# BCHD Community Health Survey Final Results

By: Bri Very & Meg Reynolds

BROOME COUNTY NEW YORK

# Thank you for your work! The survey effort was largely successful.

- Most survey responses in BCHD history.
- Public seemed enthusiastic about voicing opinions, dialogue was opened and people were imagining potential changes. Empowering/ hopeful.
- Lots of honest feedback. Many utilized the “other” category to write in more specific responses.
- New perspective for us all. These responses should inform our outreach and programs. They can increase efficacy and lead to better health outcomes.
- Health information and items were distributed. Questions answered.
- Community organizations played a huge role. Supportive in sharing our survey and hosting us at events to distribute surveys. New connections built.

# Areas of Improvement/ Weaknesses

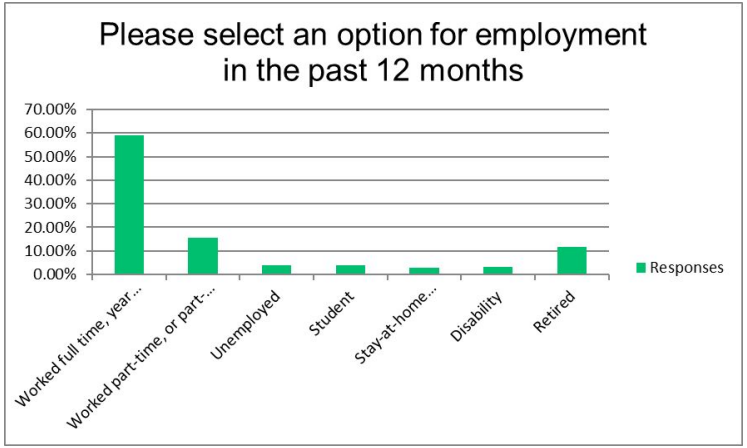
- Font too small - size twelve.
- Survey too long - used a lot of paper, some took a very long time to complete it (average 7-9 minutes)
- (#1) Should have been qualifying/ disqualifying question
- Age requirement
- Order off - empowering questions first, demographic/ probing later
- Some questions were long or complicated so less informative
- Some language should have been simplified
- “Choose 3” or “choose 5” questions lose validity without concrete stoppers

# Demographic Data Response

- 2,593 responses
- **Question 1:** 91.4% lives in Broome, 7.3% (No, but works in Broome), 1.3% does not live or work in Broome.
- **Question 2:** 68.8% female, 28.6% male, 1.2% non-binary, 1.5% prefer not to say.
- **Question 3:** Under 18: 2.8%, 18-24: 8.4%, 25-34(highest) 24.6%, 35-44: 21.02%, 45-54: 13.6%, 55-64: 16.5%, 65+:13.1%.
- **Question 4:** 87.2% White or caucasian, 6.7% Black or African American, 4.8% Hispanic or Latino, 3.7% Asian or Asian American, 2.7% American Indian or Alaska Native, .67% Native Hawaiian or other Pacific Islander, 21 “Other”
- **Question 5:** Education: Less than HS (5.4%), High school diploma/GED (13.4%) Some College: (16.8%), Trade/Cert: (7.2%), Associates degree (17.1%) Bachelor’s degree (22.4%), Master’s degree or higher (17.6%).

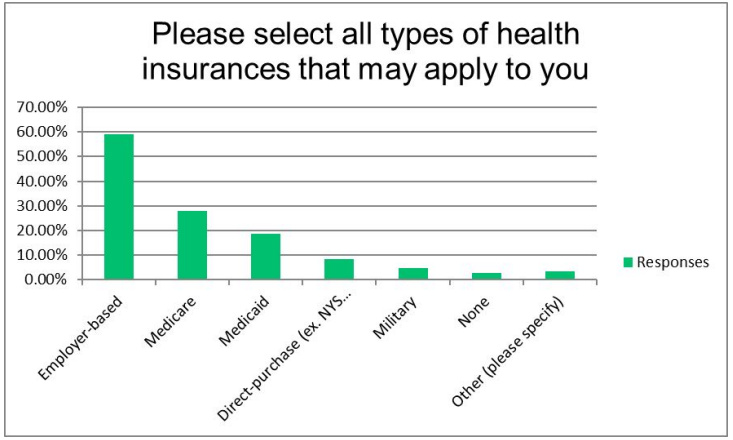
# Demographic Data Responses (cont.)

6.

