



## —○— CONNECT MEDICAL CLINIC —○—

# THE STATUS OF WOMEN

A HEALTH SURVEY

PREPARED BY TARA ZETTEL

FUNDED BY

CHANGE  
NETWORK



## EXECUTIVE SUMMARY

I am pleased to share a recent survey on the health attitudes of women in North Dakota, sponsored by a grant from the North Dakota Change Network and facilitated through Connect Medical Clinic in Dickinson, ND. The survey highlights key insights, needs, and preferences of women in our community. As healthcare providers and women helpers, you have the power to significantly impact women's lives by validating their experiences and incorporating their insights into your practice.

When I started my journey with the Change Network, I wanted to do a project reflecting my passion for empowering women to be the heroine of their health journey. I initially sought to bring Body Literacy to a world of women who are largely illiterate about their own bodies. However, after discussing my project with key regional partners, I discovered significant barriers to getting women interested in learning about their bodies and even prioritizing their own preventative care.

So, my focus turned to exploring the “emotional drivers” that motivate women to care for their health. I aimed to discover what moves women to enter the healthcare system and what hinders them, with experiential data reported in their own words.

Once we, as providers and helpers, better understand the motivation of women seeking care, we can build greater trust and connection with our patients, take women's health education to the next level, and improve overall health outcomes for women!

The experiential data showed a common theme that most women expressed: Building trust is paramount. Women need us to listen, be present, and validate their experiences. They ask us to be purposeful in providing all the education needed for informed decisions. They deserve to be empowered to be the heroine of their health journey!

Thank you for your attention to this important matter. Together, we can work to improve the health and well-being of women in our community.



**To keep a population illiterate is an act of systemic disempowerment. If you cannot read, you are more easily manipulated and more vulnerable to being taken advantage of... so what does it mean that our culture largely keeps women illiterate of their own bodies?**

-Lisa Hendrickson Jack



## METHODOLOGY

To collect the health attitudes of regional women and gain insights for improving patient-provider relationships, researchers sought online survey responses to a Google form in English and Spanish. Participants were asked about their health habits, views, and motivations for personal healthcare choices. Researchers determined an online survey was the best way to collect insights and access this rural population.

Participants were solicited by sharing the survey on Connect Medical Clinic's Facebook page, within four Facebook "Dickinson Classified" pages and one "Events in Dickinson" page. Plus, the link was incorporated into Connect's weekly eNewsletter, Connect 4. Key stakeholders shared the link by email, and signs were posted around Dickinson, ND, at sites like grocery stores and coffee shops. The project was promoted at the local Rotary Club, with links to the survey available. The Spanish version was also shared with those who speak Spanish via email and Facebook.

The survey was open from July to October. 143 women responded to the 37-question survey in English. The survey was open for two weeks in Spanish. The basic survey was available online; some questions were optional and included various types: demographic, open and closed-ended, rating scales, multiple choice, and matrix. Scales from 1-5 were described as 1 - not important at all and 5 - very important. Responders needed access to computers and the internet to complete the survey.

In the English-speaking survey, nearly 75% of responders were located in western North Dakota within the Stark County zip codes. Ages were staggered, while most responders were college-educated or higher. Similarly, most had private insurance coverage.

In the Spanish-speaking survey, nearly all responders were located in western North Dakota, with all but one within Dickinson and Watford City. Most participants were 31-50 years of age. Insurance coverage varied. Survey questions were translated through Google Translate followed by a Spanish translator vetting the results. The translator also promoted the survey online to solicit responses. Because Connect Medical Clinic had numerous outreaches to Hispanic women this year, utilizing this translator, responses were more likely to be from women who were former patients of Connect than the English-speaking survey.

While this research may not have the necessary amount of responses to be statistically reliable, these results are a collection of experiences held by North Dakota women and may be used to more deeply align current processes to improve standards of regional care in western North Dakota.





## KEY FINDINGS

Across the board, meaningful engagement and trust are the most important factors for women in their relationships with their care providers. Their desire to be heard is laid out in charts and is echoed in written responses. Many women ask providers to listen and care about their concerns. They value genuine interest and being treated “like a human.”

86% of Spanish-speaking responders feel their providers always acknowledge their concerns, while only about 26% of English-speaking women report this same acknowledgment. At the same time, both populations desire follow-up resources, with over 70% of women understanding information initially but feeling confused afterwards.

Among English-speaking responders, almost 90% go to the doctors at least once a year. Still, many find scheduling conflicts and the cost of care barriers. English speakers feel less heard and understood and average 12% less comfort when speaking about female-specific needs. Recommendations from family or friends and knowledgeable doctors are the top considerations for this population seeking care.

Spanish-speaking surveys showed that the cost of care limits most participants. Although 40% report going to the doctor only when necessary, 80% report attending a well-woman exam in the past year, stressing the importance of preventative care to this population. Another 60% of these women report managing another’s care, and almost 80% report a likeliness of putting another's care before their own. Spanish-speaking contributors show higher levels of trust and comfort with their practitioners.





## TIPS FOR PROVIDERS

### 3 WAYS PROVIDERS CAN IMPROVE THE PATIENT-PROVIDER RELATIONSHIP

1. **Provide personalized and purposeful education** during and after the visit. Women report wanting more support after appointments with their providers.
2. **Listen, be present, and engage.** The most common negative experience described by women was feeling rushed, pressured, or “just a number.”
3. **Partner with Connect Medical Clinic.** Our low- and no-cost reproductive and sexual health care services are aimed at improving access to care for all. Connect approaches women holistically, and care plans are customized to meet each patient's unique needs.
4. **Start at the top.** Contact your state legislators to demand health insurance and Medicaid reimbursement for patient education. Most healthcare institutions have templated appointments that are designed to maximize insurance coverage, and education is not a billable service at this time. Let’s work together so women can be provided with the education they need to be literate about their own bodies and healthcare providers can be compensated for this needed service.



## LET'S WORK TOGETHER

Here at Connect Medical Clinic, women deserve the best care possible regardless of their ability to pay or be insured. We aim to help all women make confident decisions about their reproductive and sexual health through Body Literacy education and person-centered medical services. We offer a Connect Medical Clinic :

Menstrual Cycle Health and Education  
Health Screening and Exams  
Early Pregnancy Evaluations  
Coming soon: Expanded GYN Services

Well-Woman Annual Exams  
Pregnancy Testing and Confirmation  
Pregnancy Decision-Making Service  
Pregnancy Support and Education

We are proud to be a referral partner for clinics and healthcare professions in Western North Dakota. At our clinic, we understand that women's sexual health is a sensitive and important topic. We provide a safe and comfortable environment for our patients to discuss their concerns and receive the care they need.

As the first stop for holistic women's health in western North Dakota, your partnership will allow us to provide even more comprehensive care to women from puberty to menopause. I look forward to working with you to provide the best care possible for our patients.

