

## Cochise County Access to Health Care Survey 2018

Assessing health care service capacity and access to health care services in Cochise County.

### Q1. AVAILABILITY

Do you have difficulty finding or getting to health care services in Cochise County? (Choose all that apply)

Response	Total Health	Breakdown by:		
		Physical Health	Mental Health	Substance Use
Do not know how to locate a health care provider	38% N=251	32% N=112	39% N=90	68% N=49
Health care services in Cochise County are not close enough to my home	30% N=195	25% N=90	31% N=70	40% N=35
The type of services I/we need are not offered or available locally	39% N=258	43% N=151	31% N=70	51% N=37
<b>Total Responses</b>	<b>655</b>	<b>353</b>	<b>230</b>	<b>72</b>

#### Respondent Comments

Lack of Available Doctors - 23	
1	Between , I think that Bisbee is covered and responsive to my needs. I also have received fabulous immunization and testing at the .
2	Usually go to Tucson for services, and appointments are months away.
3	No availability of good doctors in the area.
4	Need more doctors
5	Family practice - but doctors keep leaving
6	There are not enough MDs or DOs to serve the health needs of the public. The wait time to see them can be weeks, leaving the only option to see Nurses. In my case, the situation was so dire that colon cancer was missed for two years, until now it has metastasized. No real medical PCP was available.
7	Dentist; getting my teeth fixed.
8	Eye glasses and teeth care.
9	I need an eye care specialist for treatment of glaucoma, I have to go to Tucson.
10	Optical
11	Retina associates, specialist
12	Dental, vision
13	Eye specialist, dental service that insurance covers, mental health that I can afford.
14	Dental
15	OB/GYN specialist for high risk pregnancy. Other difficulty: preemie baby/NICU
16	Maternity is not available in Douglas.
17	Unavailable or difficult to find locally - competent primary care doctors, OB-GYNs
18	There are many people of ALL ages with Type1, Type 2 (many children and older adults), and LADA diabetes living in Cochise County. Only one (1) Certified Nurse Practitioner that we know of works in Sierra Vista who is extremely knowledgeable about all types of diabetes treatment. CC needs more CDE's (Certified Diabetes Educators) and classes on diabetes education and diabetes management. This is a very serious disease.
19	No local Diabetes specialist since no longer visits from Tucson.

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20	Pain management. A provider to work with the physical therapist and prescribe controlled pain meds. We had to go to Tucson to find a doctor that would work with us. My wife has lived with her pain disability for most of her life. She will be 62 in a few months. She was seeing _____, but he dismissed her when they put harder restrictions.
21	Pain management
22	Pain management clinics that accept workers comp
23	Pain Center in Tucson needs to travel
<b>Lack of Specialty Doctors - 47</b>	
1	Specialty clinics due to living in rural area
2	Pediatric, Orthopedics, genetics.
3	No doctors, only nurse practitioners in Elfrida. Specialists come from Tucson to Douglas. Obama care messing with meds needed.
4	Prenatal Care, Periodontist, Pulmonologist, Pediatrician
5	Physical Therapy, OB/GYN, Perinatologist, Pulmonologist, No Hospital in Douglas
6	Specialty Orto Enda
7	Tucson specialists
8	Surgery - gut specialists, allergy medicines
9	Speech therapy is not available close enough to my home.
10	Well trained specialists who are available, affordable physical therapy, mental health and personal care physicians. Cochise County medical assistance is an expensive bad joke
11	Difficult to find general practitioner in Bisbee area. Sierra Vista does not have enough specialists so we have to drive to Tucson.
12	Cardiac and neurological care are nowhere in the county and some surgeries require travel to Phoenix, which is 5 hours away.
13	Dermatology and Gastro unavailable, have to go to Tucson.
14	Pulmonologist and rheumatologist are unavailable. Will not go to ER in Cochise County due to bad past experiences.
15	Any special procedures (pediatric pulmonology) I have to travel to Tucson.
16	Rheumatologist, primary care
17	Medical specialists. I sometimes have to go to Tucson. Under mental health, good marriage counseling doesn't seem to be available.
18	Psychiatrist, rheumatologist, neurologist, gastroenterologist, orthopedist, endodontist, oral surgeon
19	Good neurologist
20	Specialist services are unavailable - need to travel to Tucson.
21	Podiatrist, dermatologist
22	Have to go to Tucson for a colonoscopy
23	A lot of testing and specialists are easier to get done in Tucson. Sometimes there are doctors who come out to various locations around the county but it's easier to get a timely appointment by going to Tucson.
24	Oncology services, lab draw via porta-cath high quality CT/MRI
25	Specialists are limited, most come from Tucson, and are not frequently in the area.
26	No radiology services in network
27	Specialists and travel
28	Endocrinologist, Naturalpath, Pain management, Pulmonologist, Rheumatologist,

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29	Specialists - endocrinology and rheumatology
30	NMD, top quality, around 85616. I am disabled with MCS, Multiple Chemical Sensitivities. So many, many public places in 85635 are coated with fragrances. By the Disabilities Act of 1990 that is against the law. Example, Fry's in Sierra Vista have scented pine cones by the door... made breathing difficult standing in checkout line. I have the right, by law and simply by being a human, to go to public places without experiencing breathing challenges.
31	Specialty care such as endocrinology.
32	Pulmonologist
33	Lymphedema treatment.
34	Prosthetic
35	Colonoscopy doctors; Liver doctors
36	Very few specialists come to Benson so travel is necessary to either Sierra Vista or Tucson.
37	Two types of Doctors are needed - gastroenterology and pulmonology. While there are doctors who specialize in these fields, it can take up to six months to get an appointment. The alternative is to see specialists in Tucson where appointments are available as early as the next day.
38	While the particular type of doctor I need is available (gastroenterology), their patient load is so high it's often very difficult to get a timely appointment. However, I just heard has two new gastroenterologists, so that should help tremendously.
39	Specialists such as gastroenterologists or Medicare approved cardiology services (stents)
40	No rheumatologists in Cochise cnty
41	Specialists, specifically Rheumatology
42	SLEEP STUDIES
43	We don't have many specialists in the area. It seems like we always have to drive to Tucson for urologists and kidney specialists.
44	Neurology, Dermatology, Counseling
45	Some areas, like oncology or allergy, are limited. Specialty care in general seems harder to find than general care.
46	Gall Bladder surgery, rheumatologists, allergists, heart surgeons - all are lacking here. There is only one gastroenterologist in Sierra Vista and she is moving.
47	Neurology and vascular surgery as well as other specialists that have to come in from Tucson.
<b>Lack of Mental Health/Substance Abuse Services - 46</b>	
1	(unavailable), (difficult)
2	DSI I am bipolar with no meds, hard to function. I've been denied because I am physically stable
3	Mental health
4	Mental care centers - specialists; transportation issues
5	Not enough psychiatrists in Cochise County.
6	A variety of mental health clinics is needed. We only have a couple, and not everyone approves of those that are available. There are no specialists in Douglas, so people opt to go to Tucson, Sierra Vista, or even Mexico. Not everyone can afford to go out of town for an appointment with a specialist and calling off work makes difficult as to not lose hours to drive out of town.

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7	Neurology and mental health doctors and inpatient. Needed mental healthcare.
8	I asked my insurance company for a list of counselors - there were several listed from 4th floor who do not see outpatients, several who didn't provide counseling services, and of the few who did there was only 1 taking new patients.
9	Mental help
10	Access to masters level therapist, child development, etc.
11	I am unable to find an appropriate mental health provider in the Bisbee area. I have Medicare and a Medicare supplement to cover the expense, but need a qualified therapist who accepts Medicare.
12	Finding a mental health professional, who can also prescribe medication for minors. And therapists are also hard to find for minors with bipolar depressed and PTSD. Special treatment like DBT is a no go around here.
13	Competent therapists/mental health not available; compounding pharmacy too far away; endocrinology not available locally
14	Mental health services for adults, but especially for children are not available.
15	Mental healthcare and drug rehabilitation
16	Counseling
17	No primary doctor or mental health along I-10
18	Mental health does not exist here for people who really need it
19	I have trouble finding good mental health help. I also don't really put myself out there to look but I've brought it up to my doctor a few times and they haven't been able to help me much.
20	Mental Health
21	Specific mental health treatment isn't available to me locally ie: EMDR and other PTSD treatments; specific health care isn't available to me locally ie: endocrinology
22	Need more therapists and psychiatrists. No one is taking new patients. Forcing our folks to go to Tucson. Many have transportation issues.
23	You don't have support groups that meet weekly or that are specifically for male victims of sexual and domestic abuse. You don't even have proper emergency care in hospital to cast a fracture. Then you don't have qualified personnel to help in mental health assessments, your personal call the police, totally unnecessary to cause additional trauma to those in need
24	Cardiac or neurologist specialists; Developmental pediatric specialists; OCD treatment centers; Opioid treatment centers; group homes for adolescents; sex offender treatment or specialty services for victims of sexual abuse or restrictive in this area as well as services for Autism.
25	There is no licensed therapist in the Benson area.
26	Mental health
27	OB, gastroenterology and many other specialty doctors are not located in Sierra Vista
28	Mental health care appears to have improved now that the hospital can take care of mental issues instead of sending those needing help to Tucson or other town.
29	Mental health care is hard to find in Cochise County outside of _____ or _____.
30	Childrens mental health
31	It is difficult to find mental health providers that would not be a conflict of interest.
32	Not enough psychiatrists, not enough GI specialists - too long of a waiting period when I need to get in with someone.
33	Mental Health groups none available/lacking substance use
34	Mental health groups- None, Substance

