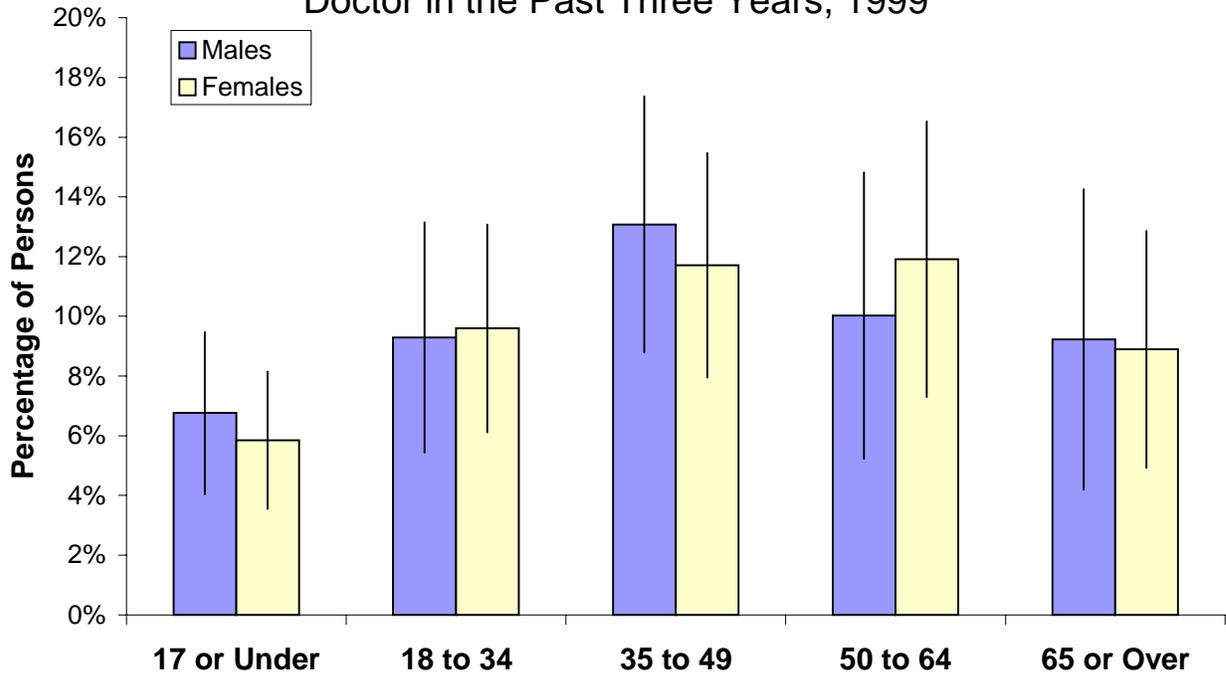


Satisfaction With Health Care

Percentage of Persons Who Reported Being Dissatisfied With Their Health Care by Age and Sex, Northwest Salt Lake Valley Community Residents Who Had Visited a Doctor in the Past Three Years, 1999



- Among Northwest SL Valley community residents who had visited a doctor in the past three years, 9% reported that they were dissatisfied or very dissatisfied with their health care. Dissatisfaction was more common among those age 35 to 49 (12%), but the difference was not statistically significant.
- Persons who indicated that they were Asian were less likely to report dissatisfaction with their health care (3%).

Health Care Utilization and Access: Percentage of Persons Who Reported Being Dissatisfied With Their Health Care (Question 26)
by Selected Demographic Characteristics, Northwest Salt Lake Valley Community Residents Who Had Visited a Doctor in the Past Three Years, 1999.

