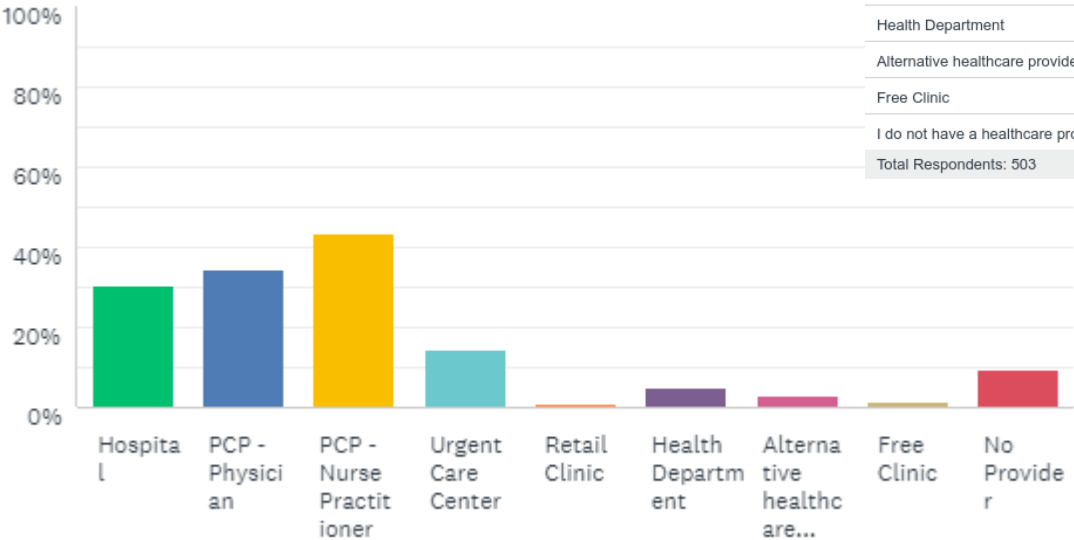
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ANSWER CHOICES	RESPONSES	
Excellent	11.33%	57
Very Good	40.56%	204
Just OK	33.60%	169
Fair	12.33%	62
Poor	2.19%	11
TOTAL		503

Q6: Which of the following have you utilized in the past 12 months for your basic healthcare needs?

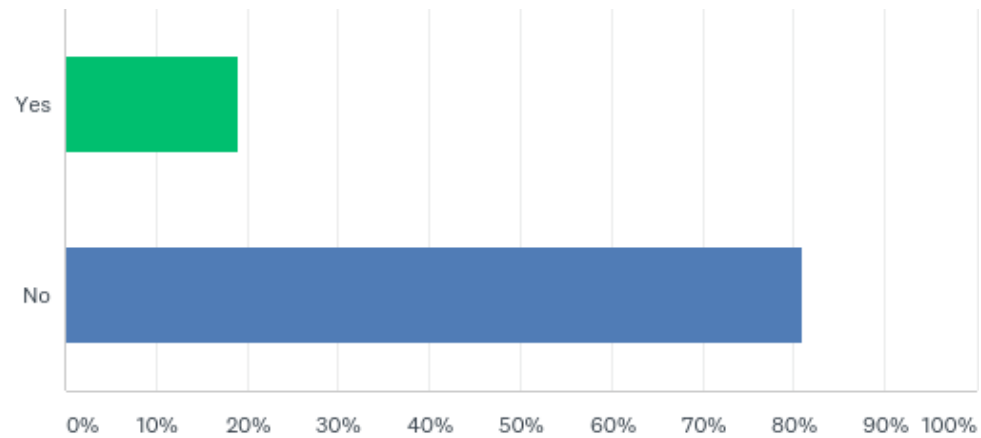
Answered: 503 Skipped: 0



ANSWER CHOICES	RESPONSES	
Hospital	30.42%	153
My primary care provider (Physician)	34.59%	174
My primary care provider (Nurse Practitioner	43.74%	220
Urgent Care Center	14.71%	74
Retail Clinic	0.80%	4
Health Department	5.17%	26
Alternative healthcare providers	2.78%	14
Free Clinic	1.59%	8
I do not have a healthcare provider	9.34%	47
Total Respondents: 503		

Q7: Was there a time in the past 12 months when you needed to see a provider but could not?

Answered: 503 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	19.09%	96
No	80.91%	407
TOTAL		503

Q. 8 – Reasons why couldn't see a doctor

FNP were booked up and no Md.

all drs are busy

Appointment times available were too far out for what I needed

At times they may be on vacation but none the less there's always someone else

Availability of dr and myself

availability of physician

Availability of preferred physiy

Because I can't get appointment

Because i don't need too.

Because my Physicians were no longer available as you know

because there is not a Medical Doctor at BCH other than the Emergency Room

Because there was no appointments. Then I didn't have a ride. You tell them whats wrong and then they

because they didnt have a opening

blood pressure

Booked

Booked up

Busy

Called and couldn't get in for a week. Had a bad cold and decided to go to an urgent care doc before I

went into pneumonia. They treated me and I went next door and they filled my medicines in five

minutes. I was home within an hour.

Called BPG and couldn't get in 4 times day of illness.

Can not get appointment with a doctor Can only see np

change of schedule

cost

cost

Could not get appointment when needed

couldn't get an appointment

couldn't get an appointment

couldn't get an appointment

Couldn't leave work

Didn't take my insurance could not afford it

Didn't have appts when needed or when I could come from work

Didn't have time

Distance from specialists in roanoke

Distance to travel to see a doctor.

Doctors on vacation

Dr no available

Expense

For my mom - unable to see her- nothing available- and there is a 4-5 hr stay in Er and was not an ER m

Got sick late at night

Had to complete paperwork to see what doc was right for me

Have not reied.

Health care Bill No available appts

health insurance or the lack thereof

I answered no above.

I did see a doctor as noted above

I didn't have time

I don't have insurance

I had a cold and needed medicine

I have been able to see my doctors elsewhere, but I have not utilized Bath in several years. All of my pro

I have been able to see one every time.

I have never had an issue seeing a doctor

I have not attempted to used Bath Hospital after observing family member's experience

I SEE MY DOCTOR WHEN I HAVE APPOINTMENTS I CAN DO A WALK ON APPOINTMENT IF I NEED

I was always able to see a doctor

I was not turned down

I wasn't sick

Im not sure

Infection

It was a weekend

MD did not have appointments available

money

money

money

money

Mu provider was out

Neurologist always booked up. I eventually stopped trying to get an appointment.

couldn't say when his schedule would open up. I tried calling for several months and was never able to get in, so I quit trying.

no appoint available

No appointment available

No appointment the day I was off.

No appointments

No appointments available

No appointments available

No appointments available

No appointments available

No appointments available

No appointments available for a week

No appointments available only one NP working my husband went to Highland clinic

No appointments available; no doctors available, only PA's; constantly referred to ER when not an emergency "if I really need an appointment soon". Completely unacceptable.

No appointments for over 2 weeks follow ER visit

no appts.

No availability other than walk in clinic

No available appointment

No available appointment

no available appointments

No available appointments

No available appointments

No available appointments that would fit my schedule

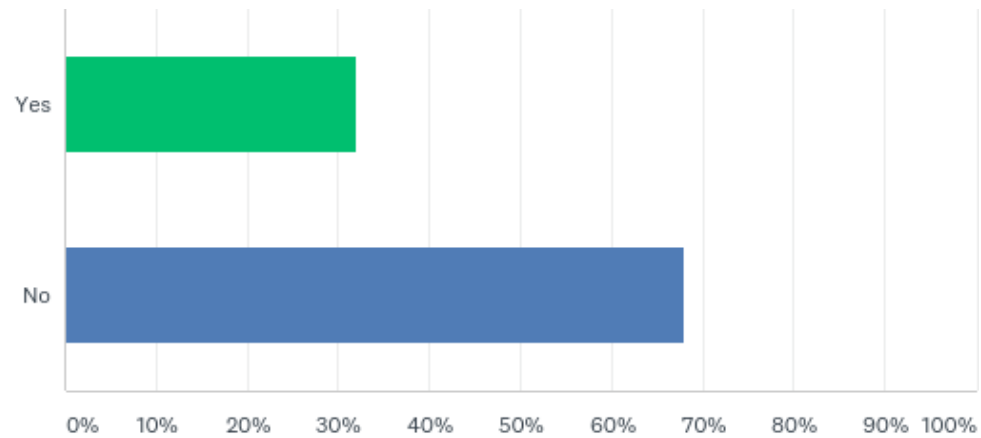
Q. 8 Reasons why couldn't see a doctor Continued.....