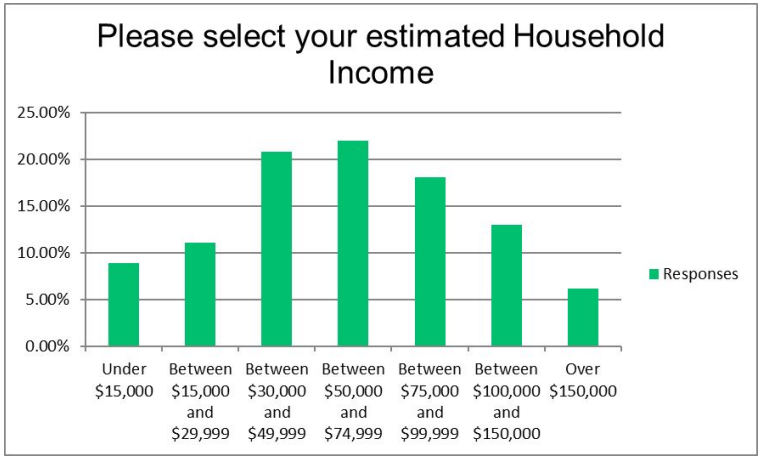


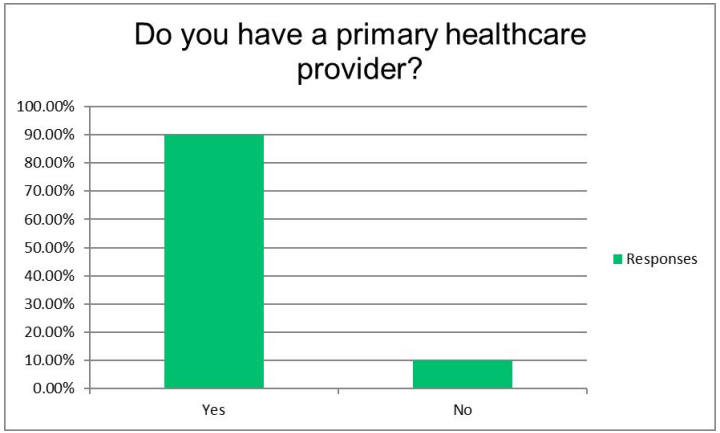

Multiple answers possible

7.




8.



# Current demographic trends in Broome County

- 192,000+ people in Broome County.
- 51% female, 49% male.
- 83% White, 5% Black, >1% Native American, 4% Asian, >1% Pacific Islander, 4% Hispanic, 3% Two or More.
- Persons under 18: 19.4%, Persons 65 and over: 19.7%,
- High school graduate or higher: 90.3%
- Bachelor's degree or higher (age 25+): 28.8%
- Median household income: $52,237.

Source: Census.gov/quickfacts (Population Estimates, July 1 2021,).

**Please select the five (5) biggest health problems you believe our community is currently facing**

| Answer Choices | Responses | |
|---|---|---|
| Addiction to alcohol or other drugs (substance use disorder) | 64.48% | 1634 |
| Mental health issues | 51.38% | 1302 |
| Overweight and obesity in adults | 34.73% | 880 |
| Cancer | 29.24% | 741 |
| Diabetes | 22.61% | 573 |

Too many choices

**Which changes would you like to see in Broome County to make it a healthier place to live? Please select your top three (3)**

| Answer Choices | Responses | |
|---|---|---|
| Increase access to mental health services | 52.41% | 1324 |
| Reduce crime and improve neighbor safety | 37.53% | 948 |
| Affordable housing options | 31.87% | 805 |
| Increase and improve general healthcare services | 23.20% | 586 |
| Better job opportunities | 20.78% | 525 |

**What keeps you from making healthier choices for both your physical and mental health such as quitting smoking, exercising more, eating healthier, etc.?**

| Answer Choices | Responses | |
|---|---|---|
| Time | 41.94% | 1046 |
| Motivation | 39.37% | 982 |
| Cost | 36.17% | 902 |
| All of the above | 16.84% | 420 |
| Support | 15.44% | 385 |
| Knowledge | 9.78% | 244 |

**Which of the following have you, or your family, experienced when seeking medical care in the past 2 years? (select all that apply.)**

| Answer Choices | Responses | |
|---|---|---|
| Long wait to get an appointment | 34.59% | 800 |
| Difficulty getting to a medical appointment due to office hours | 26.55% | 614 |
| Feeling like your healthcare provider is not listening | 21.57% | 499 |
| Feeling as if your healthcare provider does not understand you or | 21.23% | 491 |
| Feeling as if your healthcare provider is not spending enough tim | 19.67% | 455 |

Too many choices

14.

