

ECEC's Wellness Survey Summary

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Demographics

The ECEC Wellness Survey was open for a five week period and was available to take online through Qualtrics or on paper. Responses received through paper copies were manually inputted into Qualtrics software in order for all data to be analyzed together. We received a total of 103 responses with a 99% response quality, meaning that nearly all surveys recorded were free from bot detection, ambiguous text, unanswered questions, and a poor completion rate. The survey was available for anyone to complete and all responses were anonymous. 63% of respondents reported living in the same zip code as Elkton (97436). The average age of respondents was between 50-59 years old, with 51.6% of respondents being over the age of 60. The average household size was 2.6 people, and the average income per household was between \$40,000-\$54,999 per year. 45% of respondents reported a household income of less than \$55,000 a year.

Healthcare Access

Barriers: We asked if respondents had delayed health care in the past 12 months for any reason. 62.4% indicated they had delayed healthcare by selecting one or more of the listed factors that impacted them. The top barriers selected were:

1. Insurance did not cover the services needed (15% of all respondents)
2. Lack of money (10.5%)
3. Medical services were too far away (9%)
4. Health care provider was not accepting new patients (9%)
5. Unable to take time off work (6.8%)

Insurance: 90.5% of respondents reported that everyone in their household has insurance. 28.7% of households reported utilizing a government insurance program (e.g. OHP, Medicare, V.A. etc).

Telehealth

Accessibility: 91.4% said they have the resources to attend a Telehealth appointment from their home.

Experience: 49.5% of all respondents reported they have never attended a Telehealth appointment before.

Overall interest: 85% responded either *yes* or *maybe* when asked if they were interested in using Telehealth to meet with healthcare providers in the future. When asked about using Telehealth in various scenarios, the following percentages are people who responded either *probably yes* or *definitely yes*:

- For an unexpected illness while traveling: 87.1%

- To meet with a provider they've seen in the past: 83.9%
- For a mental health concern: 64.5%
- For a new patient visit to discuss a new health problem: 59.1%

Interest at ECEC: 34.8% of respondents said either *yes* or *maybe* when asked if they were interested in having a private space at ECEC to attend a Telehealth appointments, while 52.8% said they would rather attend a Telehealth appointment from their home.

Concerns: 86.3% of all respondents expressed one or more concerns regarding Telehealth appointments. The top concerns selected were:

1. Provider is unable to perform a physical exam (23%)
2. Quality of care compared to a face-to-face visit (23%)
3. Worry about not feeling personally connected to the provider (15.4%)
4. Worry that technical difficulties could interrupt the visit (10.4%)
5. Seems less private than meeting in a doctors office (7.1%)

Wellness Activities

Interest participating: The percentage of respondents who selected either *somewhat interested* or *very interested* in having the following programs available at ECEC:

- Classes or workshops: 89.9%
- Activities or classes related to lifestyle and nutrition: 85.4%
- Support groups: 49.4%
- Application assistance: 44.9%
- Chronic care management groups: 38.2%

Interest in volunteering: 65.5% of all participants said *yes* or *maybe* when asked if they would be interested in volunteering at ECEC to assist with any of the possible programs or services mentioned in the survey. Breakdown of how many people showed interest in volunteering for each program:

- Classes or workshops (24.4%)
- Lifestyle and nutrition classes (22.9%)
- Application assistance (15.6%)
- Support groups (11.9%)
- Chronic care management groups (8.3%)

Other suggestions/interests from respondents:

- Pet healthcare services
- Thai chi classes
- Yoga classes
- Vaccinations
- Exercise equipment

Implications

Our main aim in this survey was to assess local interest in potential wellness program ideas. This information is important in developing successful, long-lasting programs. We can conclude that there is a high level of interest in local residents to volunteer for and participate in wellness programs at the ECEC. This signifies the potential of the wellness initiative and the impact it could have in the community.

An important finding from the survey is the level of interest in programs related to lifestyle and nutrition. This supports our preliminary research and will be a major focus in the beginning stages of the wellness initiative. Based on demographic information, application assistance for public assistance programs (e.g. medicare, OHP, SNAP, etc.) should also be an early focus. The responses indicate that many people who could qualify for public assistance programs are not currently using them or may not know that they qualify.

Our research also suggests that creating a Telehealth access point at the ECEC is currently not a top priority, but could be something that develops later on. However, the overall interest and at-home accessibility of Telehealth is high, indicating that programs related to Telehealth education or demonstrations could be a good place to start.

Overall, these results highlight where our initial focus should be while also providing numerous possibilities for future wellness programs to support community health.