no available appts
No doctor available
No doctor available
no insurance
No insurance
No insurance and lack of money
no money
no open appointment
No openings available for my pcp. I don't want any one else
No physician available
no problem seeing a doctor- anywhere but BCH
No reason to
no time
no time
No time available
No way to get there. Not enough time.
none available
None available
None available
Not available. I wont see just anyone.
not applicable, I was seen when needed
Not available when needed
not in office
Not on duty
nothing
Nothing available except the ER
Only 2 there and no appointments available.
Only nondoctors available
overbooked
pain hard breathing
park, walking paths
poison ivy
fatigue
PROVIDER HAD NO AVAILABLE APPOINTMENTS. WEEKS OUT
SCHEDULE FULL LIMITED PROVIDERS SCHEDULED
Scheduling issues
Seasonal allergies out of control
Migraine
sick
Thanks for coming to Covington
That has not happened in the past 12 monthys
The facilities I use I always see a MD
The provider could not work me in
their was no open spots
There is not a Medicial Doctor on staff at BCH.
There was no appointment time available on that day and it was not a walk in clinic day
There was no one available
There was no reason I couldn't see a doctor.
There were no "doctors " only nurse practitioners

There were no DOCTORS
There weren't any times I couldn't see a doctor. See above question.
they are not there at that time (sick, off)
They are to busy or not there..
They were all booked up
They were full or they do not offer
They were too full everytime.i call they saif oh wait till next week or week after that
Time restraints
Transportation
travel time
Unavailable on vacation
Very few specialist in the area.you need a Endocrinology for the area
Wait times
was able to a provider
Was told there was o Dr available for office call
Wasn't urgent
Weekend
Wellness
work schedule
Working and unable to get appointment on my day off
Working. No appointment available

Q9: Have you traveled outside the area to see a specialist?

Answered: 503 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	32.01%	161
No	67.99%	342
TOTAL		503

Q. 9 What types of specialist have you traveled outside the area?

alergist
all- dermatologist, obgyn, orthopedic surgeon
Always
augusta health and duke
Back
Back doctor
Back Surgeon
Cancer
Cardiologist
Cardiologist
Cardiologist
Cardiologist
Cardiologist and obgyn
Cardiologist, Endicronologist, Primary care
Cardiologist, Urologist
cataracts

chiropractor,sports medicine,orthopedic surgeon,orthopedic surgeon manipulation
chropractor
Derm
Dermatologist
dermatologist
Dermatologist
dermatologist
Dermatologist
Dermatologist, Endocronologist, Cardiologist, etc.
Dermotology, orthopedist
Diabetic Specialist
endocrinologist
endocrinologist
Endocrinologist
endocrinologist
Endocrinologists
endocrinology
Endocrinology
Endocrinology, ENT,
Endocrinology, Orthopedic Surgery and Cardiology
ENT
ENT
ENT, GYON
eye doc, dentist, GYN, primary care
Eye doctor
Eye doctor - MD
family practice doctor
foot doctor

Functional Medicine Doctor
gastro
gastro
Gastro endocran
Gastroenterologist
GASTROENTEROLOGIST
Gastroenterologist
General Surgeon
General surgeon
General surgeon
GENERAL SURGERY, DERMATOLOGY
GI
GI
GYN
Gyn
Gyn and orthopedic
GYN, Surgeon
gynecologist
gynecologist
Gynecologist
Gynecology, gastroenterologist
Gyno...pediatrics....Neuro
Heart
heart
Heart doctor
heart murmur
Heart,lungs (again for my mom)
Hematologist
I go outside of the area for every doctor except my primary care doctor
Kidney
Kidney
Kidney doctor
Knee and back doctor
left unanswered on paper survey
left unanswered on paper survey
left unanswered on paper survey
Lung
migrain specailist
My husband went to Highland Medical because he could not get an appt at Bath
Co
N/A
na
neurologist
Neurologist
neurosurgeon
Neurosurgeon and neurologist
Neurosurgery

obgyn
OBGYN
oncologist
oncologist, podiatrist, allergist
oncology
Opthamologist
oral care
oral care
Ortho
ortho
Ortho renal
Ortho,heart,pain mgt, primary care
orthodonist
Orthopaedics
orthopedic
orthopedic, cardio-vascular, etc.
Orthopedics
Orthopedist
PEDATEICIAN. ENT
Podiatrist
Podiatrist
Podiatrist
Psychiatrist
Pulmonary
Pulmonary and Heart
Pulmonary, cardiologist, endocrinologist
pulmonologist,cardiologist,dermatologist,dentist
RA doc
ref to a specialist
Roanoke
Spinal surgeon
Spine
Spine Doctor
Spine Doctor
sports specialist
Steroid Injection
still have home in NC
Surgeon
Surgeon
surgical, gastroenterology and oncology
urillogist
urology
Urology
UVA
UVA spine
Vascular surgeon
virginia orthopedic

Vision care, gynecologist
Vision, peds, ob, hearing
We don't have them here..
Wound care
Wound care specialist
Wound specialist.
Wrist Surgeon
yes -- to Richmond and UVA for all health care needs

Q. 10 What are the top 2 or 3 health issues in our community that impact people's

*lack of trust in the hospital

*perception that Bath handles very little/ many medical conditions which used to be handled at Bath are shipped out/ now a visit to Bath (especially the ER) is often only an expensive transfer to someone who can handle the problem

1. access to quality physical and mental health care -- no doctors
2. poverty
3. opioids

our clinic is back!

2.

access to care
nurse practitioners replaced most of the doctors

Access to parks

Education

Health literacy

Access to quality health care.

Affordable health care.

Aging population.

Affordable health care and insurance

Age

Age

age ,

Age and income

age, costs

Aging population and unavailable care

alcohol

cigarettes

alcohol, tobacco

alcoholism, smoking, drugs, addiction related issues, weight.

arthritis

diabetes

heart issues

Availability and follow up

Availability of specialty physician- had to go elsewhere for my colonoscopy

availability

cost

Availability, cost

Back pain

flu

Bad diet

Lack of exercise

bad food, no exercise

Cancer

Cancer none

cancer and heart problems

Cancer Flu

cancer

dementia

diabetes

cancer

diabetes

Cancer

Heart disease

Obesity

cancer

stroke

obesity

cancer, aging/elderly population,

Cancer, alzheimers

Cancer, Asthma, and allergies

Cancer, Cardiac

Cancer, Diabetes

Cancer, Don't exercise

Carbs,

Drugs,

chewing tobacco, smoking

Chronic aging problems. Income. Adequate transportation

cold weather

cost and being able to get in to see a doctor or practioner

cost of care

Cost of healthcare

Cost of insurance

Depression.

cardiac

Kidney

Diabetes and Smoking

Diabetes

Obesity related health issues

Respiratory

diabetes, cancer

DIABETES, HEART ISSUES, lung issues,

Diabetes, heart problems

Diabetes, hypertension, obesity

DIABETES, OBESITY, CANCER

diet and fitness

diet and lack of exercise

Diet, exercise, insurance

distance to hospital, education

Doctors

cost

no insurance

Dr not available

Hard to get an appointment

Drug abuse

Drug abuse- addiction

extended/ close mental health issues

the path of it residing near the proposed Atlantic Coast Pipeline - a constant stress for many as they watch their lands and the property of neighbors being taken, trees felled, and fest threats of polluted water and losing wells... and the disconcerting and divisive rhetoric of news as our local, state, and federal government officials speak with anger an create fear. Our community definitely needs free clinics to deal with stress, anxiety, and fear...

Drug use

drugs

drugs

Drugs

Drugs

drugs

Drugs

DRUGS SMOKING LACK OF MENTAL HEALTH COVERAGE AT NIGHT/WEEKENDS

Drugs lack of work/insurance

Drugs

Alcohol

drugs alcohol

drugs exersize

Drugs

Alcohol

drugs, ahocal, stupid

Drugs, and alcoholics

Drugs, and low income

Drugs, and Overall health

drugs, drugs, lack of law enforcement

Drugs, heart issues

Drugs, heart problems, and alcohol.

drugs,hart atacks

Elderly that can't drive or may not have someone to get them to a dr.

