



Public Perception Survey

2017

Conducted by



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Executive Summary

Overall, survey results are in line with the 2015 survey, with no major shifts in satisfaction or perception, and without any major surprises or new themes. The most positive trend in 2017 was some increase in awareness of many services, and a slight improvement in people staying in town for care. Satisfaction rates and perception results stayed fairly consistent with 2015 responses, with a very slight increase in satisfaction, and a slight decrease in perception. Open-ended comments carried similar themes as previous surveys, with an equal division between positive and negative comments.



Increase in Awareness of Key Services

Between 2015 and 2017, awareness increased slightly for many services.

Awareness rose the most for the following services:

• Oncology/Cancer Care	Up 6% to 79%
• Cardiology	Up 5% to 84%
• Maternal child (nursery, L&D, neonatal ICU)	Up 5% to 81%
• Kid Clinic	Up 5% to 67%



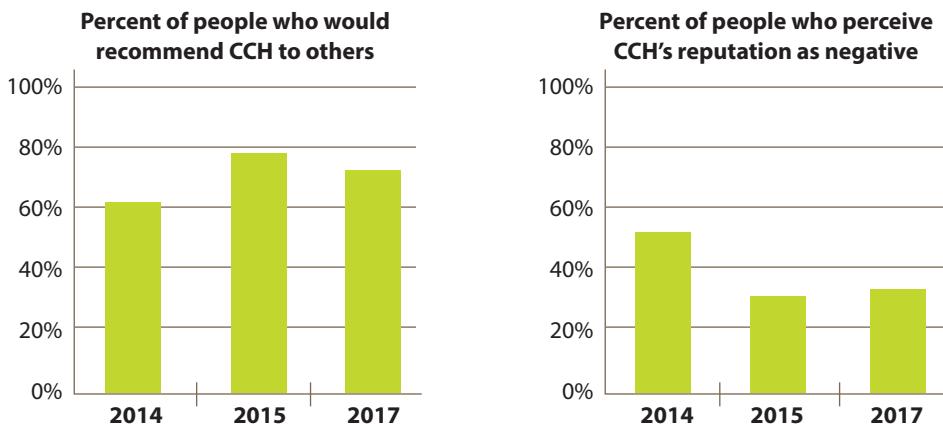
Satisfaction Stays Steady

Overall satisfaction remained in line with 2015, showing just slight differences in key areas:

- Slight increase in overall satisfaction from 82% in 2015 to 83% in 2017.
- Slight increase in higher level of overall satisfaction from 67% in 2015 to 68% in 2017.
- Drop in satisfaction of medical staff from 89% in 2015 to 85% in 2017.
- Slight decrease in satisfaction of support staff from 93% in 2015 to 91% in 2017.

Public Perception Drops Slightly

Public perception of CCH did not quite maintain the large shift it made from 2014 to 2015. While still well above the 2014 numbers, there was a bit of a drop from 2015 numbers.



Trend of Less People Leaving Town for Specialty Services Continues

While the 2017 survey shows that more people overall indicated that they have sought care out of town (67% vs 54% in 2015 and 68% in 2014), less people are seeking care for key services other than orthopedics, including cardiology, general surgery, sports medicine and cancer care. While the number changes are not large, they do indicate a continuation of the same trend from 2014 to 2015. Between 2015 and 2017 those who left town for specialty care decreased as follows:

In 2017, the question on leaving town included an, "Other, please provide detail below," choice. Interestingly, 32% of people selected this choice and wrote in reasons why they leave town, with the dominating "other" reason being dermatology.

Similar Themes in Open-Ended Comments Between All Three Years

Once again, the ER and Walk-in Clinic were common themes in this year's survey, with more negative comments than positive. The trend of a decrease in behavioral health comments between 2014 and 2015 continued into 2017, with it only receiving a handful of mentions. The most notable change was a marked increase in comments on billing, all being negative. This survey also generated comments on recent remodeling efforts, some offering praise, more questioning priorities and cost. A small theme of people noticing improvements over recent years was also noted.

Report of Findings

In February 2014 and April 2015, Campbell County Health (CCH) completed a public perception survey and in March 2017 the same survey was repeated. In this summary, findings from 2017 are presented and comparisons are given between years.

Survey objectives:

- Determine community satisfaction with CCH
- Gauge public perception and knowledge of CCH and its specific services
- Determine if perception, satisfaction, knowledge and preferences changed from 2014, 2015 and 2017



Survey Methods & Distribution

The public perception survey (see appendix) was open from March 15 to April 15, 2017. It consisted of 20 questions and took approximately five minutes to complete electronically. It was also available in paper format. People were only allowed to take the survey once.

Throughout the month, CCH disseminated information on the survey through various media outlets. Print ads ran regularly in the Gillette News Record in Gillette and other communities considered part of the secondary service areas, including Moorcroft, Sundance, Wright, Buffalo Newcastle, Upton and Spearfish. Community partners ran ads in their newsletters, and hard copies of surveys were available at the Campbell County Senior Center, Campbell County Public Library, Pioneer Manor and in the hospital lobby. Facebook, LinkedIn and Twitter were also used to announce the survey. Participants were rewarded with a coupon for a coffee drink at the Coffee Shoppe in the hospital's lobby, redeemable through the end of May 2015. As of April 28, 102 coffees or 18% of the survey participants redeemed a free coffee.

Nearly all respondents were from the Gillette area: 92% reported they lived in zip codes 82718, 82716 and 82717. The remaining 8% were from the surrounding communities mentioned above, with the majority from zip code 82732, which is Wright, WY.

While we didn't discourage, we didn't actively encourage hospital or clinic staff to participant in this community survey. However, the percentage of employees who did take the survey remained at 23%, the same for 2014, 2015 and 2017.



Profile of Respondents

In 2017, a total of 551 people took the survey—a 15% increase from 2015 when 472 people took the survey—and comparable to 2014 when 542 participated. This number remained statistically significant, in that we can say with a 95% confidence rate that the entire population would answer the question the same way, plus or minus 4.17% (margin of error).

The majority of participants completed the survey online. The following table gives demographic information on the respondents for all three years. Demographics is mostly consistent between the three years.

