2018
Community Health Needs Assessment
Bay Clinic, Inc.
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INTRODUCTION

Section 330 of the Public Health Service (PHS) Act (42 U.S.C. §254b) mandates that Health Center Program participants “...demonstrates and documents the needs of its target population, updating its service area, when appropriate.” In compliance with this requirement, in 2018 Bay Clinic, Inc. conducted a community health survey and assessment process. The population assessed was East Hawai‘i located in the County of Hawai‘i, encompassing all of Hawai‘i Island.

The purpose of this community needs assessment is to describe the general health of East Hawai‘i residents, identify barriers to local health care services, and assess health care demands and opportunities. The assessment also provides the opportunity to prioritize health needs to lay the groundwork for developing initiatives to address those needs.

Key Demographics

- 60% of those surveyed identified themselves as a Bay Clinic patient.
- 7% rated their health as Excellent; 32% stated their health was Very Good; 53% rated their health as Good; 8% as Not Very Good; and 0% stated their health was Poor.
- 36% of respondents live in Hilo, 22% in Pāhoa, 19% in Kea‘au, 8% in Mountain View, 5% in Nā‘ālehu, 2% in Kurtistown, and 2% in Volcano Village.

The typical survey respondent lives in Hilo, is a Bay Clinic patient, and in good health.

Key Findings

Based on the process methodology described, the priority findings are:

1. Access to care
   a. Timely access / scheduling an appoint
   b. More providers
   c. Transportation
2. Health Services
   a. Substance Abuse Support Services
   b. Mental Health
   c. Health Education
3. Quality of Care
   a. More providers
   b. Partner with other community resources
   c. Better patient service / smoother running clinics
4. Facilities
   a. Large comprehensive center housing all services under one roof
   b. Larger clinic
DESCRIPTION OF COMMUNITY SERVED

Bay Clinic, Inc. (Bay Clinic) defines its service area and population as the East Hawai‘i region of Hawai‘i County, encompassing the districts of North Hilo, South Hilo, Puna, and Ka‘ū. Bay Clinic serves all individuals residing within its community health center federally designated service area, as defined in its HRSA Health Center Program Scope of Service Sites. Hawai‘i County encompasses all of Hawai‘i Island. Bay Clinic’s service region encompasses 51% of Hawai‘i Island’s total land area and 53% of the island’s total population. Bay Clinic’s 2,048 square mile service region is a federally designated Health Professional Shortage Area (HPSA) and Medically Underserved Area / Medically Underserved Population (MUA/MUP.)

Map 1: BCI Service Area in Green
East Hawai‘i Island Demographics

Bay Clinic’s service area population is ethnically diverse with 72% of the population comprising of racial and/or ethnic minorities and home to one of the largest Native Hawaiian populations in the country. Bay Clinic’s catchment areas are 27% Asian, 14% Native Hawaiian and Other Pacific Islander, 27% non-Hispanic White, 1% Black/African American, and 30% two or more ethnicitiesii.