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35	Mental health counselors
36	Emergency mental and substance use. Places near family for elderly to stay.
37	I don't believe there is much in the way of mental health or substance abuse treatment in Willcox.
38	The problem with mental health and substance abuse is that there are a LOT of unqualified, unlicensed individuals practicing therapy under agencies. Clients aren't empowered as to HOW to find qualified practitioners, what their rights are, and how to complain (licensing boards)
39	Mental health, substance abuse, women's health services, elder care assistance. Low income elderly who make \$25 too much for any assistance, yet they have to make a choice between food or medications every month.
40	Mental illness, SUBSTANCE ABUSE #1, NO adequate treatment facilities in "the biggest" county in AZ. ☹️
41	Lacking in mental health and substance abuse
42	Dialysis, hyperbaric therapy, radiation treatments not available in Willcox. Not aware of either mental health or any substance abuse practitioners or facilities.
43	Confidential and accessible mental health and substance abuse services
44	Suboxone treatment and methadone
45	Substance abuse
46	Support groups for autistic adults, substance abuse, substance abuse
<b>Transportation/Distance - 11</b>	
1	Rides to mental health appt for daughter. Not enough mental health providers.
2	Transportation
3	Shots for grandkids, gotta go to Benson
4	Distance, transportation cost
5	We drive 20 miles + either way for medical service
6	Testing services/ Live out of town
7	I live in Whetstone so sometimes it has to be planned so I can be seen all in one day. Other difficulty: Having enough gas.
8	I often travel to Tucson for services.
9	Heart doctor in Tucson. Been seeing him for years
10	The availability of emergency care is too far away. I go to _____ for my heart condition & they are not able to help me due to lack of knowledge, equipment, or otherwise. I am sent by ambulance or flown to Tucson. Pharmacy services are not adequate. Pharmacy has been out of many medications, too long of wait between requesting rx, waiting for it to be filled and waiting in line to pick it up. Very hard for those of us who are disabled. Also a long distance to pharmacy. Many doctors in my area, Willcox, are so overbooked due to high patient demand and there are only two offices in Willcox and one in Elfrida, which is the next closest place. Sierra Vista is over an hour and a half away, my specialists are all in Tucson, over two hours away. I cannot afford to move. My housing is affordable and I'm on disability. I have a hard time driving 45 minutes to my doctor's appointments in Willcox, waiting for prescriptions, etc. Many have the same problem as myself, we are in a rural, retirement community with no services in our village. Willcox is the closest to me, but 45 minutes away. Going to the doctor and getting prescriptions and getting home is usually a 5 hour event, which is extremely hard on me due to my health problems. Even longer when I attend my specialist appointments in Tucson. No heart surgeons or hospitals

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	any closer. I also see GI specialist, a general surgeon for an ongoing abdominal surgery gone wrong by a Graham county surgeon. No surgeons in Cochise County could address the original problem for the abdominal problem initially. Just no qualified hospitals, surgeons, pharmacies or physicians to handle specialized care in Cochise County which is sad. I love calling Cochise County my home.
11	Recently had macular hole in eye. Had to go to Tucson. Husband's diabetes specialist come from Tucson, now we hear he will not. Back fusion, had to go to Tucson. Gastroenterologist now moving to Bisbee. Seems everyone with emergency is helicoptered to Tucson. Very disappointing health care in area since we moved here 12 years ago.
<b>Inadequate Insurance - 13</b>	
1	provides a good range of general local services, however, if a specialist is needed, it is usually necessary to travel to Sierra Vista or more likely, Tucson. They also have a sliding scale fee system, which is good because health insurance is still un-affordable, still requires dealing with for-profit insurance companies, instead of a single payer system, (expansion of medicaid) which drives prices up even more, makes for more red tape & barriers, and doesn't cover basic services like eye glasses and dental care, the most important health services for me.
2	Somehow, my Medicare Advantage Plan got messed up and I am now on straight Medicare. This is a mess in Cochise County with so few providers available to choose from with \$0 Premium.
3	New retirement pay and 14 over max 50 lost AHCCS on 11/30/18 waiting to see if medicine expenses will grant me a waiver
4	No insurance - can't afford
5	My son has ADHD and anxiety. From a young age he has needed counseling and eventually medication. There are very few child psychologists in the area (outside of ) and no psychiatrist's that have particular experience with children. Eventually his meds were prescribed by his pediatrician but I would have preferred to have him seen by a child psychiatrist. For the first few years, we traveled to Tucson every other week for counseling by a child psychologist. In the last few years he has been seeing a counselor at . But because doesn't accept Tricare, I have to pay out of pocket. It is a hardship and not cheap. In Tucson, the counselor accepted Tricare and I only paid \$25 per session. It is unfortunate that the only real counselling services for children are at and is set up to work with AHCCCS. I felt like the cards were stacked against me BECAUSE I had insurance.
6	The difficulty is finding a provider based on the type of insurance that we have.
7	A dermatologist that takes my insurance.
8	The problem is finding specialists that are close and under our health plan. We pay quite a bit insurance but rural areas like Bisbee have a hard time finding such services and quality even in Sierra Vista.
9	billed me and I have Medicare, WTF. Keep records.
10	No rheumatologist. When a procedure is performed at our local hospital, bills are not covered as they come the anesthesiologist comes back as out of network! The only option is Blue Cross.
11	The primary care physicians in Cochise do accept AHCCCS, but not single specialist in Cochise does. My son and myself have severe medical problems that requires to see lots of specialists. For all of these doctors, we have to drive all the way to Tucson.

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12	I do not qualify for _____ because I have Medicare, but there are no mental health providers in Sierra Vista taking new clients. I am a long time recipient of care in another county and I drive 80 miles for a 25 minute appointment.
13	Mental health providers for commercially insured children are practically non existent in Cochise County.
<b>Quality of Care - 5</b>	
1	It's not just that important services are not available (dermatology, rheumatology, neurology), it's also that the services offered around here are often inadequate!! That is, questionable doctor competency and office mismanagement horrors. There are no care giver support groups in Cochise County.
2	Our county needs nationally ranked healthcare! In fact southern Arizona does in general! D-rated healthcare is almost as useless as not having any at all! We have some of the worst healthcare in the entire United States of America! Barely passing and patient care is not a priority! Some of the most incompetent healthcare staff/facilities I've ever come in contact with!
3	Not enough GOOD providers
4	Difficulty finding GOOD providers! When we did get a good provider they often don't stay. We need more competition for _____ if the population numbers would support.
5	The reputation of physicians/specialists and hospitals are not favorable. Knee/joint replacements go wrong, hospital costs are high, medical treatment is off all have bad reputations throughout Cochise County. Many go to Tucson for treatment.
<b>Other – 17</b>	
1	Hospital
2	Walk-in clinic.
3	Hospital
4	Urgent care facilities so as to avoid having to go to an ER for something that could be taken care of at an urgent care center.
5	Nursing Home
6	Vet Administration does not cover local
7	My household uses VA healthcare. There is a clinic here in the county but they do not provide all the required services so we instead use the VA healthcare system in Tucson.
8	Special needs (VA) Agent Orange
9	Need help in home (home care) can't walk hardly.
10	ENT
11	Not enough "woman healthcare" available.
12	Naturopathic Medicine
13	Physical health
14	Physical health/mental
15	Alternative (acupuncture/herbal therapy/psychological counseling/therapy not available)
16	No orderly network that integrates all services needed done in a cohesive manner. Ill equipped.
17	<i>in Word doc-169</i>
<b>None – 7</b>	
1	All services are available to me
2	All services are available in Cochise County

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<b>3</b>	There are plenty of providers available to me.
<b>4</b>	We have great services in Cochise County.
<b>5</b>	No difficulty to services
<b>6</b>	I have access to all services needed
<b>7</b>	I have had no issues finding services offered in Cochise County

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### Q2. AFFORDABILITY

How do you pay for health care? (Choose all that apply)

Response	Total Health	Breakdown by:		
		Physical Health	Mental Health	Substance Use
No way to pay for health care services	9% N=102	6% N=53	7% N=28	8% N=21
Pay cash for my health care – Do not have health insurance	4% N=73	4% N=43	5% N=22	3% N=8
Health insurance through my employer	14% N=224	12% N=114	16% N=68	16% N=42
Pay for health insurance (e.g., private or Affordable Care Act Marketplace)	5% N=86	6% N=54	4% N=19	5% N=13
Medicaid (ACCCHS)	21% N=343	6% N=214	19% N=80	19% N=49
Medicare	14% N=234	15% N=143	13% N=57	13% N=34
Tri-Care	3% N=56	3% N=30	4% N=17	3% N=9
Veterans' Administration	5% N=84	5% N=44	6% N=25	5% N=15
Health insurance doesn't cover all the costs (co-pays, deductible, premiums, meds).	15% N=247	15% N=143	14% N=61	16% N=43
Health insurance doesn't cover some of the services needed.	12% N=189	12% N=112	12% N=50	10% N=27
<b>Total Responses</b>	<b>1638</b>	<b>950</b>	<b>427</b>	<b>261</b>

### Respondent Comments

Quality of Care/Staffing - 3	
1	People make mistakes and the patient suffers, or pays, for their mistakes. Someone along the line messed up my Medicare Plan choice during the open enrollment and now I am stuck.
2	Medical assistance here is a waste of time and money - mostly going through the motions while caring little about the patients real needs. Services rendered - rarely. Services billed - always.
3	There are no providers who take Medicare and are accepting clients. PCP's do not/will not handle psych med management. Medicare does not cover my Dr. in Tucson either. I pay cash for that service. However, I do have longstanding relationship with that provider and stay by choice.
Insurance/Cost - 33	
1	Dental care if no insurance

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2	Limited no groups
3	No dental or vision through Medicare. Prescription drugs are expensive and plans don't pay much of the cost.
4	High co-pays/deductibles or dues not cover all medications.
5	My insurance deductible is too high, \$6,500. I don't go to my PCP or ED.
6	Psychiatrist only via video. Must wait weeks for an appointment to change meds. Medicaid won't cover many medical devices be and meds and treatment needed by family with chronic illness
7	My health insurance doesn't cover eyes or dental
8	Extra amount of \$49 a month - doesn't cover eyes or dental
9	Co pays, chemo agents
10	Have to use in-network doctors to have coverage.
11	Cannot survive with limitations/conditions of SSI coverage and income limits
12	The prescription drug plan is unfair as far as I am concerned. I get a shot twice a year and my co pay \$600 plus each year it goes up around 50.00. I was given three numbers to call for assistance from the doctors office and none of them could help.
13	My husband has no health insurance. We would have to pay \$1000 monthly for ACA and he didn't qualify for Medicaid.
14	Some services are out of network. We go to some physicians because they have a better reputation. Some mental health services are beyond what insurance pays and can be cost prohibitive.
15	No vision or dental
16	Extremely high deductible plan through employer, Over \$10,000 for family deductible per year.
17	Health insurance through work is super expensive and unaffordable. We do not qualify for AHCCCS.
18	Our coverage is less than before and our out of pocket costs are more since the Obama care
19	Retiree insurance
20	High co-pays for specialists, plus travel costs to Tucson and high co-pays makes total visit an expensive trip.
21	My health insurance does cover. IMPORTANT! I pay a Medicare premium of about \$135 a month, and my supplement Cigna is another \$105 a month. My mental health visits are covered, but I am not able to find a provider in the area who is able to accept Medicare. Currently I am paying \$30 on a sliding scale per visit at for counseling, but it adds up quickly on my limited income.
22	Co-pays are high and can get quite costly.
23	Various copays and out of pocket expenses run \$3-4k annually out of pocket.
24	Limited assistance for supportive care services. Copays too high. Unable to see pcp if they don't have the money. Starts a slippery slope of lack of care.
25	Glucose sensors-\$40 each for 14 days. Too difficult to go through Medicare/Medigap insurance, or not covered. Pay cash.
26	Can't afford cost.
27	It is really hard! I am on disability and pay cash for everything
28	They base everything off gross pay, nobody lives off gross pay?
29	Health care is not affordable and doesn't cover important services like eye glasses and dental care