COMPARING RESPONDENTS BETWEEN 3 SURVEYS: 2014, 2015, 2017

Question Topic	Answer Options	2014	2015	2017
Q1: Gender	Female	77%	84%	83%
	Male	23%	16%	17%
Q2: Age	18 to 34	33%	39%	25%
	35 to 54	40%	30%	38%
	55 and older	27%	31%	37%
Q3: Children in Household	Yes	52%	51%	48%
	No	48%	49%	52%
Q4: Types of Insurance <i>(could choose more than one)</i>	Private Insurance	91%	86%	85%
	Medicare/Medicaid	12%	20%	20%
	No insurance	5%	4%	6%
	Military (new 2017)			2%
Q5: Who Makes Healthcare Decisions	Female	75%	75%	78%
	Male	25%	25%	22%
Q6: Experienced CCMH (2014) CCH (2015&17)	Yes	97%	97%	98%
	No	3%	3%	2%
Q7: Work for CCMH (2014) CCH (2015&17)	Yes	23%	23%	23%
	No	77%	77%	77%



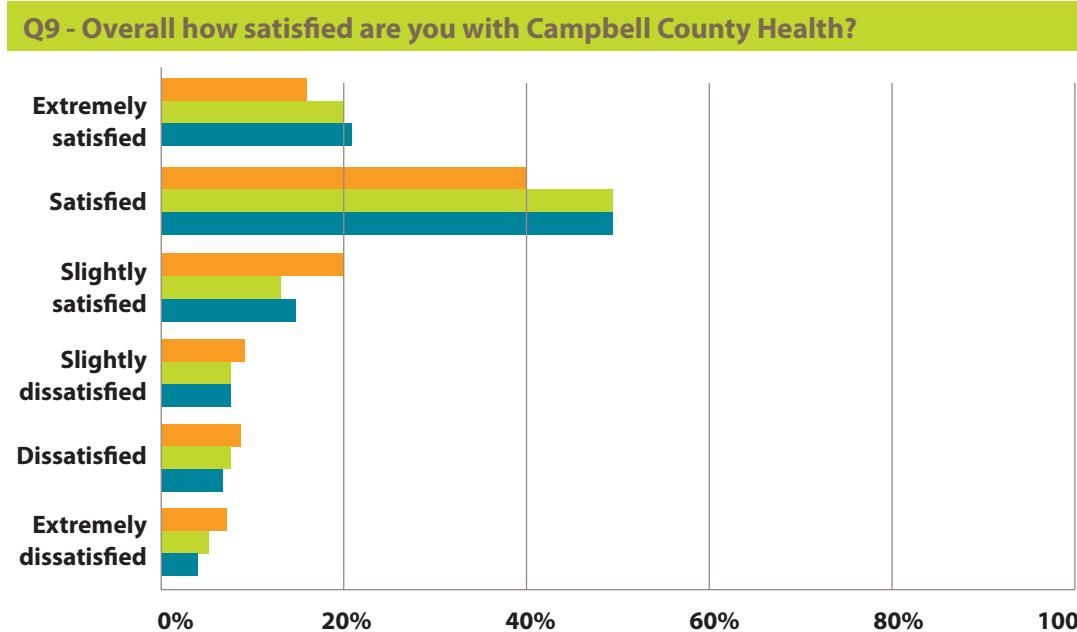
Discussion of Results

Results were tallied on satisfaction, perception, awareness, use of services, and healthcare preferences. Respondents were given the chance to provide an open-ended opinion on certain topics and in general.

Overall Satisfaction with Campbell County Health

Question 9 asked, 'Overall, how satisfied are you with Campbell County Health?' The majority of the responses were positive, as the bar graph below shows. Of respondents, 83% were slightly to extremely satisfied in 2017, compared to 82% in 2015 and 78% in 2014.

As with 2015, the level of satisfaction remained high, with 68% indicating they were extremely satisfied and satisfied versus only slightly satisfied, compared to 59% in 2014. Maybe more significant is the number of people who said they were extremely dissatisfied continues to drop with each survey, from 8% in 2014 to 5% in 2015 to 2% in 2017.

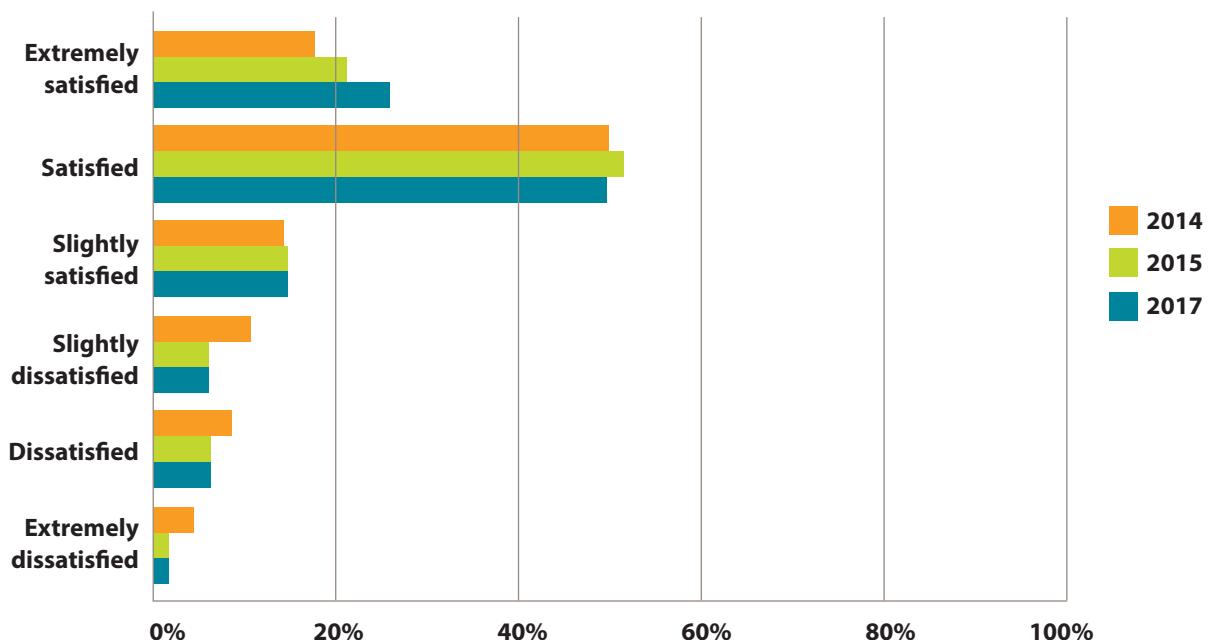


Of the 515 people who answered Question 9, 69 gave open comments, at about the same rate as previous years. The two themes that emerged in each of the past two surveys emerged again in 2017, namely the quality of care in the emergency room and somewhat less so in the Walk-in Clinic. The majority of comments were negative with complaints of long wait times, low quality of care and unprofessional behavior from staff. Billing also came up as a theme again as in 2015, but much more prominent in 2017. It appears these areas present continued opportunities for improvement. More precise details are given in the upcoming *Categories of Open-ended Comments* section.