<table>
<thead>
<tr>
<th>Demographics</th>
<th>State</th>
<th>Hawai‘i County</th>
<th>BCI Service Area</th>
<th>BCI Service Area by District</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population (ACS 2016)</td>
<td>1,413,673</td>
<td>193,680</td>
<td>102,724</td>
<td>51,201</td>
</tr>
<tr>
<td>Population change (ACS 2010-14)</td>
<td>1.5%</td>
<td>2.3%</td>
<td>1.9%</td>
<td>0.1%</td>
</tr>
<tr>
<td>High School Graduates</td>
<td>91.3%</td>
<td>91.6%</td>
<td>90.3%</td>
<td>91.8%</td>
</tr>
<tr>
<td>Bachelor’s degree or higher</td>
<td>31.4%</td>
<td>27.6%</td>
<td>22.3%</td>
<td>28.0%</td>
</tr>
<tr>
<td>Live Below Poverty Level</td>
<td>10.8%</td>
<td>18.7%</td>
<td>23.5%</td>
<td>19.3%</td>
</tr>
<tr>
<td>Under 18 Years Living in Poverty</td>
<td>14.1%</td>
<td>26.8%</td>
<td>30.9%</td>
<td>21.8%</td>
</tr>
<tr>
<td>Median Household Income</td>
<td>$71,977</td>
<td>$53,936</td>
<td>$39,313</td>
<td>$52,857</td>
</tr>
<tr>
<td>Unemployed</td>
<td>5.5%</td>
<td>7.4%</td>
<td>9.5%</td>
<td>5.1%</td>
</tr>
<tr>
<td>Private Health Insurance</td>
<td>76.2%</td>
<td>63.8%</td>
<td>59.9%</td>
<td>69.9%</td>
</tr>
<tr>
<td>Public Health Insurance</td>
<td>32.6%</td>
<td>43.1%</td>
<td>47.2%</td>
<td>41.8%</td>
</tr>
<tr>
<td>No Health Insurance</td>
<td>5.2%</td>
<td>6.6%</td>
<td>6.5%</td>
<td>4.7%</td>
</tr>
<tr>
<td>Foreign Born</td>
<td>17.9%</td>
<td>11.0%</td>
<td>10.1%</td>
<td>9.2%</td>
</tr>
<tr>
<td>Speak Language other than English</td>
<td>25.7%</td>
<td>18.7%</td>
<td>14.5%</td>
<td>16.3%</td>
</tr>
<tr>
<td>Veterans</td>
<td>10.1%</td>
<td>10.0%</td>
<td>8.5%</td>
<td>7.4%</td>
</tr>
</tbody>
</table>


The data shows that Bay Clinic’s service area population is predominantly low-income, medically underserved, and face a range of linguistic and socio-economic barriers to care. This is shown in Bay Clinic’s patient demographic, 93% of patients live at or below 200% poverty, of which 9% are uninsured, 66% are Medicaid-QUEST recipients, and 15% are Medicare insurediii.
ABOUT BAY CLINIC

In 2017, Bay Clinic’s seven health centers and Mobile Health Unit cared for 21,372 patients with 78,174 total encounters; making Bay Clinic one of East Hawaii’s busiest healthcare providers. Bay Clinic employs 171 staff, including sixteen providers, eight dentists, and three behavioral health practitioners. Bay Clinic is a crucial access point for local communities seeking comprehensive health care services. In 2017, 51% of all Hawai‘i Island residents accessing community health center services were Bay Clinic patients.

SAFETY NET BURDEN (payer mix as a percent of total)

<table>
<thead>
<tr>
<th>2017 Calendar Year</th>
<th>Hawai‘i State (14 FQHCs)</th>
<th>Hawai‘i Island (3 FQHCs)</th>
<th>East Hawai‘i (BCI Service Area)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Unduplicated Patients</td>
<td>155,436</td>
<td>41,857</td>
<td>21,372</td>
</tr>
</tbody>
</table>

**Patient Characteristics**

<table>
<thead>
<tr>
<th></th>
<th>Hawai‘i State</th>
<th>Hawai‘i Island</th>
<th>East Hawai‘i</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uninsured</td>
<td>14%</td>
<td>7%</td>
<td>9%</td>
</tr>
<tr>
<td>QUEST (Medicaid)</td>
<td>56%</td>
<td>54%</td>
<td>66%</td>
</tr>
<tr>
<td>Medicare</td>
<td>9%</td>
<td>16%</td>
<td>15%</td>
</tr>
<tr>
<td>Private</td>
<td>22%</td>
<td>23%</td>
<td>11%</td>
</tr>
<tr>
<td><strong>TOTAL SAFETY NET</strong></td>
<td><strong>11%</strong></td>
<td><strong>22%</strong></td>
<td><strong>21%</strong></td>
</tr>
</tbody>
</table>


Scope of Services

Bay Clinic is a patient-centered medical home (PCMH) focused on providing comprehensive and quality healthcare to all regardless of ability to pay.