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<b>30</b>	I had a "free" colonoscopy - but because a minor polyp was discovered, it changed the diagnosis code and I owed \$300 to the anesthesiologist. I won't do a "free" screening again.
<b>31</b>	Required travel is not covered. Dental is not covered. Insurance fights routine procedures that are very necessary and otherwise unaffordable.
<b>32</b>	Dental resources
<b>33</b>	Need Dental Help
<b>Other - 12</b>	
<b>1</b>	I have full insurance through my employer, but mental health and substance abuse providers are not very accessible or private
<b>2</b>	We have good coverage but are concerned that if something major happens, we would have to be transported to Tucson for care.
<b>3</b>	Skin problems
<b>4</b>	Please see my comment above regarding mental health services for children in this area.
<b>5</b>	Rely on people who go to Mexico for RX
<b>6</b>	Income limits are too low to keep AHCCCS - no incentive to make more money.
<b>7</b>	I have a hard time understanding what insurance covers and am afraid to be turned down
<b>8</b>	Go to Mexico for dental, mental and prescriptions.
<b>9</b>	Preauthorization takes a very long time
<b>10</b>	BBSH
<b>11</b>	Health share account
<b>12</b>	On parents' health insurance until 21 years.
<b>None - 5</b>	
<b>1</b>	Have no problems with mental health or substance abuse.
<b>2</b>	Medicare w/an advantage plan works well for us
<b>3</b>	AHCCCS pays so far for all.
<b>4</b>	My wife has BCBS of AZ and that's the one where we pay for deductibles and co-pays. I have VA coverage and am provided for here in SV for most of the time. Some more serious problems I go to the VA Hospital in Tucson.
<b>5</b>	Does not apply to me at this time.

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### Q3. ACCESSIBILITY

What kinds of delays do you experience when you need health care services?  
(Choose all that apply)

Response	Total Health	Breakdown by:		
		Physical Health	Mental Health	Substance Use
With a primary health care provider	14% N=201	15% N=145	14% N=39	11% N=17
With a specialty health care provider	19% N=268	20% N=192	18% N=50	16% N=26
With a nurse for any kind of health care	8% N=109	7% N=63	9% N=26	13% N=20
For a diagnostic test, surgery or procedure	15% N=206	15% N=149	12% N=34	14% N=23
Admitted for any kind of treatment	9% N=124	8% N=76	9% N=27	13% N=21
Any kind of medical device or medical equipment	8% N=112	8% N=82	6% N=16	9% N=14
My medicine	12% N=165	11% N=111	13% N=35	12% N=19
Can't take off work to go to an appointment during regular clinic hours	6% N=87	6% N=61	6% N=16	6% N=10
Health care providers do not always accept my insurance	10% N=136	9% N=90	13% N=36	6% N=10
<b>Total Responses</b>	<b>1408</b>	<b>969</b>	<b>279</b>	<b>160</b>

#### Respondent Comments

Time Constraints/Distance - 7	
1	Due to a computer issue from the doctors office, my heart appointment on the 27th of November got cancelled and now I have to wait till January 17th 2019.
2	I recently went to an appointment and it was cancelled (when I showed up), then I went and it was postponed, then again, a third time, the doctor was out.
3	Gastro appointments can take months to secure
4	The usual problems of finding a facility that can accomodate my work hours.
5	Waiting in ER for six hours to be seen.
6	Gotta wait forever and then drive to Tucson.
7	The need to travel out-of-county for health services
Cost/Insurance - 7	
1	I rarely resort to requesting medical services. I don't have insurance, and there are many unexpected costs. My eye glasses are 10 years old and I have a broken tooth that has needed fixing for 5 years.
2	I'm 25yrs healthcare worker, had back surgery, lost my pision, 25 YEARS now left with NOTHING. Nothing. Noninsurance

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3	Medicare doesn't cover the one medication I take! Safeway takes too long, and on occasion mixes up or improperly fills a prescription. Can't wait for _____ to open their pharmacy!
4	Prescription medication back-ordered for months or co-pays too high so have to stop taking some medications.
5	Denial for specialist testing
6	It can be challenging to get in to see a specialist if you have no insurance. Medication recommended by the doctor is commonly not covered or way too expensive. My doctors office is not open on weekends.
7	Lots of other - insurance doesn't pay and providers don't provide
<b>Pharmacy - 2</b>	
1	Having trouble with the Safeway pharmacy. Long waits, confusion and computer problems. Switched to a new supplement plan which most providers accept.
2	We are stuck going to just one pharmacy so we often have delays for medicine when they are out of stock
<b>Quality of Care - 9</b>	
1	Generally no problem getting scheduled however getting the requisite referral paperwork to the pharmacy or to the specialist is often a problem between _____ and specialists (in Tucson particularly) _____ needs to work on their referral reliability. We often go to there to get a hard copy of the referral because we don't trust that info has been faxed to specialist office as well.
2	Many do not accept Medicare. No one treats my condition in the area.
3	We use providers here (VA and regular), but rely on Tucson for specialty providers (Cardio; Eye; Ortho)
4	Just switched to new doctor, nurse practitioner went on maternity leave and never came back. Was never notified of change.
5	Had a CT scan for a kidney stone. Before I went, I called my insurance, and, after several minutes and transfers, was told I would pay no more than \$100 for 2 images. My portion of the bill is \$300. My auto mechanic can give me a better estimate, why?
6	DEA needs to get off the backs of the providers helping people who are addicted. Making them fill out 45 pages of justification for prescribing Bupripriion keeps them from helping people. GPs should be able to prescribe with minimum hassle. Right now, people have to travel to Tucson to get Chinese shrink up there to give them 8 pills a month for \$300. RIDICULOUS!!!
7	Doctors running out of vaccines, and _____ usually booked for over a month out.
8	Heart medical equipments
9	Delays are common no matter what ... good outpatient nursing at _____ but not at night even for Emergency
<b>Other/None - 5</b>	
1	I have no problems with the VA. My wife has not needed many of the services listed
2	I get may care in Tucson and have no issues
3	We don't have many issues here. Good service once you're in the door
4	So far needs have been covered.
5	Feel providere

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### Q4. ACCESSIBILITY How far do you travel to get your health care?

Response	Total Health	Breakdown by:		
		Physical Health	Mental Health	Substance Use
<b>0-10 Miles</b>	<b>44%</b> N=392	45% N=285	37% N=65	45% N=42
<b>11-30 miles</b>	<b>17%</b> N=154	17% N=106	18% N=31	18% N=17
<b>31-60 miles</b>	<b>12%</b> N=111	11% N=72	17% N=29	11% N=10
<b>61-99 miles</b>	<b>15%</b> N=132	13% N=87	18% N=32	14% N=13
<b>More than 100 miles</b>	<b>12%</b> N=106	12% N=77	10% N=18	12% N=11
<b>Total Responses</b>	<b>895</b>	627	175	93

No Respondent Comments

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### Q5. ACCESSIBILITY

How do you get to your health care appointments? (Choose all that apply)

Response	Total Health	Breakdown by:		
		Physical Health	Mental Health	Substance Use
Personal vehicle	61% N=573	61% N=405	59% N=109	63% N=59
Bus or shuttle	5% N=47	4% N=28	7% N=13	6% N=6
Taxi/Uber/Lyft	2% N=22	2% N=15	3% N=5	2% N=2
ViCaP/ Med Ride	6% N=54	6% N=43	5% N=10	1% N=1
Friend or family member	19% N=180	19% N=127	19% N=35	19% N=18
Walk or bicycle	4% N=36	4% N=26	4% N=7	3% N=3
Don't have any transportation	3% N=32	3% N=21	4% N=7	4% N=4
<b>Total Responses</b>	<b>944</b>	<b>665</b>	<b>186</b>	<b>93</b>

#### Respondent Comments

Public Transportation - 3	
1	I have to fly to Boston to get care for my condition as no one treats for it in AZ.
2	Two times the taxi didn't work: once it was an hour early, and once it did not come at all
3	Bus doesn't come often enough or run late enough.
Family/Friend - 7	
1	My adult daughter + granddaughter do not
2	When I cannot drive, mother has taken me
3	My daughter to Tucson
4	Partner leaves work to drive.
5	My aunt or mom
6	We will drive each other according to our condition or the treatment received. Sometimes our daughter will drive us. My wife has cataracts and can not drive at night.
7	When I have to go to Tucson for appt, I have to find someone to take me due to mental health.
Community Resources/Med Ride - 8	
1	Use ViCap or Medicaid taxi for appts in Tucson
2	We know people who rely on ViCap and DAV for their transportation needs. Fortunately, we are still able to drive.
3	DCS transportation
4	Car from my provider
5	Medical ride to specialist in Tucson.

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Accessing health care service capacity and access to health care services in Cochise County.

6	Previously took cabs through insurance and that was bad.
7	Depending on availability of services
8	Only using medical right now
<b>Personal Vehicle - 5</b>	
1	Can only use personal vehicle when husband is home with vehicle.
2	Drive from Benson to Tucson
3	I drive myself except when I am too ill from chemo.
4	Have been driving my son to Douglas, Bisbee and Tucson for the last couple of months.
5	The cost of gas and the time it takes to get to the appointment are a problem.
<b>Unable to get to appointments because of transportation - 5</b>	
1	There have been times I was not physically able to drive and there was no transportation option.
2	Cancellations are often in order
3	Give up drivers license in 2019. Then?
4	There is no reliable or cost effective transport to TMC ever. Have to take a day off for anything in Tucson, sometimes 2 if procedure. Stay with family.
5	I often cannot afford to drive and AHCCCS dosent pay for reimbursement if you own a car
<b>Other - 7</b>	
1	Appointments are clustered by the providers so multiple trips do not have to be made to Tucson.
2	We are searching locally for a general practitioner within a 10-60 mile radius. Our doctor in Palominas retired.
3	Local appointments are mostly easy to get to but specialists are at least 2 hours away and finding transportation is tricky and sometimes not possible.
4	American Disable v.
5	Psychiatric/mental health treatment/therapy is shockingly non existent or substandard
6	Mostly Tucson or Sierra Vista
7	Very small town makes it difficult to access confidential mental health or substance abuse care

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### Q6. ACCEPTABILITY

What kinds of difficulties do you experience when receiving health care services?  
(Choose all that apply)

Response	Total Health	Breakdown by:		
		Physical Health	Mental Health	Substance Use
Health care staff don't speak my language	19% N=52	24% N=40	8% N=6	21% N=6
Health care staff don't listen to me, answer my questions or include me in planning my care.	38% N=104	41% N=69	38% N=27	28% N=8
I am afraid to go to a health care provider or I am afraid to seek health care services.	18% N=48	15% N=26	22% N=16	21% N=6
I don't think health care services will really help me	25% N=67	21% N=35	32% N=23	31% N=9
<b>Total Responses</b>	<b>271</b>	<b>170</b>	<b>29</b>	<b>271</b>