Possibly staff a clinic for the schools for physicals and such

Environment, stressors, drug/alcohol addiction

for them)

The cost (not just financial) of treatment is too high - missing a full day of school/work plus driving plus

Fatness, Drugs

Female problems an back issues

finance

availability

willingness to see patient

flu and allergies

food

exercise

food, exercise,

Q. 10 What are the top 2 or 3 health issues in our community that impact people's health?

Continued.....

food, exercise, sleep
germs spreading
Gossip
Greed
Alcohol
Greed and Ignorance
Have the set up we had before....many people cannot travel to CHO or ROA or wherever to get what they lost because of the Boards decision.
The hospital set from before was tops and a draw for people to come and invest in property here which is no longer the case...that also goes for the Homestead....

health insurance/money, conflict with hospital administration
Health literacy
Access to care
Cost of care
heart issues
heartattacks
Heart, diabetes, and high blood pressure
answering machine, each time you call , then to get another answer machine when you press your desired request.
hygiene
providers in this area really needs some work. We have kids that drive over an hour to get to services in Roanoke and Augusta. Some people are doing this drive more than once a week. We need more resources available here in the area for the mental health of our families.
I DONT THINK THE PCP REFER PTS TO A SPECIALIST IN A TIMELY FASHION
Ignorance,laziness and total lack of motivation to improve
illegal drug use , lack of providers, air quality
In home therapy
Income and social status, education, Obesity related conditions and behavioral health/ substance abuse
Income is the top
No insurance
income level
income level, insurance coverage
Income
Availability of services
income, diet and culture
Income, no insurance
Insurance or lack of, obesity, lack of education
Lack of adequate insurance
Hard to get a timely appointment without going to the ER
Lack of adequate providers.
Distance to an appropriate medical facility/hospital
Aging population
lack of competent Administration of BCH
Incompetent Board of Directors of BCH
Lack of doctors
lack of doctors

Lack of doctors and time frame it takes for first responders
Lack of doctors in the community
Lack of Doctors on a regular
Lack of Drs no surgeons
lack of drs. and the use of elicit drugs
Lack of education regarding diseases and health
Non compliance of patients
Lack of ability to get to/from specialists and provider appointments
lack of exercise, healthy foods
Lack of primary care.
Lack of transportation to care (mobile clinics would do GREAT)
Lack of specialty care
lack of proper upkeep healthcare
Lack of qualifications for specialized care
Lack of faith in doctors, hospitals
Lack of resources for those with addiction and mental health issues. Lack of specialist
Lack of responsive emergency service; lack of functional medicine practitioners; minimal access to unprocessed, nutrient-dense, real foods.
Lack of specialist

Lack of walking route- [not legible on paper survey]
Laziness

lazy, community activities
left unanswered on paper survey
left unanswered on paper survey
Low income jobs, illiterate population,
Low income
Lack of knowledge for healthcare needs

mental health
Mental health
mental health
aging population
Mill
Mill, and not enough doctors
More NPs than MDs
New patients in RHC - Immunizations only turned away
No ,male Dr.
No community wellness plan;
Limited access to small wellness center;
Expense and difficulty of obtaining medical assistance
No Doctors
No Doctors - MD's only nurse practitioner
no pharmacist on Saturday
no doctors
not enough services

Q. 10 What are the top 2 or 3 health issues in our community that impact people’s health?

Continued.....

No doctors, all Nurse Practitioners and people are so disgruntled by the way the hospital is handled anymore. Not a community hospital any longer.
No insurance, lack of working hours to be able to provide all needs of your family, wages need to be higher. Lack of getting child care so parent can work
No Permanent Board Certified Medical Doctor on Staff at Bath Family Practice.
No physicians
Booked schedules
Lack of a point person to oversee complete medical care- Tying it all together
No to little opinions for mental health care. The ER at Bath is a band aid center.
Not able to see health care provider.
Lab test too expensive.
Ultrasound tech not available 2 to 3 days a week.
not being able to afford going to the doctor
no insurance except medicare
not being able to see a Md.
Not easy to get to wellness center
Not enough doctors not able to get appointment
Not enough good doctors, even with insurance I pay a lot to go to the doctor
not enough healthy food sources
Not enough physicians
Not enough physicians
Nurse practioners are not comfortable in making independent decisions unless it is something minor.
not enough places where people can spend free time
not enough education
Not exercising enough, laziness
not getting out of bed and playing video games all of the time
not taking care of their own health
nutrition
nutrition
exercise
nutrition and lack of exercise
Obesity

Obesity
Diabetes
Heart Disease
obesity
Diatbites
Obesity
repetitive motion
poor stress management
Obesity, cancer, old age
obesity, drugs
Obesity, heart disease, diabetes
obesity, smoking,
Only 1 doctor at the hospital, the rest are nurse practitioners

Pain, injury, illness
paper mill smog
people not being active, drugs, and alcohol
People pushing each other
pollution and smoking
Poor diet and lack of exercise
poor diet lack of exercise
poor diet, environmental pollution, sedentary lifestyles
poor eating habits
weight
Poverty
Education
Transportation
Reckless driving and drinking
recreation
Revitalization adolescent pregnancy
Sedentary lifestyles
Pollution
Poor habits (smoking, over-eating, etc.)
services available
location
Skill of doctor. Need to be transferred
smoking
smoking
obesity
smoking chewing beer
smoking drinking
smoking

smoking
alcohol
smoking
not enough education related to health
Smoking
pollution
smoking
weight issues
Smoking, bad Drugs, Very poor eating habits. Fried foods, no fruit- way too many deserts.
smoking, drinking,
smoking, drugs
smoking, substance abuse
smoking,drinking,drugs
smoking,obesity,drugs
some places are far away from hospitals
tobacco products
Specialty doctors and pharmacy hours
sports, exercise

exercise
Substance abuse obesity
substance abuse, denial, no employment opportunities for young professionals to support families
tobacco
The ability to pay for services.
The availability of a physician, no access to specialist or limited to one certain doctor in whatever field you need, having to drive so far to see a doctor or specialist.
the paper mill and obesity
The way the community and employees see other employees treated.
How they are treated.
tobacco usage
Tobacco
Lack of Exercise
tobacco, low paying jobs, bad diets
Transportation
Finances
transportation, cost
travel
money
travel for treatments, cancer
Traveling time for competent health care. And competent hospital care
Unavailability of doctors.
Unhealthy eating, no self control
Virus and flu
Bath clinic getting an appointment they never have anything same day (Covington)
Children have to go to urgent cares to be seen same day and they do not know the children. Treatment is not done like it should be.
weather and pollen
weather flu
weather
drugs
weight
weight diabetes
Weight no activities available fir older people except during day
west rock
substance abuse
working out, eating good, drinking water

Q. 11 What do you think the community can do to provide a positive impact on the communities health?

A full service pharmacy on Saturdays

Ability to find and keep adequate health care professionals

expensive, fresh, healthy food.

add free clinic or discount

add more bike paths along Rt. 220 adjoin Bath County (hot springs) to Jackson River Trail

advertise

advertise medical info in the paper

offer free classes with health info

Anticipate and analyze

Awareness and Education

Be better educated and have more opportunities...the only way to do this is for the community to feel like we are welcome, encouraged, and a part of our local hospital. Activities are not planned with the general public in mind and the few that are are not advertised.

Be faster

be more positive

Be more protective over drugs than mufflers and window tents

Be more readily available

Be proactive towards the hospital so people will feel better about coming and being treated

Become more in tune with the blue collar people of the community

Become more involved instead of turning a blind eye or complaining

Better drug treatment awareness. Delivery of babies

Better pharmacy service. Sick people waiting for medications is spreading viruses.

Better staff that are not rude. Just because we are in a country environment doesn't mean the nurses

have to be rednecks that are rough around the edges. Be nicer and have better bedside manners

much processed stuff

bring in more doctors

Bring more providers to the area. Pay them WELL so that they stay. Do not overwork them and burn them out. Have walk in clinic availability for sick visits. Offer cdl physicals.

build trust with BCH

Build walking parks

geriatric care

Community health fairs

community service events/health screenings

Continual education

Community involvement

Hire more providers

continue offering health and wellness programs through wellness center and hospital etc.

Continue to educate

Continue to keep adding new specialties to the hospital.

Create a community workout group

Create programs for people to be more active

More strict on tobacco

Day care

deal with drugs

Demand doctors to meet our needs. NP are ok for routine issues but with my age and current declining health issues, I want to see a doctor.

do more community outreach programs

don't give drugs to people that not need them

Don't try to be like bigger hospitals. Just be our community hospital that everyone always trusted. You have lost the community's trust and its going to take a long time to build that back up, if ever.

Easier access to healthcare

Eating healthy

eating right

economic opportunity and education

Educate children and young adults to value healthcare and investing in good health

Support Groups for Chronic Disease Management (i.e. Stanford Model, work with local Churches, etc.)

