

2003 Outcomes and Community Impact Program



United Way of San Diego County

Physical Health Care Needs

The 2003 Outcomes & Community Impact Program surveyed 3,662 randomly selected households from throughout San Diego County between October 24, 2003 and March 30, 2004. One segment of this survey was intended to determine how well the physical health care needs of San Diego County residents are being met. Questions in this section inquired if respondents perceived a need for any physical health care services during the past 12 months for any reason.

Respondents who indicated a past need for physical health care were asked the main reason for needing physical health care and the degree to which their needs were met.

Those receiving some or all of the physical health care needed were asked to evaluate their satisfaction with the health care services

they received.

The final question in this section asked where respondents received most of their physical health care services.

This chapter explores the findings related to how well the perceived physical health care needs of San Diego County residents are being met. This includes examining the findings by demographic variables including geographic location, age, race/ethnicity, educational level and income.

In addition, findings are projected to the current number of occupied households in San Diego County.

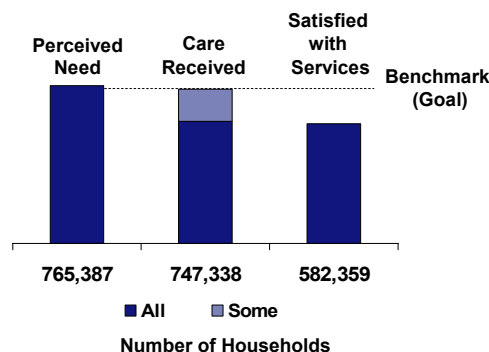
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SPECIAL POINTS OF INTEREST:

- Over 74 percent of respondents reported a need for physical health care within the past 12 months.
- Over 77 percent of the respondents with a need indicated all of their physical health care needs were met. An additional 20.3 percent said they only received some of the care they needed.
- Almost 80 percent of those receiving some or all of the needed health care were satisfied with the services received.
- Physical check-up and treatment of a physical condition were the most frequent reasons for needing health care services.
- The physician's office was the most common location for receiving health care services.

Summary of Projected Findings



Areas For Improvement

- More than 173,150 households with unmet physical health care needs (includes those with needs partially met and totally unmet and those who are unsure).
- More than 164,900 households not fully satisfied with physical health care services received.

Need for Physical Health Care Services

“During the past year, did you need any physical health care services?”

Overall, 74.1 percent of the respondents (n=2,714) reported a need for some type of physical health care during the past 12 months. The need for physical health care varied by geographic region, ethnicity, education and income. This section reviews the perceived needs and highlights those areas that are either higher or lower than average need. Observed differences that are statistically significant have been indicated with an asterisk.

Within each demographic subgroup, those reporting a need for physical health care during the past 12 months ranged from 46.9 percent for respondents without medical insurance coverage to 83.9 percent for respondents with a post graduate education. Findings within these groups include:

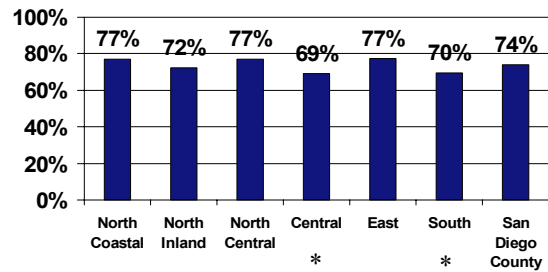
- Geographically, the reported need ranged from 69.3 percent in the Central region to 77.3 percent in the East region. Those living in the Central and South regions reported a significantly lower need than those living in the North Coastal, North Inland and East regions.
- In terms of race and ethnicity, Hispanic respondents reported a significantly lower need for health care services during the past 12 months than all other racial/ethnic groups. Furthermore, Asian respondents reported a significantly lower need than both white and African-American respondents.
- Respondents with less than a high school education reported a significantly lower need for health care than respondents with more education. Moreover, respondents with a high school education reported a significantly lower need for health care than respondents with more education.
- Respondents with medical insurance coverage reported a significantly higher need for health care than those without coverage, 79.3 percent and 46.9 percent, respectively.