Questions 10 and 11 asked about satisfaction with medical staff and with support staff. The past two surveys, satisfaction with medical staff was high at 89% in 2015 and 81% in 2014. These numbers are mostly in line with 2017 where 85% indicate satisfaction with medical staff.

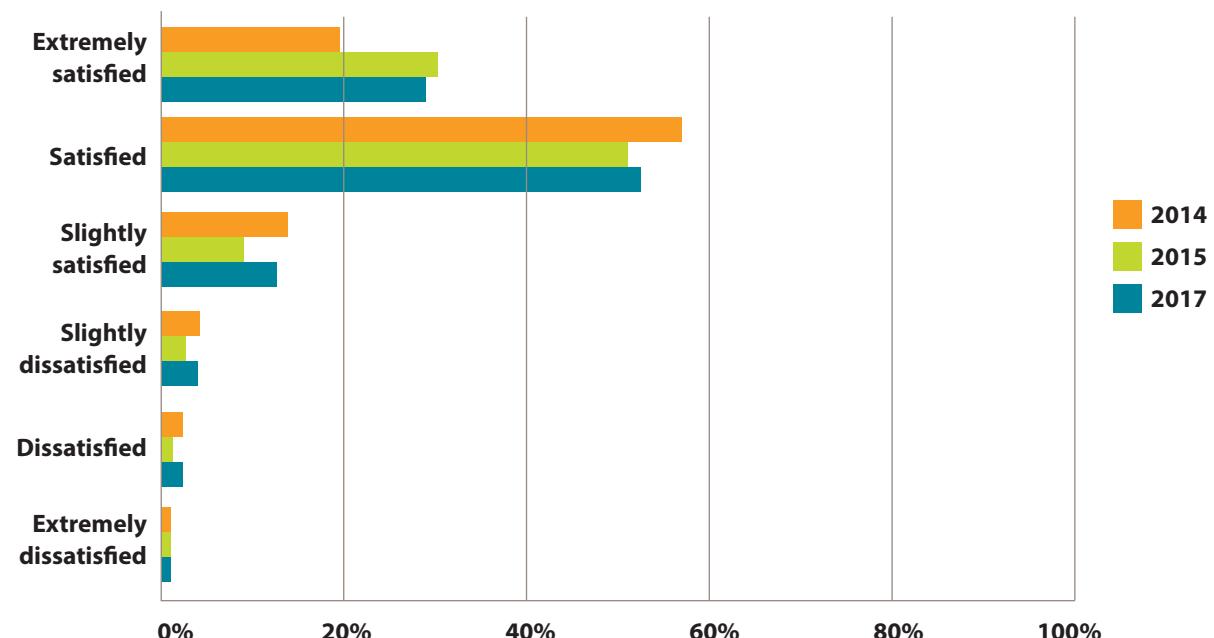
Question 10 asked for open-ended comments regarding the medical staff, and received 54 comments. Of those, 61% were positive, with the majority of complaints centered around care received from providers in the ER and less so in the Walk-in Clinic.

Q10 - How satisfied or are you with the skill and competency of our medical staff at Campbell County Memorial Hospital (doctors, nurses, therapists, technicians)?

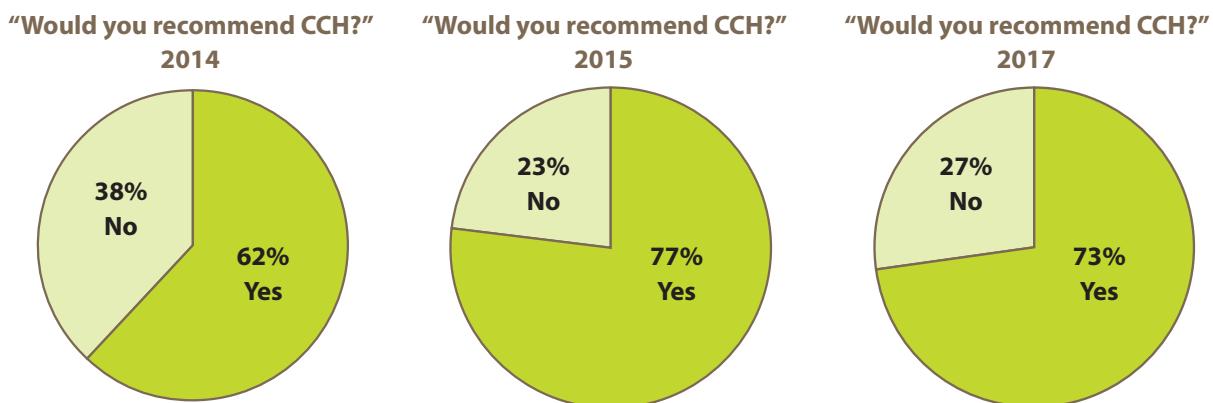


As for support staff, satisfaction remains high and consistent with the last two surveys, with 91% indicating they were satisfied to some degree, as indicated in the table for Question 11 below. Just a handful of people chose to leave comments, mostly positive, with frequent use of the words competent, friendly, awesome and improving care, but a few negative on billing, the cleanliness of the facility, and phone receptionists being less than friendly.

Q11 - How satisfied are you with the skill and competency of our support staff throughout the Campbell County Health System (greeter, receptionist, admissions representative, food service workers, housekeeping)?



The final question on satisfaction asked if people would recommend CCH to friends, family members and coworkers. While 73% indicated they would recommend CCH in 2017, this is slightly down from 77% in 2015, but still up from 62% in 2014. Note: The 2017 CCH employee survey also asked about referring to family and friends and 84% indicated that they would, a higher rate than given by community survey respondents.

