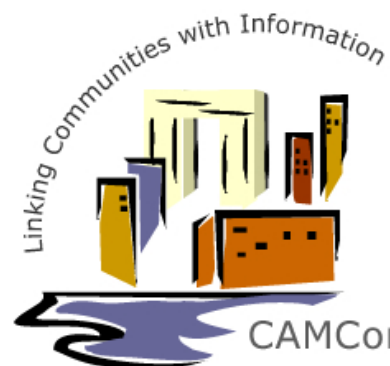


# Health Report Card Survey

Camden Reports 2005



SECTOR	HEALTH
DATE	December 1, 2005



# Camden Reports 2005: Health Report Card Survey

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**CAMConnect** is devoted to creating a learning partnership in Camden, New Jersey, with the belief that sharing and using data will lead to informed decisions and better policy making to improve the quality of life for all Camden citizens. The purpose of CAMConnect is to expand and democratize access to information for residents and organizations that live and work in the City of Camden.

*This survey was made possible by the generous in-kind contribution of staff time and equipment by the Center for Children & Childhood Studies at Rutgers-Camden and by the Cooper University Hospital Department of Family Medicine. In particular, CAMConnect would like to acknowledge the efforts of Bob Atkins at the Center for Children & Childhood Studies and Susan Liu of the Department of Family Medicine, who were instrumental in the survey's completion. Additional financial support was provided by the Institute for the Elimination of Health Disparities at UMDNJ. Finally, CAMConnect would also like to thank the undergraduate and graduate students and the Camden high schoolers who were responsible for the data collection.*

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## INTRODUCTION AND OUTCOMES

**Purpose:** To establish mechanisms for measuring citizen satisfaction with health care institutions in the City of Camden.

**Data Sources:** Primary data collection summer 2005, U.S. Census 2000

**Future Work:** The survey data will be updated in future data collection that will focus on the key issues identified in this intercept survey.

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Survey questions asked about resident perceptions of health care in the City of Camden. Respondents were asked if they had used themselves or accompanied someone else on a visit to emergency departments, primary care facilities, or specialists within the past year. For each facility, they were asked to grade elements of the experience from A to F.

Questions were developed by a committee consisting of representatives from CAMConnect, UMDNJ School of Public Health, Cooper Health System Department of Family Medicine, Our Lady of Lourdes Medical Center, and others.

Street intercept surveys (convenience sample) were done in neighborhoods throughout the City of Camden during July 2005. The surveys were conducted on weekdays between the hours of 10 a.m. and 2 p.m.

Surveys were conducted by teams of college or graduate students and Camden high school students (participants in the STARR program led by staff from the Center for Children and Childhood Studies at Rutgers University). This blend of technical skills and local knowledge was instrumental to the survey's completion.

Responses were entered into handheld computers by the survey teams. Data from these computers was downloaded into an Excel spreadsheet. The teams were assigned to the same neighborhood on a given day. Each survey team had at least one person proficient in Spanish.

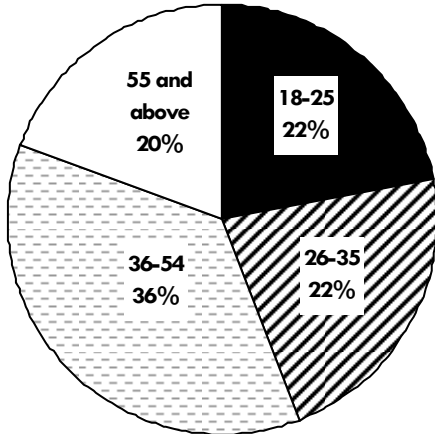
Surveyors were trained for several days by CAMConnect, Cooper Family Medicine, and the Rutgers Center for Children and Childhood Studies and participated in a pilot survey to test the survey questions. CAMConnect then gave a follow-up training to the surveyors to clarify proper survey-giving technique.

For data analysis, grades were assigned using the median grade given by respondents for a particular criteria (see the Survey Instrument section of this report for more details on the questions). In other words, the grade was assigned based on the 50th percentile for each response category, as shown on some of the graphs on the following pages. The "overall" grades were not derived from an average of the other factors, but rather from a separate question that asked for an overall perception.