Services offered at Bay Clinic health centers include:

- **Primary Medical**
- **Diagnostic Laboratory**
- **Screenings**
- **Gynecological Care**
- **WIC**
- **Nutrition**
- **Health Education**
- **Translation Support**
- **Dental (adult & child)**
- **Pediatric / Child Care**
- **Well Child**
- **Obstetrical Care**
- **340B Pharmaceutical**
- **Tobacco Cessation**
- **Outreach**
- **Substance Use Disorder Services**
- **Behavioral Health**
- **Voluntary Family Planning**
- **Immunizations**
- **Emergency Medical**
- **Case Management**
- **Eligibility Assistance**
- **Transportation Assistance**
- **Teen Clinic**

Formal referral services include:

- **Diagnostic Laboratory**
- **Diagnostic Radiology**
- **Screenings**
- **Voluntary Family Planning**
- **Gynecological Care**
- **Obstetrical Care**
- **340B Pharmaceutical**
- **Translation Support**
PROCESS AND METHODOLOGY

The methodology for conducting the community survey involved deployment of the Needs Assessment survey both in-clinic and outreach into Bay Clinic’s East Hawai‘i service area communities from September to November 2018. The data included responses from Bay Clinic patients, as well as the population at large that had indirect contact with Bay Clinic. The survey consisted of a series of twenty questions designed to gather information about the individual’s general demographic information, health status, access to health care needs, and their perception of priority needs in their community.

The total number of surveys collected was 100; of which nearly 97% of those surveyed answered all the questions on the survey.

Demographics

100% of those surveyed answered the question regarding race with 33% identifying as Caucasian, followed closely by those identifying as more than one ethnicity.

Response 1: Ethnicity

- Caucasian: 33%
- More than One: 29%
- Native Hawaiian: 20%
- Asian: 14%
- Pacific Islander: 3%
- Black/African American: 1%

99% of respondents answered the question regarding level and type of education completed, housing status, and zip code of residence.

Response 2: Education

- Post Graduate: 5%
- College Degree (4-yr): 25%
- Some College (no degree): 15%
- Technical School: 15%
- High School Graduate: 18%
- High School (incomplete): 3%
- None, or grade 1-8: 0%
Health Status

99% responded to the questions regarding their health status, of which 92% rated their health as good to excellent.

Response 5: Overall Health Status

Over the last six months, how would you rate your overall health?

- Excellent: 7%
- Very good: 32%
- Good: 53%
- Not very good: 8%
- Poor: 0%
Access to Health Care

The survey asked community members about the health care services they currently access and if the services they are receiving are adequate to meet their needs. Of the 85% who responded, 63% felt that their health care needs were being met. 100% of respondents who felt their needs were not being met stated that access to mental health services, particularly psychiatric services, were the source of their dissatisfaction.

Response 6: Accessing Needed Health Care Services

Do you require care for any of the following conditions? (please check all that apply)

| Condition           | Percentage
|---------------------|------------
| Diabetes            | 26%        
| Mental Health       | 39%        
| Asthma              | 46%        
| Obesity             | 26%        
| Cancer              | 30%        
| High blood pressure | 11%        
| Heart disease       | 2%         
| Kidney disease      | 2%         

Response 7: Satisfaction with Health Care Services

If you checked any of the above, does Bay Clinic meet your needs?

| Response          | Percentage
|-------------------|------------
| Strongly agree    | 21%        
| Agree             | 42%        
| No opinion        | 29%        
| Disagree          | 5%         
| Strongly disagree | 3%         

93% answered the question regarding culturally appropriate care, of which 73% felt they received culturally appropriate care.

Response 8: Culturally Competent Health Care

How much do you agree or disagree with the following statement: "Bay Clinic provides culturally competent care?"

| Response          | Percentage
|-------------------|------------
| Strongly agree    | 26%        
| Agree             | 47%        
| No opinion        | 20%        
| Disagree          | 5%         
| Strongly disagree | 3%         

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91% responded to the question regarding barriers to health care access. Beyond cost, the top three barriers identified include: 1) hard to get a medical appointment at a time I need (54%), 2) hard to get time off work to go to a medical appointment (34%); and 3) reliable transportation (20%).