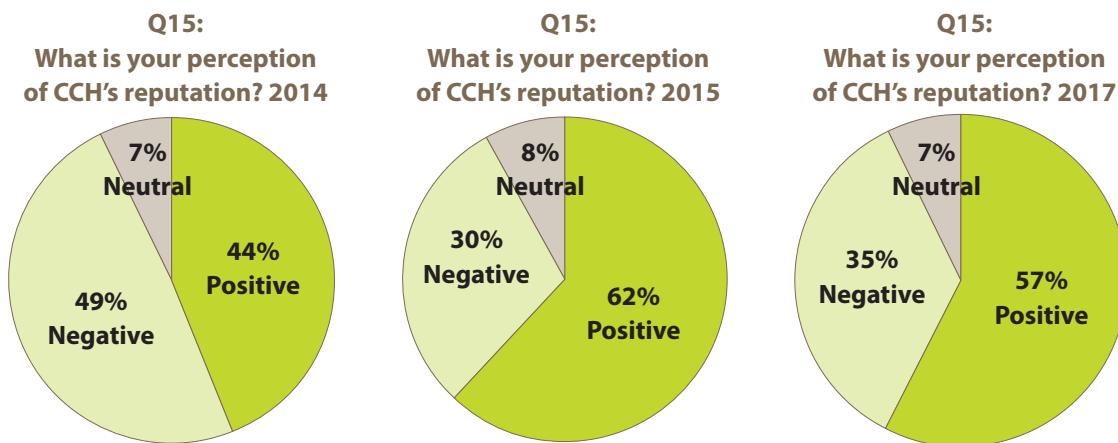


Why People Choose Campbell County Health

Unsurprisingly, most people choose CCH because it is convenient to where they live. The majority of people who use CCH live in or near Gillette. Question 12 asked, 'Why do you choose Campbell County Health?' and asked participants to pick **one reason only**. In 2017, 69% named convenience, compared to 65% in 2015 and 70% in 2014. The next highest ranked reason was 'The overall quality of care is good' at 13% followed by 'The medical staff is skilled and competent' at 9%. Both of these choices came in at 13% in 2015, and 6% in 2014. This year, we added the choice of 'Overall quality as indicated by awards...' which was chosen as the number one reason by 7 people, or 1%.

Public Perception of CCH

Question 15 asked about the reputation of the hospital in the community. While a substantial shift in perception occurred from 2014 to 2015, with less people having a negative perception, that shift did not repeat again in 2017, although results are still much more positive than the initial year, 2014. In 2017, 35% classified CCH's reputation as negative, whereas in 2015, 30% did so, and in 2014, 49%. The slight increase in those seeing the reputation as negative could be related to frequent complaints about billing in the open-ended comment questions, as well as dissatisfaction with the ER and Walk-In clinic to a lesser degree.



Question 13 asked respondents to come up with words on their own that describe CCH, and 65% did so. Interestingly, the word 'caring' rose to the top and was used the most, mentioned by 100 people and used positively in 96 of the comments. It was used by 29% of respondents, compared to 11% in 2015. The following words were used the most, similar to 2015: Caring (29%), Friendly (13%), Convenient (13%), Competent (11%), Expensive (4%) and Incompetent (2%). Note: complimentary words were expressed in a positive way nearly all of the time.

Awareness of Specific Services

Question 14 sought to determine how familiar people were with the services offered at CCH. It asked the public to select all the services they knew about from a list of 33. As expected, most (96%) were familiar with emergency services and the Walk-in Urgent Care Clinic (85%). The services that were least known were the same as in 2015, including nephrology & complex medicine (39%) and sports medicine (51%).

Awareness rose slightly for many services. The following chart shows increases in percentage of awareness between 2015 and 2017, from largest to smallest.*

Changes in Awareness from 2015 to 2017

Service Line	2015	2017
Cardiology	79%	84%
Community Classes	69%	73%
Home Medical Resources	61%	64%
Intensive Care	78%	81%
Kid Clinic	62%	67%
Laboratory	83%	88%
Maternal Child Services (nursery, L&D, neonatal ICU)	76%	81%
OB/GYN Services	79%	81%
Oncology/Cancer Care	74%	79%
Radiology	82%	86%
Surgical Services	77%	80%
Dialysis	67%	70%
Home Health & Hospice	75%	77%
Long-Term Care & Short-Term Rehab	73%	75%
Orthopedics (PROS & Orthopaedic Specialists)	74%	76%
Rehabilitation & Physical Therapy	68%	70%
Emergency Care	95%	96%
Family Medicine	79%	80%
Internal Medicine	67%	68%
Pediatrics	66%	67%
Geriatric Medicine	60%	60%
Nutrition	63%	63%
Occupational Health	59%	59%
Urology	59%	59%
Wellness	70%	70%
Cardiopulmonary (respiratory therapy) & Sleep Medicine	76%	75%
Neurology & Pain Management	57%	56%
Urgent Care	86%	85%
Behavioral Health	84%	82%
Pulmonology (lungs and breathing)	62%	59%
Nephrology & Pain Management	57%	56%
Sports Medicine	56%	51%

*Audiology was left off of the list as it was combined with ENT in 2015, skewing the results.