Tara Zettel, RN  
Executive Director  
Connect Medical Clinic



## QUESTIONS TO CONSIDER

### HOW DO WE IMPROVE OUR WOMEN'S HEALTH IN NORTH DAKOTA?



As healthcare providers, we know the key to positive outcomes is our patients advocating for their own health and making consistent choices that create healthy lifestyles over time. The tone of the responses found in this survey indicates that women want to be empowered to make decisions that align with their beliefs and values and are supported by providers who they trust have their best interests at heart.

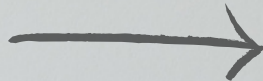
By incorporating the following strategies, we can help women feel their voices are being heard with care that equips them to be the experts on their bodies and health.

- **Teach women to identify ovulation.** As we know, ovulation, not menstruation, is the main event of a woman's cycle. Ovulation is considered a **fifth vital sign** for women because it indicates overall hormonal balance, which impacts overall health and mood. With Body Literacy, understanding the significance of healthy ovulation and equipping her with basic tracking skills empowers her to recognize signs of hormonal imbalance *in her own body*. This invaluable tool enables women to partner with their providers, increases their trust in their own experience, and gives them a voice to advocate for themselves. They are truly equipped with the knowledge to make informed decisions throughout their reproductive life cycle.
- **Consider Motivational Interviewing (MI).** We've found success utilizing MI in our clinic setting at Connect Medical Clinic. *"MI is a collaborative, goal-oriented style of communication with particular attention to the language of change."* (Miller & Rollnick, 2013, p. 29) We as healthcare professionals can guide patients toward healthy choices by drawing out their own meaning, desire, and capacity for change. MI is a respectful and curious way of interacting with people that facilitates the natural change process and honors client autonomy. This evidence-based approach has seen greater patient compliance when treatment plans are made utilizing MI techniques.



ENGLISH

# ONLINE SURVEY RESULTS







WHAT DO YOU WANT  
MOST IN A HEALTH  
PROVIDER?



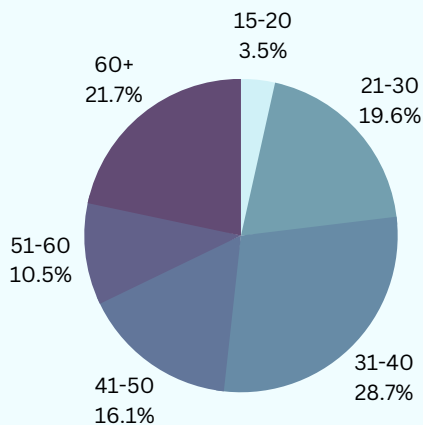
Someone **kind**.

I assume most are knowledgeable. But healthcare can be so vulnerable. I need someone patient, understanding, and kind.

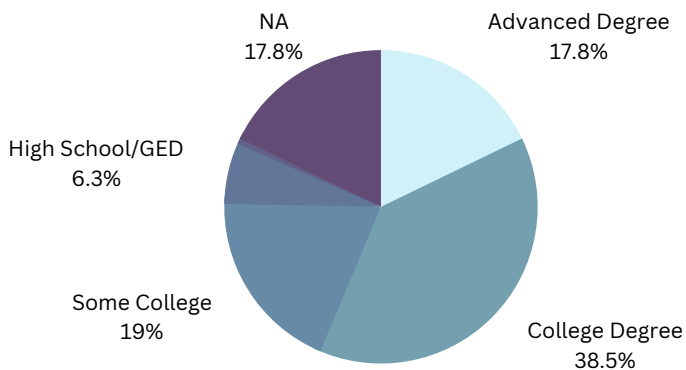
## FINDINGS - DEMOGRAPHICS

Below are demographics for the responders who were surveyed online.