**Response 9: Barriers to Health Care Access**

In terms of dental care access, 93% answered the question regarding their dental provider and of those respondents, 36% were patients of one of Bay Clinic’s dental centers.

**Response 10: Dental Access by Provider Distribution**

95% of participants answered the question regarding lack of dentists in their community. The responses show that 66% of those surveyed must travel out of their local community to access dental care and that there is a significant demand for this service.

**Response 11: Demand for Dental Care Access Closer to Home**

Would you seek dental care closer to home if there were more dentists in the local community?
Response 12: Dental Care Utilization over Past 12 Months

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have a family dentist?</td>
<td>15%</td>
<td>8%</td>
<td>2%</td>
</tr>
<tr>
<td>Is your family dentist in your neighborhood?</td>
<td>2%</td>
<td>1%</td>
<td>96%</td>
</tr>
<tr>
<td>Any child in household had their teeth cleaned in past 12 months?</td>
<td>1%</td>
<td>2%</td>
<td>97%</td>
</tr>
<tr>
<td>Any adult in household had their teeth cleaned in past 12 months?</td>
<td>11%</td>
<td>7%</td>
<td>82%</td>
</tr>
<tr>
<td>Any child in household had a toothache in past 12 months?</td>
<td>17%</td>
<td>26%</td>
<td>57%</td>
</tr>
<tr>
<td>Any adult in household had a toothache in past 12 months?</td>
<td>25%</td>
<td>26%</td>
<td>49%</td>
</tr>
<tr>
<td>Anyone in household gone to the ER for a toothache in past 12 months?</td>
<td>5%</td>
<td>7%</td>
<td>88%</td>
</tr>
</tbody>
</table>

Community Health Concerns

92% answered the question regarding health issues that need the most attention in their community. Substance abuse support services, at 26%, were by far the highest priority, followed by mental health at 17%.

Response 13: Issues in Need of Attention in the Community

- Substance Abuse: 26%
- Mental Health: 17%
- Dental: 7%
- Pregnancy Services: 5%
- Elderly Needs: 11%
- Diabetes: 7%
- Blood Pressure: 1%
- Asthma: 2%
- Medications: 2%
- Health Education: 8%
- Homelessness: 15%
Of the 94% respondents to the following question, 61% knew three or more people in their community who needed help with a substance abuse problem.

Response 14: Know Someone in Need of Substance Abuse Support Services

In your community, how many people do you know who need help with a substance abuse problem? (for example, abuse of alcohol, illegal drugs, ice)

- None: 15%
- 1 to 2: 19%
- 3 to 5: 27%
- 6 to 10: 29%
- More than 10: 23%
- Other: 6%

93% answered the question on the most needed substance abuse service in their community.

Response 15: Most Needed Substance Abuse Service in Community

Which ONE is the most needed substance abuse service in your community.

- Support groups for family and friend: 15%
- Professional counseling: 20%
- Outreach workers who help clients find services: 25%
- Transportation to services: 23%
- Half-way house: 11%
- Other: 6%

Opportunities for Improvement

88% of those surveyed responded to the question of issues of most concern regarding Bay Clinic. The results showed that an overwhelming 45% of respondents felt that making an appointment was the one issue of major concern.

Response 16: Health Center Issues of Concern

Which ONE issue for our Health Center concerns you most.

- Small waiting room: 3%
- Lack of privacy: 5%
- Distance of travel from home: 8%
- Availability of transportation: 11%
- Quality of building / facility: 13%
- Making an appointment: 3%
- Hours of operation: 9%
- Other: Customer service, availability, etc.: 3%
- Other: Satisfied, no issues: 3%
Respondents were asked to identify areas of potential improvement, as well as service opportunities. 76% answered this question. The top two areas that respondents overwhelmingly felt needed improvement were: 1) more medical staff, and 2) larger clinic.