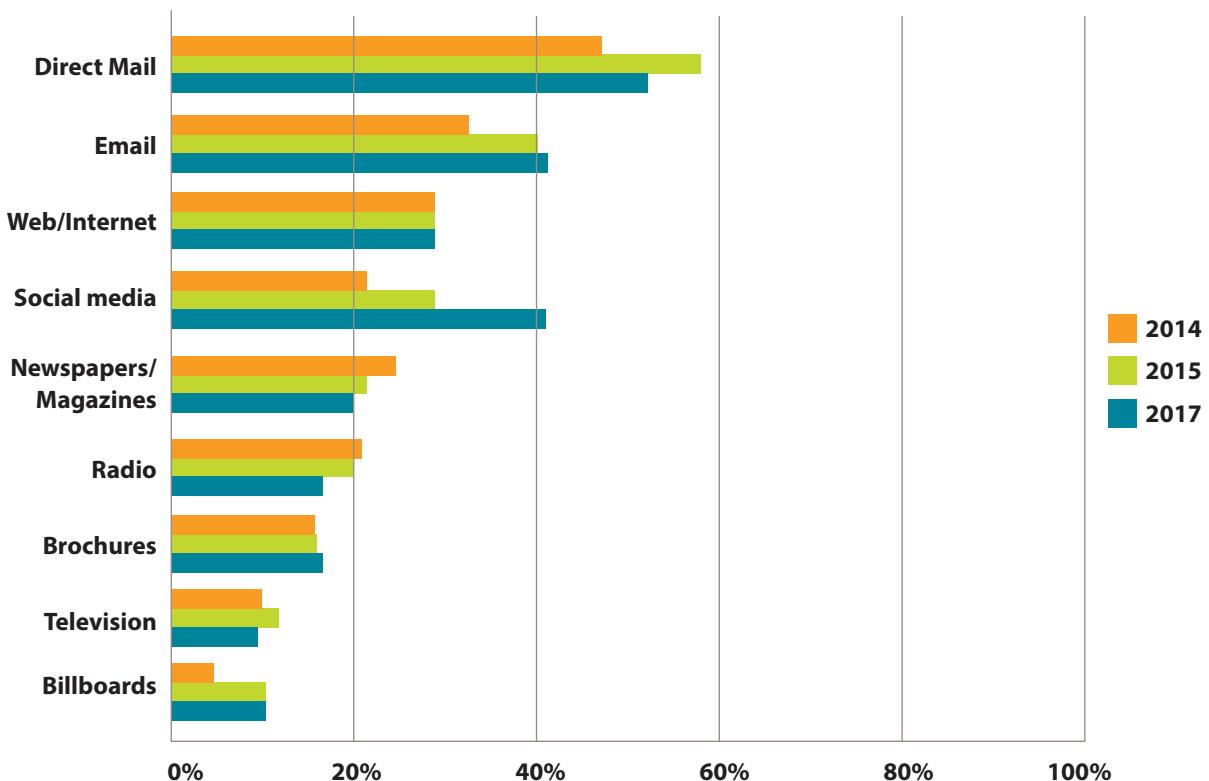
Healthcare Preferences

Where people seek care and what they look for in a provider is valuable information for hospital leaders and caregivers. Question 17 asked, 'When shopping for a healthcare provider, what qualities do you value most?' In 2017, Skilled physicians topped the list at 49%, similar to results in 2015 (47%). The selection, On my insurance plan, climbed into 2nd place in 2017 (12%) where it was 4th in 2015 (8%). Good reputation (10%), Fair prices (8%) and Referral from someone I trust (8%) were next on the list.

Interestingly, in both 2015 and 2017, convenience was not highly ranked, named by 4% of respondents both years. Yet when asked to choose the number one reason they chose CCH in Question 12, 69% chose convenience.

Question 7 also addressed healthcare preferences, asking how participants would like to receive healthcare information on offered services. As with past years, direct mail once again tops the list, followed by email and a near tie with social media.

Q7 - If a local healthcare provider wanted to communicate information about their services to you, what would be your most preferred method of receiving that information? Check all that apply.



Why Leave Town

Question 16 asked respondents which services they sought care for out of town, and whether or not they left town for care. In 2017, the majority of people answered this question, and 67% indicated that they have gone out of town for care at some point. This is up from 2015 when just 54% indicated they left town for care, and similar to 2014 (68%).

The chart below shows that once again, the most common specialty service that people seek care for out of town is orthopedic services and surgeries (28%). Numbers are about the same as for 2015 (29%). The next most common reason to leave was for general surgery, as it was in 2015, but the number of people leaving town for surgery dropped from 20% to 15%.

Common Services Sought Out of Town

Services	2015	2017
Orthopedic services/surgeries	29%	28%
General Surgery	20%	15%
Cardiology Services/surgeries	15%	12%
Cancer/oncology	11%	9%
High-Risk OB/GYN	10%	7%

What's encouraging about the data above is that **outside of orthopedics, the number of people leaving town for other listed specialty areas continues to drop**. Numbers dropped from 2014 to 2015, and again for 2017. While differences were not huge from year to year, the trend of less people leaving town is marked.

Another interesting outcome regarding why people seek care out of town is that this year, we added an, "Other, please provide detail below" choice. Interestingly, 32% of people (166 out of 522) selected this choice and wrote in reasons why they leave town. The dominating "other" reason for leaving town was dermatology, with 30% writing in dermatology. (The desire for having a dermatologist in town was echoed in the open-ended comments section.) The next specialty was rheumatology, tied with neurology, each mentioned by 10% of respondents, then general surgery by 9% of respondents, and pediatrics by 7%. To a lesser degree, urology, pulmonary services, pain management, cancer care, gastroenterology and psychiatry were mentioned.



Categories of Open-ended Comments

The last question asked people to share their opinions about Campbell County Health (CCH) stating: 'Your opinion matters to us. Do you have any comments, praise or suggestions to share with the CCH staff?' Because we forced people to put in a comment rather than leaving it optional to move on in 2017, as we had in the previous surveys, this question generated substantially more responses than in previous years.

73% gave meaningful answers (rather than simply writing the word "nothing" or "N/A") where just 40% of respondents gave answers in 2015, and 50% in 2014.

Certain words and phrases were used more often than others. The words mentioned most often, included: staff, nurses, patients, doctors, hospital, care, friendly, billing, ER, Walk-in clinic, improve, pleased. As with the last two surveys, the word "staff" was mentioned the most, followed by the word "care."

The word "staff" was used by 17% of respondents, with 75% using it in a positive way, and 25% using it negatively. While most comments were about care received from staff, some were obviously from staff who work at CCH, calling for more staff to be hired, and better communication between staff and managers/administration.

The word "care" was used by 19% of respondents, with 56% using it positively, and 44% using it negatively. Themes with the use of care include "great care," "be more caring," "quality of care is good," and "care has improved over last few years."

The services that received all positive feedback were cardiology, cancer care, the wellness program, endocrinology, and for the most part, labor and delivery.

An area with 100% negative comments was billing services. In fact, 27 people wrote about billing, saying they felt harassed, receive past due notices before receiving a bill, that bills are confusing, and people in billing were rude. All called for improvements in this area, and one person said it was a "black spot" on CCH. Results might suggest that it may be slightly hurting the overall perception of the health system.

The emergency department also received more negative responses than positive. This was an uptick from the last survey. The ER received 49 open-ended comments with 71% of the comments being negative in nature. Themes around long wait times, misdiagnoses, and uncaring workers emerged. The positive comments seemed to sing praises about specific physicians or overall care.

Themes that Rose to Top

- Billing
- Emergency Services
- Quality Care
- Improvements in last few years
- Remodel
- Walk-in Clinic

The Walk-in Clinic received 17 open-ended comments with 71% of the comments being negative in nature. Themes of dissatisfaction were misdiagnosis, rude staff and upset over being moved from the Walk-in to the ER. However, overall the number of respondents remains low at a total of 17, compared to 49 for the ER. Others said they received excellent care and named specific providers.

Behavioral health was only mentioned a few times, the same as in 2015, with calls for better care—a big improvement over 2014 when it was a dominant theme, and was mentioned 21 times. This time around, a minor theme arose that more care is needed for teens and young adults.

Also, noteworthy this year were comments on the remodel, not seen in past surveys. While there were only a total of nine comments on remodel projects, they were more negative than positive, with six being negative, and three being neutral or positive. Neutral and positive comments were on The Legacy and requests to improve the patient care areas. Negative comments revolved around questioning why CCH is spending money on facilities rather than services or employees (see the appendix for complete comments on the remodel). In addition to these comments, a theme arose that the “hospital has improved over recent years,” which positively reflects on improvements to facilities, and quality efforts.