Respondents were asked to identify their block number and zip code but not their exact home address during the survey. For instance, respondents could indicate that they lived on the 400 block of Haddon Avenue. The survey was anonymous.

Readers of this report are invited to submit feedback on the findings of this report and suggestions for future data collection efforts. Page 11 of this report will include reader comments.

**Age of Respondents**

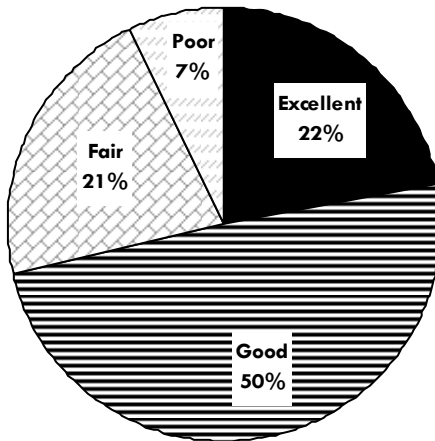


**Total Respondents**  
**498**

**Gender of Respondents**

Male: 51%  
Female: 49%

**Overall Health of Respondents**

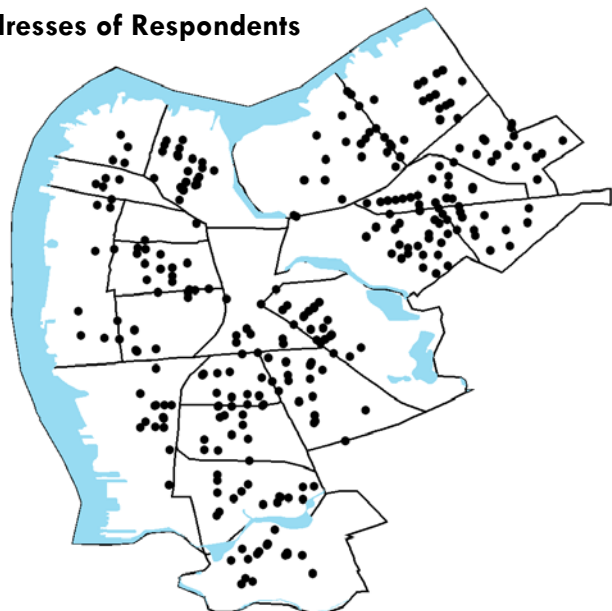


**Health Insurance Status**

Yes: 63%  
No: 37%

**Approximate Home Addresses of Respondents**

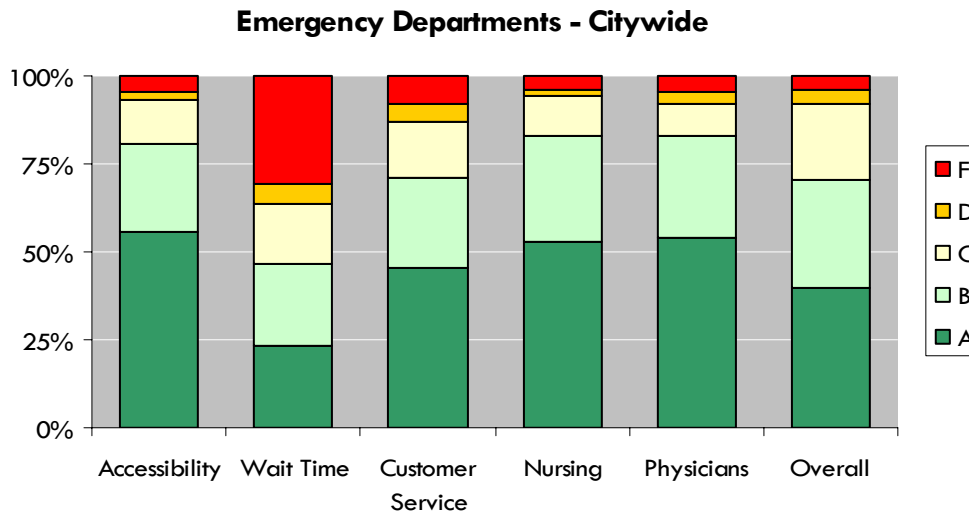
<u>08102</u> (N Camden)	11%
<u>08103</u> (Parkside, Lanning Sq)	14%
<u>08104</u> (Fairview, S Camden)	27%
<u>08105</u> (E Camden, Cramer Hill)	43%
<u>Other</u>	3%
<u>Blank</u>	2%