Review of other variables found the following statistically significant differences:

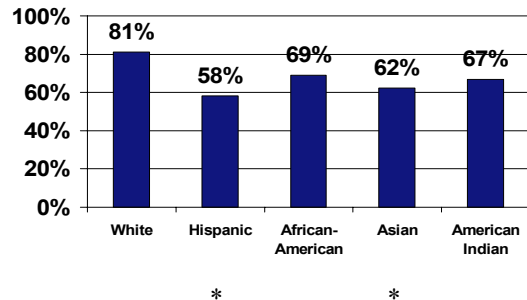
- The need for health care increased with income, ranging from 61.8 percent for households with annual incomes of less than \$20,000 to 80.9 percent for households with annual incomes of \$100,000 or more. Those with incomes under \$40,000 reported a significantly lower need for health care services than those with higher incomes.
- Females reported a significantly higher need for health care than males, 79.9 percent and 65.3 percent, respectively.
- Respondents under age 45 reported a significantly lower need for health care services than those 45 and over, 68.5 percent and 80.2 percent, respectively.

Percent indicating a need for physical health care

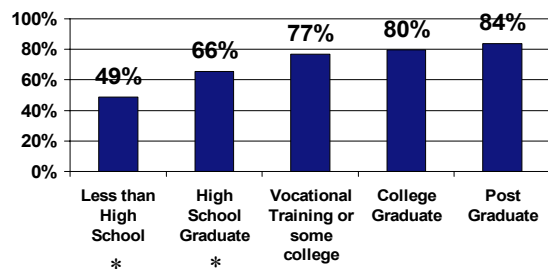
Geographic Region



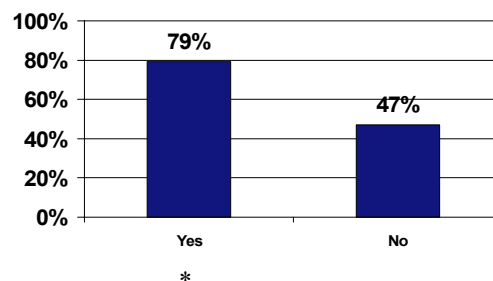
Race/Ethnicity



Educational Level



Medical Insurance Coverage



* Significant at p < .05

Reasons for Needing Health Care Services

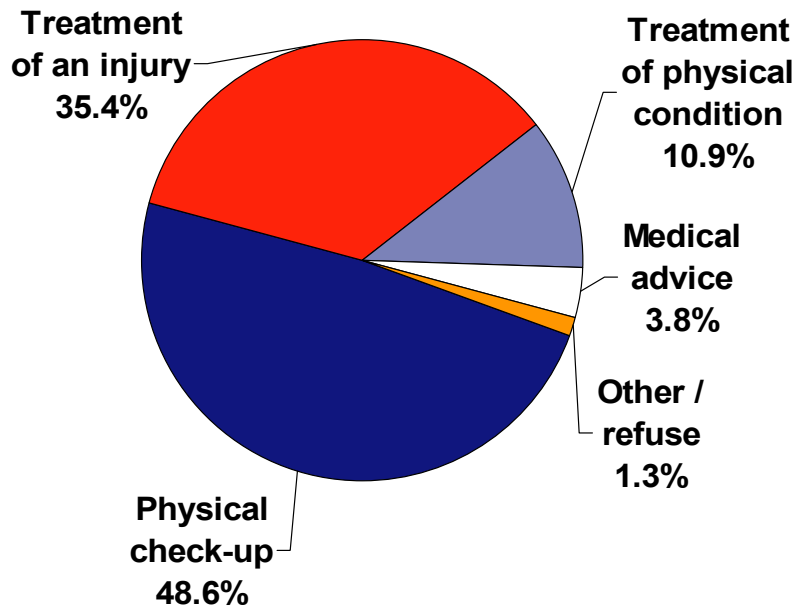
“What is the main reason you needed health care services?”

Overall, respondents reported the need for a physical check-up or treatment of a physical condition as the two most frequent reasons for needing health care services, 46.2 and 37.0 percent, respectively. Treatment of an injury was mentioned by 10.9 percent of the respondents followed by medical advice, mentioned by 4.6 percent.

Review of the demographic variables found the following deviations from these findings related to need for physical health care:

- Respondents with annual household incomes under \$20,000 reported less need for a physical check-up compared to those with household incomes of \$100,000 or above, 36.4 percent and 53.1 percent, respectively.
- Males were more likely to report a need for treatment of injuries than females, 14.4 percent vs. 9.0 percent.