Improved access to Specialists (Orthopedists, Dentists, Endocrinologists, Dermatologists, etc.)

Improved access to Home Health

education on above 2

Educational programs and resources about healthy lifestyle

elect new sheriff

enforce it more

environmental monitoring

habits and lack of exercise.

everything

faster time in and out with a patient

Find more Doctors

food

Form a community health coalition

Free clinics

Free Clinics

or

Low Income Clinic

Free clinics for people who need to be seen, but can't afford to do so.

Get active, promote healthy eating

Get more administrated people that care

Get more doctors

Get more Drs

Get more MDs

get people more active

get quicker appts.

Get the care they need.

getting and keeping more doctors

Give more options

Grow economically so community members can support their families

guidance and education for weight control

help

have closer clinics so people don't have to go far.

Have doctors on duty

Have more 5kwalkand runs

have more activities that people would like to participate in

Q. 11 What do you think the community can do to provide a positive impact on the communities health? Continued.....

Have more health focus
Longer hours at wellness center. Remember everyone works different hours and can't always utilize it
Local classes on basic first aid and cpr
HAVE PROVIDERS AVAILABLE TO SEE WALK-IN PATIENTS EVERY DAY
have yearly check ups
having more open times
Health education
health fairs
Healthy lifestyle classes or events. Learning that healthy cooking can be easy, affordable, and delicious. Bring back farmer's market. Organize outdoor events that encourage kids, adults, and seniors to be active (nature walks, 5K events (run or walk), outdoor yoga or stretching in good weather, etc.
help each other to work harder and eat healthier or smaller portions
Help everyone out with prices of Bath Community Hospital.
Help people get jobs, and the care they need
Help the elderly more with cost of doctors and/or prescriptions.
Help them eat healthier
help with cleaning the area
Hire and retain good primary care physicians
Hire full time Doctors: one bring Dr. Redding Back.
Hire male DRS
hire more doctors
hire more doctors full time that live in the area

Hire physicians that are not traveling doctors.
the community can try to express their frustration with Bath Hospital and its lack of connection with us and our healthcare needs and expectations.
increase hours at wellness center
partner with dsicc for job training
bring dietary education to schools
improve gym classes in schools
Inform about healthy diets
Positive effects of exercise
It is up to the individual to take responsibility for their healthcare needs
It not the communities responsibility
keep doing what there doing
Keep fighting it. But I also feel that Bath Co needs a Mental Health dept at the hospital.
Late hour and weekend clinics
listen & practice - many ways
Listen to the voices in the community
Look for care out of town
lose weight
Lower my insurance rate
Make available more specialists for patients to be able to see that cannot travel outside of the area
make health care more affordable
Making sure we are using the physicians offices like we should. Not going because I have a cold and haven't took anything over the counter first. A lot of patients go to the doctor because of the insurance they have they won't have to pay for medicine and over counter they would have to.

Maybe have free rehab or like an AAA thing
Maybe host a wellness activity/event every two months
Mental Health Resources! Access to those resources particularly in the Millboro area.
More active opportunities that people can participate in
More clinics
more doctors
More doctors
More doctors and weekend clinic
More doctors. More counselors.
More Education on Health Issues through the hospital in various settings

Taxi or Transportation to and from health related appointments.
more free clinics
more job opportunities, more doctors
More md's at the hospital, not just NP
more medical doctors
free clinic or reduced rates for people who do not have insurance
More mental health
More outreach programs
More physicians, more choices of specialists, having more than 2 practitioners or physicians working.
More programs in healthy living
more senior exercise classes
More services
more sports events and health events
more stuff in Millboro, like Hot Springs has
More walk in clinics
more well checks /check-ups/physicals
more education
move
Municipal prehospital EMS system presence.
Mobile integrated healthcare.
Not waste medical and emergency resources
Offer discounted programs
offer easy available care
Offer health fair
offer healthy eating education that is affordable to most

Education on substance abuse
offer wellness days or health screenings to bring people in to increase awareness of what is available at bath hospital - educate on connections with other hospitals
park, walking paths
Participate in regular, ongoing gatherings so that we feel a stronger sense of community. We lost much of that when the Farmers' Market disappeared, felt like the board of supervisors and the hospital abandoned the community on that one... whether that's accurate or not.
programs with local employees to provide discounts with the wellness ctr to encourage exercise and maybe someone there to help educate people on healthy eating habits.
Promote a farmer market weekly for healthy and fresh produce

Q. 11 What do you think the community can do to provide a positive impact on the communities health? Continued.....

promote farmers market

Promote good health, fitness,

Promote better eating habits and healthier menu in hospital cafeteria and Grocery store.

promote more activities in the community

classes that teach wellness issues that affect the community...or diabetes ,nutrition, healthy eating and exercise for general weight loss.

promote services

proper doctors health care

provide a lower cost

Provide affordable quality health care.

Inform the community about resources that are available. Increase specialized medical services.

Provide and promote more recreational activities.

provide cheaper service

Provide competent MD physicians

provide educational courses

Provide free classes on nutrition, quitting tobacco, stress management, benefits of exercise, financial management. Provide services of a dermatologist. Provide drug addiction services.

Provide free screenings on this side of the mountain as well.

provide FREE wellness checkups and testing like they do other places in our area

Provide in home therapy for elderly

Provide more drs

Provide more science based diet/nutrition and lifestyle education that is not based on disease management but more toward empowering people to take charge of their health.

Provide options

provide transportation to the clinic

Provide urgent type care in an easy manner

Provide us equal attention as those that have insurance. We are human beings too

raise awareness to substance abuse with programs to help etc.

Realize when trust is broken, it takes a long time to heal if ever

RECOMMEND BATH COUNTY HOSPITAL OR BATH COUNTY CLINIC

recruit doctors

Rehab in our community for addictions and more education and resources about addiction.

Reinstate Dr. James Redington as a voting board member and Chief Medical Officer of BCH

Rid BCH of the current Board of Directors, and present Administration

SEEK A MORE POSITIVE LIFESTYLE

smoke free areas

stop making careless mistakes in schedules

stop smoking

support Medicare for all

take regular checkup, and try to not spread the disease

Think about our own health and think how the things we do affect others

This Community wants back experienced caring Physicians who live in the community and it is up to the Board to make that happen

transport services

Try to put out more warnings.

Unknown

Unsure

Unsure

Utilize advertisement! Offer classes at the wellness center, draw people in! Get the community active, make them feel welcomed!

Utilize the wellness center

volunteer

Walking club with monthly course followed by a potluck

wash hands

cleanliness

Work more helping low income people to get health problem helped..

Work together with other communities

yes

Q.12 Do you have any suggestions on potential partnerships that are available to Bath Community Hospital, such as wellness, parks & rec, etc?

A community wellness program is definitely needed! One that spans all ages and economic stations.
Activities for adults are sorely lacking!
A group of actual doctors in it.
adult daycare for elderly patients,
and rec.

An open gym with exercise equipment for teens and adults, much like the wellness center, on the
Another bench press and squat rack at the wellness center.
Augusta Health
BCH has done well providing fitness opportunities for a reasonable price at the wellness center.
Education for proper and healthy eating would help. Its a multigenerational issue.
Be able to conduct exercise stress tests at Bath
Better relations for lunch and learns, partner w the library.
Build a lap pool onto the Wellness Center.

Carilion or Sentara
Carillion
Drug awareness
dslcc-
department of education
parks and rec
educate through church groups
Employers, school system
EMS-volunteer squad
Schools
Extend additional services into the Allegheny Highlands from Bath Community Hospital. It is apparent
that Bath Community Hospital cares about people regardless of their geographical location.
free clinic
Free clinics at the school
Funeral home
Get a Mental Health Clinic somewhere. Doesnt have to be at the hospital...but nearby.
get staff better trained
have student volunteers
Health care student rotations
Health fairs. Anything that will stimulate and promote relationship between active lifestyle, healthy
habits, diet, nutrition, mental health etc.
Highland medical center
More outreach to the area EMS agencies including continuing education
Augusta Health and other major centers for access to Specialists above either directly or via
Telemedicine

homestead for their indoor pool
I do not think I should have to answer a question if I don't want to. This is a volunteer survey!
walking track
I wish there was a track for walking and running
I would like to see more education on how to eat right, exercise, maintain a healthier lifestyle
- outreach for people who struggle with addiction issues.