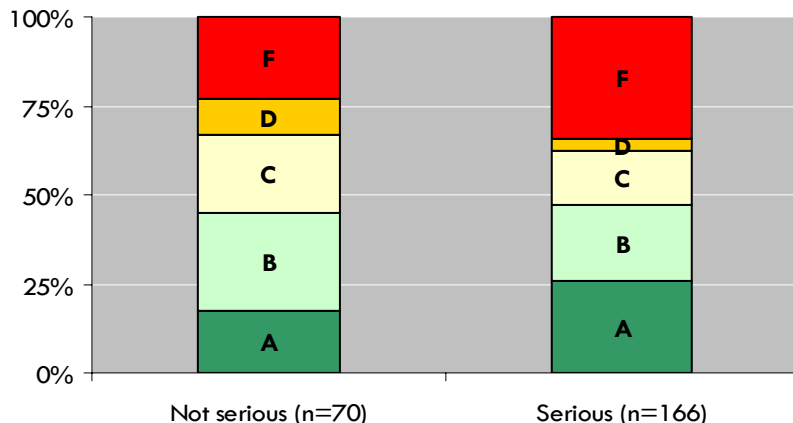
# EMERGENCY DEPTS—CITYWIDE

Category	Grade
Accessibility	A
Wait time	C
Customer service	B
Quality of care from nursing staff	A
Quality of care from doctors	A
Overall visit	B

Respondents with an ER visit in the past year: 48% (236)



**Grades for Emergency Dept Wait Time - by Type of Situation**



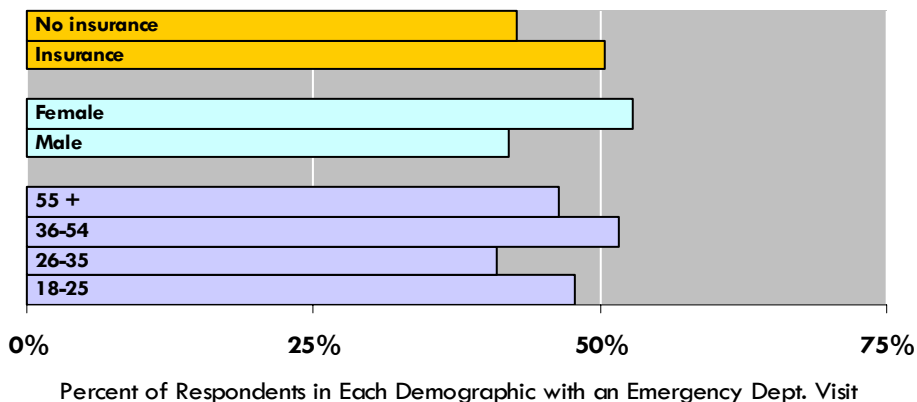
Respondents with an ER visit in the past year: 48% (236)

Of these 236 respondents who visited an ER, 2/3 had health insurance.

**Was the Emergency Department visit for a serious medical situation?**

Uninsured patients: 70% said yes  
 Insured patients: 71% said yes

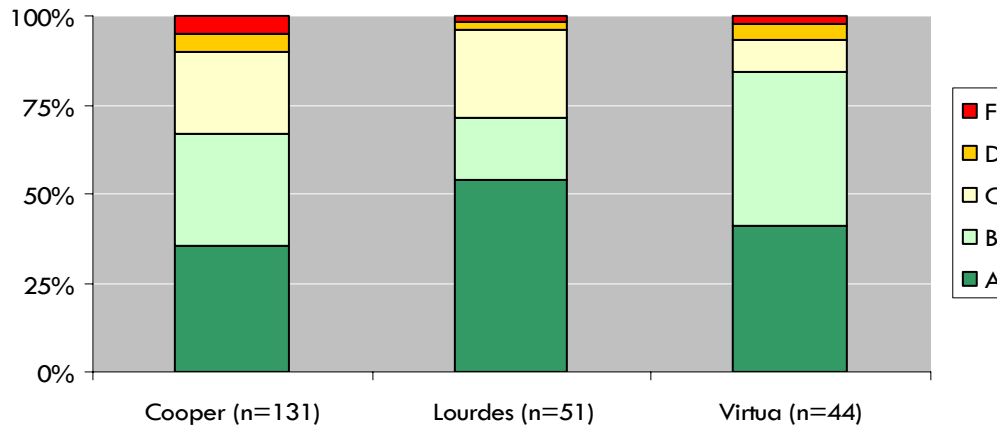
**Emergency Department Visits in the Last Year**