Demographic Subgroup	Northwest SL Valley Community Distribution, Persons Who Had Visited a Doctor in the Past Three Years		Survey Estimates of Respondents Who Reported Being Dissatisfied With Their Health Care		
	Percentage Distribution	Number of Persons ¹	Percentage of Persons Who Reported Being Dissatisfied With Their Health Care ²	Number of Persons ^{1,3}	Percentage Distribution of Persons Who Reported Being Dissatisfied With Their Health Care by Category
Satisfaction With Health Care					
Very Satisfied	27.1%	10,900			
Satisfied	64.0%	25,900			
Dissatisfied	6.9%	2,800			
Very Dissatisfied	2.0%	800			
Total, Persons Who Had Visited a Doctor in the Past Three Years	100.0%	40,400			
Sex					
Males	47.8%	19,300	9.0% ± 2.2%	1,700	47.2%
Females	52.2%	21,100	8.8% ± 1.8%	1,900	52.8%
Total, Persons Who Had Visited a Doctor in the Past Three Years	100.0%	40,400	8.9% ± 1.9%	3,600	100.0%
Age Group					
17 or Under	37.3%	15,000	6.3% ± 2.2%	900	25.7%
18 to 34	26.3%	10,600	9.5% ± 3.2%	1,000	28.6%
35 to 49	16.8%	6,800	12.4% ± 3.3%	800	22.9%
50 to 64	10.0%	4,000	11.0% ± 3.9%	400	11.4%
65 or Over	9.7%	3,900	9.0% ± 3.7%	400	11.4%
Total, Persons Who Had Visited a Doctor in the Past Three Years	100.0%	40,400	8.9% ± 1.9%	3,600	100.0%
Sex and Age					
Males 17 and Under	18.7%	7,600	6.8% ± 2.7%	500	14.3%
Males 18 to 34	12.2%	4,900	9.3% ± 3.9%	500	14.3%
Males 35 to 49	8.3%	3,400	13.1% ± 4.3%	400	11.4%
Males 50 to 64	4.7%	1,900	10.0% ± 4.8%	200	5.7%
Males 65 and Over	4.0%	1,600	9.2% ± 5.0%	100	2.9%
Females 17 and Under	18.6%	7,500	5.9% ± 2.3%	400	11.4%
Females 18 to 34	14.1%	5,700	9.6% ± 3.5%	500	14.3%
Females 35 to 49	8.5%	3,400	11.7% ± 3.8%	400	11.4%
Females 50 to 64	5.3%	2,100	11.9% ± 4.6%	300	8.6%
Females 65 and Over	5.7%	2,300	8.9% ± 4.0%	200	5.7%
Total, Persons Who Had Visited a Doctor in the Past Three Years	100.0%	40,400	8.9% ± 1.9%	3,600	100.0%

Health Care Utilization and Access: Percentage of Persons Who Reported Being Dissatisfied With Their Health Care (Question 26)

by Selected Demographic Characteristics, Northwest Salt Lake Valley Community Residents Who Had Visited a Doctor in the Past Three Years, 1999.

(Continued from Previous Page)

Demographic Subgroup	Northwest SL Valley Community Distribution, Persons Who Had Visited a Doctor in the Past Three Years		Survey Estimates of Respondents Who Reported Being Dissatisfied With Their Health Care			
	Percentage Distribution	Number of Persons ¹	Percentage of Persons Who Reported Being Dissatisfied With Their Health Care ²	Number of Persons ^{1,3}	Percentage Distribution of Persons Who Reported Being Dissatisfied With Their Health Care by Category	
Community						
Jordan Meadows	13.6%	5,500	8.9% ± 4.1%	500	13.9%	
Poplar Grove	23.2%	9,400	11.9% ± 3.9%	1,100	30.6%	
Rose Park	19.3%	7,800	8.4% ± 3.5%	700	19.4%	
State Fairpark	11.9%	4,800	11.7% ± 5.1%	600	16.7%	
West Salt Lake	19.0%	7,700	5.8% ± 5.8%	400	11.1%	
Westpointe	11.5%	4,600	7.3% ± 4.4%	300	8.3%	
Other	1.5%	600	*** ± ***	***	***	
Total, Persons Who Had Visited a Doctor in the Past Three Years	100.0%	40,400	8.9% ± 1.9%	3,600	100.0%	
Hispanic Ethnicity						
Hispanic	38.0%	15,400	9.8% ± 3.8%	1,500	41.7%	
Non-Hispanic	62.0%	25,000	8.3% ± 1.8%	2,100	58.3%	
Total, Persons Who Had Visited a Doctor in the Past Three Years	100.0%	40,400	8.9% ± 1.9%	3,600	100.0%	
Race						
American Indian	2.5%	1,000	*** ± ***	***	***	
Asian	5.2%	2,100	2.9% ± 2.9%	100	2.8%	
Black	5.3%	2,100	10.7% ± 8.0%	200	5.6%	
Pacific Islander	6.2%	2,500	*** ± ***	***	***	
White	58.1%	23,500	9.8% ± 2.2%	2,300	63.9%	
Other	28.0%	11,300	7.1% ± 2.9%	800	22.2%	
Total, Persons Who Had Visited a Doctor in the Past Three Years ⁴	100.0%	40,400	8.9% ± 1.9%	3,600	100.0%	