In general, open ended comments were in line with past years, with 50% of all comments having a positive theme. For a sampling of comments see the appendix, where comments are listed by common topics, and with an attempt to portray themes.



Conclusion

In general, results were in line with 2015 results without any large surprises, except for a small increase in awareness of services and a continued decrease in people leaving town for specialty care. Results indicate continued satisfaction in care provided by Campbell County Health, with the increase in satisfaction sustained that occurred from 2014 to 2015. A substantial positive shift in public perception occurred between 2014 and 2015, which was not fully sustained in 2017, but numbers were still more positive than in 2014. Lastly, open-ended comments had similar themes all three years.

Disclaimer

Survey results provide a valuable glimpse into the minds of individuals but they do not necessarily reflect the viewpoint of the entire Campbell County community. When reading the open comments section, it's important to keep in mind that people usually only comment when they feel somewhat or very strongly about an issue—either negative or positive.

Mostly, the survey helps CCH leaders gain an understanding of the public's perception of the organization, and to gauge changes from year to year. Results provide an opportunity for administration to see where to make improvements and celebrate jobs well done.

Appendix



Public Perception Survey

Please complete and return in the
survey box provided, or mail to:
CCH Communications, P.O. Box 3011
Gillette, WY 82717

Tell Us What You Think about Campbell County Health

Hospital leaders are curious about what you think about the hospital and its related facilities and services. We also would like to know more about your healthcare habits. Please take our quick, easy survey to help us become better providers for you.

The survey takes approximately 5 minutes and is completely anonymous.

When you are finished, have a coffee drink on us! Print the coupon (or take a screen grab on your smart phone) at the end of the survey and redeem for a FREE small coffee drink at our hospital lobby or Legacy coffee shoppes.

Thanks for your help in making healthcare better in our community.

1. Are you male or female?

Male Female

2. What is your age?

18 to 24 25 to 34 35 to 44 45 to 54 55 to 64 65 to 74 75 or older

3. Are you, your spouse, or any member of your immediate family, employed by CCH?

Yes No

4. Do you have children living in your household? If yes, please check all ages that apply.

Less than 1 year old
 1 year old to 5 years old
 6 years old to 11 years old
 12 years old to 18 years old
 Children older than 18 years old
 There are no children currently living in my household

5. What type of health insurance do you have in your household, check all that apply.

Private insurance (includes insurance provided by work)
 Medicare
 Self Pay or No insurance
 Military insurance (Champs or Tri-care)
 Medicaid
 Don't know

Public Perception Survey *continued*

6. Is the person who primarily makes the healthcare decisions in your family male or female?

Male Female

7. If a local healthcare provider wanted to communicate information about their services to you, what would be your most preferred method(s) of receiving that information? Check all that apply.

- Direct Mail
- Newspapers/Magazines
- Radio
- Email
- Television
- Web/Internet
- Social media (Facebook, Twitter, Instagram, etc.)
- Billboards
- Brochures

8. Have you received services from Campbell County Health (CCH) before?

Yes No

9. Overall, how satisfied are you with Campbell County Health?

- Extremely satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Extremely dissatisfied

Comment (*optional*) _____

Public Perception Survey *continued*

10. How satisfied are you with the skill and competency of our medical staff throughout the Campbell County Health system (doctors, nurses, therapists, technicians)?

- Extremely satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Extremely dissatisfied

Comment (*optional*) _____

11. How satisfied are you with the skill and competency of our support staff throughout the Campbell County Health system (greeter, receptionist, admissions representative, food service workers, housekeeping)?

- Extremely satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Extremely dissatisfied

Comment (*optional*) _____

12. Why do you choose Campbell County Health? Please pick your number one reason.

- The medical staff is skilled and competent
- The support staff is friendly and helpful
- The overall quality of care is good
- It is convenient to where I live
- The technologically advanced care
- The pleasant surroundings/comfortable rooms
- My employer or insurance directs me
- Overall quality as indicated by awards such as A+ Leapfrog rating and 4-Star rating by Medicaid

Public Perception Survey *continued*

**13. In your opinion, what words describe Campbell County Health and its family of clinics and facilities?
Please list 3 to 5 words or short phrases below.**

Public Perception Survey *continued*

14. Campbell County Health offers the following services. Which of these services are you aware of?

Check all that apply.

- Behavioral Health (psychiatry and counseling)
- Cardiology (including cardiac rehab)
- Cardiopulmonary (respiratory therapy) and Sleep Medicine
- Community Classes (CPR, prenatal, parenting)
- Dialysis
- Audiology
- Emergency Care
- Family Medicine
- Geriatric Medicine
- Home Health and Hospice
- Home Medical Resources (medical equipment rental and purchase)
- Intensive Care
- Internal Medicine
- Kid Clinic (partnership with Campbell County School District)
- Laboratory
- Long Term Care & Short Term Rehab (The Legacy Living and Rehabilitation Center)
- Maternal Child Services (nursery, labor & delivery, neonatal intensive care)
- Nephrology & Complex Medicine
- Neurology & Pain Management
- Nutrition
- OB/GYN Services (women's health)
- Occupational Health
- Oncology / Cancer Care
- Orthopedics (Powder River Orthopedics & Spine and Orthopaedic Specialists)
- Pediatrics
- Pulmonology (lungs and breathing)
- Radiology / X-ray & Imaging
- Rehabilitation & Physical Therapy (Stocktrail Building)
- Sports Medicine
- Surgical Services (Hospital and Powder River Surgery Center)
- Urgent Care (Gillette and Wright Walk-In Clinics)
- Urology
- Wellness
- None of the Above

Public Perception Survey *continued*

15. What is your perception of Campbell County Health's reputation in the community? Please answer even if you have not received services from us.

- Extremely positive
- Mostly positive
- Somewhat positive
- Neutral
- Somewhat negative
- Mostly negative
- Extremely negative

16. If you have chosen to seek care out-of-town, for which services have you gone elsewhere? Check all that apply.

- Orthopedic Services/Surgeries
 - Sports Medicine
 - Cardiology Services/Surgeries
 - Cancer/Oncology Services
 - General Surgery
 - High-Risk OB/GYN
 - I have not sought care out-of-town
 - Other (please specify) _____
-
-

Public Perception Survey *continued*

17. When shopping for a healthcare provider, what quality do you value **most? Please select just one answer.**

- Skilled physicians
 - Skilled nurses
 - Friendly, helpful support staff
 - Fair prices
 - Convenient (easy to access, near home)
 - On my insurance plan
 - Latest treatment methods and technology
 - Referral from someone I trust
 - Good reputation
 - Clean, modern and inviting facilities
 - Quality and safety ratings
 - Other (please specify) _____
-
-

18. Based on your perception of Campbell County Health, would you, or do you, recommend the hospital and its clinics to your friends, family and co-workers?