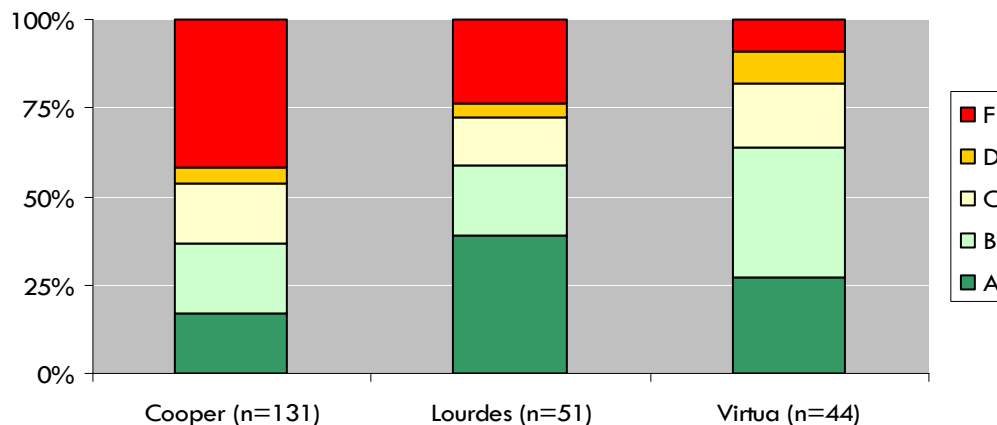
# EMERGENCY DEPTS—BY FACILITY

Category	Cooper	Lourdes	Virtua
Accessibility	B	A	A
Wait time	C	B	B
Customer service	B	A	A
Quality of care from nursing staff	A	A	A
Quality of care from doctors	A	A	A
Overall visit	B	A	B

**Overall Grades for Emergency Departments**



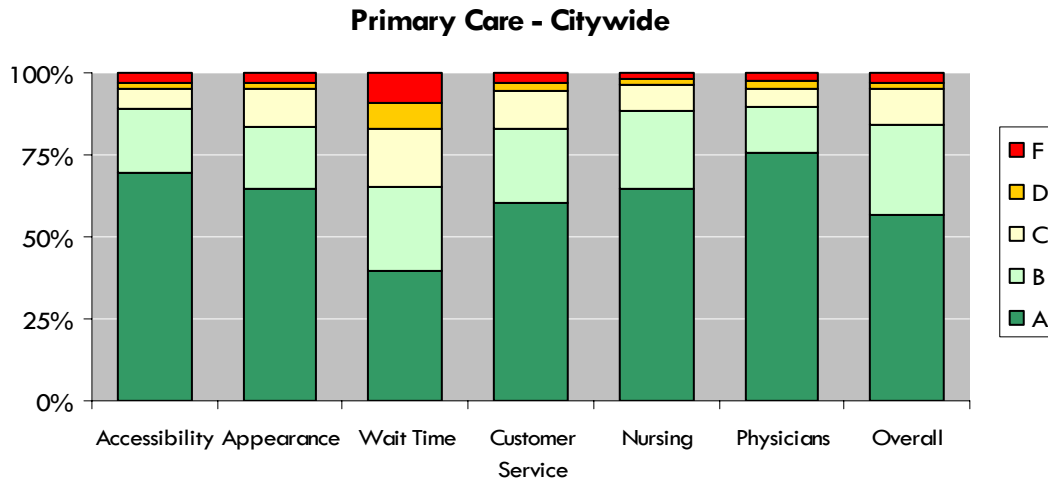
**Grades for Emergency Department Wait Time**