**Response 17: Health Center Improvement Opportunities**

*Which THREE improvements would you like to see at this Health Center.*

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better location</td>
<td>6%</td>
</tr>
<tr>
<td>Larger clinic</td>
<td>20%</td>
</tr>
<tr>
<td>Advertisement of services</td>
<td>9%</td>
</tr>
<tr>
<td>More medical staff</td>
<td>24%</td>
</tr>
<tr>
<td>Better patient service</td>
<td>11%</td>
</tr>
<tr>
<td>Smoother running clinic</td>
<td>11%</td>
</tr>
<tr>
<td>Partner with other community resources</td>
<td>14%</td>
</tr>
<tr>
<td>Other</td>
<td>5%</td>
</tr>
</tbody>
</table>

Respondents were also asked about their average wait time to see a provider and if the wait was an acceptable period of time. Of the 97% who responded, the average acceptable wait time for a Bay Clinic patient is between 11 and 30 minutes.

**Response 18: Acceptable Wait Time**

<table>
<thead>
<tr>
<th>Wait Time</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 minutes or less</td>
<td>32%</td>
</tr>
<tr>
<td>11 to 30 minutes</td>
<td>63%</td>
</tr>
<tr>
<td>31 to 45 minutes</td>
<td>3%</td>
</tr>
<tr>
<td>46 minutes to 1 hour</td>
<td>3%</td>
</tr>
<tr>
<td>More than 1 hour</td>
<td>1%</td>
</tr>
</tbody>
</table>

90.1% of respondents answered the following question. Of those surveyed, 93.6% would like to see a large comprehensive center offering all of Bay Clinic services in one location.

**Response 19: Comprehensive Health Center Offering All Bay Clinic Services**

*Would you like to see a larger facility that would include all services (for example, medical, pediatric, and women’s health care, pharmacy, radiology, etc…) under one roof?*

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>10%</td>
</tr>
<tr>
<td>Yes</td>
<td>90%</td>
</tr>
</tbody>
</table>
Additional Service Opportunities

Survey participants were also asked to rate the importance of several potential services Bay Clinic may consider adding to its spectrum of services. Of the 93% respondents, the following were the top rating from ‘absolutely critical’ to ‘important’.

- 55% of respondents felt that ‘more providers’ was absolutely critical.
- 37% of respondents felt that ‘full-time pediatric dentist(s)’ was very important.
- 39% of respondents felt that ‘lab’ was the most important.

Response 20: Potential Bay Clinic Services Options

*We are considering offering the services listed below. Help us identify which of these services you think are important for a Health Center. For each service, please choose the importance of that service(s) to you and your family’s health needs.*

![Service Importance Chart](chart.png)

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1. Patient Health Service Act, Section 330(k)(2) and Section 330(k)(3)(j).
2018 CHNA Response Plan
## PRIORITY 1: ACCESS TO CARE

<table>
<thead>
<tr>
<th>PRIORITY NEED</th>
<th>PRIORITY</th>
<th>OUTCOME</th>
<th>REFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1-B: More Providers</td>
<td>Improve recruitment and retention management</td>
<td>Benefits package upgraded to be complimentary with industry standards; thereby further positioning BCI as an employer of choice. Research opportunities to recruit J1 providers and resident for long-term</td>
<td>2018-21 BCI Strategic Plan 2018 Recruitment &amp; Retention Plan</td>
</tr>
<tr>
<td>P1-C: Transportation</td>
<td>Ensure patients have access to transportation</td>
<td>Ensure partnership arrangements with local social service organizations, public transportation assistance, and other opportunities.</td>
<td>HRSA Form 5a: Scope of Service.</td>
</tr>
</tbody>
</table>

## PRIORITY 2: HEALTH SERVICES

<table>
<thead>
<tr>
<th>PRIORITY</th>
<th>PRIORITY</th>
<th>OUTCOME</th>
<th>REFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>P2-A: Substance Abuse Support Services</td>
<td>Expand behavioral health services</td>
<td>Increased BH outreach to local community schools, not for profit agencies, and stakeholders. Established partnerships with BH-focused social service agencies.</td>
<td>2018-21 BCI Strategic Plan</td>
</tr>
<tr>
<td>P2-B: Mental Health</td>
<td>Increase behavioral health services encounters</td>
<td>Increased BCI BH encounters by 20% over next three years. Strategy to increase BH encounters developed and implemented.</td>
<td>2018-21 BCI Strategic Plan</td>
</tr>
<tr>
<td>P2-C: Health Education</td>
<td>Outreach and Education into area schools</td>
<td>Provide health education and outreach at school functions, community health fairs, and local events.</td>
<td>HRSA Form 5: Scope of Service.</td>
</tr>
</tbody>
</table>