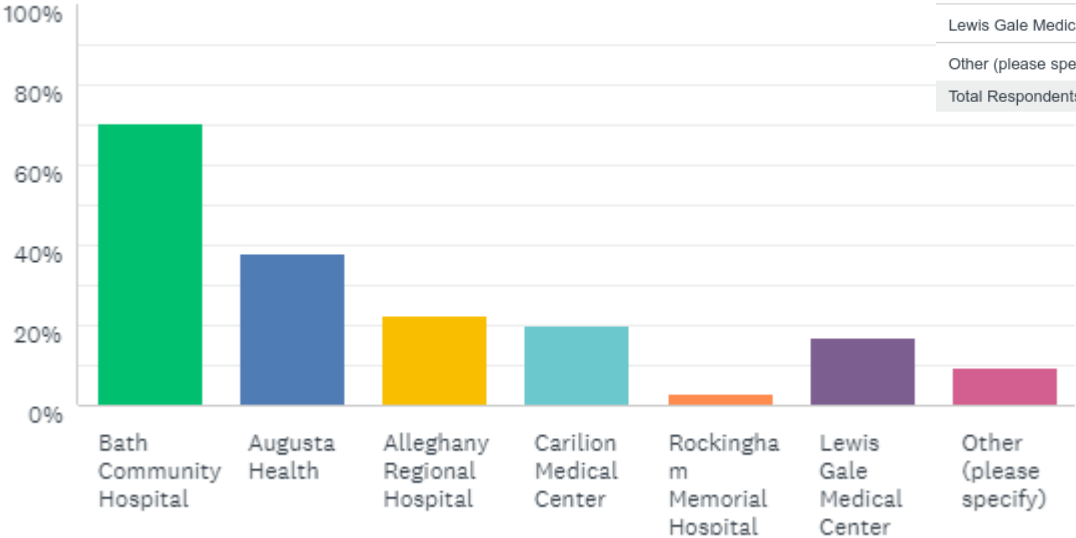
Indoor pool would be a great form of exercise during the winter - costly but great! Oh
Indoor swimming pool
Jackson River Trail
A BIGGER WELLNESS CENTER (CLASSROOMS!!)
keeping wellness affordable.
Longer/later hours for wellness center. Possibly staff it 24 hrs for those who work crazy shifts
Mental health
Monogram
more involvement with rescue squads
more privacy in therapy
More walking trails
Most definitely wellness center promotion/advertisement
none that I am aware of - we need a staff of doctors to recommend such partnerships
Not really sure. But we need a Y that will be there to help financially and not feel like your not good
enough because of you weight.
Nursing home
Nutrition and wellness classes
park, walking paths
parks
parks
Parks & Rec
parks and rec
parks and rec
parks and rec
parks and rec- more activities for seniors
Parks and Rec should do more things with the community
partner with hospitals who have better management, doctors, and mental health capabilities.
Partnerships with your patients (really listening to what they know and want) would be a good place to
start. Fix the "foundation" before this once respected institution topples.
Pediatrics
Possibly teaming with Valley Program For Aging
Provide educational support to youth. You are seen as for profit whether or not true
Provide Morehome care for elderly not able to get there
rec
Schools
sell the hospital to carilion.
Socioeconomic factors physical environment
State Park & National Forest
Commerce
Tennis court
Staff of BCH
they should improve their inpatient rooms
Visiting schools/classrooms with information on dietary needs and health education.
We could use more parks and rec.
We have wellness - nee Friday evening hours-7pm
we need a birthing unit in the hospital -
We need a community center that is accessible to all for events and gatherings.

we need a pool like the Y has
We need a swimming pool year round
We need access to a pool. Yoga classes, low impact classes
Weight loss
wellness
Wellness
Wellness - programs for obesity
wellness center-have someone there all the time
to see that place is germ free, and everyone follows rules,i.e. wipes down equipment

Wellness does good
WISH THERE WAS TRANSPORTATION PARTNERS
Work more with the local nursing home.
Would like to see rehab center expand
would love to bring farmer's market back so the hospital could work with them to provide fresh produce
and education to the community. People miss it.
Yes the trails
Yes, a partnership with Positive Momentum, LLC regarding community education.
YMCA

Q13: In terms of serving people in our area, which of the following hospital comes to your mind?

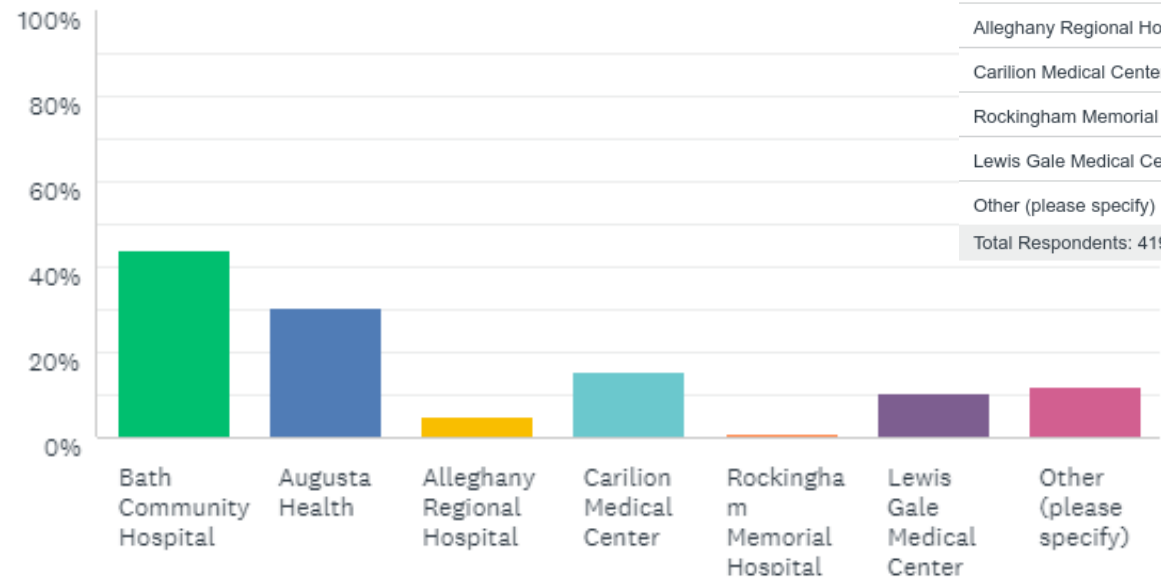
Answered: 429 Skipped: 74



Other:
Greenbrier Clinic
Greenbrier Physicans / hospital
Highland Medical Center
Rockbridge Area Community Services
Stonewall Jackson Hospital
University of Virginia Medical Center
Martha Jefferson
Sentara

Q14: Which facility offers the best overall care?

Answered: 419 Skipped: 84

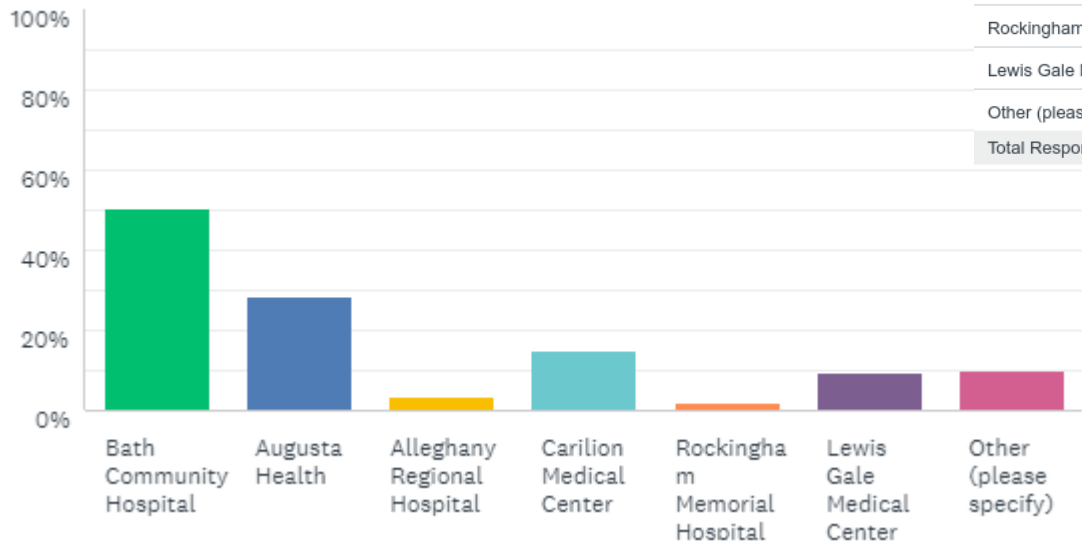


ANSWER CHOICES	RESPONSES	
Bath Community Hospital	43.91%	184
Augusta Health	30.55%	128
Alleghany Regional Hospital	5.01%	21
Carilion Medical Center	15.27%	64
Rockingham Memorial Hospital	1.19%	5
Lewis Gale Medical Center	10.26%	43
Other (please specify)	12.17%	51
Total Respondents: 419		

Other:
all equal based on what is needed
all equal in scope
bath is good for what we care for
Between Bath and Roanoke
depends on the need
Highland Medical Center
it requires a combination of health care facilities based on your particular need
Lewis Gale System in Roanoke
Martha jefferson and roanoke
Sentara/Martha Jefferson
Stonewall Jackson
University of Virginia Medical Center

Q15: Which facility offers the best quality of care?

