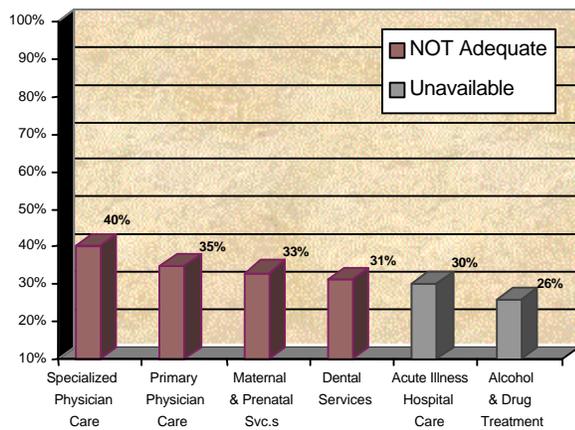


**Health Care Services** perceived to be *Available but Not Adequate* (in purple) or completely *Unavailable* (in grey) in the highest percentages of respondents included:



A majority of respondents were *Satisfied or Better* with **Physician Care/Services**; notable exceptions included:

	Satisfied +	Not Satisfied	Don't Know About Svc.
laboratory	48%	20%	12%
obstetrical	19%	19%	26%
pediatrics	22%	19%	23%

In general, respondents seemed *most satisfied* with **accessibility, convenience, quality of care, and personnel** of the **Local Hospital Services** and *least satisfied* with **reputation, emergency room services, and cost**. Respondents reported having the *least knowledge* about **physical therapy** and **obstetrical** services.

A vast majority of respondents seemed to be *Satisfied or Better* with the **Local Health Department**, or were *not familiar* with their

services. The highest percentages who responded otherwise were 19% and 15% who held *no opinion* about **WIC services and disease investigation**, respectively, and 11% who were *Not Satisfied* with **health promotion** activities at the health department.

Due to various anomalies in the demographics of respondents and questions which were less than applicable, given the current health care landscape, the council decided to revise this survey and its method of delivery. The council hopes to conduct the new stakeholder survey some time in the future, after completion of the new Health Center and on a more regular basis.

## **B. Behavioral Risk Factor Survey**

The Behavioral Risk Factor Survey (BRFS) is a scientifically-conducted, random sample telephone survey, weighted to the county's population characteristics. The survey was conducted by the University of Tennessee, Knoxville, Community Health Research Group and is modeled after the BRFS conducted by the Centers for Disease Control. This BRFS collects information from adults on health behaviors and preventive practices related to several leading causes of death such as chronic diseases, injury, and HIV infection.

A representative sample of 201 residents was collected from Johnson County for use in estimating county risk factors. Of the respondents, 50% were female. The following table compares Johnson County responses to selected survey items with results of this survey in other Northeast Region counties.

Counties; N.E. Region	% Reporting NO Health Care Coverage	Feel Coverage Limits Care Received	Have Needed To See Dr., But Could Not Due to Cost
<b>Johnson</b>	9%	44%	18%
<b>Carter</b>	9%	39%	14%
<b>Greene</b>	10%	41%	17%
<b>Hancock</b>	6%	47%	24%
<b>Hawkins</b>	6%	44%	16%
<b>Unicoi</b>	15%	40%	15%
<b>Washington</b>	7%	43%	18%