| Please select the following responses that apply to you for each given health topic. | | | | | |
|---|---|---|---|---|---|
| | Yes, this is a concern for me or someone I care about. | | Yes, I know where to go for this issue. | | Total |
| Cancer | 71.03% | 1216 | 46.67% | 799 | 1712 |
| Lung disease | 52.99% | 736 | 56.16% | 780 | 1389 |
| Heart disease | 60.43% | 950 | 55.22% | 868 | 1572 |
| Hypertension (high blood pressure) | 63.58% | 1070 | 55.73% | 938 | 1683 |
| Adult overweight/obesity | 71.30% | 1282 | 47.72% | 858 | 1798 |
| Child overweight/obesity | 50.12% | 631 | 53.06% | 668 | 1259 |
| Sexually transmitted infections (STIs) | 43.72% | 529 | 60.08% | 727 | 1210 |
| HIV/AIDS | 41.92% | 490 | 61.33% | 717 | 1169 |
| Teenage pregnancy | 45.92% | 523 | 56.72% | 646 | 1139 |
| Stroke | 53.14% | 719 | 55.51% | 751 | 1353 |
| Depression | 68.99% | 1170 | 47.82% | 811 | 1696 |
| Suicide | 51.62% | 655 | 54.45% | 691 | 1269 |
| Alcoholism | 58.73% | 811 | 51.99% | 718 | 1381 |
| Tobacco use | 56.26% | 728 | 51.24% | 663 | 1294 |
| Substance Use (other than alcohol & tobacco) | 53.94% | 692 | 53.78% | 690 | 1283 |
| Mental health (depression, anxiety, etc.) | 72.90% | 1275 | 44.94% | 786 | 1749 |
| Child abuse | 44.02% | 519 | 60.22% | 710 | 1179 |
| Domestic abuse | 46.57% | 557 | 57.94% | 693 | 1196 |
| Homelessness | 49.15% | 576 | 54.44% | 638 | 1172 |
| Older adult falls | 56.47% | 716 | 50.16% | 636 | 1268 |
| Developmental disability | 52.67% | 641 | 52.75% | 642 | 1217 |
| Other disability | 51.79% | 606 | 52.48% | 614 | 1170 |
| Communicable disease (COVID-19, flu, etc.) | 55.56% | 790 | 58.93% | 838 | 1422 |
| Women's reproductive health | 58.91% | 813 | 54.93% | 758 | 1380 |

Too much in one

PCP is POC for most

**Questions 15&16**

- Services with limited availability: Outpatient/inpatient mental health services, affordable housing, healthcare specialists, PCPs, Home health care, Outpatient/inpatient alcohol and substance use treatment.
- Services that are poor quality: Nursing homes/assisted living centers, emergency room care, hospital care, affordable housing, outpatient/inpatient mental health services.
- Services that are available/sufficient: Pharmacies, Eye care, Dental Care, Ambulance/EMS Care.
- Most of the public get their information about health resources from Internet/Social Media (59.4%), Family or friends (55.1%), and Healthcare Provider (51.7%)



17.

| Regarding COVID-19, what are your concerns moving forward? (Please select all that apply) | | |
|---|---|---|
| Answer Choices | Responses | |
| Political division or unrest | 45.14% | 970 |
| New emerging variants such as Delta or Omicron | 38.58% | 829 |
| Long term COVID (symptoms that last more than 4 weeks.) | 37.69% | 810 |
| Children falling behind in school | 35.88% | 771 |
| Loosening restrictions (mask use, vaccination, etc.) | 35.55% | 764 |
| Myself or loved ones becoming infected with COVID-19 | 32.20% | 692 |
| Financial instability | 32.11% | 690 |
| The health of my community | 30.29% | 651 |
| Understanding changing guidelines (ex: isolation, return to work p | 25.31% | 544 |
| Access to vaccines or boosters | 23.31% | 501 |
| Other (please specify) | | 103 |
| | **Answered** | **2149** |
| | **Skipped** | **444** |

18. How has COVID-19 impacted aspects of your life?

- Improved: Ability to get childcare (16.1%), Relationships with family and friends (13.3%), Job or work environment (11.2%).
- Worsened: Mental Health (45.8%), Feelings of isolation (44.4%), Financial Stability (39.7%), Job or work environment (39.4%), Relationships with friends and family (37.3%), Education and school environment (34%).

# Logistics

- 2,593 responses
- 89% completion rate
- Typical time spent: 8 minutes
- Around 50% of respondents chose to enter for the Gift Card
- Highly skipped questions..#17: 434 skipped, #18: 366 skipped, #15: 357, #16: 352.
- Questions with the “other” or write-in option got 100+ write-in responses.

# Questions?

BROOME COUNTY
NEW YORK