#### Respondent Comments

Cost/Insurance - 3	
1	I'm afraid because I can't really afford what I need (hernia repair) and I'm afraid to go for my well woman because I can't afford cancer treatment if I had cancer or anything else.
2	I'm not afraid to seek health care but dread dealing with the billing part of it. So much inefficiency in the doctors offices and insurance providers. Preventive care that was once covered through Medicare has been scaled back to the point where it's not even worth going for a yearly physical anymore.
3	Was referred to Mayo Clinic but denied services due to having AHCCCS.
Appointment/Service Availability - 2	
1	Hard to get appointments for physical health
2	What's affordable is not having, what's needed is not available and or affordable. Cochise County offers far too little and I would guess is the reason it is the least populated County in the state. Only the strong or well connected survive here. Food for thought...
Quality of Care/Staffing - 21	
1	Doctors seem to have too many patients to really be thorough in addressing many issues.
2	Don't return phone calls and don't call you for results of tests.
3	I has a hysterectomy at . No aspect of this surgery went as planned including what was removed. The hospital admitted wrongdoing and this was settled out of court. I will leave this county if I become chronically ill.
4	See health care providers who speak English and Spanish
5	For my family Spanish in-laws and husband
6	Not listening and respecting my wants and desires

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7	Don't listen to my questions/give some blah answers
8	I'm afraid healthcare staff will make outdated assumptions about my condition based on old information.
9	They listen to computer rather than patient
10	I was threatened with CPS this last summer. I wanted help for my daughter, but felt that the option provided was not good for her. Finally, I found a doctor who, after 12 months, really listened to my concerns, fears and feelings. She helped us get the right care.
11	It seems like hubby just gets more and more medicine and doesn't get better. I worry that he will just be dependent on so many drugs that his body or mind won't function without them
12	Mental Health is limited designed for co-dependent on them rather than self-dependent and is abusive at times dependent on personal high turnover.=
13	Have been denied access to appropriate, qualified, mental health counseling/assistance and treated badly
14	I witnessed Mental Health folks yucking it up in the office while people sat for at least 30 minutes waiting for their provider. One of the patients went up to the window to inquire about what was going on and one woman behind the window told him that the provider was going to be quite late. WHY DIDN'T SHE TELL HIM and the others in the lobby that before???I think they are rude and condescending to mental health patients. It's sick how they treat their patients. There is no respect.
15	Health care for serious issues is not top quality when relegated only to nurse practitioners.
16	Unable to get through to doctors/medical employees, leaving messages, which they do not answer. Staff may be overwhelmed with phone calls to return calls and or they cannot manage workload.
17	No providers treat my condition so they do not understand my problems. When I go to ER, the first thing they think is drug-seeking - which could not be further from the truth. Presumptive providers who do not listen and refuse to look anything up is the norm in Cochise County.
18	Need to switch drs
19	Missed diagnoses that become life-threatening.
20	Diagnosis incorrect
21	Incompetent doctors
<b>Other - 5</b>	
1	Getting referrals. Was needing shots for pain; was told to go to ED - AFTER there was a standing order in the clinic.
2	See other answer about unreliability of referrals to specialists.
3	Place me in rehabilitation
4	My friend has beginning stages of dementia with no family. She sometimes doesn't remember what is told to her.
5	Haven't been to the doctor.
<b>None - 12</b>	
1	My care is through the VA, and I experience none of these problems.
2	no problem, not afraid
3	No difficulties

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<b>4</b>	These things aren't a problem for me, but ONLY because I have years of practice advocating for myself and some medical education.
<b>5</b>	Our experiences with local providers has been very good.
<b>6</b>	None apply
<b>7</b>	Good at this time.
<b>8</b>	We always get appointments TOGETHER and come prepared with test results and a list of questions for our providers.
<b>9</b>	No real difficulties similar to any listed here
<b>10</b>	None
<b>11</b>	None of these apply
<b>12</b>	Do get excellent care at the clinic

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### Q7. When receiving health care services, have you ever been treated unfairly, disrespectfully or been denied health care because of your: (Choose all that apply)

Response	Total Health	Breakdown by:		
		Physical Health	Mental Health	Substance Use
Age	10% N=49	11% N=30	10% N=14	11% N=5
Gender	8% N=39	8% N=23	10% N=14	4% N=2
Race/ethnicity	6% N=26	6% N=16	5% N=7	7% N=3
Level of education	4% N=19	4% N=12	4% N=5	4% N=2
Physical disability	7% N=35	8% N=22	8% N=11	4% N=2
Intellectual disability	3% N=14	2% N=7	4% N=6	2% N=1
Mental health status	10% N=47	7% N=21	15% N=21	11% N=5
Chronic/long-term condition	14% N=64	17% N=49	9% N=12	4% N=3
Income/social status	13% N=63	14% N=39	13% N=18	13% N=6
Lack of health insurance	12% N=56	13% N=36	10% N=14	13% N=6
Religious beliefs	2% N=11	2% N=5	3% N=4	4% N=2
Sexual orientation	4% N=19	4% N=11	4% N=6	4% N=2
I have not tried to access health care services	6% N=26	4% N=10	6% N=8	17% N=8
<b>Total Responses</b>	<b>468</b>	<b>281</b>	<b>140</b>	<b>47</b>

#### Respondent Comments

Lack of Health Insurance - 11	
1	Been sent to ER because of 0 Insurance
2	Type of insurance.
3	Unable to pay co-pay up front
4	Inadequate co-payment at time of appointment, would not bill me at a later time. Service refused, and I was a high risk pregnancy at the time.
5	Was treated poorly. Asked by nursing staff if on AHCCCS.
6	Denied insurance
7	Only VA coverage

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8	Unable to let me make financial arrangements for dental balance
9	I have been denied medical services because I couldn't pay the share of cost fee before having the liver ultrasound
10	I have been denied for being on Medicare
11	There are places that will not even schedule you an appointment if you do not have insurance.
<b>Physical/Mental/Chronic Condition - 7</b>	
1	Weight
2	Inability to have blood draw from porta cath without unneeded procedure - dye study; Have to drive 225 miles to get blood drawn.
3	By the way I look.
4	Only when I was disillusioned.
5	ER Room makes bad judgments about pain. They assume a person is drug seeking when they are truly hurting and mis-diagnose because of that presumption.
6	It took 5 years for complaining, second opinions, litigious threats to get treatment for pelvic pain. Dr _____ told me "I see women in real pain. Go buy some Motrin." I also received similar treatment from _____'s office from NP _____. I am now hesitant to receive any major health care in Cochise County
7	_____ refuses to take patients that take pain meds even if they go to a specialist for them
<b>Quality of Care - 11</b>	
1	Doctors do not listen to what I would like to happen in my health care
2	I do pretty well, but occasionally encounter uneducated medical admin staff. (Non-compassionate.)
3	Yes, as mentioned above. I didn't like the option she provided and she threatened me with CPS.
4	No assistance/advocacy
5	Any healthcare facility in Cochise County I have been to, whether a doctors office or hospital has been extremely disrespectful from the office staff to the medical assistants, to the doctors! Patient care and customer service are nonexistent!
6	The medical personnel you have act as if they are burdened by questions being asked, that tells me they are not comfortable with the position or believe they shouldn't have to answer questions.
7	I think this is a very stupid question. I have been treated rudely, but I think it's because many many of those in reception are not schooled in respectful listening and responding. Was I treated rudely because I am black? female? old? medium income? How would I know that unless they said something to indicate that. I don't know what's in their heads. Young people do not embody customer service and are rude, have no diction, get impatient with people who are hard of hearing, but will go into an ENT or Hearing clinic and whisper a last name once and then get bent out of shape and shame someone for not stepping up when their name was whispered. Many lack critical thinking skills and common sense.
8	I once had to see a PA who was a male chauvinist and treated women like hypochondriacs. I had a serious condition and he said it was all in my head. He released me to return to work driving a school bus without taking my symptoms seriously. I had to report him to my doctor whom he works under. The doctor said he shouldn't have

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	released me to work and the doctor put me off work and scheduled visits with specialists to be thorough. I later observed the same PA during an office visit with a male patient and he had a very different attitude with men.
<b>9</b>	The refusal of service was with one doctor only. Dr. _____ here in SV
<b>10</b>	They used to call and remind, not making appt, forgetting appt dates and times.
<b>11</b>	Not sure the reason for lack of care or feel felt by the provider
<b>Other - 7</b>	
<b>1</b>	General practitioners and specialists do not perform minor surgery in their offices any longer. We now have to go to hospitals, which drive up costs and increase travel times in some instances
<b>2</b>	Hospital wouldn't let my dog in with me.
<b>3</b>	Ignorant Vaccine pushers
<b>4</b>	Bureaucracy
<b>5</b>	After ER, Can't get in fast enough
<b>6</b>	Too hard to get follow up for specialist testing
<b>7</b>	For other reasons, misreading and such.
<b>N/A or None - 16</b>	
<b>1</b>	I seldom consult health services.
<b>2</b>	Haven't been to the doctor.
<b>3</b>	All act in respectful ways
<b>4</b>	Good care
<b>5</b>	Never been discriminated due to any of the above.
<b>6</b>	None
<b>7</b>	We have experience none of these at _____, _____.
<b>8</b>	We go to Bisbee and have never had issues
<b>9</b>	Not that i am aware of
<b>10</b>	Never a problem
<b>11</b>	None
<b>12</b>	My answer to all of the above is no, I have had no problem with any of the people I visit
<b>13</b>	None
<b>14</b>	No
<b>15</b>	None
<b>16</b>	Never, wouldn't accept it.