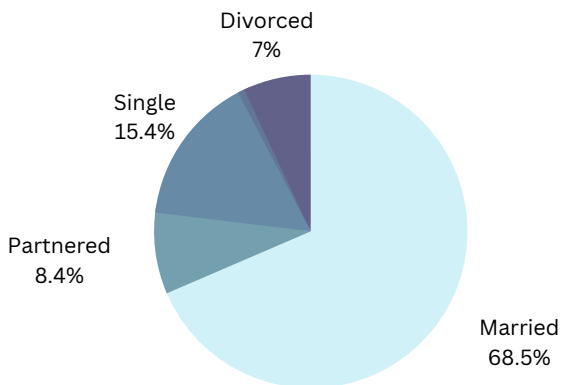
Age Intervals



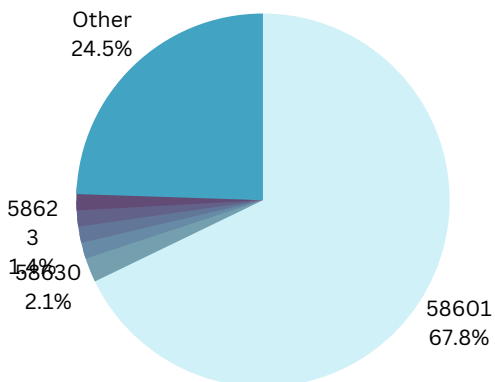
Education Level



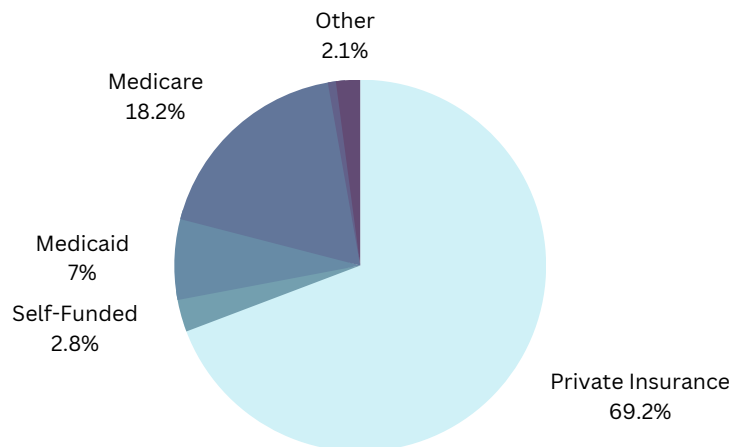
Relationship Status



Relationship Zipcode

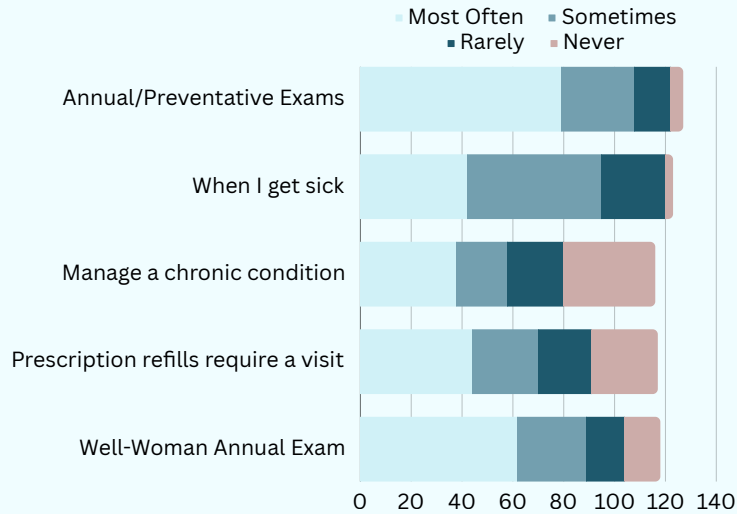


Insurance Status

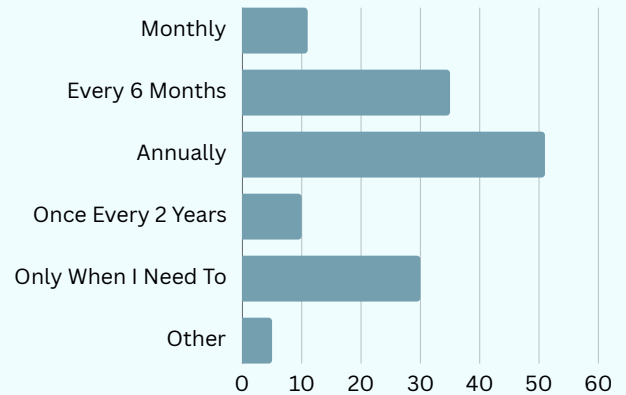




## What Are The Main Reasons You Go To A Doctor?



## How Often Do You Go To The Doctor?



**86%**

Report going to the doctor once a year.

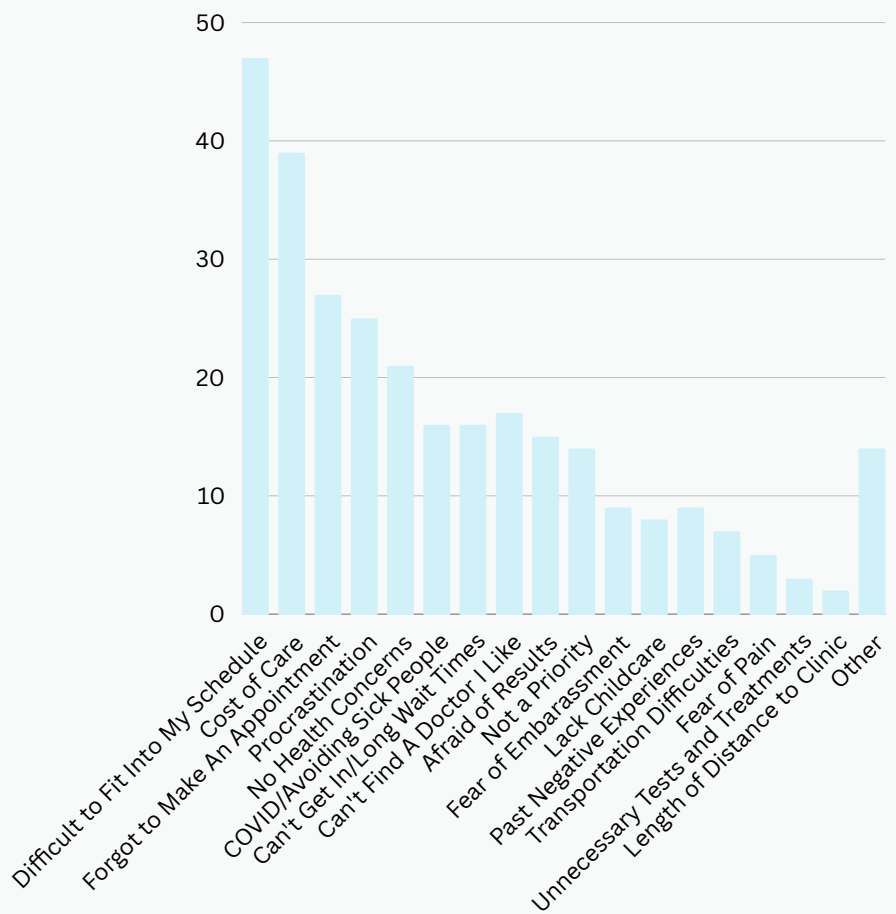
**74%**

Attended an annual exam in the past 12 months (annual exam includes pelvic exam, mammogram, bloodwork, etc as indicated by your age and current recommendations).

**55%**

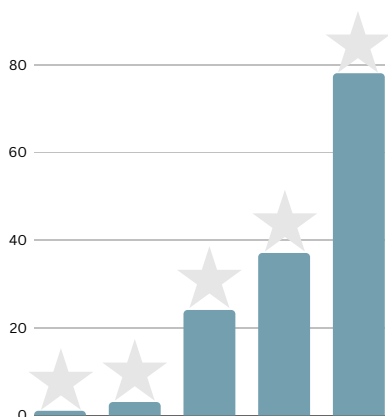
Report delaying care within the last 3 years.

## Main Reasons You Delayed Receiving Care

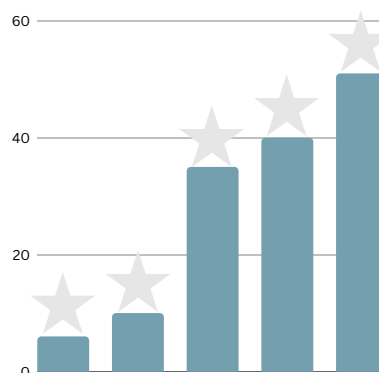


## FINDINGS - PATIENT'S HEALTHCARE OUTLOOK

How important is preventative care to you?



How important is it for you to follow the CDC's recommended exam and test schedule for well-woman care?



### ACCORDING TO CURRENT STANDARDS

Here are the current preventative care recommendations for adult females in an Annual Well-Woman Exam to maintain overall health and wellness.

Well-Woman Exams screen (routine tests not based on symptoms) for:

- Breast cancer (w/Mammogram >40 y.o.)
- Screen for cervical cancer, (w/PAP starting at 21 y.o.)
- High blood pressure
- BMI
- Colon cancer >45 y. o.
- Skin cancer
- Osteoporosis at >65 y.o.,
- STIs
- Healthy Relationships
- Depression
- Diabetes >35 y.o.
- Cholesterol screen
  - 20-39 y.o. - 5 years
  - > 40 - 1 to 3 years
  - > 50 - yearly



**Summary of Qualitative Findings - In your understanding, what are the current recommendations for female preventative health care for someone your age? Please note any recommendations you know for breast and reproductive health.**

- Yearly
- Yearly mammogram
- Annual pelvic
- Annual mammogram. I no longer need an annual pap as I have had a hysterectomy.
- annual physical, 5 yr pap smear, mammogram starting at 40.
- Recommend mammograms earlier so insurance and other programming covers them
- Not a clue
- 18
- Every other year for a mammogram; pap test every 5 years.
- std checks
- Check arm pits
- Yearly mammogram and labs. Review medications