1 Rounded to the nearest 100 persons.

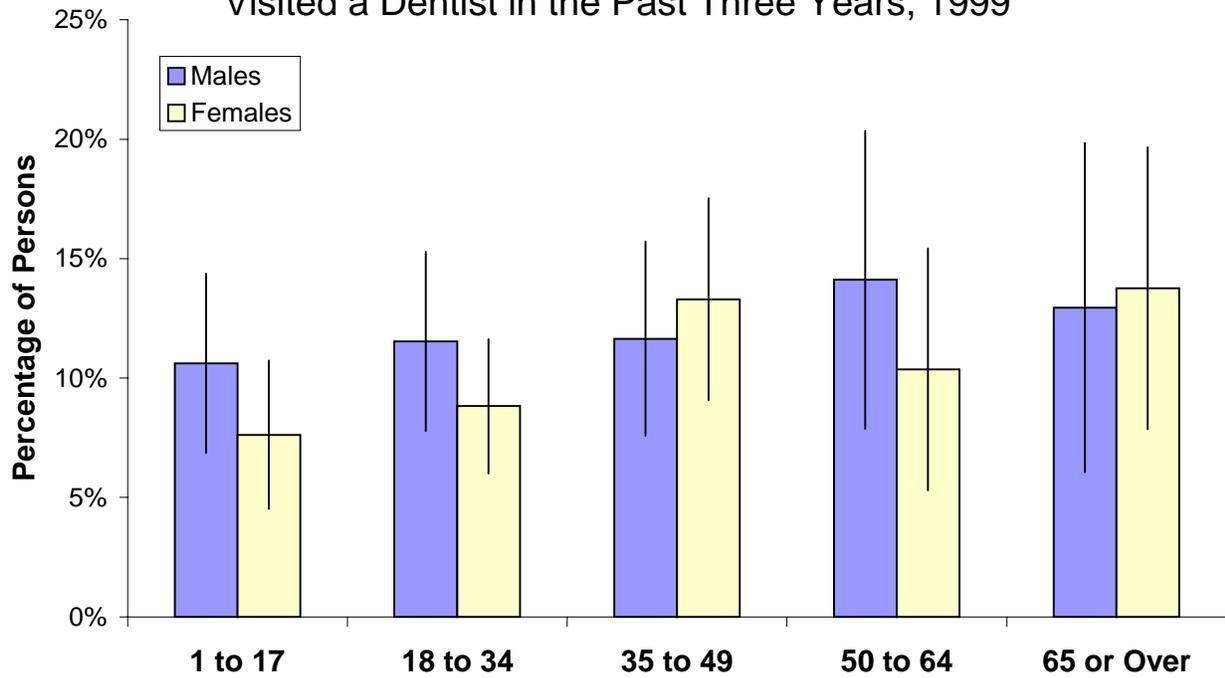
2 Plus or minus 95% confidence interval

3 Figures in these columns may not sum to the total because of missing values on the grouping variables.

4 Figures in this row sum to greater than 100% because respondents were allowed to select multiple answers.

*** Sample size insufficient to produce population estimates

Percentage of Persons Who Reported Being Dissatisfied With Their Dental Care by Age and Sex, Northwest Salt Lake Valley Community Residents Age 1 or Over Who Had Visited a Dentist in the Past Three Years, 1999



- Among Northwest SL Valley community residents, 11% reported that they were dissatisfied or very dissatisfied with their dental care. The analysis included persons age 1 or over who had seen a dentist in the past three years. There were no statistically significant differences found.