- Yes No

If no, please tell us why _____

19. At Campbell County Health (CCH), our goal is to continually improve our services and patient care. Your opinion matters to us. Do you have any comments, praise or suggestions to share with the CCH staff? If so, please write in below.

20. Please write your zip code.

ZIP: _____



Have a Cup of Joe on Us!

*THANK YOU for taking the
Campbell County Health Community Survey!*

Print this page (or use a screen grab from your smart phone) and redeem for a **FREE** small coffee drink at our hospital lobby or Legacy coffee shoppes.

(limit one per person) | Expiration Date: May 31, 2017



CCH Coffee Shoppe

Hospital Main Lobby near Surgery Waiting Area
501 S. Burma Avenue
Gillette, Wyoming

Hours

Monday-Thursday, 7 am – 5:30 pm
Friday, 7 am – 2 pm

The Legacy Bistro

Coffee Shoppe
1000 S. Douglas Highway
Gillette, Wyoming

Hours

Monday-Friday, 8 am – 4 pm

Campbell County Health

Excellence Every Day



cchwy.org

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→ **Open ended comments by theme –
SAMPLING OF 429 TOTAL COMMENTS**

**Overall Care/General Comments –
ABOUT 70% POSITIVE**

The hospital is very welcoming. The atmosphere is clean and professional. I have been very pleased with the changes made by CCH in the past few years. The professionalism of staff seems to be high and the care appropriate.

I have had top notch care at Campbell County Health each time I had to use their services.

Campbell County is so fortunate to have such a wide range of quality, advanced care right at our front door.

All of the staff I have seen at CCH have been wonderful. From Inpatient Behavioral to OB/Gyn to Walk-In/ER, I have had nothing but quality care and great experiences and outcomes.

Everyone does a great job!! Always be pleasant, including to your coworkers.

I am very pleased with the staff, physicians, and nurses at the hospital. I think CCH provides quality health care at a reasonable cost.

Having been ill and in CCMH a couple times for surgery etc. in the last two or three years. I have received excellent care in the emergency room as well as the 4th floor. Very pleased with care I received. Thank you.

Congratulations on being in the top 20 community hospitals in the country! It makes Gillette one of the top 20 rural communities to live in!

Need vending machine with healthy food choices available for after hours of cafeteria.

Continue to work on patient care services this area really is lacking.

Also it seems some times that people are in to big of hurry to really listen.

For the size of the community, CCH has alot to offer.

I have lived here most of my life, and I am always impressed that CCH tries to increase patient services by adding progressive providers and state of the art equipment.

The newsletter and newspaper ads provide valuable info to me.

Increase the food options in the cafeteria.

Love the coffee shop and that they give free drinks to people waiting for loved ones in surgery. Very hospitable.

I appreciate the administrator declining a salary increase.

It is getting better!

I have never had a bad experience at CCH.

It's tough to wear all the hats when you're a small town hospital and it makes it tough for physician recruiting, etc. I think CCH is doing well and providing as many quality services as they can.

I was very pleased to hear that you have been nationally recognized for exceptional clinical quality, patient safety and service.

Providers – MIXED RESPONSES

Dr. Repas is a great addition to your staff. I don't have to drive to Rapid City anymore to see him.

Need a good rheumatologist here.

Do better at hiring doctors who care. There is only a handful who are passionate about their work.

It would be great if we had a dermatologist.

Feel they need better doctors.

Competent providers.

Nurses try hard. Some are rude.

The patients I work with always compliment their nursing staff.

You always have friendly and knowledgeable nurses but I think you need more!

My husband and I are very much impressed with the various nurse practitioners we have seen. They are very skilled, know their medicine, extremely thorough, and very caring, etc.

Nursing has a really bad reputation. Some of the nurses treat people differently based on their socio-economic status, age or race. The nurses go against what the parent wants as far as how the baby is to be fed. The lady that is the head of lactation services is not good at her job. The nursing and physician staff lack education and skills when it comes to breastfeeding.

Billing specific – 100% NEGATIVE, 27 TOTAL COMMENTS

I wish that the billing procedure was more user friendly! It is a night mare currently.

When someone is diagnosed with a life-threatening disease/trauma it would be nice if you weren't threatened to be turned over to collections when you have been paying \$100/month for over 3 years and still have a balance. Feels like there is no compassion.

Do not be so hasty in turning patients over to collections. It gives the hospital a black eye.

Most of the staff are wonderful; however, there are times when in billing or registration where I've encountered people who simply seem like they do not want to be at work. Everyone has a bad day, but don't take it out on the patient.

Get more reasonable on pricing and payments.

I would like to see improvements in the billing system. It is difficult to follow the statements and I feel I never really know which visit I am paying for or have paid for.

Make the charges comparable to Rapid City or Billings Clinics.

We should explore more creative ways to collect bills, before going to collections. They make multiple mistakes, and are not supportive of Excellence in their behavior when they are called by a customer that is offering to set up payment.

Worst billing system ever. Don't know how the system works. Have talked to many people with the same feeling.

Their inability to process there billing on a timely matter, you do not have to take a aggressive approach.

I have also given MY number as a number to contact for billing, but instead they leave messages on my husband's cell phone for me. Very unprofessional and breach of HIPPA.

Remodel – 33% POSITIVE OR NEUTRAL, 9 TOTAL COMMENTS

No employee raises but can put 28 million into second floor, wrong decision.

Lower your prices; you don't need another parking garage.

The staff are truly amazing! I haven't met one that isn't fabulous at their job and truly care about their patients. Your staff isn't the problem, over pricing and un-needed construction costs are... I understand that a nice facility with up to date equipment is needed, but I believe there have been a LOT of unnecessary expenses.

There's been a lot of negative responses as to how hard the billing department is harassing their patients, yet they approve a 30 million dollar remodel like it's chump change.

You spend too much money making your facility look like a palace. We are in an economic down turn and you are spending over 20 million of cosmetics instead of improving services and retaining competent physicians. You even have the nerve to ask for a tax hike to pay for your opulence. You should be ashamed.