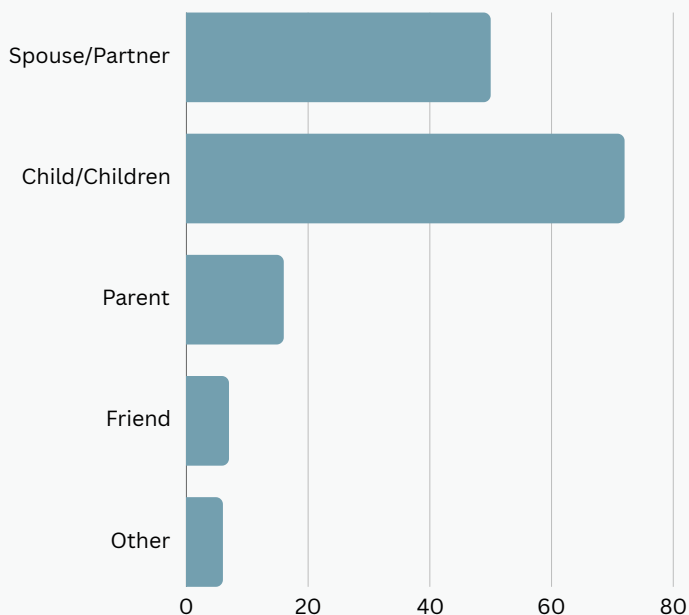
## FINDINGS - PATIENT-PROVIDER RELATIONSHIP

Women as the health decision makers in families and communities.

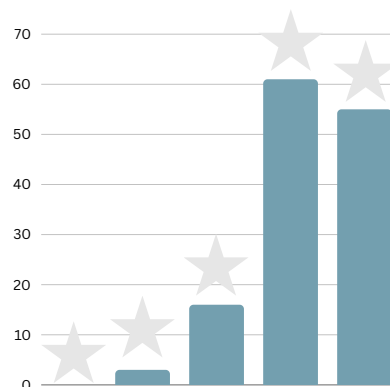
Around **70%**  
Make Health Care  
Decisions for  
Someone Else.

**73%**  
Do Or Might Put  
Another's Care  
Before Their Own

Who You Make Healthcare  
Decisions For



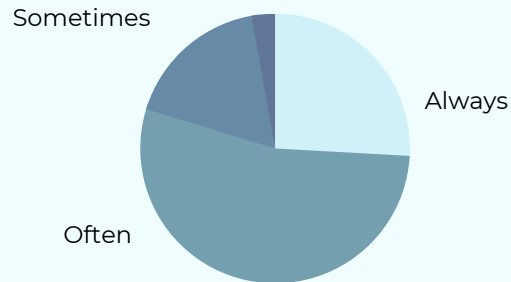
How Much Trust They Have  
With Their Providers



# 76%

**Feel Comfortable  
Talking To Their  
Doctors About Their  
Female- Specific Care  
Needs**

**I Feel Heard And Understood  
After My Appointments**



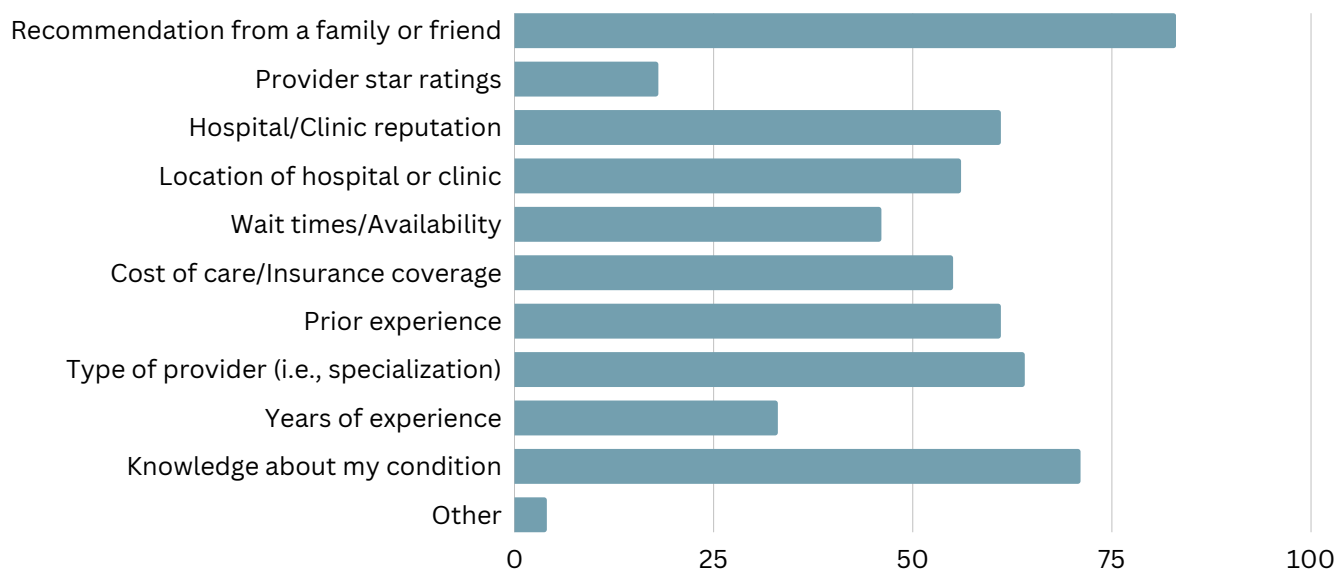
## **Summary of Qualitative Findings - Factors That Contribute To Women Feeling Comfortable To Talk About Their Female-Specific Care Needs**

- Comfort With And Confidence In Provider
- Comfort With Body
- Enough Space and Time During Appointment
- Having A Female Provider
- Makes Me Feel Heard, Asks Me Questions
- Nonjudgmental or Dismissive Attitude
- Confident That Insurance Will Cover The Cost
- Confidence In Confidentiality And Privacy
- A Community That Speaks Openly About Female Health

## FINDINGS - PATIENT-PROVIDER RELATIONSHIP

### How Women Choose Care

#### Most Important Factors When Choosing Care (Select All That Apply)



**58%**

Report That A  
Recommendation From  
Family Or Friend Is  
The Most Important

Nearly

**92%**

Say Their Experience  
With The Provider's  
Staff Impacts Their  
Decision To Use That  
Provider In The Future

**93%**

Say The Listening  
Patiently Is The Top  
Influence On Trust  
With Their Provider