Health Care Utilization and Access: Percentage of Persons Who Reported Being Dissatisfied With Their Dental Care (Question 26a)
by Selected Demographic Characteristics, Northwest Salt Lake Valley Community Residents Age 1 or Over Who Had Visited a Dentist in the Past Three Years, 1999.

Demographic Subgroup	Northwest SL Valley Community Distribution of Persons Who Had Visited a Dentist in the Past Three Years, Age 1 or Over		Survey Estimates of Respondents Who Reported Being Dissatisfied With Their Dental Care		
	Percentage Distribution	Number of Persons ¹	Percentage of Persons Who Reported Being Dissatisfied With Their Dental Care ²	Number of Persons ^{1,3}	Percentage Distribution of Persons Who Reported Being Dissatisfied With Their Dental Care by Category
Satisfaction With Dental Care					
Very Satisfied	28.3%	10,900			
Satisfied	61.0%	23,500			
Dissatisfied	7.8%	3,000			
Very Dissatisfied	2.9%	1,100			
Total, Persons Who Had Visited a Dentist in the Past Three Years, Age 1 or Over	100.0%	38,500			
Sex					
Males	48.6%	21,600	11.6% ± 2.3%	2,500	53.2%
Females	51.4%	21,900	9.9% ± 2.0%	2,200	46.8%
Total, Persons Who Had Visited a Dentist in the Past 3 Years, Age 1 or Over	100.0%	38,500	10.7% ± 1.9%	4,100	100.0%
Age Group					
1 to 17	33.8%	13,200	9.1% ± 2.9%	1,200	25.0%
18 to 34	29.0%	10,700	10.1% ± 2.6%	1,100	22.9%
35 to 49	19.0%	9,000	12.5% ± 3.3%	1,100	22.9%
50 to 64	10.1%	5,500	12.1% ± 5.0%	700	14.6%
65 or Over	8.2%	5,200	13.4% ± 5.2%	700	14.6%
Total, Persons Who Had Visited a Dentist in the Past Three Years, Age 1 or Over	100.0%	38,500	10.7% ± 1.9%	4,100	100.0%
Sex and Age					
Males 1 to 17	17.2%	6,600	10.6% ± 3.8%	700	17.1%
Males 18 to 34	13.9%	5,300	11.5% ± 3.8%	600	14.6%
Males 35 to 49	9.4%	3,600	11.6% ± 4.1%	400	9.8%
Males 50 to 64	4.8%	1,800	14.1% ± 6.2%	300	7.3%
Males 65 and Over	3.4%	1,300	13.0% ± 6.9%	200	4.9%
Females 1 to 17	16.6%	6,400	7.6% ± 3.1%	500	12.2%
Females 18 to 34	15.1%	5,800	8.8% ± 2.8%	500	12.2%
Females 35 to 49	9.6%	3,700	13.3% ± 4.2%	500	12.2%
Females 50 to 64	5.3%	2,000	10.4% ± 5.1%	200	4.9%
Females 65 and Over	4.8%	1,800	13.8% ± 5.9%	200	4.9%
Total, Persons Who Had Visited a Dentist in the Past Three Years, Age 1 or Over	100.0%	38,500	10.7% ± 1.9%	4,100	100.0%

Health Care Utilization and Access: Percentage of Persons Who Reported Being Dissatisfied With Their Dental Care (Question 26a) (Continued from Previous Page)
by Selected Demographic Characteristics, Northwest Salt Lake Valley Community Residents Age 1 or Over Who Had Visited a Dentist in the Past Three Years, 1999.