# PRIMARY CARE—CITYWIDE

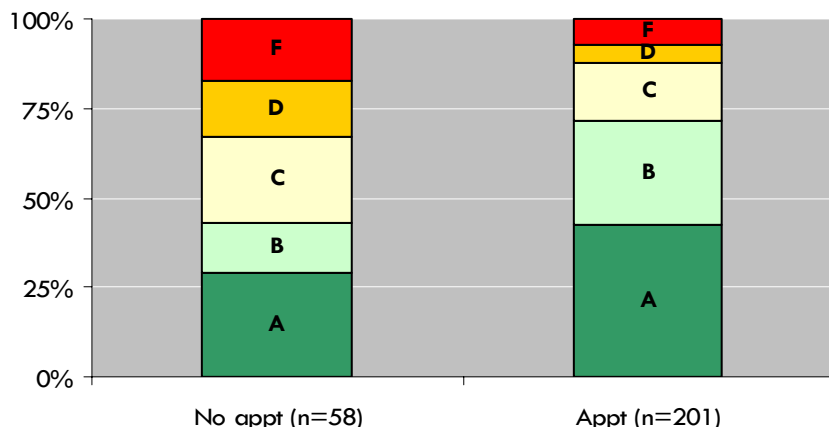
Category	Grade
Accessibility	A
Cleanliness / appearance	A
Wait time	B
Customer service	A
Quality of care from nursing staff	A
Quality of care from doctors	A
Overall visit	A

Respondents with a Primary Care visit in the past year: 54% (268)





**Grades for Primary Care Wait Time - by Appt Status**



Respondents who did not have an appointment for a primary care visit had more negative perceptions of wait time during their visit.

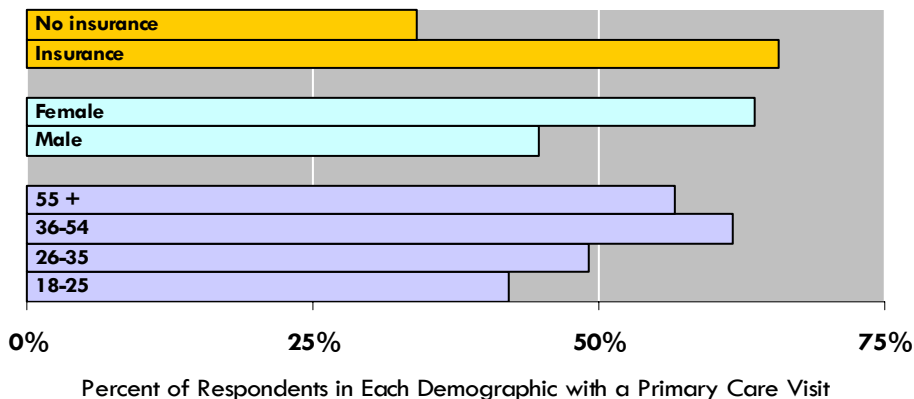
Respondents with a Primary Care visit in the past year: 54% (268)

Respondents who did not have a primary care visit in the last year but did have an Emergency Room visit: 102

Insurance status of individuals who did not have a primary care visit in the last year but did have an Emergency Room visit:

- 51% had insurance
- 49% did not have insurance

**Primary Care Visits in the Last Year**



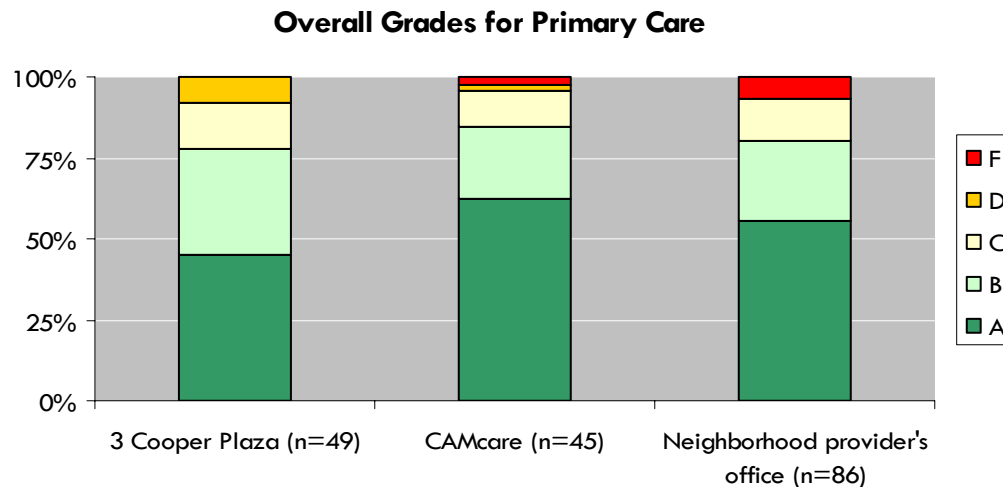
2/3 of respondents with health insurance had a primary care visit in the last year.