#### BREAK DOWN

**70%**

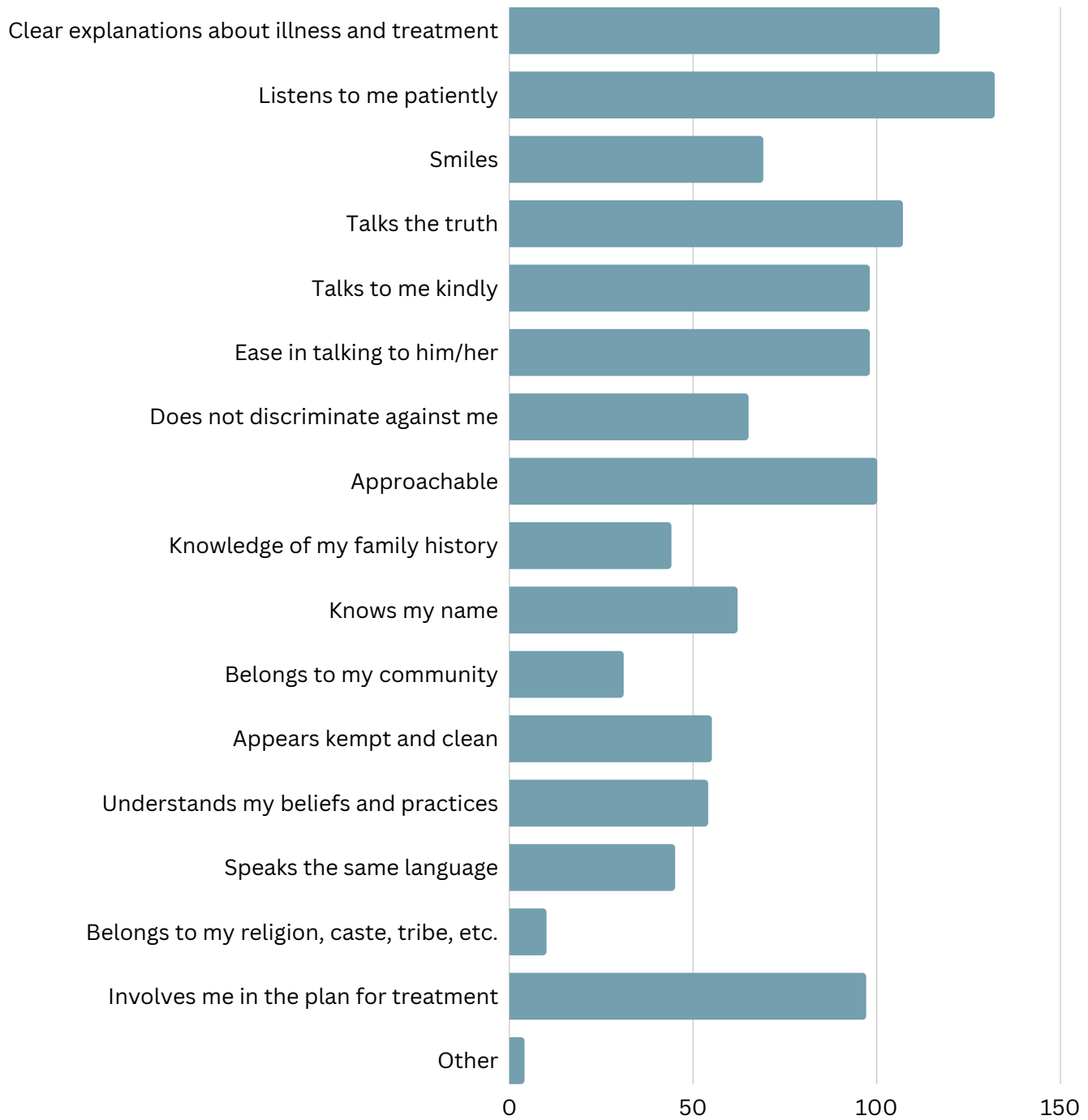
Say their experience with the provider's support staff impacts their decision to use that provider in the future.

**22%**

Say it may impact their decision.



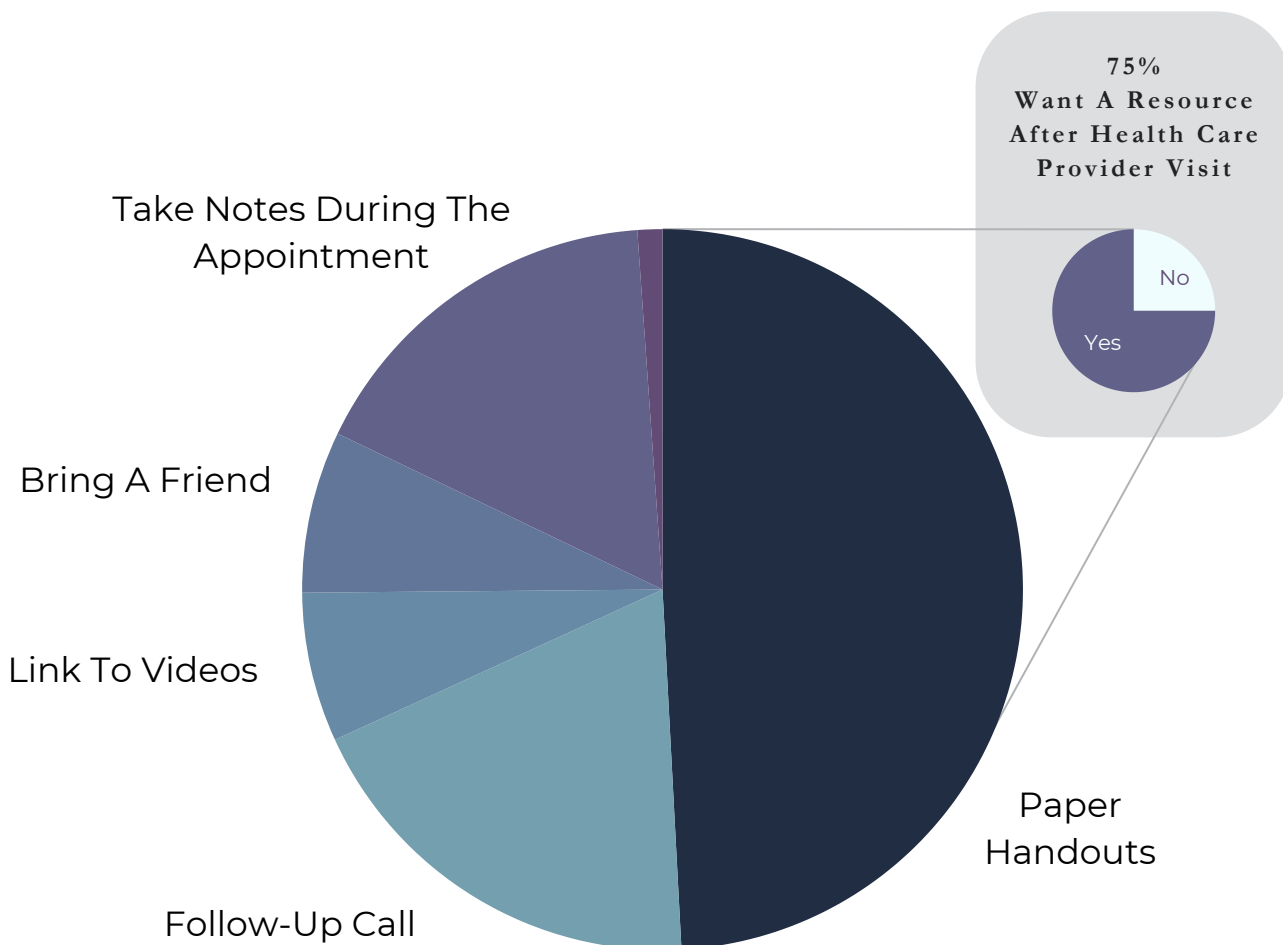
**Most Important Factors When Choosing Care**  
Select all that apply.