Demographic Subgroup	Northwest SL Valley Community Distribution of Persons Who Had Visited a Dentist in the Past Three Years, Age 1 or Over		Survey Estimates of Respondents Who Reported Being Dissatisfied With Their Dental Care			
	Percentage Distribution	Number of Persons ¹	Percentage of Persons Who Reported Being Dissatisfied With Their Dental Care ²	Number of Persons ^{1,3}	Percentage Distribution of Persons Who Reported Being Dissatisfied With Their Dental Care by Category	
Community						
Jordan Meadows	13.1%	5,100	8.0% ± 4.3%	400	9.8%	
Poplar Grove	22.0%	8,500	15.1% ± 4.9%	1,300	31.7%	
Rose Park	19.8%	7,600	11.9% ± 4.1%	900	22.0%	
State Fairpark	12.7%	4,900	15.7% ± 7.1%	800	19.5%	
West Salt Lake	18.8%	7,200	6.0% ± 2.9%	400	9.8%	
Westpointe	11.9%	4,600	7.5% ± 4.9%	300	7.3%	
Other	1.8%	700	*** ± ***	***	***	
Total, Persons Who Had Visited a Dentist in the Past Three Years, Age 1 or Over	100.0%	38,500	10.7% ± 1.9%	4,100	100.0%	
Hispanic Ethnicity						
Hispanic	34.3%	13,200	11.4% ± 3.4%	1,500	36.6%	
Non-Hispanic	65.7%	25,300	10.3% ± 2.2%	2,600	63.4%	
Total, Persons Who Had Visited a Dentist in the Past Three Years, Age 1 or Over	100.0%	38,500	10.7% ± 1.9%	4,100	100.0%	
Race						
American Indian	2.5%	1,000	*** ± ***	***	***	
Asian	4.8%	1,900	9.4% ± 8.9%	200	4.9%	
Black	3.9%	1,500	12.4% ± 9.7%	200	4.9%	
Pacific Islander	6.5%	2,500	6.3% ± 5.5%	200	4.9%	
White	61.3%	23,600	11.6% ± 2.5%	2,700	65.9%	
Other	25.8%	9,900	9.8% ± 3.8%	1,000	24.4%	
Total, Persons Who Had Visited a Dentist in the Past Three Years, Age 1 or Over ⁴	100.0%	38,500	10.7% ± 1.9%	4,100	100.0%	