Only 1/3 of respondents without health insurance had a primary care visit.

# PRIMARY CARE—BY FACILITY

Category	3 Cooper	CAMcare	Neighborhood Providers
Accessibility	A	A	A
Cleanliness / appearance	A	A	A
Wait time	B	B	B
Customer service	B	A	A
Quality of care from nursing staff	A	A	A
Quality of care from doctors	A	A	A
Overall visit	B	A	A

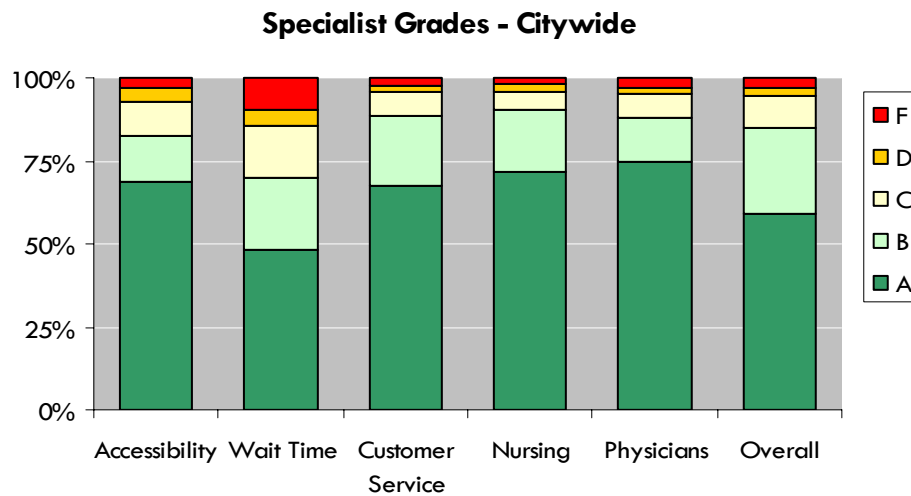
Note: The number of respondents who visited Osborn Family Health Center at Lourdes or Virtua Health Camden was too low to allow for facility-level comparisons.



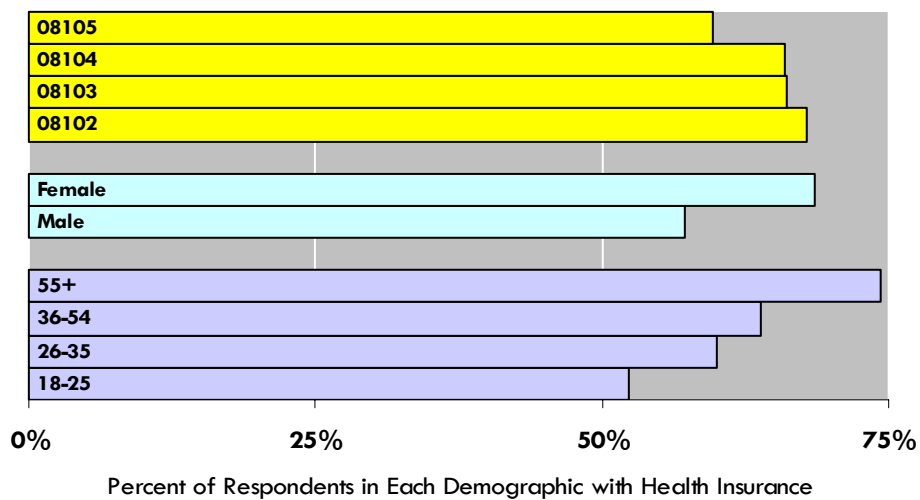
# SPECIALISTS—CITYWIDE

Category	Grade
Accessibility	A
Wait time	B
Customer service	A
Quality of care from nursing staff	A
Quality of care from doctors	A
Overall visit	A