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**Q8. From the selections you chose in Questions 1 through 7 above, what is the one greatest difficulty you have in accessing health care? (FILL IN THE BLANK ANSWER ONLY)**

### Respondent Comments

Availability of Services – 50	
1	Getting clinics schedules - only come once a month to Willcox.
2	We need more non-crisis behavioral health care in Cochise County (and affordable, non emergency adult dental care too (I go to Mexico).
3	Availability and lack of actual doctors in the area! Would need to travel to Tucson.
4	Doctors not available , especially specialty doctors.
5	The VA health care system not having the services we need at the SV VA clinic.
6	Not many clinics offer appts after 5pm on work weekends. Complete insurance coverage.
7	Time
8	Services not available in Cochise County
9	Availability, overall.
10	Dental
11	Availability of services
12	Not having specific services in Cochise County ie. mental health
13	Scheduling an appointment at short notice. It's hard to get an appointment because healthcare providers are very busy.
14	OLD AGE - at times, long time to get an appt for treatment, especially surgical.
15	Hard getting an appointment for physical health.
16	Dr. Appt
17	Getting appointments for secondary stuff like xrays, surgery, etc.
18	Getting an appointment immediately or within a week of when I need it
19	Access to specialists and pain support due to mis-diagnosis.
20	Long waits for specialty care. Lack of qualified mental health providers for children. Sometimes need to travel to Tucson for speciality care.
21	Immediate appointments for specialty doctors and I know that there is a lack of affordable accessibility for substance abuse treatment and mental health in Willcox.
22	Insufficient perinatal services in our area. Must travel to Tucson to receive healthcare for high risk pregnancy. Also, no NICU available for preemie babies in our area or county. Teleservices would be a big bonus if they could consult via video chat.
23	There are not enough specialists in town that provide good services.
24	Lack of providers in the area. Have to go to Tucson for most specialties.
25	Getting specialist appointments
26	Accessibility to specialist in my hometown
27	The time it takes to get specialty appointments
28	Obtaining an appointment with a specialist
29	Referral to specialist.
30	Not enough specialists in Sierra Vista and other areas.
31	Many of the specialized services are not available in Cochise County & I have to go to Tucson or Phoenix.
32	Lack of specialists

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33	Denial of specialist testing and followup for current problems.
34	Seeing the Mayo Clinic.
35	Good surgical care is not readily available and most specialty problems are referred to Tucson (Pima County).
36	Not enough qualified doctors in our area, especially specialists. Always seem to have to go to Tucson.
37	Specialists not available in Cochise County, Benson, specifically. Same distance to Tucson for quality care. My husband won't go for health care due to no insurance.
38	Timely access to specialists.
39	Access to specialists
40	Mental health for daughter and grandson
41	Ability to get into mental health facility takes a while
42	Waiting time
43	The wait
44	Maybe just waiting a lot to see a doctor or sometimes they don't have the services here.
45	Hospital ER wait is very long and sometimes the care isn't the best.
46	Waiting for appointments
47	Eye care
48	Lack of urgent Care centers
49	Local NMD!
50	Health care does not really exist; the great pretenders.
<b>Distance/Transportation – 48</b>	
1	Getting to appointments out of the town (i.e. referrals)
2	Distances prevent my assessing the resources available locally
3	A lot of out of town-gas. Home Health needed.
4	Travel and insurance.
5	Specialists (GI) and most mental health resources are usually quite far away. I'm lucky and can drive myself most of the time, but this isn't always the case.
6	Transportation.
7	Wish there were more specialty Dr's close to home. We have to travel almost 2hrs from home to do special testing and speech therapy.
8	Distance I have to travel.
9	The providers are so very far away and I don't have reliable transportation of my own. Some of the required procedures also require an overnight visit, which is also prohibitive.
10	Finding a good specialist that I don't have to drive all the way to Tucson for.
11	Distance to specialty care.
12	Gas
13	Services aren't down here. Either out of county or overbooked.
14	Having to drive to Tucson for specialist due to none being in town for myself and my son.
15	A lot of child services are in Tucson.
16	I have to go to Tucson for some specialties
17	I live in Naco. I wish there were something closer or that the bus ran more often.
18	Getting out of town
19	Travel distance

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20	Having lupus with a damaged heart and lungs, and an autistic son, having to run to Tucson all time. Very frustrating. I have even cancelled appointments because when my illness flares up, I'm in too much pain to drive that far.
21	Having to go to a specialist out of town.
22	Travel I have to drive over 100 miles
23	Travel for health care-distance.
24	Distance
25	Distance
26	Distance for all physicians , specialist, pharmacies
27	Distance
28	Driving to Tucson for specialty services.
29	Distance to specialists
30	Location
31	Transportation is the greatest difficulty that I have in accessing health care.
32	Transportation
33	Not right equipment to check implant regularly. all out of town-no gas to go to doctor.
34	Transportation
35	Sometimes I need transportation to Tucson; TMC.
36	Getting there
37	Getting there
38	transportation needs - specialists don't travel here
39	Travel and appointments
40	Transportation
41	Transportation when husband has vehicle at work, M-S 9am-7pm.
42	Just getting to and from appts. Courtesy rides on the local bus would be good.
43	Transportation
44	Transportation
45	Transportation and them keeping the appointment
46	Transportation
47	Anything in Tucson, which is quite a few treatments, requires missing work. And there are no options for transport from Willcox to Tucson that is affordable or reliable. I'm in reasonably good health, but it would be great if there were a shuttle service of some type.
48	Feeling well enough to be able to drive.
<b>Affordability - 46</b>	
1	Affordability
2	Zero health or dental services that are affordable-income \$500 month.
3	Unable to pay, part time job
4	Affordability
5	Unable to pay for co-pays and travel expenses to specialist.
6	Cost
7	Inability to pay copays and deductibles
8	Affordability
9	The greatest difficulty is paying co-pay and not being approved on AHCCCS while being pregnant.
10	Ability to pay

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11	Money
12	The extra cost
13	I can't afford for most of my med
14	Affording premiums
15	Meeting copay requirements
16	Ability to pay
17	Money to pay for treatment
18	Lose half my pay to child support but can't afford insurance, and was denied AHCCCS because they base their decision off gross pay not net pay?
19	The out of pocket costs keep me from affording to go to the doctor we have 4 people in our family and that is a lot of out of pocket costs
20	Health care is expensive.
21	Money
22	Affordability
23	The cost
24	The cost is way too high.
25	Affordability of health insurance and medication costs
26	Costs
27	Financial, I avoid going to the doctor even when I'm sick because I can't afford the copay.
28	Finding affordable, private insurance, conflict-free mental health providers.
29	Right now - getting an answer about having my AHCCS reinstated
30	Many providers don't accept my insurance (blue cross/blue shield)
31	Healthcare provider doesn't always accept AHCCCS
32	Not enough providers (primary, dental, mental health, specialist, equipment, supplies) accept Medicaid
33	Limited VA coverage in civilian care
34	A counselor who will accept my insurance.
35	We have no insurance. We are poor enough for ACHSS but when we apply they assume we can get tricare (dad is a purple heart recipient) and we cant because he only served 13 years. We cant qualify for VA because he is only rated 60% (meaning we CANT apply for tricare nor VA) yet they reject us for that.
36	Having affordable insurance without a high deductible! I was on Obama care but had a 6500 deductible! I went in because I was sick and had to pay 633. My new premium for 2019 jumped to 918 a month! It's crazy! I'm just not going to go to the DR!
37	Insurance
38	No affordable health insurance that covers vision and dental care.
39	Insurance coverage-hours of operation (late/after hours)
40	Providers not taking my insurance
41	My health insurance doesn't cover my medication, so it has been difficult. I've had to go without one of my inhalers because of the price.
42	Getting a provider for pain management that accepts workers comp
43	Insurance doesn't cover dental or vision
44	Insurance doesn't cover.
45	I haven't had health insurance for two years.
46	Mental health services being limited and few psychiatrists in private practice accepting my insurance

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Quality of Service - 32	
1	The hospital doesn't like to help me because of my past drug use
2	Trusting provider
3	Having a quality provider and specialists near by, providers are not always well-versed in progressive medicine. They tend to be older and don't think out of the box.
4	Diabetic care equipment and lack of medical attention when needed.
5	Not enough good doctors.
6	The quality of medicine in Cochise County is sub-par, so even if you have insurance and a ride, the trouble can just be beginning!
7	Wait time and proper care at ER
8	I feel like health care providers don't know what they are doing. I go to them needing help and leave with little to no help. I feel it is a waste of time.
9	Incompetent primary care doctors act as gatekeepers to specialized doctors and prevent citizens from today's cures
10	People will be very disrespectful, acting like they are superior.
11	Access isn't the problem. The main problem we have is the referral system at which is often poor. Referrals to specialists in Tucson is unreliable and we have to call their tucson office to see if paperwork has been sent; often it hasn't. Sending scripts to Safeway pharmacy is often unreliable too. Have to call and check whether pharm received it. That may not be all fault, but often is.
12	Getting a doctor to listen to my complaint and address it at all, let alone with a decent bedside manor.
13	Finding a good mental health professional, who is willing to listen and really help.
14	Healthcare staff don't listen to me, they never know nothing.
15	Accessing a reliable mental health care service close to me. Responsible providers.
16	Terrified to go into the doc or ER because they bully me
17	Getting people to understand what I'm saying.
18	Poor attitude of providers-few qualified personnel-stigmatized for being elderly and low income
19	Communication skills and time limitations providers have.
20	Poor coordination among staff in the office itself and poor coordination among different providers and the hospital
21	Finding *competent* doctors locally so I don't have to constantly drive to Tucson for decent, modern, attentive, friendly, and competent health caregivers.
22	Finding quality healthcare and competent healthcare staff!
23	Totally felt no communication on the part of the provider
24	Finding quality time with an MD/DO to coordinate my care.
25	Getting healthcare professions to LISTEN instead of typing on their keyboards. Hard to do since they get paid very little by Medicare (check out the EOBs) and must see a LOT of patients to cover their overhead.
26	Getting quality care!
27	Accessing quality care. Good reputation of physicians.
28	Being seen when I am actually sick.
29	The lack of professional help or support from the hospital and clinics
30	Personal feelings
31	Very little mental health services and the services that are provided are not very good
32	OB/GYN Doctors that are good or at least a better selection

## Cochise County Access to Health Care Survey 2018

Assessing health care service capacity and access to health care services in Cochise County.