1 Rounded to the nearest 100 persons.

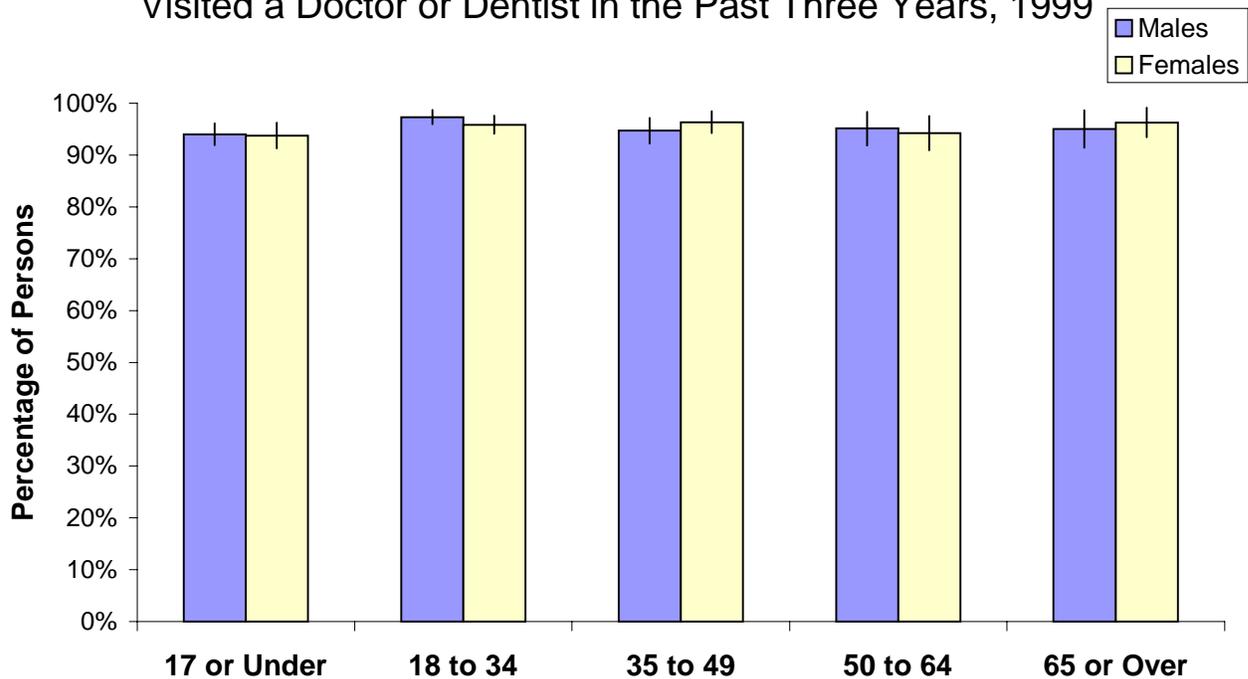
2 Plus or minus 95% confidence interval

3 Figures in these columns may not sum to the total because of missing values on the grouping variables.

4 Figures in this row sum to greater than 100% because respondents were allowed to select multiple answers.

*** Sample size insufficient to produce population estimates

**Percentage of Persons Who Reported Respect and
Courtesy From Health Care Providers by Age and Sex,
Northwest Salt Lake Valley Community Residents Who Had
Visited a Doctor or Dentist in the Past Three Years, 1999**



- In a qualitative study performed for the Utah Department of Health in 1998⁴, ethnic community members reported that they had experienced problems with being treated with courtesy and respect by health care providers and their office staff.
- Overall, 95% of Northwest SL Valley community residents reported that they were always treated with courtesy and respect. The analysis included persons who had seen doctors or dentists in the past three years.
- Persons who were Black or African/American were less likely to report that they were always treated with courtesy and respect (80%), although the difference was not statistically significant.
- To be quite honest, we expected that a lower percentage of Northwest SL Valley community residents to report having always been treated with courtesy and respect. It is possible that the face-to-face interview with an I.D.-bagde-wearing, official representative of the Salt Lake Valley Health Department failed to elicit totally open and honest responses. The agencies producing this report believe that the findings on this particular survey item should not necessarily be taken as validation of the cultural competency of health care providers in this area.

Health Care Utilization and Access: Percentage of Respondents Who Reported Respect and Courtesy From Health Care Providers (Question 27) by Selected Demographic Characteristics, Northwest Salt Lake Valley Community Residents Who Had Visited a Doctor or Dentist in the Past Three Years, 1999.

Demographic Subgroup	Northwest SL Valley Community Distribution, Persons Who Visited a Doctor or Dentist in the Past Three Years		Survey Estimates of Respondents Who Reported Respect From Health Care Providers		
	Percentage Distribution	Number of Persons ¹	Percentage of Persons Who Reported Respect From Health Care Providers ²	Number of Persons ^{1,3}	Percentage Distribution of Persons Who Reported Respect From Health Care Providers by Category
Respect From Health Care Providers					
Never	0.4%	200			
Sometimes	1.3%	500			
Usually	3.2%	1,300			
Always	95.1%	38,400			
Total, Persons Who Visited a Doctor or Dentist in the Past Three Years	100.0%	40,400			
Sex					
Males	48.5%	19,600	95.2% ± 1.2%	18,700	48.6%
Females	51.5%	20,800	95.1% ± 1.3%	19,800	51.4%
Total, Persons Who Visited a Doctor or Dentist in the Past Three Years	100.0%	40,400	95.2% ± 1.1%	38,400	100.0%
Age Group					
17 or Under	37.3%	15,100	93.9% ± 2.0%	14,200	36.9%
18 to 34	26.2%	10,600	96.6% ± 1.2%	10,200	26.5%
35 to 49	17.3%	7,000	95.5% ± 1.8%	6,700	17.4%
50 to 64	9.9%	4,000	94.7% ± 2.7%	3,800	9.9%
65 or Over	9.3%	3,800	95.8% ± 2.4%	3,600	9.4%
Total, Persons Who Visited a Doctor or Dentist in the Past Three Years	100.0%	40,400	95.2% ± 1.1%	38,400	100.0%
Sex and Age					
Males 17 and Under	18.9%	7,600	94.0% ± 2.1%	7,100	18.5%
Males 18 to 34	12.4%	5,000	97.3% ± 1.4%	4,900	12.8%
Males 35 to 49	8.8%	3,500	94.7% ± 2.5%	3,300	8.6%
Males 50 to 64	4.6%	1,900	95.1% ± 3.3%	1,800	4.7%
Males 65 and Over	3.9%	1,600	95.0% ± 3.6%	1,500	3.9%
Females 17 and Under	18.4%	7,400	93.8% ± 2.5%	6,900	18.0%
Females 18 to 34	13.8%	5,600	95.9% ± 1.8%	5,400	14.1%
Females 35 to 49	8.5%	3,400	96.4% ± 2.1%	3,300	8.6%
Females 50 to 64	5.3%	2,100	94.3% ± 3.3%	2,000	5.2%
Females 65 and Over	5.5%	2,200	96.3% ± 2.9%	2,100	5.5%
Total, Persons Who Visited a Doctor or Dentist in the Past Three Years	100.0%	40,400	95.2% ± 1.1%	38,400	100.0%