Respondents with a Specialist visit in the past year: 28% (137)



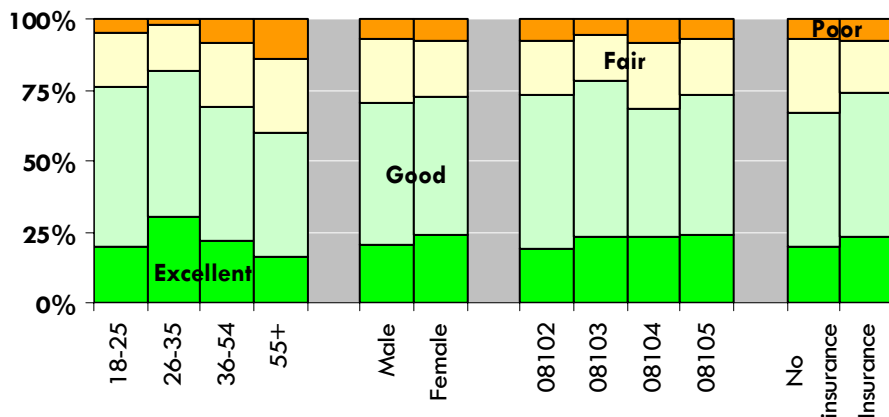
### Health Insurance Status



Women were more likely than men to have health insurance..

Older respondents were more likely to have health insurance than younger respondents.

### Overall Health



**Comment 1:** I have one suggestion: that you include some basic demographics regarding the magnitude of the utilization of the EDs. This will provide some context for the report card grades, e.g., that the one ED that has the lower access and wait time scores is also the busiest.

*Please submit additional feedback to Derek Ziegler via [ziegler@camconnect.org](mailto:ziegler@camconnect.org).*

## Camden City Health Services Assessment Survey Instrument

**1. Do you live in Camden City?**

- a) Yes
- b) No                      If NO, thank participant and END INTERVIEW.

**2. Are you 18 years of age or older?**

- a) Yes
- b) No                      If NO, thank participant and END INTERVIEW.

**3. Which age group are you in?**

- a) 18-25 years
- b) 26-35 years
- c) 36 to 54 years
- d) 55 years and above

**4. Male or female?**

- a) Male
- b) Female

**5. What is the zip code where you live?**

- a) 08101
- b) 08102
- c) 08103
- d) 08104
- e) 08105
- f) 08110
- g) Other

**6. What is your street and block number?**

(Explain that this is just to identify the neighborhood of the participant.)

*For example, if I live at 2745 Westfield Avenue, I live on the 2700 block of Westfield or 403 N. 10th Street would be the 400 block of N. 10th Street.*

**7. How would you describe your overall health right now?**

- a) Excellent
- b) Good
- c) Fair
- d) Poor

**8. Do you have health insurance?**

- a) Yes
- b) No

9. **Have you used one of the Emergency Rooms in the city or have you gone with a family member or friend to one of the Emergency Rooms (such as Cooper, Lourdes, or Virtua) in the past year?**

*If NO, skip to next question.*

If YES:

**Which emergency room?**

(If more than one visit in the past year, talk about their last visit)

- a) Virtua (West Jersey)
- b) Lourdes
- c) Cooper

**Was it for a serious medical situation?**

- a) Yes
- b) No

**How would you rate them from A to F ('A' is best, just like you get a grade in school) on the following?**

- a) Accessibility  
From the parking lot or the time you walk in the front door, how clear it was to know where to go or where to register.
- b) Wait time  
The amount of time you had to wait to see the doctor.
- c) Customer service  
The friendliness of the staff; the level of respect they showed you during your visit.
- d) Language capability  
If English isn't your main language, how well you were able to understand what they were saying to you; if there was a translator available to help you understand.
- e) Quality of care from nursing staff  
How well the nurse treated you; how well they communicated with you; how good their medical skills were.
- f) Quality of care from doctor(s)  
How well the provider (doctor or nurse practitioner) treated you; how well they communicated with you about your illness or condition; how good their medical skills were.
- g) Overall visit  
Your overall experience from this visit.