Answered: 420 Skipped: 83

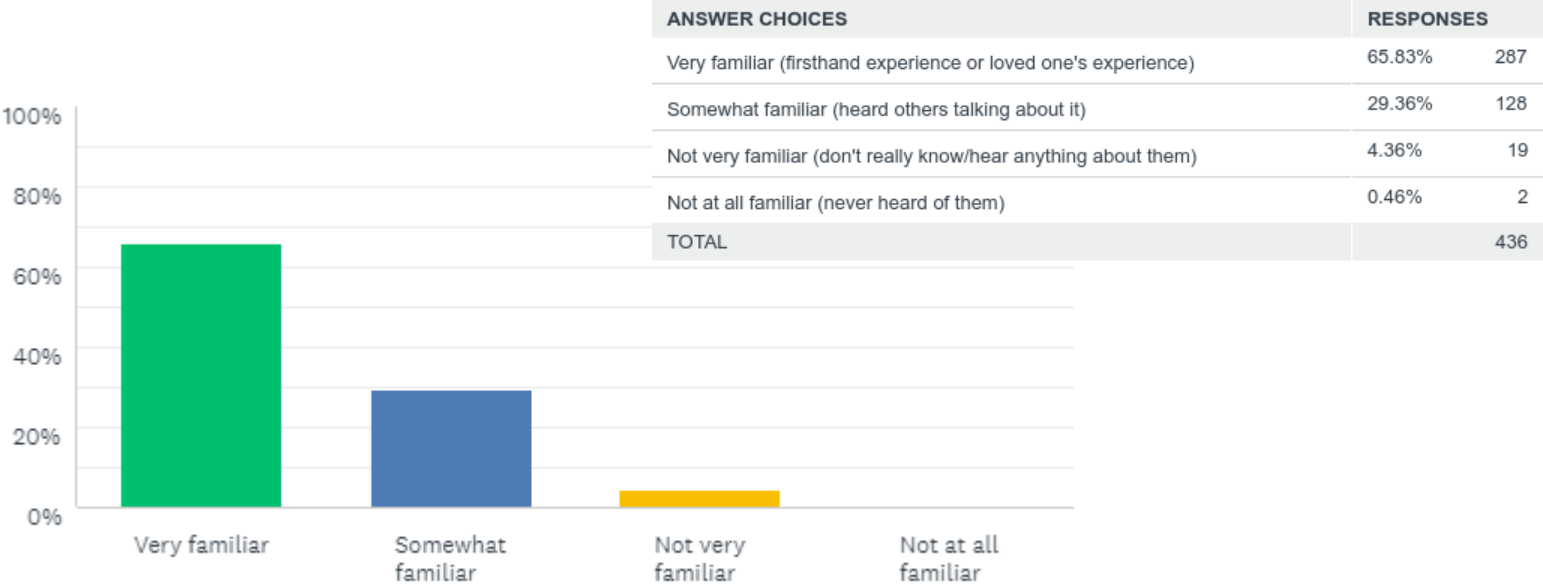


ANSWER CHOICES	RESPONSES	
Bath Community Hospital	50.71%	213
Augusta Health	28.57%	120
Alleghany Regional Hospital	3.57%	15
Carilion Medical Center	15.00%	63
Rockingham Memorial Hospital	1.90%	8
Lewis Gale Medical Center	9.29%	39
Other (please specify)	10.24%	43
Total Respondents: 420		

Other:
Depends on the need
Duke---- Rated as #1 Duke and Augusta # 2
Highland County Medical Center, UVA
Lewis Gale System in Roanoke
Sentara/Martha Jefferson
Stonewall Jackson
University of Virginia
UVA- noted that Bath "does a good job under the staff and ability to provide services"

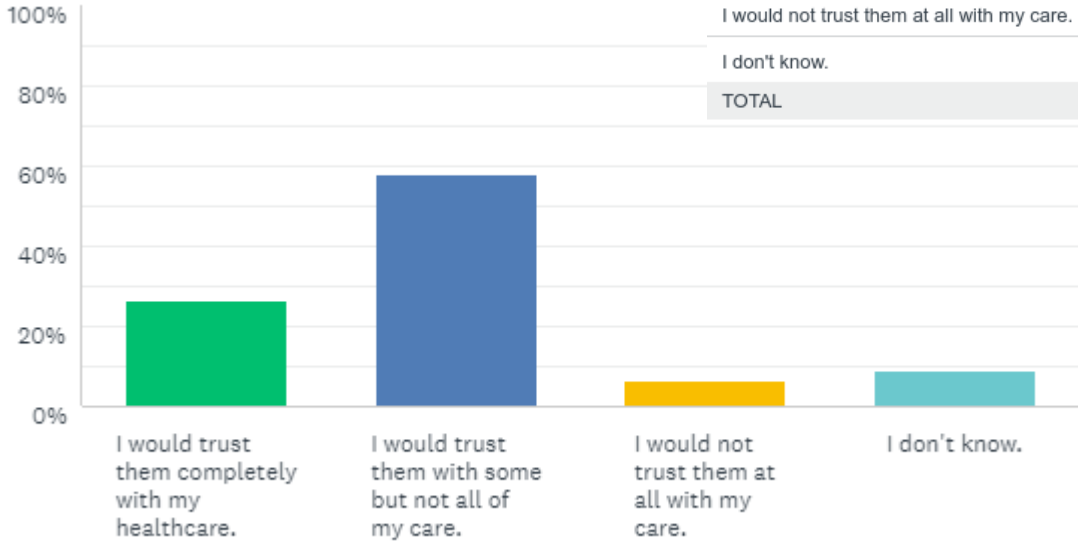
Q16: How familiar are you with Bath Community Hospital?

Answered: 436 Skipped: 67



Q17: Which of the following statements best describes how much you would trust "Bath Community Hospital" with your healthcare?

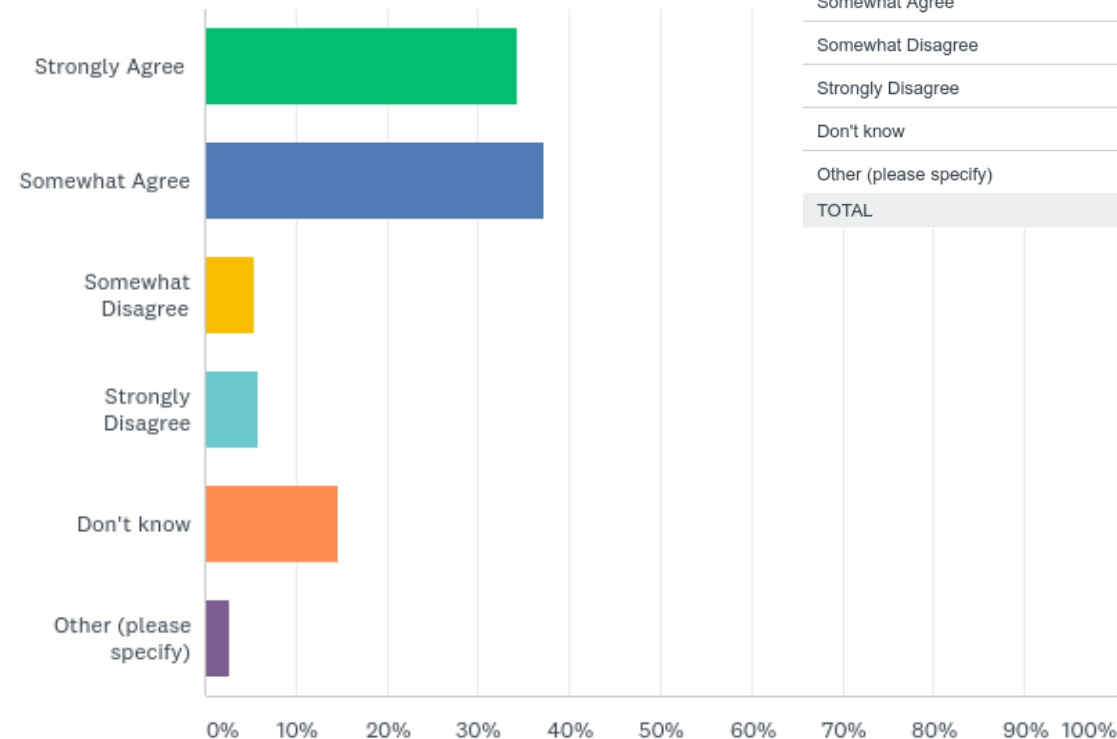
Answered: 438 Skipped: 65



ANSWER CHOICES	RESPONSES	
I would trust them completely with my healthcare.	26.48%	116
I would trust them with some but not all of my care.	58.22%	255
I would not trust them at all with my care.	6.39%	28
I don't know.	8.90%	39
TOTAL		438

Q18: To what extent do you agree or disagree with the following statement? I would choose Bath Community Hospital or Bath Community Physicians Group the next time I have a healthcare need.