Health Care Utilization and Access: Percentage of Respondents Who Reported Respect and Courtesy From Health Care Providers (Question 27) by Selected Demographic Characteristics, Northwest Salt Lake Valley Community Residents Who Had Visited a Doctor or Dentist in the Past Three Years, 1999. (Continued from Previous Page)

Demographic Subgroup	Northwest SL Valley Community Distribution, Persons Who Visited a Doctor or Dentist in the Past Three Years		Survey Estimates of Respondents Who Reported Respect From Health Care Providers		
	Percentage Distribution	Number of Persons ¹	Percentage of Persons Who Reported Respect From Health Care Providers ²	Number of Persons ^{1,3}	Percentage Distribution of Persons Who Reported Respect From Health Care Providers by Category
Community					
Jordan Meadows	12.8%	5,200	96.0% ± 3.4%	5,000	13.0%
Poplar Grove	24.3%	9,800	92.6% ± 2.7%	9,100	23.7%
Rose Park	18.9%	7,600	96.2% ± 2.2%	7,300	19.0%
State Fairpark	12.5%	5,000	94.9% ± 3.2%	4,700	12.2%
West Salt Lake	18.7%	7,600	96.5% ± 2.2%	7,300	19.0%
Westpointe	11.2%	4,500	95.8% ± 2.5%	4,300	11.2%
Other	1.6%	700	97.5% ± 3.4%	700	1.8%
Total, Persons Who Visited a Doctor or Dentist in the Past Three Years	100.0%	40,400	95.2% ± 1.1%	38,400	100.0%
Hispanic Ethnicity					
Hispanic	36.9%	14,900	94.0% ± 1.8%	14,000	36.5%
Non-Hispanic	63.2%	25,500	95.8% ± 1.4%	24,400	63.5%
Total, Persons Who Visited a Doctor or Dentist in the Past Three Years	100.0%	40,400	95.2% ± 1.1%	38,400	100.0%
Race					
American Indian	2.5%	1,000	95.1% ± 6.8%	1,000	2.5%
Asian	5.1%	2,100	97.2% ± 3.3%	2,000	4.9%
Black	5.0%	2,000	80.1% ± 12.7%	1,600	3.9%
Pacific Islander	7.1%	2,900	96.3% ± 4.1%	2,800	6.9%
White	57.7%	23,300	96.8% ± 1.1%	22,600	55.7%
Other	27.7%	11,200	95.0% ± 2.0%	10,600	26.1%
Total, Persons Who Visited a Doctor or Dentist in the Past Three Years ⁴	100.0%	40,400	95.2% ± 1.1%	38,400	100.0%

1 Rounded to the nearest 100 persons.

2 Plus or minus 95% confidence interval

3 Figures in these columns may not sum to the total because of missing values on the grouping variables.

4 Figures in this row sum to greater than 100% because respondents were allowed to select multiple answers.

*** Sample size insufficient to produce population estimates