## FINDINGS - FEMALE HEALTHCARE FOCUS

### Best Practices Surrounding Treatment And Care

#### Support Resources Requested To Improve Retained Understanding Of Treatment



88%

Use Online Portals  
Like Mychart Or  
Followmyhealth

83%

Say Portals Are Useful  
For Reporting, Setting  
Appointments, And  
Communicating

75%

Initially Understand  
Treatment Options,  
But Later Feel  
Confused Later

## Summary of Qualitative Findings - What Is One Thing Providers Could Do To Better Foster Connection And Trust?

- Listen
- Ask questions to understand me, my obligations, my faith, and why I make the choices I make.
- Not be in such a hurry, not push new drugs at me
- Respond quickly when I leave a message
- I wish our pediatrician ( who has seen both of my kids since birth) would do a quick review of the file to at least act like he remembers who they are when he comes into the appointment... review his own notes from previous visits, he'd know the answers to those questions.
- I don't like feeling when they are rushed. I want to feel like I'm just as important as anyone else. I also like to be spoken to like another human, not a patient.
- Not be pushy if they think something needs to be done and I disagree
- Listen and not dismiss symptoms as normal
- Reach out before bloodwork/testing that is done prior to my actual appointment to discuss what additional testing could/should be done
- Build a relationship with me and make me feel like they want to help me
- Clear and Simple Language: Avoid using complex medical jargon that patients may not understand. Explain medical information in plain, understandable language. Use visuals or diagrams when appropriate to enhance understanding.
- Slow down, look me in the eyes, ask questions for understanding, don't write off problems as "typical" for women
- Know that I am in tune with my body
- Being approachable, not dismissive, and culturally competent in bringing holistic care.
- It would be nice to get a reminder from them once in a while to schedule and annual and other screening.

**80%**

**Feel Their Providers  
Always Or Often Take  
Their Values Into  
Account When Making  
A Treatment Plan**

**57%**

**Think Their  
Providers Always  
Acknowledge And  
Address The Concerns  
They Bring To The  
Appointment**

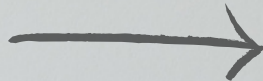
**88%**

**Think Their Provider  
Always Or Often  
Offers All The  
Medical Information  
They Need To Make  
Informed Decision**



SPANISH

# ONLINE SURVEY RESULTS







## WHAT DO YOU WANT MOST IN A HEALTH PROVIDER?

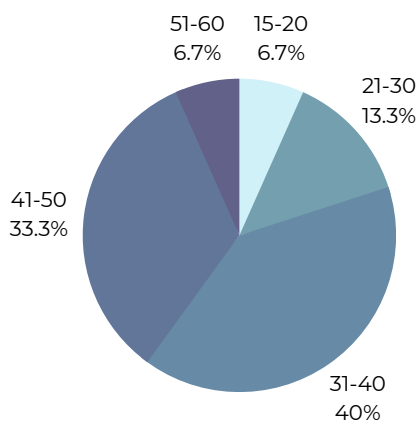


I feel heard and understood after a visit to my healthcare provider because whenever I have a question or concern my provider is patient and explains it to me.

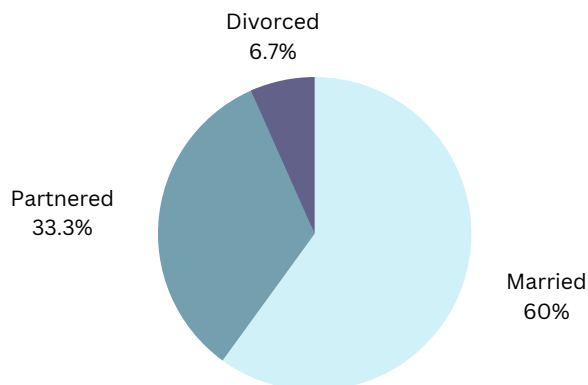
## FINDINGS - DEMOGRAPHICS

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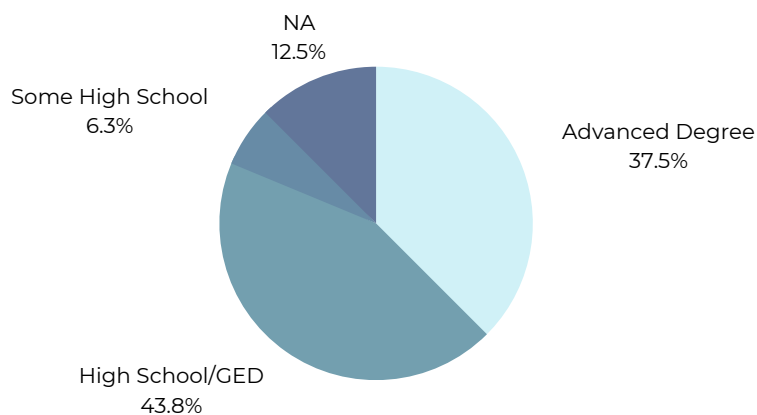
### Age Intervals