Please update OB unit- having my baby there was not the greatest experience- and incredibly uncomfortable for my husband.

Make improvements in the patient care areas and not in the main lobby and boardroom areas

Focus on finding more competent doctors. I would rather have a variety of GOOD doctors than parking garages and the like.

I can't find the gift shop anymore after the extensive remodel. Was going to shop there for Valentines Day and couldn't even find the front door. So thanks for the free coffee but I'm not going to wander around the place again looking for the front door.

The Legacy is absolutely gorgeous!

ER – 71% NEGATIVE, 55 TOTAL COMMENTS

I wish some of the ER doctors would do a better job of listening to their patients while in the ER.

I have had to go to the ER for myself, for both children and my spouse for various reasons over the past 5 years. The ER disappoints me every time. We have had extremely long wait times (12 hours with my 2 year old who was having seizures), been sent away with my spouse and went to Casper where he was immediately admitted for surgery. The ER is basically a last resort.

I truly believe the staff at CCH do their best to provide a great experience and the best care possible. Recruiting in a rural area is difficult. More needs to be done to get and retain quality people in the ER.

I have back issues and for the first time ever I went to ER for help and reception made me feel like I was pain med seeking (which I don't even take).

The wait is too long in emergency room.

Sense of urgency and caring attitudes with ER intake team.

Scott at the ER is awesome!!!

We have used the ER with suicide ideation and it was a TERRIBLE experience.

The wait times are terrible at the ER and walk in clinic.

Very impressed with what I have seen recently in the ER.

Emergency room nurses are the BEST you have & the LAB people are your best asset.

My husband was lifeflighted to Billings for bypass surgery last Thursday. I need to write a letter to the board. There were so many exceptional people beginning with the ER doctor.

Reevaluate the ER department. Almost anyone I talk to including myself are terribly dissatisfied.

ER area is dirty. Lots of people wait long periods of time in the lobby. If busy, they should pull others from other floors to assist. Not efficient in the ER.

I was there only a few days ago and got the worst treatment of my life from Dr. Lawson. He was the rudest doctor, on top of that he misdiagnosed me on several accounts. I have pictures to prove it.

The thing that is most disappointing is the time it takes to get in and out of the ER. The wait times and the time it takes to be seen by a physician are too long.

I wish that the ER would be more thorough in their assessments.

Send out survey for ER department only and take a good look at what people really think of that area.

The service is horrible, slow, and discouraging. When you come in for a head injury from a car wreck and don't see a Dr for 7hr. Could have died in that amount of time.

The nurses in the ER are awesome!

Walk-in Clinic – 71% NEGATIVE, 17 TOTAL COMMENTS

I find the Walk-in Clinic and physical therapy effective, well managed and well staffed.

If Walk-in Clinic is part of CCMH then the prices should be lower. At one point, they charged 4x what my son could have gotten his tetanus shot. That is nuts!

The care at your walk in clinic is not very good. I don't feel like the PA's feel comfortable with their diagnoses.

I visited the Walk In Clinic recently because I felt I had the flu. The office staff was pleasant and the nurse, Heather Halstead was amazing.

Improve your walk in clinic. Long wait times. The next time I'm sick and can't see my regular doctor I think I'll go to the ER.

Went to the walk in clinic several times for a rash and never got anything for the rash, was treated like I was a drug seeker!

Women's Care – MOSTLY POSITIVE

Recently I delivered my baby at CCMH and had a wonderful experience! All of the staff that helped me were friendly, supportive, and helpful. They exceeded my expectations!

I have given birth to two children at CCH. The staff in labor and delivery as well as the maternal child ward are wonderful!

I have had 2 babies and CCH. The OBGYN staff and nurses and doctors were amazing. One of the anesthesiologists I had was extremely rude (female), the other was amazing and compassionate (male).

In my experience delivering a baby at the hospital I was not impressed with how nurses would enter the room without knocking and talking in a loud voice. I realize the hospital is their workplace but they seemed to forget that the room was also my space and it would be courteous to knock and speak softly. I also found it so odd that I had to ask my nurse and my baby's nurse to coordinate their schedules so they would only need to interrupt our sleeping twice in the night instead of four times because they were checking each of us separately.

NICU was amazing.

I loved the nursing staff in the Maternal/childcare unit.

Visit #1 birth ... I was left alone on a bed with no sheets after delivery for more than 4 hours. My BP had dropped so low my machine kept going off my baby was crying because he was cold I called over and over for a nurse. A very rude one came in yelled at me they were busy and left. I got myself up and took myself to my room at 5 the next morning, mind you my son was born at 1230 the night before. I slept on a blood soaked bed all night.

Cardiology – 100% POSITIVE

I love CCMH and staff. The cardio lab is the reason I am alive today

I would like to see continued cardiac services and specializations. I would also like to see advancements in transplant knowledge.

Dr. Stamato is not only an outstanding physician, but very kind and caring. All staff were exceptional.

Surgery – MOSTLY POSITIVE

Recently had surgery - very happy with Dr. Israelsen and the CCMH staff.

I recently had a surgery. No one from either physicians office or the hospital followed up to see how I was recovering.

I recently had my first surgery and the CCH staff was extremely helpful and supportive.

Cancer care – 100% POSITIVE

The staff at the Heptner are exceptional in all aspects of patient and family care.

Oncology and oncology radiation services have been wonderful to me. Especially the nursing and technicians in oncology...so caring, knowledgeable, friendly, and competent. I can't say enough praises for them!!!

Legacy – MOSTLY POSITIVE

The staff at the Legacy Living Center are wonderful. They are taking very good care of the residents.

My father in law is presently at The Legacy. I can't say enough good things about the staff, especially Kim, the speech therapist. Also Lise (spelling?) had been a wonderful support to us. Love The Legacy!

It was very disappointing when my mother needed to go to a rehabilitation center after a 2 week hospital stay, and Legacy would not accept her. Due to the severity of her COPD, they would not take her. She was in CCH for 2 weeks and was released with muscular atrophy. During her stay, no physical therapy was administered.

Behavioral Health/Wellness— WELLNESS 100% POSITIVE, BH – MIXED

As a professional in law enforcement, the area of behavioral health at CCH needs attention. A long suffering problem has been having to incarcerate mentally ill individuals (juveniles and adults) in the jail for way too long [awaiting treatment].

Great wellness program; Friendly wellness staff-blood draw through the School District; very efficient.

We have gone through many counselors on the 5th floor but have not felt that there have been any with the qualifications that needed for this area. The entire psychiatric unit is your biggest weakness.