Locating Services - 8	
1	Finding a doctor
2	Finding local medical providers and specialists.
3	Lack of knowledge about what services are available.
4	Finding the right health provider.
5	Finding a good PCM who is accepting new patients and in my area
6	Finding a doctor locally to treat concerns/issues/diagnosis.
7	Finding a good doctor
8	Finding a doctor who will accept to see me.
Other Issues - 17	
1	Most health care providers are untrained in alternative meds and I do not use pharmaceuticals.
2	Sometimes getting results from tests or labs can take a long time
3	Access to lab service without barrier of dye study
4	Getting a MRI for my sciatica
5	Dealing with my mental health.
6	Elderly services
7	All
8	Small town, everyone knows everyone, issues of privacy/confidentiality
9	Finding a substitute for a pain medication.
10	Getting medication at pharmacy
11	Seems like the meds (for seizures and anxiety) Mental
12	When the restrictions on controlled pain meds started my wife's doctor refused service and we could not find another pain doctor in the County, at least one who was willing to treat.
13	Keeping appts cause of work.
14	Time off from work
15	Need help in home/can't walk hardly
16	I am not cyber. (no internet?)
17	Substance abuse and me, talk health
No Difficulty – 30	
1	None
2	No difficulties
3	I don't have one.
4	I haven't had difficulty with accessibility more with my current insurance provided by my employer and the changes they have made.
5	I don't have any difficulty.
6	I do not have any difficulties accessing any type of health care.
7	I don't have any.
8	No difficulty with physical health, the doctor's office is usually very helpful.
9	I don't have any difficulty
10	None
11	None
12	None

## Cochise County Access to Health Care Survey 2018

*Assessing health care service capacity and access to health care services in Cochise County.*

<b>13</b>	N/A
<b>14</b>	None
<b>15</b>	N/A
<b>16</b>	I have no problems accessing healthcare in Cochise County.
<b>17</b>	No difficulty
<b>18</b>	None
<b>19</b>	None
<b>20</b>	None
<b>21</b>	Never have any problems accessing healthcare.
<b>22</b>	None
<b>23</b>	Not an issue for me. I sure hope it isn't an issue for anyone else.
<b>24</b>	So far, so good.
<b>25</b>	I really have no problem and don't think that my friends do either. I have one woman that I drive to appointments from time to time that has trouble coming up with the money for her medical marijuana card and the appointments are limited. She does benefit greatly from her gummy bears though because they reduce her neuropathy.
<b>26</b>	None
<b>27</b>	At first having so many changes in health care providers. Have been able to keep the current one so far and very pleased with them.
<b>28</b>	None
<b>29</b>	None
<b>30</b>	Them help me lots of my health

## Cochise County Access to Health Care Survey 2018

Assessing health care service capacity and access to health care services in Cochise County.

### Q9. How many times in the past 12 months have you gone to the Emergency Room

Response	Total Health	Breakdown by:		
		Physical Health	Mental Health	Substance Use
Once	<b>16%</b> N=111	21% N=99	8% N=9	3% N=3
2-5 times	<b>17%</b> N=119	22% N=106	6% N=7	6% N=6
6 or more times	<b>4%</b> N=29	5% N=22	3% N=4	3% N=3
None	<b>62%</b> N=431	52% N=248	83% N=99	88% N=84
<b>Total Responses</b>	<b>690</b>	475	119	96

No Respondent Comments

## Cochise County Access to Health Care Survey 2018

Assessing health care service capacity and access to health care services in Cochise County.

### Q10. Reasons for going to the Emergency Room in the past 12 months:

Response	Total Health	Breakdown by:		
		Physical Health	Mental Health	Substance Use
Life-threatening illness/injury	23% N=84	23% N=76	19% N=6	22% N=2
Sick or injured before 8am or after 5pm on a weekday	22% N=82	23% N=77	9% N=3	22% N=2
Sick or injured on a weekend	23% N=86	25% N=81	16% N=5	0% N=0
No urgent care appointments were available	14% N=52	13% N=44	22% N=7	11% N=1
More convenient than waiting for an appointment	8% N=30	7% N=24	16% N=5	11% N=1
Do not have a regular health care provider	6% N=21	5% N=17	9% N=3	11% N=1
Needed a prescription refilled	4% N=16	3% N=11	9% N=3	22% N=2
<b>Total Responses</b>	<b>371</b>	<b>330</b>	<b>32</b>	<b>9</b>

#### Respondent Comments

Injury/Pain - 7	
1	Fall with injuries
2	Fell on ground.
3	I went to the ER rather than Urgent Care because I tripped and fell at a restaurant and was instructed to go to the ER and to get a CT Scan within 24 hours.
4	Possible broken bone
5	Severe pain.
6	Sports injury for my daughter twice, and once for her overdosing.
7	Car accident and motorcycle accident so ambulance took driver to ER from accident scene
Illness - 17	
1	High Blood Pressure, difficulty irregular medication by doctor.
2	No one dealt with high blood pressure except the ER. No same day appointments were available with my regular provider. It takes me two months to get an appointment.
3	Heart condition - father
4	Heart rate dropping below 30bpm. Sent home from ER.
5	Developed bladder infection, could not walk, was mis-diagnosed and told was seeking drugs because labs came back negative. Turns out the labs do not look for fungal only bacterial infections therefore needless suffering and pain due to misdiagnosis.
6	UTI and other two had to do with pains

## Cochise County Access to Health Care Survey 2018

Accessing health care service capacity and access to health care services in Cochise County.

7	The "seam" of my hysterectomy from _____ did not hold and broke during sex. I was told to wait 6 weeks. I waited 4 months and it didn't hold and my abdominal cavity filled with air. I drove to Phx for care. It was a life threatening condition.
8	Heavy menstrual bleeding
9	My daughters were sick.
10	My son needed IV fluids.
11	Because my son always gets sick on Fridays at school.
12	I went three times, twice for self, once with brother
13	Sick during midnight
14	Severe dehydration
15	Dangerously low sodium levels necessitated emergency care
16	Ear related problems.
17	My son had no insurance and had an infected gall bladder. He was sent to Tucson and held but had no surgery. I brought him home and he re-started through a different physician and subsequently had surgery in Tucson.
<b>Pregnancy - 8</b>	
1	Water broke
2	Pregnancy complications and insufficient doctors who treat pregnant women and newborns, no pediatricians who work late hours or insufficient found in our area.
3	Had my baby.
4	Asthma pregnancy complications.
5	Wasn't given any medication for infection while pregnant. When reoccurrence, just went to ER instead.
6	Pregnant and need to see OB.
7	Postpartum pain
8	Pregnancy related
<b>Needed Referral - 8</b>	
1	Crisis team referral
2	Told to go to ER, no urgent care available.
3	Doctor informed me to go to ER.
4	We were referred by _____ to go to the ER
5	Was sent to ER by Physical Therapist
6	We do not have any urgent care facilities within 100 miles. I do not use the er unless my heart is a problem and I'm always sent to Tucson. If it's not my heart, I wait sometimes a week to see my pcp. I had pneumonia and waited 6 days. He wanted me admitted to the hospital, but I refused due to it being _____ in willcox
7	Referred by urgent care; Referred by oncology for injection
8	Both times when seen at ER was at physician recommendation based on symptoms and testing needed to rule out possible need for emergency surgery.
<b>Other - 2</b>	
1	I couldn't find a doctor who would see me, and after a month and several visits to LPNs, I went to the emergency room and then spent THREE WEEKS in a hospital and had a thoracotomy! If only I could have seen a doctor sooner.

## Cochise County Access to Health Care Survey 2018

*Assessing health care service capacity and access to health care services in Cochise County.*

<b>2</b>	Needed help before being able to get to Tucson. Had a regular care provider that did not return call for a follow-up after emergency room care (Care Emergency was excellent) so now go to Tucson for my care. I am so sad regarding this.
<b>Did Not Visit ED - 6</b>	
<b>1</b>	None
<b>2</b>	Haven't been to an Emergency Room in along time.
<b>3</b>	None
<b>4</b>	Did not visit ER.
<b>5</b>	Did not visit ER.
<b>6</b>	None

## Cochise County Access to Health Care Survey 2018

Assessing health care service capacity and access to health care services in Cochise County.

### Q11. How did you get to the Emergency Room?

Response	Total Health	Breakdown by:		
		Physical Health	Mental Health	Substance Use
Ambulance	29% N=74	88% N=65	7% N=5	5% N=4
I got myself to the ER (personal vehicle, walked, biked, etc.)	44% N=114	No data available		
Friend or family member drove me	23% N=59	No data available		
Public transport	2% N=4	No data available		
Other	3% N=7	No data available		
<b>Total Responses</b>	<b>258</b>			

No Respondent Comments

## Cochise County Access to Health Care Survey 2018

Assessing health care service capacity and access to health care services in Cochise County.

### Q12. How can we improve access to health care services in Cochise County? (FILL IN THE BLANK ANSWER ONLY)

#### Respondent Comments

Availability - 105	
1	More open appointments
2	Have appts available when needed suddenly not have to go out of town
3	Help to get an appt for physical health.
4	Have more weekend appointment available instead of going to the ER for non-emergency appts.
5	We need more doctors or nurses and a labor and delivery office.
6	Clinics or doctors to have walk-ins available.
7	Bringing more doctors to our community.
8	Higher level ED in Bisbee, 24 hour Urgent Care Bisbee or Douglas, providers that are experts, more doctors that come from Tucson and are specialists.
9	Amount of patients to doctor ratio is overwhelming for medical staff, making treatment necessary (ie: medication, equipment, testing) takes an extremely long time to obtain.
10	Recruit more psychiatric practitioners and quality GI docs. Dr. is great, but booked solid for three months at a time, and she's the only one people trust.
11	Have more health care services locally.
12	Less waiting time, more services
13	Need more urgent cares and walk in clinics
14	Bring in more providers that are needed.
15	Clinics open after hours on weekdays.
16	Get more Drs.
17	Need more doctors available. Too far to drive to Tucson.
18	A nurse hot line to call to see if I need to go to ER or my problem can wait a few days.
19	Offer extended hours at local health care providers. Stop putting people on waiting list
20	More good Drs.
21	Open an urgent care in Benson with long hours open beyond the traditional 8am-5pm. Thank you.
22	CVS and Walgreens should have minute clinics like in larger cities. ERs, doc offices, and urgent cares won't be as clogged.
23	Promote services offered on site. Longer open houses after 5pm, weekends. Sooner appts to get in with PCP. Promote sliding fee programs for those uninsured or under-insured.
24	More PCPs available. More attention on how we feel.
25	More providers locally
26	Get more health providers and upgrade hospital. Provide more services.
27	Have providers be more willing to see clients who work or have a physician in office to see those whom only need minor checks. Urgent care could be kept open during after hours to reduce costs of patients sent to ER for things urgent care could have taken care of.
28	More providers please
29	Have more urgent care available.
30	Evening hours

## Cochise County Access to Health Care Survey 2018

*Assessing health care service capacity and access to health care services in Cochise County.*