Main Reason for Needing Health Care



Amount of Physical Health Care Received

“Did you receive all, some or none of the needed physical health care?”

Respondents indicating a need for physical health care were asked how well their needs were met based on three levels of fulfillment, all, some or none.

Overall, 77.4 percent indicated they received all the care needed. Another 20.3 percent said they received some of the care needed, while 2.2 percent indicated they received none of the needed care.

As shown in the following charts, respondents reporting all their needs for physical health care being met ranged from 48.9 percent for those without health insurance to 84.5 percent for those age 65 and over.

An examination of demographic variables indicates some variation in the level of needs being met. Observed differences that are statistically significant have been indicated with an asterisk. The following briefly describes some of the observed variation.

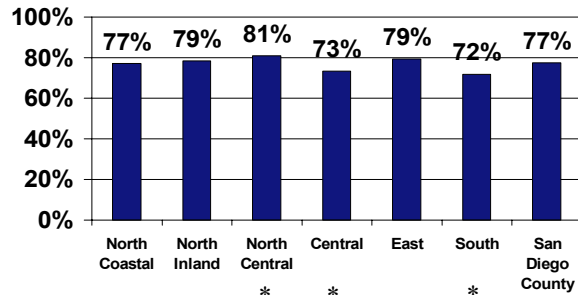
- Geographically, respondents living in the Central and South regions reported all of their physical health care needs being met significantly less often than those living in the North Central region.
- In terms of race and ethnicity, having all physical health care need met ranged from 66.6 percent among Hispanic respondents to 80.7 percent among white respondents. These differences are significant.
- Having all physical health care needs met ranged from 59.7 percent for households with annual incomes under \$20,000 to 83.7 percent for those with annual incomes of \$100,000 or more. Households with annual incomes of less than \$40,000 reported a significantly higher level of unmet need for health care during the past 12 months than households with higher annual incomes.
- Respondents without medical insurance reported a significantly lower level of needs for health care met during the past 12 months than those with medical insurance, 48.9 percent and 80.6 percent, respectively.

Review of other demographic variables found the following significant differences in the level of physical health care received:

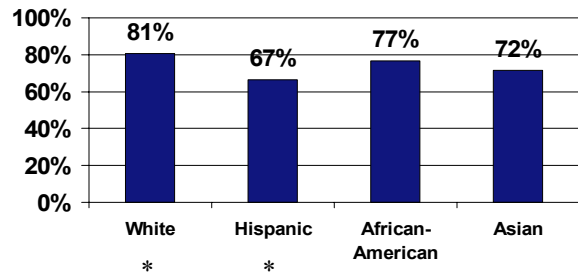
- Respondents age 65 and over reported having all of their health care needs met significantly more often than those under age 35 age, 84.5 percent and 72.2 percent, respectively.
- Married respondents reported having all of their health care needs met significantly more often than single respondents, 80.1 percent and 72.4 percent, respectively.

Percent indicating they received all physical health care needed

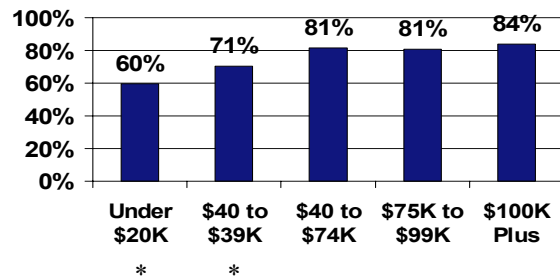
Geographic Region



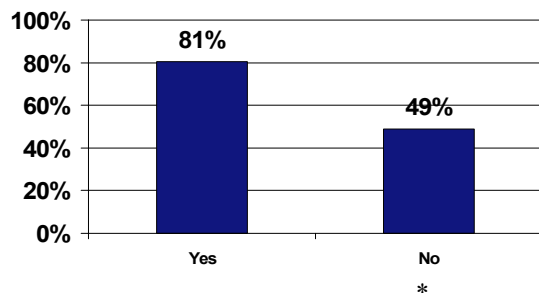
Race/Ethnicity



Annual Household Income



Medical Insurance Coverage



Satisfaction with Health Care Services

“How satisfied are you with the health care services you received?”