Answered: 449 Skipped: 54



ANSWER CHOICES	RESPONSES
Strongly Agree	34.30%154
Somewhat Agree	37.19%167
Somewhat Disagree	5.35%24
Strongly Disagree	5.79%26
Don't know	14.70%66
Other (please specify)	2.67%12
TOTAL	449

Other:

millboro physicians group only

I am happy with the physician I have who is not a part of this group
UVA I live in Staunton Va
have established PCP out of town

Probably should look into what they have to offer
Depends on how serious
it would depend if it was an emergency

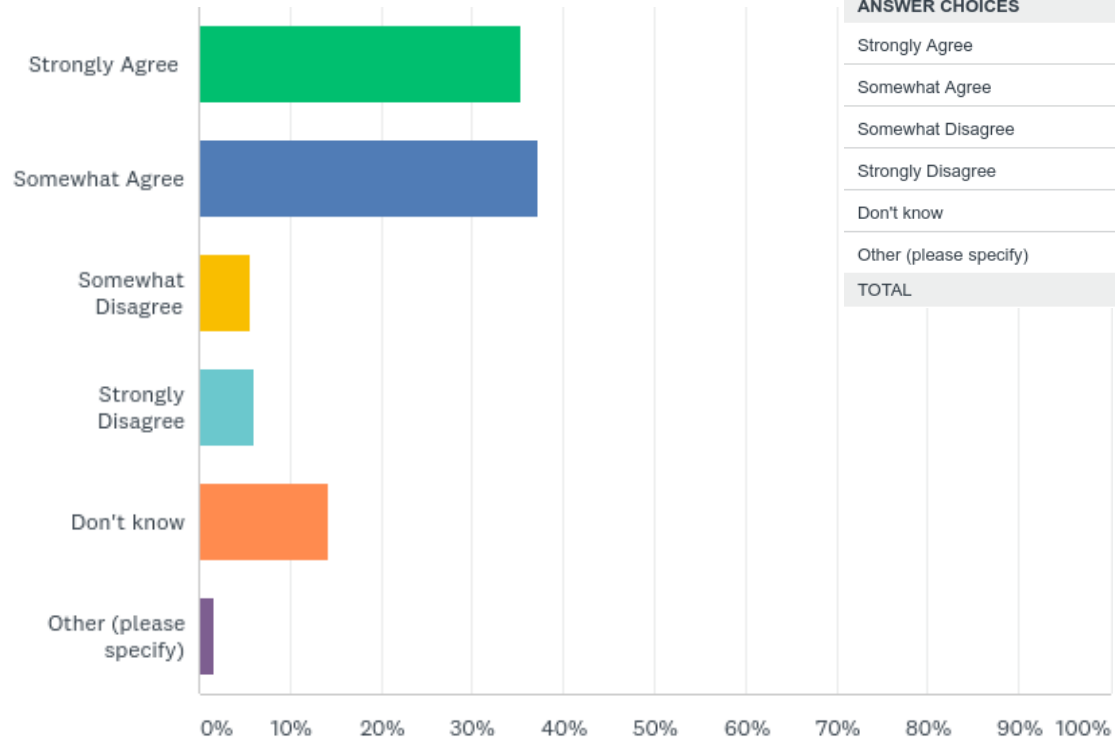
Do not like the current set-up.....am not the only one

The problem is "no doctors " - excited that we now have Dr Stall but
that is only ONE person for entire community

Strongly Agree with BPG; Somewhat Agree with BCH
DEPENDS ON ILLNESS

Q19: To what extent do you agree or disagree with the following statement? I would recommend Bath Community Hospital or Bath Community Physicians Group to my friends/family.

Answered: 446 Skipped: 57



ANSWER CHOICES	RESPONSES	
Strongly Agree	35.43%	158
Somewhat Agree	37.22%	166
Somewhat Disagree	5.61%	25
Strongly Disagree	6.05%	27
Don't know	14.13%	63
Other (please specify)	1.57%	7
TOTAL		446

Other:
If absolutely necessary
Can no longer recommend
BCH , has great NP

Q. 20 Are there any healthcare services you would like to see offered at Bath Community Hospital?

A baby unit also have a obgyn office there

A doctor in the clinic beside one that works a couple days a week

A general practitioner (M.D.) that is accessible to everyone (not a select few or group) and that will offer consistency in care through staying in the area.

Able to perform surgery on major medical Problems.

ADHD and other mental illness check ups for mentally ill kids who need their meds refilled.

Better finial help for low income people.. not reapplying every month..

Better mental health

Better mental health

Better mental health

Cancer care

Cancer treatments

Cancer treatments

Cardiologist

Cemo

Dialysis

Radiation

Chemo and cancer treatments

competent, available doctors

CPR courses and first aid

dental

obgyn

DERMATOLOGY

Dermatology

Dermatology

Diabetes

Cancer

Diabetic, kidney, oncologists. At least on a once a weekly or bi-weekly basis.

Dialysis

dialysis- chemotherapy

Dialysis, chemotherapy

Don't Know just help people with no insurance.

Drug addiction

EMT classes

Endo

Ortho

Peds

Endocrinologists

endocrinology

Endoscopy

Ent

Foot Clinics

For anything other than minor issues or if I were in a life or death situation and had to come to the ER, I would go elsewhere.

free clinic

Free CPR and first aid class

Functional medicine...finding the root cause of the patient's metabolic disease and helping guide them to make lifestyle changes. Health coaches would be a key part of this approach.

Get doctors who want to stay

Group meetings for people with specific health issues monthly. Like nutritional, diabetic, etc.

Gyno, neurologist,

Have more specialists come to our small community for those who don't like to travel to other hospitals.

Have more specialists on staff for that matter.

heart

heart care

Hospital care by doctors

I don't know what all you offer now.

I am glad Bath County has a nice hospital facility.

I don't know what's there

I would like to see a dermatologist come once or twice a month.

hospitalized, I would like to know that my care was being overseen by a board certified, competent physician, not a nurse practitioner.

I would like to see volunteers to run labs to lab, deliver flowers, hand out mail

Improved surgical services

Urgent care

increased access to specialties (GI, eent, ortho)

It seems you always have to be referred elsewhere, that the hospital is

Only to recover from pneumonia or be a swing bed facility

Lost any shreads of confidence in BCCH after the loss of Doctors Asher Brand and James Reddington. asking for.

Mental Health Care. There are Homes available for Sale on Drs Row that could be put to good use.

Mental health services

Mental health workshops for the entire community.

More 5K fun runs and athletic events and nutrition lectures!

More clinic time in Millboro. Cdl physicals. Walk in urgent care type hours for when we are sick. Bring providers in who are from the surrounding areas so they are likely to stay. We love living here and want

to support local healthcare as much as possible.

More doctors

More Doctors

more doctors not nurse practitioners

More gynecologist.

more hours of work

More in-depth mental health program. Also there seems to be a need for substance abuse treatment.

More mental health care from people outside of Bath County. Their is too much talk amongst people associated with the hospital.

More MRI get

Endocrinology, Orthopedic Surgery and Cardiology

More providers for mental health services in Bath.

more resident doctors,less assistants of assistants.

more healthcare workers and less people on the third floor.need more CNAs and less people with big titles that do nothing

More specialized clinics

More surgery

Q. 20 Are there any healthcare services you would like to see offered at Bath Community Hospital? Continued.....

More timeshare clinics. More neurology appointments.