<b>31</b>	We need more doctors or nurses and a hospital.
<b>32</b>	Pediatricians and a hospital
<b>33</b>	Coordinate to build a hospital.
<b>34</b>	Cochise County needs more physicians, more access to specialists, and better quality nurse practitioners. We need real and affordable health care. The county offers little for rural residents and even less for medicare recipients. If retired, and living in Cochise County, you become a target for income of others with services rarely provided. Human farming :). Basically, you are dismissed. There is no follow through - only expensive exams and tests which are never properly explained to the patient. And more disgustingly, that is where services end. There is little interest in follow through or solving real medical problems with most providers it's all about routine and allowed tests and that's enough - zero follow through or follow up = money and time not well spent because real health care services are really not provided - going through the motions is all the providers do. That and billing
<b>35</b>	Have health care help or have a program to help those that don't have money to cover eye care or dental.
<b>36</b>	Add vision and dental
<b>37</b>	More dental clinics for middle-low income families
<b>38</b>	A dental service in Bisbee would be amazing for all people who are on AHCCCS that don't have cars. Yes, there is a bus to Sierra Vista but usually the pain for mouth is severe and most people will go to Mexico since it's closer rather than go to Sierra Vista using our AHCCCS card, risking our teeth to be done correctly.
<b>39</b>	We need pediatric dentist and prevention programs to keep us out of the ER's and doctor offices.
<b>40</b>	Upgrade hospital, provide better mental health.
<b>41</b>	Mental health is huge - we need providers, we need physical doctors on staff and less telemed staff. Getting an appt is always difficult and always weeks in advance. The mental health industry is broken. Telemed doctors for mentally ill patients - I hardly see how that can be effective or legal! The patient can tell the "doc in a box" anything they want or "think" is true!
<b>42</b>	Many more mental health practitioners
<b>43</b>	Get good mental health programs and professionals for minors and adults going. Support groups, therapy sessions with animals, outings, to keep the youth busy.
<b>44</b>	More qualified health and mental health care providers
<b>45</b>	Provide more mental health and support services for youth.
<b>46</b>	Have counseling available for people who really need it.
<b>47</b>	More mental health providers
<b>48</b>	Mental health services are in jeopardy. Funding has been cut and some agencies have not been paid from the rbha for months. Agencies are starting to close because of lack of funding. Someone better check into this!
<b>49</b>	The local government needs to attract more therapists and psychiatrists. Mental health remains a major issue in MOST communities and here the support is geared more towards substance abuse.
<b>50</b>	I think there is a need for more mental health services for the uninsured.
<b>51</b>	More mental health
<b>52</b>	It would help if there were more mental health options

## Cochise County Access to Health Care Survey 2018

*Assessing health care service capacity and access to health care services in Cochise County.*

53	Sell the hospital to Banner or other major company. Make more accessible. Put actual services in the mental health ward at and recruit providers to follow up with services such as therapy and medication management.
54	Because of my mental health, I have been taken off meds without being weaned off - has resulted in side effects which exacerbate and cause me to go to the ER.
55	Increase mental health and substance abuse treatment and make it affordable.
56	Make more GOOD mental health services available, and provide more resources for substance abuse.
57	The state needs to give more money to Cochise County so we can have better schools and communities to attract younger practioners. You could provide monetary incentives, like student loan forgiveness, for new doctors. Perhaps expand medical training programs here so that graduates choose to remain in the area. Allow doctors certified in Mexico to practice here.
58	Allow new physicians to apply for loans that decrease their tuition payment based on the amount of time they spend in a rural community.
59	Increase efforts in recruiting more health care providers (especially doctors) to this area.
60	Bring in more doctors.
61	Attract more Qualified MD/DO
62	Very difficult to do. Physicians do not want to practice (or live) in Cochise County. They prefer the big cities, especially places with university and research facilities. And Medicare plans in Sierra Vista are VERY limited (Allwell) and pay healthcare providers very little.
63	There must be a considerable effort made to secure good physicians and in order to do so our school system must be adequately funded. Doctors do not want to bring their families here.
64	Increased wages and benefits to attract highly skilled service providers to the . Better budgeting for basic healthcare supplies. Just a thought.
65	I know we have a program to entice doctors to the area but apparently it is not good enough.
66	Get more doctors in different fields. A lot of the testing cannot be done in SV. My friend needed a certain test and had to be transported to Tucson to get it.
67	Help health care providers attract doctors who want to work in a rural setting.
68	Provide incentive to providers to come to this area and stay. Better pay. Decrease hours/demands on time. Better policies.
69	Provide better services, have access to all services without going out of town to see a specialist, etc.
70	Pharmacies in rural areas, more specialists in rural areas, more access to therapies in rural areas, more doctors in rural areas.
71	Have pediatricians close by for children. More Drs at the clinic to have a pharmacy in Elfrida would be great.
72	There is no easy access to Tucson with specialists. Specialists come to Willcox, but sometimes only once a month. It takes awhile to get an appointment.
73	There is no easy access to Tucson with specialists. Specialists come to Willcox but sometimes only once a month. It takes a while to get an appointment.
74	Availability of specialists that are willing to travel here - more days available.
75	Have more specialty doctors available closer than Tucson. My kids (twin boys) have speech delay, and it's been more than rough to get all the testing/evaluations

## Cochise County Access to Health Care Survey 2018

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	scheduled. Pediatric speech therapists who have to be bilingual for my boys have been hard to find in Cochise County. Starting 2019 we will have to travel more than two times per week to get to speech therapy they NEED. Needless to say, we've been on the waiting list for speech therapy since May 2018, and thank God we are finally scheduled for January 2019.
<b>76</b>	Have more specialists in our area for people that have serious illnesses.
<b>77</b>	Bringing specialists here instead of having to travel to a different city.
<b>78</b>	1) More pediatricians (lack of) 2) More testing available that is found in other countries. We must travel for basic testing to Pima County, example: My newborn needs an x-ray of her hips because she was a breech birth. Cochise County does not have this test in our area. I must travel to Pima County. Yet, her pediatrician is 100% sure there is nothing wrong with her range of motion, but just in case to take her in. 3) Insufficient OB/GYNs all are in Sierra Vista, or travel further. No Perinatologists in our area or that come to our area. You MUST go to Pima County for high risk pregnancy specialists.
<b>79</b>	Find a way to bring specialists here.
<b>80</b>	Increase access to specialists and diagnostic testing or procedures that can be done locally.
<b>81</b>	Build more pediatric specialty and procedure centers. This would save on gas and wear and tear on my vehicle and extra food costs that I spend to feed my children while in Tucson.
<b>82</b>	Start with adding specialty fields. Qualified physicians or nurse practitioners - there are no rheumatologists in the Sierra Vista area - and the population has a good number of Medicare aged people. Health care clinics that are easy to access. Qualified Health Care administrators. People who CARE about helping others.
<b>83</b>	More specialists
<b>84</b>	We need more providers of all kinds, especially specialists and testing facilities.
<b>85</b>	Attract more Specialists and more family doctor's.
<b>86</b>	Specialists
<b>87</b>	Try to promote to Pain specialist that they could not only make a good living here, but that it is a great place to live. is too expensive and our Affordable Care Act coverage is not enough. It covers private providers much better.
<b>88</b>	Recruitment of multiple specialists. Add urgent cares to reduce ER burden.
<b>89</b>	Better primary and specialist along I-10 and actually check up on hospitals. hospital is the absolute worst.
<b>90</b>	Attract more specialty health care providers.
<b>91</b>	Make more specialties in Sierra Vista. I'm seeing neurology, dermatology, and cardiology and having to drive to Tucson for my appointments because most places here in Sierra Vista do not take my insurance (ACCHS).
<b>92</b>	We need more specialized doctors available and lower out of pocket costs
<b>93</b>	Have specialists located in Sierra Vista (like my need for a local diabetes specialist)
<b>94</b>	We really need more physicians in general, specialists in particular, and more elder care specifically.
<b>95</b>	Expand boundaries of rural ems depts, we have to rely on HCI, when there is a fire/ems dept closer, but we're not in their area. Provide more specialized services or surgeons and a hospital that can provide services for those specialties. Sad when local

## Cochise County Access to Health Care Survey 2018

Accessing health care service capacity and access to health care services in Cochise County.

	hospitals, physicians, send you to another county to obtain better care. Doesn't say much for Cochise County, why don't we have the specialized care other counties do?
96	Encourage more specialists to come to Cochise County. While there are some, more are needed such as cardiac care for things like stents for Medicare and gastric specialists that can come to places like Bisbee or Douglas.
97	More specialists to the rural communities, even just a once per week in-town day.
98	More specialty clinic sleep studies, etc
99	Attract specialists...Easier said than done. We just need affordable healthcare for people who live on less than \$40,000.00 a year.
100	More specialty Doctors, Support Alternative Health Doctors like Naturalpathic Doctors,
101	There needs to be a lot more specialists here, that willing to accept AHCCCS.
102	Need more doctors and specialists and lower cost for insurance, co payments, deductibles and medication costs
103	Find a way to attract more speciality and mental health care providers to the area.
104	Need wider variety of specialist. NEED better services for Autistic children & adults or any other special need. These almost always require going out of town. I have been lucky that I have the resources to get there but many people do not & I have personally seen too many individuals simply go without services because of the drive.
105	Get rid of obama care! No OB/GYN specialists (Perinatologists) are available in Cochise County and none travel to this area. You must travel to Pima County even if you are a high risk pregnant woman on bed rest. That or be admitted for the remainder of your pregnancy at a Tucson Hospital away from all family and children until you give birth Hospital does not have a labor & delivery ward for long term bed rest patients.
<b>Affordability - 30</b>	
1	Making a sliding scale + payment plan an option at more of the facilities.
2	Affordable Transportation/ No Co-pays
3	Lower cost for services.
4	Better doctors. Lower price of medications and more insurance availability.
5	Encourage other plans to support Cochise County - we currently only have two Medicare Advantage Plans and neither support out of state services. Hire people or provide agencies funds for knowledgeable advice on plan info, hire competent people who do not mess up other people plans. My plan is messed up for a whole year due to incompetence.
6	Get rid of obama care and let doctors practice medicine!
7	More AHCCCS for everybody.
8	To make it more coverage and also have more pharmacy open to all providers.
9	I have good insurance yet sometimes it is difficult to find a doctor that is in my tier.
10	Be more accepting of AHCCCS medical insurance at more offices medical practices.
11	MORE DENTIST, PSYCHIATRIST that take Medicaid
12	Does not pertain to me, but healthcare/insurance is too costly and should be affordable and available for ALL. Thanks for asking.
13	Other than mentioned, it seems to be good for those of us fortunate to have decent insurance. used above refers to associates not the hospital.
14	Promote the change in national policies for health care services, Change the financial system of inequities
15	Bring in experienced counselors who can accept Medicare.

## Cochise County Access to Health Care Survey 2018

Accessing health care service capacity and access to health care services in Cochise County.