Those receiving some or all of the health care services they needed were asked to rate their level of satisfaction using a six-point scale with six being “very satisfied” and one being “very dissatisfied.”

The overall mean level of satisfaction with health care received was 5.13. In terms of proportion, those actually satisfied or very satisfied accounted for 77.9 percent. Those dissatisfied or very dissatisfied accounted for 3.1 percent.

Review of other demographic variables shows that satisfaction levels ranged from 67.7 percent for respondents with no medical insurance coverage to 81.7 percent for respondents age 65 or over. Observed differences that are statistically significant have been indicated with an asterisk. Findings within the various demographic subgroups include:

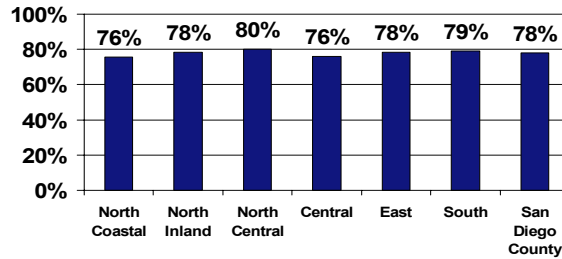
- Geographically, levels of satisfaction ranged from 75.7 percent in the North Coastal region to 80.0 percent in the North Central region. These differences are not significant.
- In terms of race and ethnicity, satisfaction levels ranged from 68.4 percent among Asian respondents to 81.3 percent among African-American respondents. These differences are not significant.
- Respondents with less than a high school education reported the lowest satisfaction with physical health care services while those with a high school education reported the highest satisfaction levels. These differences are not significant.
- Respondents without medical insurance coverage reported a significantly lower level of satisfaction than those with medical insurance, 69.5 percent vs. 78.8 percent.

Review of other demographic variables found:

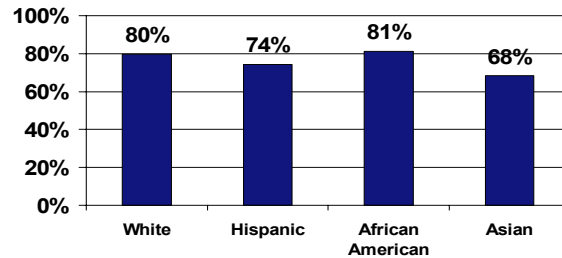
- Persons in the 65 and over age group reported a significantly higher level of satisfaction than respondents age 20 to 64, 87.6 percent and 77.4 percent, respectively.
- Widowed respondents are significantly more satisfied with the health services received than single respondents, 86.5 percent and 74.2 percent, respectively.

Percent satisfied or very satisfied with physical health care services received

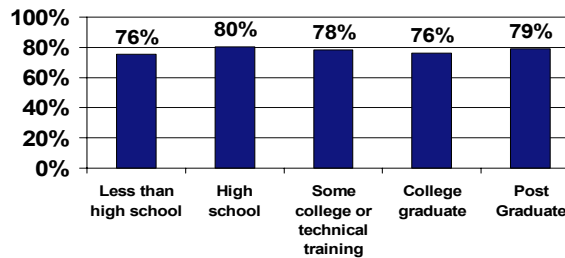
Geographic Region



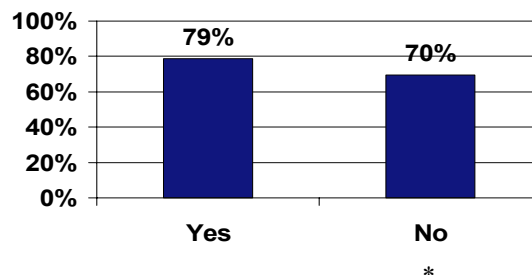
Race/Ethnicity



Education



Medical Insurance Coverage



* Significant at p < .05

Where Physical Health Care Services Received

“Where were most of your health care services received?”

All 2,650 respondents who had received some or all of the needed physical health care services were asked where they received most of these services. The most frequently mentioned location was the doctor’s office, named by 71.8 percent of these respondents.