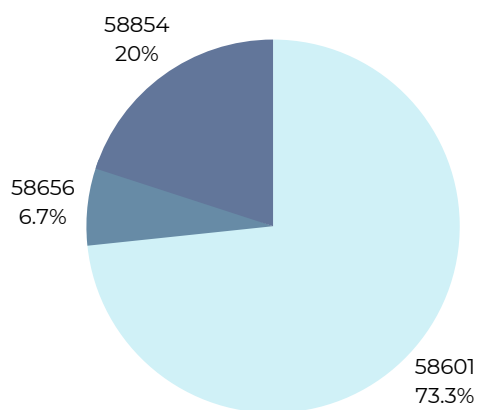
### Relationship Status



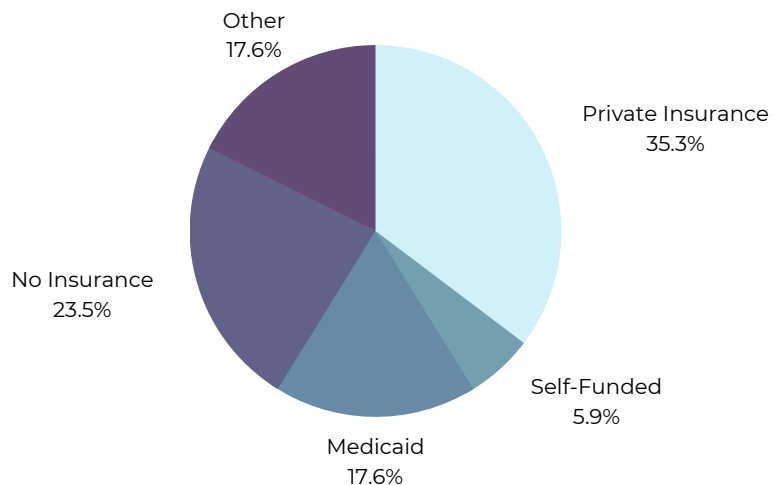
### Education Level



### Relationship Zipcode

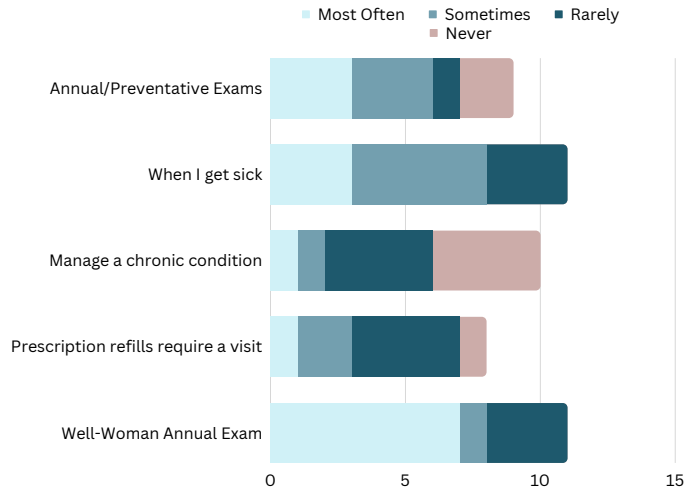


### Insurance Status

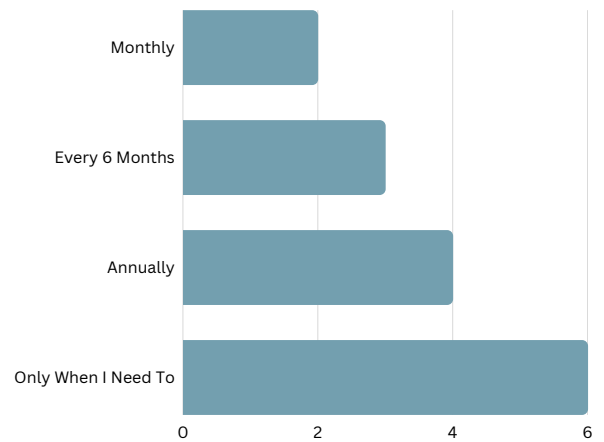




## What Are The Main Reasons You Go To A Doctor?



## How Often Do You Go To The Doctor?



60%

Report going to the doctor at least once a year.

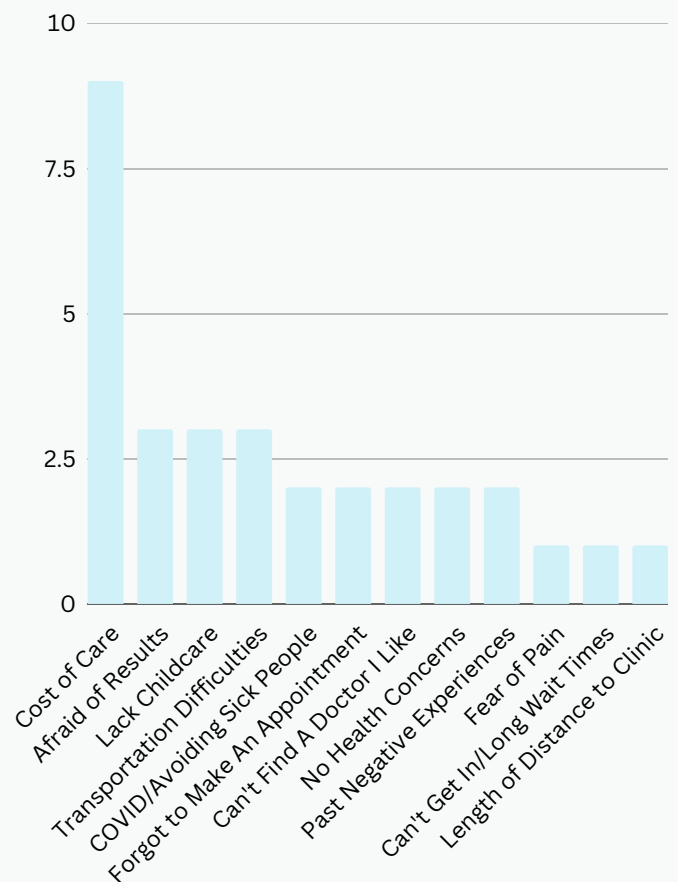
80%

Attended an annual exam in the past 12 months (annual exam includes pelvic exam, mammogram, bloodwork, etc as indicated by your age and current recommendations).

66%

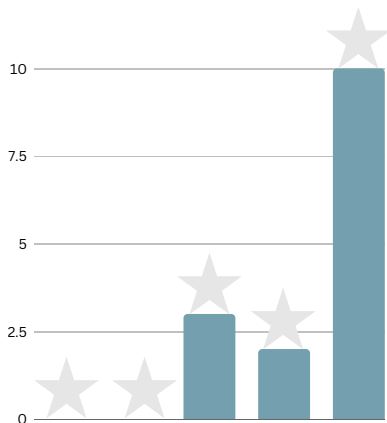
Report delaying care within the last 3 years.

## Main Reasons You Delayed Receiving Care

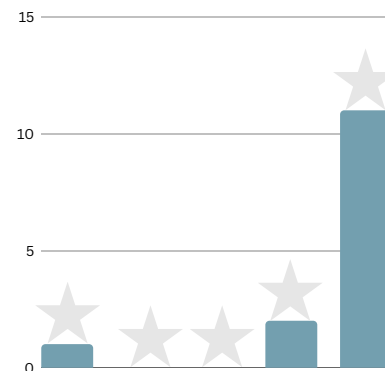


## FINDINGS - PATIENT'S HEALTHCARE OUTLOOK

How important is preventative care to you?



How important is it for you to follow the CDC's recommended exam and test schedule for well-woman care?

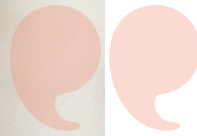


**Qualitative Findings - In your understanding, what is the current recommendations for female preventative health care for someone your age? Please note any recommendation you know for breast and reproductive health.**

- All the importance because my health comes first
- I go every month for heart problems
- Go for check-ups regularly and do self-examination
- Do the checkup annually
- Have health checkups and exams on time
- Get annual exams and tests
- Annual checkups
- In particular, I would say that the most recommended thing would be the importance of having a breast exam.
- Frequent checkup if you feel any symptoms
- Pap and mammogram
- Pap smear
- I have no idea
- Contraceptive methods
- More places to receive service for women
- Bone densitometry



## WHAT DO YOU WANT MOST IN A HEALTH PROVIDER?



Kindness,  
more  
interaction  
time, and  
bonds of  
trust.