16	We need universal health care!
17	More providers that accept AHCCCS
18	Benefits insurance for actual workers
19	We need a one payer universal health care system with no for-profit insurance corporations involved. More incentives and support for efforts to recruit and train youth to pursue health careers and return to their communities to serve.
20	Maybe a no-copay and no-deductible insurance that has free prescriptions.
21	Have providers more willing to accept multiple insurance carriers and expand hours
22	There needs to be a bit more help for those that fall in the middle like ourselves. Too much to get state aide, not enough to pay out of pocket. Dental care for no insured under insured as it plays a big role in overall health.
23	For the most part my health care has been fine. It is the insurance that needs improvement. I recognize that this is a small town so I will need to travel to Tucson for some things.
24	Raise income limits, allow prescribed followup visits with requested specialist for needed testing to evaluate illnesses and injury.
25	Stop basing your decisions off of gross pay, child support is a bill and should be counted as a deduction.
26	Make it more affordable to have health insurance and lower deductibles/co pays/coinsurance. Not turn someone away for the lack of ability to pay.
27	Fine the jerks that misbill people and/or overbill and double bill
28	On behalf of a friend who has MEDICARE (which I will be eligible for next Fall), please either get the AZ legislature to change the law about MEDICARE patients seeing only mental health providers who are MEDICARE certified or hire behavior health providers who are (please!)
29	Detail insurance, more time with provider to build trust
30	Provide better options on healthcare companies, lower co-pays, have doctors listen to you, have better educated doctors.
<b>Quality of Care - 32</b>	
1	Better training for health care providers.
2	Get out of the way ... need fresh leadership ... incompetent old people run Cochise County
3	They need to be nicer, more faster for those who need seen right away.
4	By treating patients of different ethnic groups fairly and with respect.
5	I think their treatment is already good, they just shouldn't roll their eyes at people that genuinely are in pain.
6	Better understanding of the community and learning from your patients. If your doctors, RN'S,LPN'S,MA'S,PA'S took the time to listen to the patient concerns you should be able to provide the best care But from what I have seen, listened to from some of the staff,I would not trust them to provide care due to their attitudes toward patients.
7	Smaller nurse to patient ratio; Transportation to and from appts; Specialty service providers are not in the area and we have to travel to Tucson.
8	Have more bedside manners. Be more respectful. Care for the low income families better. Take the time to understand what the patient is going through. Don't misdiagnose.
9	By offering more resources and being more reliable
10	Communication

## Cochise County Access to Health Care Survey 2018

*Assessing health care service capacity and access to health care services in Cochise County.*

11	Include me in my patient care plan
12	Tucson orthopedic provides an employee ("hostess") that greets each individual as they arrive for their appointment. The offices ran smooth and efficient. I believe better than saved time.
13	Professionals that have attitudes with clients especially with my mental issues.
14	Be a little nicer on the phone when calling in with a question or need to get a hold of transportation.
15	Dr sends me to the hospital anyway, so why go to the doctor first? Prescribes pills without trying to resolve first.
16	To always treat patients with respect. Have reminder calls. And call back from nurse assistants. And get a Dr who can help as soon as you're denied from other Dr offices. Need both speaking English and Spanish.
17	Getting appts when needed for serious condition and no appts open or Dr. is not in office (vacation etc.) Getting understanding of the condition especially for AGR related issues. Not taking complaints serious then things get very much worse, a diagnosis missed much later a specialist took care and prevented death. This happened to my wife, she is 79 - I am 77. When doctors GUESS without a solid diagnosis "practice."
18	Train front desk personnel: How to use computers, courtesy, what is an emergency, how to smile, phone etiquette, medical terminology, recognize confusion and how to treat people with respect, pay attention to waiting patients and keep them updated on wait time.
19	Good competent nice real people doctors, and not the rest of the country's rejects!
20	Doctors need to not dismiss someone for needing pain medication. They treat (at least at S.V.) everyone as an addict.
21	Maybe, go by people's needs and work with them a little more. I know I have a hard time with them over the phone or picking me or my body in time but that was in Phoenix.
22	Better doctors and improve hospital staff. Will NOT go to this hospital because of doctors and staff.
23	Being faster at the emergency room. I went with my husband and I waited four hours before they assisted him.
24	Train other towns to provide the same unconditional positive regard that bisbee medical employees have. Educate clients on their rights, what a professional should have (ie. a therapist will have specific intervention training and a graduate degree) and how to complain
25	We need better doctors for adults.
26	Better quality providers
27	Care among providers needs to be coordinated; overall healthcare would be improved if a larger healthcare system was present verses small stand alone providers.
28	Quicker and more competent doctors in ER.
29	Better doctors who care and facilities that bill people better and correct. hospital is bad
30	Honestly it defeats the purpose of being accessible if all healthcare in the area is D-rated anyway! I would never use any doctors office or healthcare facility in this county again, unless some major improvements were made!
31	Have providers that care
32	Higher quality - better trained, more experienced, more knowledgeable - practitioners

## Cochise County Access to Health Care Survey 2018

Accessing health care service capacity and access to health care services in Cochise County.

Distance/Transportation - 27	
1	Have more doctors travel here instead of us having to travel to Tucson for appts.
2	should offer rides to appointments at
3	Have do transport
4	If there was a service similar to that of CA where medical transportation is provided as part of my health insurance plan it would make things easier
5	We need more transportation, we need a hospital and more doctors.
6	Transportation for disabled and elderly who live out of town to Dr. appts, tests, etc.
7	Local transportation, homes for elderly, availability of local care homes, more home health care available, lower costs of care.
8	Better transportation services, PCP to follow up with clients, PCP and staff need to staff so client can receive treatment that has been referred.
9	Make it easier for moms that have carseats to get on bus or transportation.
10	I am a mother with three children, ages 1,3, and 9. Walking to the doctor is not going to work. My husband needs to work so we can survive. Yet, he works M-S from 9am - 7pm. Unfortunately, with his schedule, this provides no time or transportation to get back and forth to doctors appts, not only for my children but myself included. Safe, reliable transportation for income restricted families would be ideal, especially in our case.
11	Offering people courtesy rides to get back and forth to appts. Transportation is not terribly expensive, but it's up there when you're unemployed!
12	Transportation
13	Transportation, more specialists.
14	More volunteers for or any type of ride service in order to get to appointments; Having vehicles with accessibility for walkers/wheelchairs.
15	Have more available transportation to Tucson and Sierra Vista; Lower the extra cost of insurance and more coverage to blood tests.
16	Need to support public transportation programs.
17	Shuttles that could be called to go to the homeless shelter and back.
18	Bus
19	A Vicap type of service for all ages,
20	Hospitals offer good services but so many procedures require going to Tucson. That will always be a problem. And as I stated before if there were some kind of reasonably priced shuttle from the hospital to TMC I would utilize it.
21	Enlist volunteers and reimburse their gas money and time for taking someone to the doctor or the hospital. Educate and re-educate about the use of the ER-and calling 9-1-1. EMS should not be used to pick up someone for a scorpion bite because the only symptom they are having is pain.
22	Transportation for families.
23	More transportation, recruit more psychiatrists, needs care beyond just stabilization for behavioral health patients
24	Need another pharmacy. Need to be easier med transportation so you can call for a ride and not have to give three day notice for a ride. Drs office needs better trained staff in the front offices.

## Cochise County Access to Health Care Survey 2018

*Assessing health care service capacity and access to health care services in Cochise County.*

<b>25</b>	Distance to any medical facility or transportation to and from.
<b>26</b>	Get services here so you don't have to drive so far to go. It's hard when you have little ones.
<b>27</b>	Bring good and closer to our homes.
<b>Other Issues - 23</b>	
<b>1</b>	You need better healthcare in every aspect, not acceptable
<b>2</b>	We need facilities including pharmacies closer by to reduce the difficulty and expense of obtaining medical care, especially since when one location denies care for some reason often complex, hazy reasons. The next available option maybe more than an hour's drive away. Also any issues the nation and state have re: healthcare, Cochise County has in greater extremes because of the high poverty, income inequality, remoteness, low and dropping population and density, limited access to healthy food options, border issues, etc. We need more and better rural health clinics with a full range of services, including pharmacy services; and more access to better food options at greater density. We've been left behind!
<b>3</b>	Line, paperwork
<b>4</b>	Services vary around the county. Benson has more services thanks to and now.
<b>5</b>	Pray that our government gets better.
<b>6</b>	Will meet or in person
<b>7</b>	Continue to support the rural health clinics
<b>8</b>	More natural healing like chiropractor and homeopathy less pharmaceuticals
<b>9</b>	Promote activities that keep people of various ages involved utilizing: parks, sidewalks, senior center, volunteer activities, spectator sports, lifelong learning
<b>10</b>	Create system that has more privacy/confidentiality for local people. Perhaps a provider that visits from Tucson?
<b>11</b>	Expedite office visits, wait times too long.
<b>12</b>	Increase information available online.
<b>13</b>	Improve public knowledge around where people can access services, options people have surrounding payment.
<b>14</b>	More newspaper, facebook etc information and positive stories. Information is mostly word of mouth and that is only as big as each individuals social circle.
<b>15</b>	Advertise what County services are available.
<b>16</b>	Easier accessibility to services. Called for some help for my elderly friend and the person never got back to us.
<b>17</b>	Help those people who need help.
<b>18</b>	It's hard to fill out papers. It would be nice to have someone to help you.
<b>19</b>	Better case management / home health care for isolated elderly complex patients. More behavioral health options for stress related problems before they become crises.
<b>20</b>	More in home services for the elderly, disabled. I called bisbee and left messages. none of my calls were returned. This is the place medicare said to call.
<b>21</b>	Look at the VA system.
<b>22</b>	The VA in Sierra Vista could be expanded to cover more.

## Cochise County Access to Health Care Survey 2018

*Assessing health care service capacity and access to health care services in Cochise County.*

<b>23</b>	Have right equipment down here. Show that they really care. Not all in my mind, turned out to be physical.
<b>No Difficulties - 28</b>	
<b>1</b>	It's ok
<b>2</b>	All has been okay for me so far, other than out of town referrals
<b>3</b>	I think it's fine the way it is.
<b>4</b>	I don't have any complaints.
<b>5</b>	I have no complaints
<b>6</b>	To be honest, I'm satisfied with health care services.
<b>7</b>	I am satisfied with the services that me and my family receive from our healthcare
<b>8</b>	Very good care and access!
<b>9</b>	Never had a difficulty.
<b>10</b>	Thanks for _____ Clinic is open weekends and late during the weeks. So far I have not had any problems with health care services.
<b>11</b>	I've had no problems.
<b>12</b>	I think health care services here in Cochise County are very helpful and don't feel like anything should change.
<b>13</b>	Nothing, we are very happy with our services.
<b>14</b>	All good.
<b>15</b>	It is ok
<b>16</b>	All good
<b>17</b>	I haven't had any trouble with healthcare.
<b>18</b>	As far as I know there are no changes to be made.
<b>19</b>	NA
<b>20</b>	I've had good experience and haven't had difficulty with anything.
<b>21</b>	Healthcare with Cochise County is great and it's just getting better.
<b>22</b>	Services provided to me have always been great. I have had no issues with a provider to this date.
<b>23</b>	I feel like I'm getting great services.
<b>24</b>	Haven't seen anyone having problems accessing healthcare.
<b>25</b>	I would consider it very adequate now.
<b>26</b>	I don't know
<b>27</b>	I do not know
<b>28</b>	I have found easy accessibility to all services