An in-depth review of where physical health care services were received found those receiving care in a community clinic was highest among the following:

- Those living in the Central region, 15.9 percent.
- Hispanic and Asian respondents, 27.4 percent and 17.5 percent, respectively.
- Persons with less than a high school education, 39.5 percent.
- Persons in households with annual incomes of less than \$20,000, 32.0 percent.
- Persons without medical insurance coverage or Medi-Cal insurance, 42.1 percent and 28.3 percent, respectively.

| Location where most of health care services were received | Percent | n |
|--|----------------|----------|
| Doctor’s office | 71.8 | 1,902 |
| Community clinic | 11.7 | 310 |
| Urgent care center | 10.6 | 281 |
| County health department | 3.4 | 89 |
| Hospital emergency room | 1.8 | 48 |
| Don’t know/Refused | 0.7 | 20 |
| Total | 100 | 2,650 |

Physical Health Care Services Profile

Countywide, the need for physical health care services is estimated to be 74.1 percent of the 1,032,736 occupied households. This equates to an estimated 765,387 households in San Diego County needing physical health care services within the past 12 months.

Need for Physical Health Care Services

| | (n=3,662) | | |
|--------------------|------------------|------------|-------------------|
| | <i>(n)</i> | <i>(%)</i> | <i>(estimate)</i> |
| Yes | 2,714 | 74.1 | 765,387 |
| No | 945 | 25.8 | 266,503 |
| Don't know/Refused | 3 | 0.1 | 846 |

Satisfaction (n=2,650)

| | <i>(n)</i> | <i>(%)</i> | <i>(estimate)</i> |
|------------------------------------|------------|------------|-------------------|
| Very satisfied or satisfied | 2,065 | 77.4 | 582,359 |
| Somewhat satisfied or dissatisfied | 502 | 20.3 | 141,571 |
| Very dissatisfied or dissatisfied | 81 | 2.2 | 22,843 |
| Don't know | 5 | 0.2 | 564 |

How Well Needs Met (n=2,714)

| | <i>(n)</i> | <i>(%)</i> | <i>(estimate)</i> |
|---------------------|------------|------------|-------------------|
| All needs met | 2,100 | 77.4 | 592,230 |
| Needs partially met | 550 | 20.3 | 155,108 |
| All needs unmet | 59 | 2.2 | 16,639 |
| Don't know/Refused | 5 | 0.2 | 1,410 |

Who Provided Care (n=2,650)

| | <i>(n)</i> | <i>(%)</i> | <i>(estimate)</i> |
|--------------------------|------------|------------|-------------------|
| Doctor's office | 1,902 | 71.8 | 536,391 |
| Urgent care center | 281 | 10.6 | 79,246 |
| Community clinic | 310 | 11.7 | 87,424 |
| County health department | 89 | 3.4 | 25,099 |
| Hospital emergency room | 48 | 1.8 | 13,537 |
| Don't know/Refused | 20 | 0.8 | 5,640 |

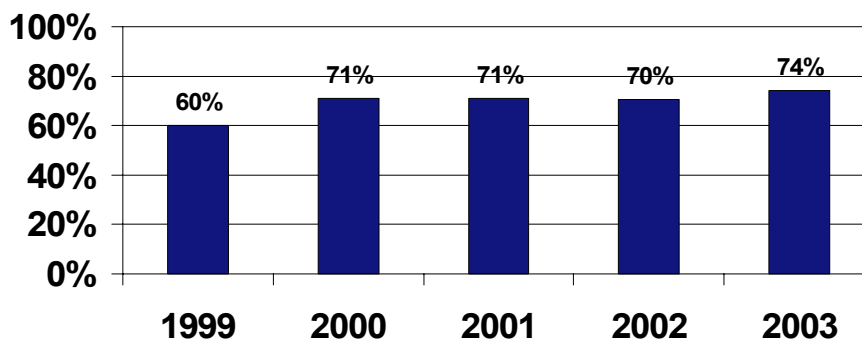
Main Reason for Needing Care (n=2,714)

| | <i>(n)</i> | <i>(%)</i> | <i>(estimate)</i> |
|---------------------------------|------------|------------|-------------------|
| Physical check-up | 1,253 | 46.2 | 345,031 |
| Treatment of physical condition | 1,004 | 37.0 | 276,465 |
| Treatment of an injury | 295 | 10.9 | 81,232 |
| Medical advice | 125 | 4.6 | 34,420 |
| Don't know/Refused | 37 | 1.4 | 10,188 |