MRI

no. i would never go there for any service.

not going to use your facility by choice ever again

Nutritional community education -

OB

OBGYN

Ortho, dialysis

orthopaedics

endocrinology

orthopedic

Orthopedic, spine doctor, cardiologist, sleep center

ORTHOPEDICS

ENDOCRINOLOGY

orthopedics

dermatology

podiatry

Orthopedics

Endocrinology

Dermatology

Orthopedics

General Surgery on a full time basis

Psychiatry/substance abuse initiatives

orthopedics, GYN, Cardiology

Orthopedics.

pediatric

women's health

obgyn

Pediatrician

Pediatrician on a more regular basis!

Pediatricians

Pediatricians

Pediatrics

Permanent MRI machine.

A physician who can treat broken limbs

Vision care

A BIGGER WELLNESS CENTER

Podiatrist

pool

Pregnancy

Providing real "Healthcare" for residents of this area.

psychology

Radiology at the Covington location.

health

See above - someone to oversee the needs and referrals of the elderly

services that would improve the healthcare of the people living in Bath, Highland, Allegheny County

Virginia, a full time on Staff Board Certified Medical Doctor.

skin doctor

sports doctor

sports medicine

chiropractor

acupuncture

Stop smoking programs for employees and county

Stress tests

Surgeon

Surgeons

Surgery Specialist

Surgery, births. Over all care.

The cafe open on weekends

vision

we should have a chiropracter

Weight loss help

Women's Clinic, pediatric care, vision care, dental care, more mental health services

women's health- children

doing

Q. 21 Do you have any additional questions or comments you would like to make in reference to the 2018 Community Health Needs Assessment?

"I have heard that there is a move to have a "local board" to advise the board of directors. I find this insulting to those of us who live in Bath- are we not qualified to be on the "real" board (the majority of which are out-of-town men who get their primary healthcare elsewhere)?

"I have heard (in Bath and even in Covington) that the hospital cafeteria has good, inexpensive food. However, if I was on the board, I would prefer to be known for my quality, cost-effective healthcare, than for my restaurant.

19 Million spent on Administrative Offices, and Cafeteria, no improvement in healthcare for this community, except for the ED, there should be criminal charges against this BOD and Administration.

All other loss of confidence in BCCH is following the actions of the board and the extremely questionable actions of the foundation/board.

Am glad that you are doing this since it was last done in 2015 and we all did not know about it and once again this survey has not be send out to everyone.....hopefully one gets a better picture this go around since it is being shared. So much heartache and damage has been done and it is up to you all and the Board to think of this Community.

BCH is beautiful - but what good is a beautiful, expensive Hospital when the services you offer haven't improved and the people of the county still can't see an MD? Superficial improvements we don't need. And why are there no representatives on the BCH Board from the county? And by that I mean people who live every day living and working and raising their families - the very people who need and want services? We don't want to go to other providers for our medical care but the Board and it's representati we have left us little choice. What a shame.

Be more down to earth

Bring the hospital back to the community. Be friendly, helpful, not rude when you call the Physician Group to get a doc apt. Those girls up there are most of the time really rude. Also, get back to your patients when they have blood work, xrays or even expensive things like a CT Scan.....get back to them with the results. I've had family who have had \$600 dollars of blood work and never heard anything back from the doc. They now go to Augusta where when they get blood work of any kind they are notified, good or bad within 24 hours. Now that's service. If a patient is scared to death and worried about something...they shouldn't have to wait three weeks for results or maybe never hear what the results are. Would Administration want this done to them. Would the Board of Directors stand for this if it were them. The patients pay each and every one of the hospital employee salaries...without patients...no hospital and no jobs.

continue to work on the mental health programs. keep the wellness center

-Get Dr. Redington Back

-The wellness center is the best thing the hospital has to offer!

HIRE MORE DOCTORS AND STOP RUNING THEM OFF! There has to be a reason that You can not keep Doctors.

I am thankful as a resident of Alleghany County that Bath Community Hospital not only saw a need for healthcare in the Alleghany Highlands but acted on it. Two thumbs up to Bath Community Hospital.

I currently work at Lewis-Gale Alleghany, so I see how the people have long wait times at the physicians offices. My PA is at the bath clinic in Covington I have called and tried to get an appointment and unable to do so. Now with more physicians coming into that office I am thinking it's going to be a packed building like JRI. It's already hard to get an appointment same day and only getting worse with more coming on.

I hope to see good things at Bch in 2019! Good luck.

I know the difficulty in finding physicians for a rural area hospital, but at present the physicians group is limited with the number available. The NPs are fantastic.

I strongly feel that the Board of Directors should consist of LOCAL members.

I think people need to have a better understanding of what their financial resp. when the come in for services such as copays and what they will be billed.

-friendlier service at front end staff, need to feel like being there matters.

I think when calling to get an appointment, if the patient needs to be seen, make an appointment for them (squeeze them in somewhere)

I wish Bath county Hospital put the emphasis back on the hospital and patients and less on "community "activities"

If the wellness center was open 24/7. It would make it more beneficial to the people in the community that work during the day.

It would be nice to have a doctor who can follow you through the process.

Its hard to find a doctor that takes new patients. My doctor left from there so I had to go somewhere else. Rather have MD doctor and not a NP

Keep improving

Keep up the good work

longer hours during the week and Saturday for wellness center

Mo, I don't have any additional comments or questions.

More communication between bath physicians and emergency department

My experience observing the care a family member received via Bath Hospital has directly influenced my feelings and comments.

Operate the Wellness Center for the participants not the staff

Physician's group needs work on returning phone calls! Changes have been made and still a problem.

Public comments still say there are not enough physicians and medical professionals to meet the needs of the community.

Skilled radiologist

spending 19 Million Dollars on the Administrative Offices and the "Bistro" aka "Ruby's Cafe" was deplorable.

The board doesn't live here and doesn't utilize the hospital for their own healthcare.

The board needs to have some local "regular people" representing the community. It's great that you have "experts" on the board but there needs to be some locals - not millionair transplants.

The hospital has a nice addition, but what about the old part of the hospital? I have saw first hand how one particular department is treated. It is a disgrace that noone will stand up for these ladies. I have heard many employees talking when noone thinks your listening. I think someone needs to step in and talk with these ladies and help them. I know how it is to be bullied into doing what a man wants you to do and just because some dont agree with them they are mistreated. From what I have heard and saw the hospital has been very lucky. I truly believe that some attention is needed in the dietary department before those ladies have had enough and look else where for employment. If it was me I would have already left. It is a disgrace. I will make reference to one incident that happened a while back when I was leaving lunch. The manager came out on the front line and raked one of the girls over the coal over needing to go to a meeting on her off day. I later learned it was a mandatory meeting that everyone had to attend. The ladies was embarrassed and very upset that this had been done to her. I know the lady and recently I asked the lady had things gotten better and her answer was. No, if anything he's worse. He has his favorites and everyone else is treated like crap. I refuse to continue to eating in an establishment that I know has horrible management. I know this is Community Health Needs Assessment survey, but in my opinion this is a health issue. This is mental abuse if you ask me.

Q. 21 Do you have any additional questions or comments you would like to make in reference to the 2018 Community Health Needs Assessment? Continued.....

The hospital is very clean and easily accessible with very friendly staff. Love the Cafe, wish it were open on weekends. I would like To be able to see an dermatologist at the hospital.

The physicians group is the best thing going for the hospital. But they need more doctors who want to start in the area and or have roots to the area. Like Dr James Reddington.

The success of community health is in your hands BCH. Only yours.

We need to keep our employees happy. In turn they strive to kkep patients happy. Our patients are our livelyhood. We need them to stay affloat here. We need happy, comfortable, content, satisfied patients. They will want to return here if needed.

Wellness Center staff are awesome!

Instructional avality and attention to detail ideal.

When I call for my child an appointment when he's sick I I expect to get an appointment not sorry no appointment today . They are a child they need to be seen today not tomorrow or at the Dr is that what they want people to go to the er?

With the money spent on making beautiful hospital no drs working there

Yes I would like them to have free healthcare for those who cant afford it

yes, Dr. Redington needs to be reinstated and allowed to properly manage the hospital.

You are not that far away from where I live.

If I knew more about your doctors, your services and how to get appointment to be seen for routine checkups, etc. I might consider coming to Bath County. I have never tried to do that.

I don't go to Alleghany Regional at all.

I go to doctors and clinics in Daleville for everything. Thank you for the opportunity to do this survey. I hope it helps.