

Health Care in Rural Areas Survey for Healthcare Professionals

WHO SHOULD FILL OUT THIS SURVEY?

There have been many surveys that have asked health care professionals what they think about patient-centered health care. However, there have been few surveys and little research focused on the opinions and needs of professionals who provide health care in rural areas. Thus, this survey is directed towards professionals who provide any type of health care in rural areas (i.e. primary care, behavioral health care, specialty care, oral health, etc.).

WHAT IS THE SURVEY ABOUT?

There is currently a lot of interest in the *patient-centered care* approach. It involves health care that:

- Is based on the patient's needs, values, and preferences.
- Meets all of the patient's needs (e.g., physical, mental, etc.).
- Is coordinated – doctors and other providers working together on the patient's care.
- Is accessible – available when and where the patient needs it.
- Pays attention to quality and safety to provide the best possible care.

We are interested in knowing more about the various aspects of patient-centered care in a rural health care context.

The first set of questions tells us a little about who is taking this survey without you telling us who you are. Then, we will ask some questions about your experiences in providing health care in a rural area. There are no right or wrong answers!

About You

1. Gender:

_____ *Male*
 _____ *Female*

2. Race (Mark all that apply to you)

_____ *White*
 _____ *Black or African American*
 _____ *American Indian or Alaska Native*
 _____ *Asian*
 _____ *Native Hawaiian and/or Other Pacific Islander*
 _____ *Other:* _____

3. Ethnicity

_____ *Hispanic/Latino*
 _____ *Not Hispanic/Latino*

4. How old are you?

- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75 and over

Rural Health Care

We would like to know more about your experience of providing health care in a rural setting. The next three questions are meant to set the context.

- 5. What is the zip code for your health care practice? If you work in more than one location, list the zip code for the one you would consider your primary practice location.**
- 6. Please describe the type of health setting(s) in which you work. (e.g., private practice, FQHC, community mental health center, etc.)**
- 7. Please describe the type of health professional you are. (e.g., doctor, nurse, dentist, pharmacist, administrator, etc.)**

For the next five questions, tell us more about providing care in rural areas.

- 8. In rural areas, to what extent do limited resources available within the local area impact your ability to provide comprehensive care that meets all of your patients' and their caregivers' needs?**

9. In rural areas, patients may have to travel outside of their local communities for health care. How does this impact your ability to provide coordinated care in which all health care professionals are working together on the patient's care?

10. In rural areas, there may only be a few health care professionals providing health care for local residents. How does this impact your ability to provide accessible services so that patients are getting the care that they need when and where they need it?

11. Rural health care providers often have limited resources (financial, technology, staffing, etc.). How might these limited resources impact your ability to ensure patients receive safe, high quality health care?

12. In rural areas, health care professionals often interact with their patients in the community, which can have benefits and create challenges. How do these personal connections impact your ability to provide patient care that is based on the patient's needs, values and preferences?

Health Care Environment

For the next three questions, think about the health care building where you currently work – the one related to the zip code you listed as your primary practice location.

- 13. Does the current physical environment of your healthcare organization support or promote multi-disciplinary integration, communication, and collaboration?**

☐ *Yes*
☐ *Somewhat*
☐ *No*
☐ *I don't know or I am unsure.*

- 14. Please rate the importance of the following factors in creating an ideal setting for providing effective, patient-centered health care.**

How important is it to have space that has:	NOT Important at All	Somewhat Important	Very Important
Comfortable waiting area(s) with positive distractions for patients and families?			
Common space for each care team to collaborate?			
Offices/space for visiting physicians or other health care professionals?			
Exam rooms and professionals' offices arranged by care teams?			
Exam rooms that accommodate patients and families to participate in the care process?			
A room or area to support tele-health (connecting with other providers remotely?)			
Physical space that considers privacy (e.g., reason for visit, checking weight, discussing insurance, etc.)?			
A conference room for staff meetings and group office visits?			

- 15. What types of improvements or changes to your current building or office would make it a better place for you to provide patient-centered health care services?**

16. Are you currently part of a practice which has patient-centered medical home recognition? (Mark all that apply)

- ☐ *Yes, with National Committee for Quality Assurance (NCQA)*
☐ *Yes, with URAC (Utilization Review Accreditation Commission)*
☐ *Yes, with The Joint Commission (JCAHO)*
☐ *Yes, with the Accreditation Association for Ambulatory Healthcare (AAAHC)*
☐ *Yes, with someone else, please list: _____*
☐ *No, but actively working toward it*
☐ *No*
☐ *I don't know or I am unsure.*

17. On the scale below, please select the number that shows how much you know about Patient Centered-Medical Homes.

1	2	3	4	5
I don't know anything about Patient Centered Medical Homes		I know some information about Patient Centered Medical Homes.		I know a lot about Patient Centered Medical Homes.

18. Is there anything else you would like to tell us about providing patient-centered health care in a rural community?