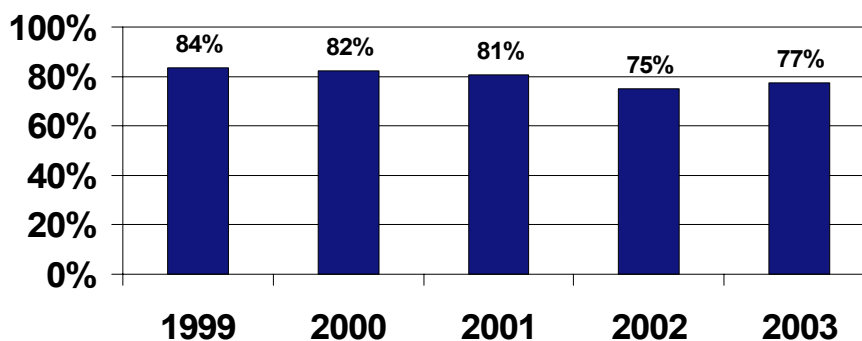
Five-Year Trend of Health Care Services Indicators

The following charts provide a comparison of physical health care services need, utilization and satisfaction for the past five years.

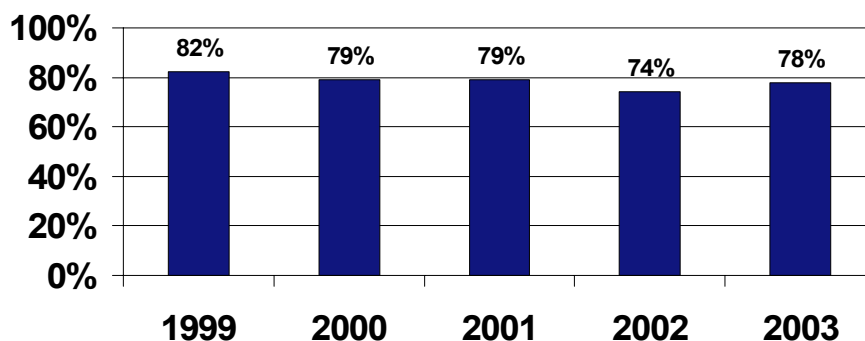
Percent needing physical health care services during the past 12 months



Percent indicating they received all needed physical health care services



Percent satisfied or very satisfied with physical health care services received



Background

Each year billions of dollars are invested in San Diego County by federal, state, county, cities and charitable organizations to improve the health and well-being of the community and its residents. These funds are applied to a wide variety of health, social and community issues. All concerned have a growing interest in knowing whether this investment of community assets is making a difference. The Outcomes and Community Impact Measurement Program has been designed to be a comprehensive measurement and outcomes reporting system related to the health and well-being of San Diego County residents.

The Outcomes and Community Impact Measurement Program data reviewed in this document are for the 2003 data collection and reporting period.

Concept

Initial concepts behind this program began in 1995 when the United Way of San Diego County convened eight task forces representing San Diego County residents and community leaders who developed the following list of desired countywide outcomes:

- **Access** – People have access to a full range of effective community services.
- **Self-sufficiency** – People reach and maintain an optimal level of independence and health.
- **Civic Solutions** – People live in, participate in and are supported by diverse, economically sound communities.
- **Educational Success** – People have the necessary life-long educational support to reach their potential as productive and contributing community members.
- **Public Safety** – People feel safe from the threat of crime and violence in their homes, neighborhoods and communities.
- **Well-being** – People are emotionally self-sufficient and able to cope with the stressors in their lives.

Based on the desired outcomes developed by these task forces, a measurement platform was designed to measure the impact of community assets and services on addressing people's needs and visions.