## PRIORITY 3: QUALITY OF CARE

<table>
<thead>
<tr>
<th>PRIORITY</th>
<th>PRIORITY</th>
<th>OUTCOME</th>
<th>REFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>P3-A: More Providers</td>
<td>see P1-B (above).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>P3-B: Partner with other Community Resources</td>
<td>Develop partnership arrangements, as necessary</td>
<td>Expanded partnership arrangements with social service agencies and other health care providers, as necessary, to ensure access and quality of care and coordination.</td>
<td>HRSA Form 5: Scope of Service.</td>
</tr>
<tr>
<td>P3-C: Better Patient Service / Smoother Running Clinics</td>
<td>Customer service training for all staff</td>
<td>Standards for customer service and patient relations established and all staff trained in standards of client interaction and de-escalation techniques.</td>
<td>2018 Patient Satisfaction Survey 2018 Training Plan</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Efficient Workflows</td>
<td>Workflows standardized and implemented in all clinics.</td>
</tr>
</tbody>
</table>

## PRIORITY 4: FACILITIES

<table>
<thead>
<tr>
<th>PRIORITY</th>
<th>PRIORITY</th>
<th>OUTCOME</th>
<th>REFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>P4-A: Large Comprehensive Center</td>
<td>Establish corporate health center</td>
<td>Land and financing secured to construct flagship Corporate Health Center housing all of BCI's Hilo-based services under one roof.</td>
<td>2018-21 BCI Strategic Plan</td>
</tr>
<tr>
<td>P4-B: Larger Clinic</td>
<td>Expand facility and property assets</td>
<td>Investigate viability of purchasing / constructing health center in Pahoa.</td>
<td>2018-21 BCI Strategic Plan</td>
</tr>
</tbody>
</table>
2018 Community Survey Questionnaire
Aloha,

We at Bay clinic, Inc. Network of Community Health Centers are conducting a survey to improve services we provide to our members and to better meet the needs of our community.

Your answers will remain confidential.

Mahalo.

<table>
<thead>
<tr>
<th>1. Which of the following best describes your race? (please check one)</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ Native Hawaiian</td>
</tr>
<tr>
<td>○ American Indian/Alaska Native</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. What is the last grade or class that you completed in school? (please check one)</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ None, or grade 1-8</td>
</tr>
<tr>
<td>○ High school graduate (grade 12 or GED certificate)</td>
</tr>
<tr>
<td>○ Business, technical, or vocational school after high school</td>
</tr>
<tr>
<td>○ College graduate (B.S., B.A., or other 4-year degree)</td>
</tr>
<tr>
<td>○ Post graduate training or professional schooling after college</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. What is your current housing status? (please check one)</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ Emergency Shelter</td>
</tr>
<tr>
<td>○ Foster home</td>
</tr>
<tr>
<td>○ Apartment or house that you own</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4. Which zip code do you live in? (please check one)</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ 96720</td>
</tr>
<tr>
<td>○ 96760</td>
</tr>
</tbody>
</table>

Other (please specify)  

<table>
<thead>
<tr>
<th>5. Over the last six months, how would you rate your overall health? (please check one)</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ Excellent</td>
</tr>
</tbody>
</table>
6. For each of the following questions please mark either “yes,” “no,” or “not applicable.” With the answers to these questions we will be able to better understand your dental health needs.

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has any adult in your household had a toothache in the past 12 months?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has any child in your household had a toothache in the last 12 months?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has anyone in your household gone to the emergency room for a toothache in the past 12 months?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has any adult in your household had their teeth cleaned in the past 12 months?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has any child in your household had their teeth cleaned in the past 12 months?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you have a family dentist?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Is your family dentist in your neighborhood? (If you don’t have a dentist please mark “not applicable.”)