10. Have you visited a primary care provider in the city in the past year or have you ever accompanied a family member or friend to visit a primary care physician in the past year?

**Primary Care Provider** = your family physician or provider; who you go to see for a regular medical visit.

If NO, go to next question.

If YES:

**Which office?**

(if more than one in the past year, talk about the last visit)

- a) Neighborhood provider's office
- b) 3 Cooper Plaza
- c) Osborne (Lourdes)
- d) CAMCare
- e) Virtua (West Jersey)
- f) Other

**How would you rate them from A to F ('A' is best, just like you get a grade in school) on the following?**

- a) Accessibility  
From the parking lot or the time you walk in the front door, how clear it was to know where to go or where to register.
- b) Cleanliness  
The appearance and how clean the office was.
- c) Wait time  
The amount of time you had to wait to see the doctor.
- d) Customer service  
The friendliness of the staff; the level of respect they showed you during your visit.
- e) Language capability  
If English isn't your main language, how well you were able to understand what they were saying to you; if there was a translator available to help you understand.
- f) Quality of care from nursing staff  
How well the nurse treated you; how well they communicated with you; how good their medical skills were.
- g) Quality of care from doctor(s)  
How well the provider (doctor or nurse practitioner) treated you; how well they communicated with you about your illness or condition; how good their medical skills were.
- h) Overall visit  
Your overall experience from this visit.



**11. Have you visited a specialist in the past year or have you gone with a family member or friend to visit a specialist in the past year?**

**Specialist** = *If you were referred to another doctor's office for a follow-up visit by your family provider.*

*If NO, thank participant and END INTERVIEW.*

If YES:

**Which office?**

(if more than one in the past year, talk about the last visit)

- a) Lourdes
- b) Virtua (West Jersey)
- c) 3 Cooper Plaza
- d) CAMcare
- e) Other (in Camden)
- f) Other (outside of Camden)

**How would you rate them from A to F ('A' is best, just like you get a grade in school) on the following?**

- a) Accessibility  
From the parking lot or the time you walk in the front door, how clear it was to know where to go or where to register.
- b) Wait time  
The amount of time you had to wait to see the doctor.
- c) Customer service  
The friendliness of the staff; the level of respect they showed you during your visit.
- d) Language capability  
If English isn't your main language, how well you were able to understand what they were saying to you; if there was a translator available to help you understand.
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How well the nurse treated you; how well they communicated with you; how good their medical skills were.
- f) Quality of care from doctor(s)  
How well the provider (doctor or nurse practitioner) treated you; how well they communicated with you about your illness or condition; how good their medical skills were.
- g) Overall visit  
Your overall experience from this visit.

**Thank participant and END INTERVIEW.**

# JOIN CAMCONNECT TODAY

CAMConnect welcomes all organizations who share our mission and who have a presence in Camden City or can share or use information about Camden City. CAMConnect relies on the support of its members to continue to produce reports such as this one. If you would like to join CAMConnect, or would like more information about our partnership, please contact us.

To obtain copies of this report and other Camden Reports, become a member or visit us at [www.camconnect.org](http://www.camconnect.org). For non-members, the cost of this color report is \$15.00.

## OUR SERVICES

- Comprehensive Data at the Neighborhood, City, and State levels
- Data Analysis for Program Development and Marketing
- GIS/Demographic Analysis
- Technical Assistance and Training
- Program Evaluation/Outcomes Measurement

## OUR CLIENTS

- Community residents
- Businesses
- Policy makers
- Foundations
- Non-profit and social service providers

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The BACH Foundation	Kenise P. Hunter
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Camden Empowerment Zone Corporation	Rutgers: <i>The Gleaner</i>
Catholic Charities, Diocese of Camden	Rutgers: Walter Rand Institute for Public Affairs
Community Planning & Advocacy Council (CPAC)	Niambi Sims
Cooper's Ferry Development Association	St. Joan of Arc Church
Cooper Health System, Department of Family Medicine	Southern New Jersey Perinatal Cooperative
Cramer Hill Community Development Corporation	UMDNJ, School of Public Health
Carol Dann	United Way of Camden County
Frank Fulbrook	Virtua Health
The Harris Organization	Volunteers of America – Delaware Valley
Heart of Camden Housing Corporation	The Work Group, Inc.

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