

## II. COMMUNITY NEEDS ASSESSMENT

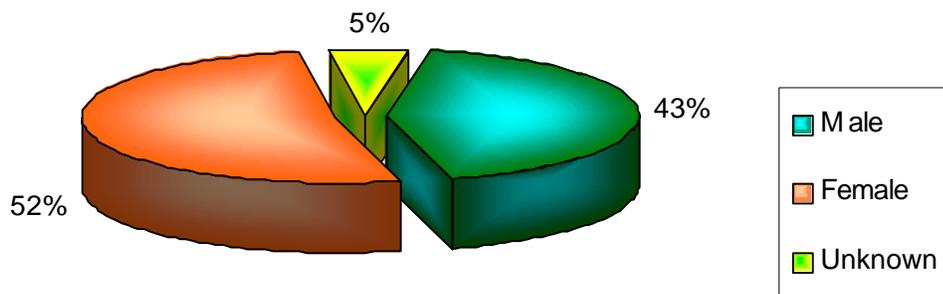
### A. Primary Data

#### 1. The Community Stakeholder Survey

The stakeholder survey provides a profile of perceived health care needs and problems facing the community and stakeholders who respond to the survey. Stakeholders are those individuals in a community who have a special interest in a particular issue or action being taken. The survey includes questions about the adequacy, accessibility, and level of satisfaction with health care services in the community. Members of the council were asked to complete the stakeholders' survey as well as identify and obtain comments from other stakeholders in the community to participate in the survey. The Community Stakeholder Survey is not a scientific random sample of the community; rather, its purpose is to obtain subjective data from a cross section of the community about health care services, problems, and needs in the county. It is one of two sources of primary data used in community diagnoses.

The Anderson County Stakeholder Survey was distributed to various individuals across the county. The stakeholders represent a cross section of the community, i.e., young families, single parents, the elderly, business leaders, consumers, rural residents and urban residents. The stakeholders include both the users and providers of health services. The council worked with the Oak Ridge Health Agreement Steering Panel to develop additional questions for the Community Stakeholder Survey to address environmental issues. A special emphasis was placed on securing an adequate sample from the Scarboro community of Oak Ridge. This area has received special attention due to its close proximity to the Oak Ridge Reservation.

There were 274 respondents to the Anderson County Community Survey, with a sample of 30 from the Scarboro Community. Of the 277 respondents, 43% were male and 52% were female.



Sixty-seven percent of the respondents had lived in the county for twenty or more years. Respondents were asked to rate various health services as very adequate or very satisfied, adequate or satisfied, available but not adequate, available but no opinion on service, or not available. The majority of the respondents rated the community health care services as very adequate or adequate. Over 80% of the respondents were either very satisfied or satisfied with the physician services and hospitals in their community and over half of the respondents had no opinion about the services at the health department (See Table 2).