7. Where is your dentist? (please check one)

- Bay Clinic, Inc. (BCI) Hilo
- BCI Kea’au
- BCI Ka’u
- BCI Mobile Unit
- Kona
- Oahu
- Non-BCI in Hilo

Other (please specify)

8. Would you seek dental care closer to home if there were more dentists in the local community? (please check one)

- Yes
- No

Which three issues do you feel need the most attention in your community? (check three)

- Substance abuse
- Dental
- Elderly needs
- Homelessness
- Pregnancy services
- Diabetes
- Blood Pressure
- Asthma
- Health education
- Mental health
- Medications

Other (please specify)
# Community Questions

9. In your community, how many people do you know who need help with a substance abuse problem? [For example, abuse of alcohol, illegal drugs, tobacco, etc.] (please check one)

- [ ] None
- [ ] 1-2
- [ ] 3-5
- [ ] 6-10
- [ ] More than 10

10. Which one is the most needed substance abuse service in your community? (please check one)

- [ ] Support group for family and friend
- [ ] Transportation to services
- [ ] Professional counseling
- [ ] Half-way house
- [ ] Outreach workers who help clients find services
- [ ] Other (please specify)

# Community Health Clinic Services

11. Which three improvements would you like to see at this health center? (please check three)

- [ ] Better location
- [ ] More medical staff
- [ ] Partner with other community resources
- [ ] Larger clinic
- [ ] Better patient service
- [ ] Smoother running clinic
- [ ] Advertisement of services
- [ ] Other (please specify)

12. Which one issue for our Health Center concerns you most? (please check one)

- [ ] Small waiting rooms
- [ ] Distance to travel from home
- [ ] Quality of building/facility
- [ ] Lack of privacy
- [ ] Availability of transportation
- [ ] Making an appointment
- [ ] Hours of operation
- [ ] Other (please specify)

13. What is an acceptable time to wait before you are seen for a medical appointment? (please check one)

- [ ] 10 min. or less
- [ ] 11-30 min.
- [ ] 31-45 min.
- [ ] 46 min. – 1 hr.
- [ ] More than 1 hr.
14. We are considering offering the services listed below. Help us to identify which of these services you think are important for a Health Center. For each service please choose the importance of that service to you and your family’s health needs.

<table>
<thead>
<tr>
<th>Service</th>
<th>Not at all important</th>
<th>Somewhat important</th>
<th>Important</th>
<th>Very important</th>
<th>Absolutely critical</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lab</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>After hours appointments</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health cooking</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Birthing center</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full time pediatric dentist</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>More providers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vision services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pharmacy</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

15. We would like to know if you agree or disagree that each statement below is a barrier beyond cost that prevents you from seeking medical care.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>No opinion</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is hard to get a medical appointment at a time I need.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It’s difficult to get transportation to a medical appointment.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It’s hard to get time off from work to go to a medical appointment.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I don’t seek medical care, because I know people who work at a health care location.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I don’t seek medical care, because when I go I am made to feel ashamed about my medical condition(s).</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I don’t seek medical care, because it is hard to find a primary care provider.</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

If you have other barriers that prevent you from seeking medical care, please mention them below.
16. Would you like to see a larger facility that would include all services (for example medical, pediatric and women’s health care, pharmacy, radiology, etc.) under one roof?

☐ Yes  ☐ No

Please explain further:

17. Do you require care for any of the following conditions? (please check all that apply)

☐ Diabetes  ☐ Heart disease  ☐ Cancer
☐ Mental health  ☐ High blood pressure  ☐ Obesity
☐ Asthma  ☐ Kidney disease

A. If you checked any of the above, does Bay Clinic, Inc. meet your needs?

☐ Strongly disagree  ☐ Disagree  ☐ No opinion  ☐ Agree  ☐ Strongly agree

B. If you disagree, please give recommendations.

18. How much do you agree or disagree with the following statement: “Bay Clinic, Inc. provides culturally competent care.”

☐ Strongly disagree  ☐ Disagree  ☐ No opinion  ☐ Agree  ☐ Strongly agree