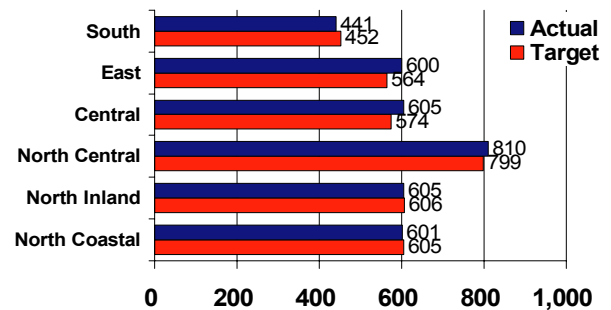
Methodology

Data was collected via telephone interviews with 3,662 randomly selected persons living throughout San Diego County. The interviews, lasting an average of 22.6 minutes, were conducted by trained interviewers from the Social and Behavioral Research Institute located at California State University San Marcos between October 24, 2003 and March 30, 2004.

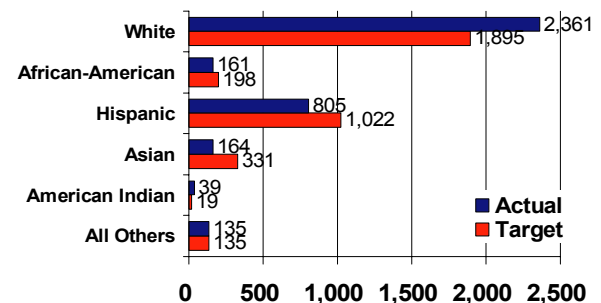
To enhance the quality of the data in terms of how well it represents the geographic and race/ethnic population of San Diego County, the county was divided into six geographic regions. These regions correspond with the San Diego County Health and Human Services Agency regions. A targeted number of interviews for each race/ethnic category within each region was established to more accurately represent the actual population within the regions.

The following tables present the targeted and actual number of interviews completed.

Targeted Number of Interviews by Region



Targeted Number of Interviews by Race/Ethnicity



2003 Outcomes and Community Impact Program

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2003 Funding Sources

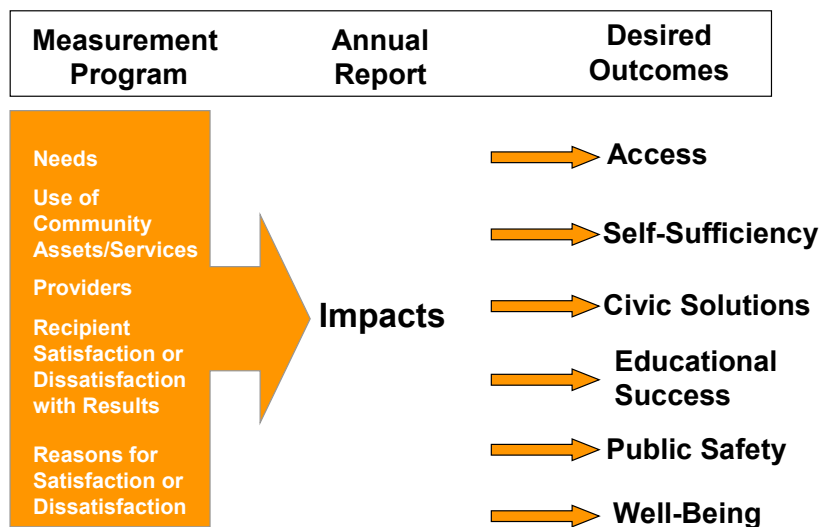
- Alliance Healthcare Foundation
- The California Endowment
- County of San Diego
- Community Health Improvement Partners (CHIP)
- Kaiser Permanente
- McCarthy Family Foundation
- INFO LINE of San Diego County
- The San Diego Foundation
- United Way of San Diego County

Outcomes and Impact Program Overview

The information contained in this report presents the findings for one of the 24 areas explored in the 2003 Outcomes and Impact Study. Other areas range from advocacy services to youth development. Each of these areas is covered in an individual report which can be obtained from the United Way of San Diego County. In addition, there are appendices supporting each of these reports which provide very detailed data in the format of cross tabulations of questions for each area by many key variables.

To view the 2003 Outcomes and Community Impact Program reports or to order copies of the 1999, 2000, 2001 and 2002 reports on disk, visit the United Way's website at www.uwsd.org. On the homepage click on the Outcomes / Healthy Community Index icon.

Outcomes and Impact



More Information Available

The information provided in this report is one segment of the available outcome and impact program reporting. Additional information is available including:

- Five-year history of top-level findings
- Methodology and Technical Report
- Frequencies
- Cross tabulations
- Significance tests