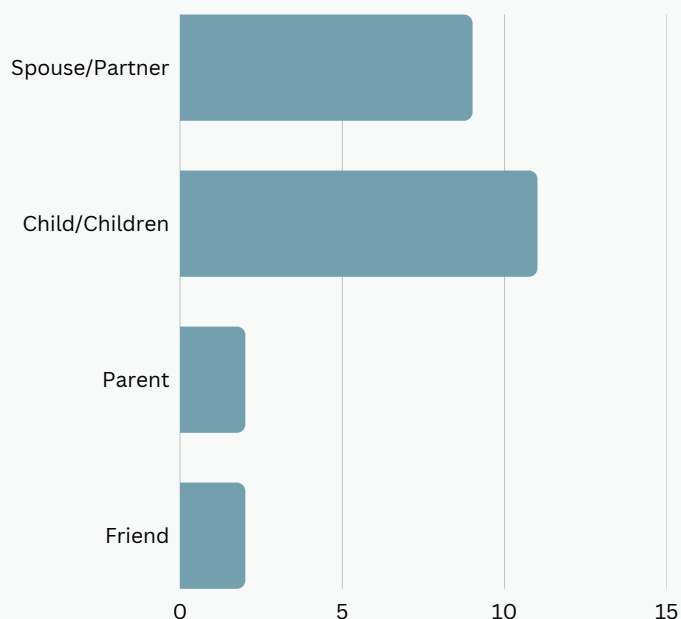
## FINDINGS - PATIENT-PROVIDER RELATIONSHIP

Women as the health decision makers in families and communities.

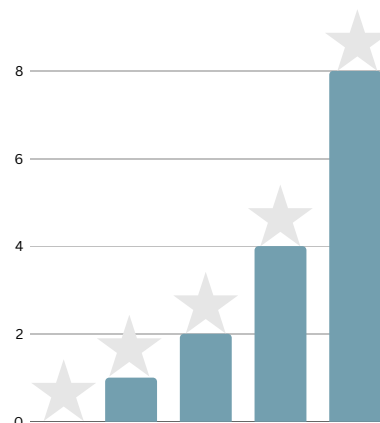
Around **60%**  
Make Health Care  
Decisions for  
Someone Else.

**77%**  
Do Or Might Put  
Another's Care  
Before Their Own

Who You Make Healthcare  
Decisions For



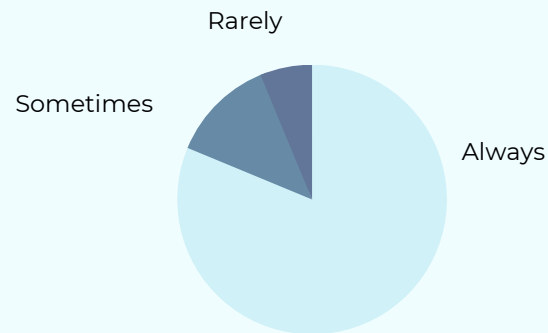
How Much Trust They Have  
With Their Providers



# 87%

**Always Feel  
Comfortable Talking  
To Their Doctors  
About Their Female-  
Specific Care Needs**

**I Feel Heard And Understood  
After My Appointments**



## **Findings - What Affects Your Sense Of Comfort Talking About Specific Female Care Needs?**

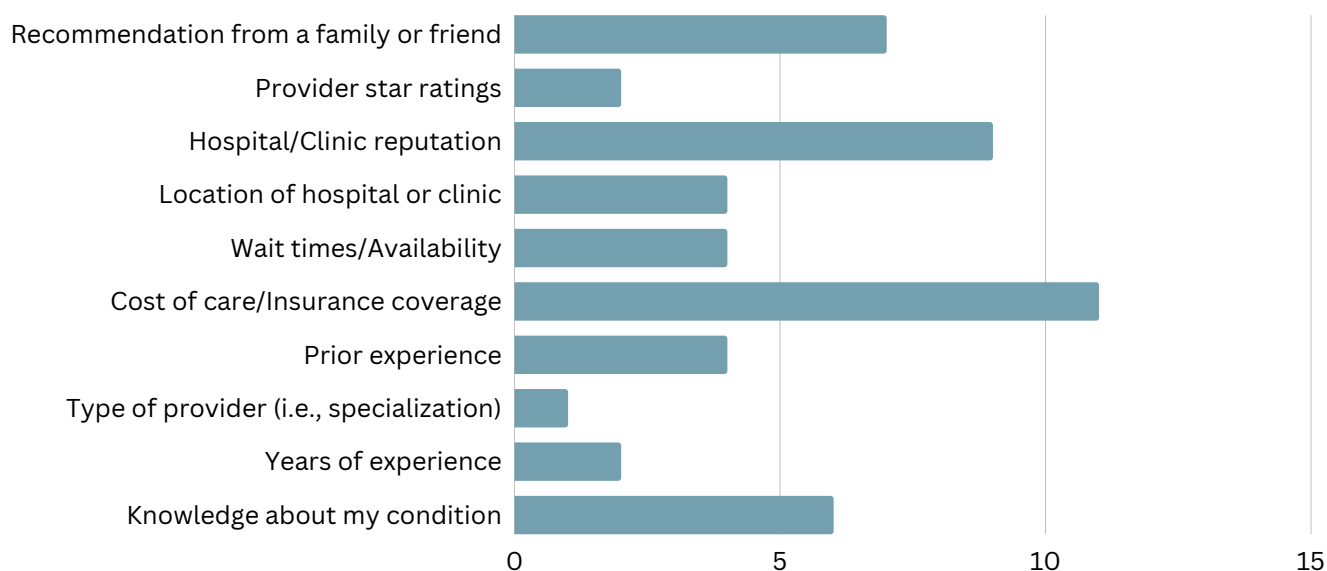
- Because it is very important to prevent diseases
- My doctor understands me
- Sometimes the language, other times the doctor doesn't seem to care.
- It doesn't affect me, it's just that there are times I don't understand very well what medical terms I would say because of the language.
- Because for me it is normal and important to talk about my body and health.
- I feel comfortable
- It's good



## FINDINGS - PATIENT-PROVIDER RELATIONSHIP

### How Women Choose Care

#### Most Important Factors When Choosing Care (Select All That Apply)



**73%**

**Report The Cost of Care or Insurance Coverage The Most Important Factor When Choosing Their Care**

Nearly  
**73%**

**Say Their Experience With The Provider's Staff Impacts Their Decision To Use That Provider In The Future**

**80%**

**Say The Listening Patiently Is The Top Influence On Trust With Their Provider**

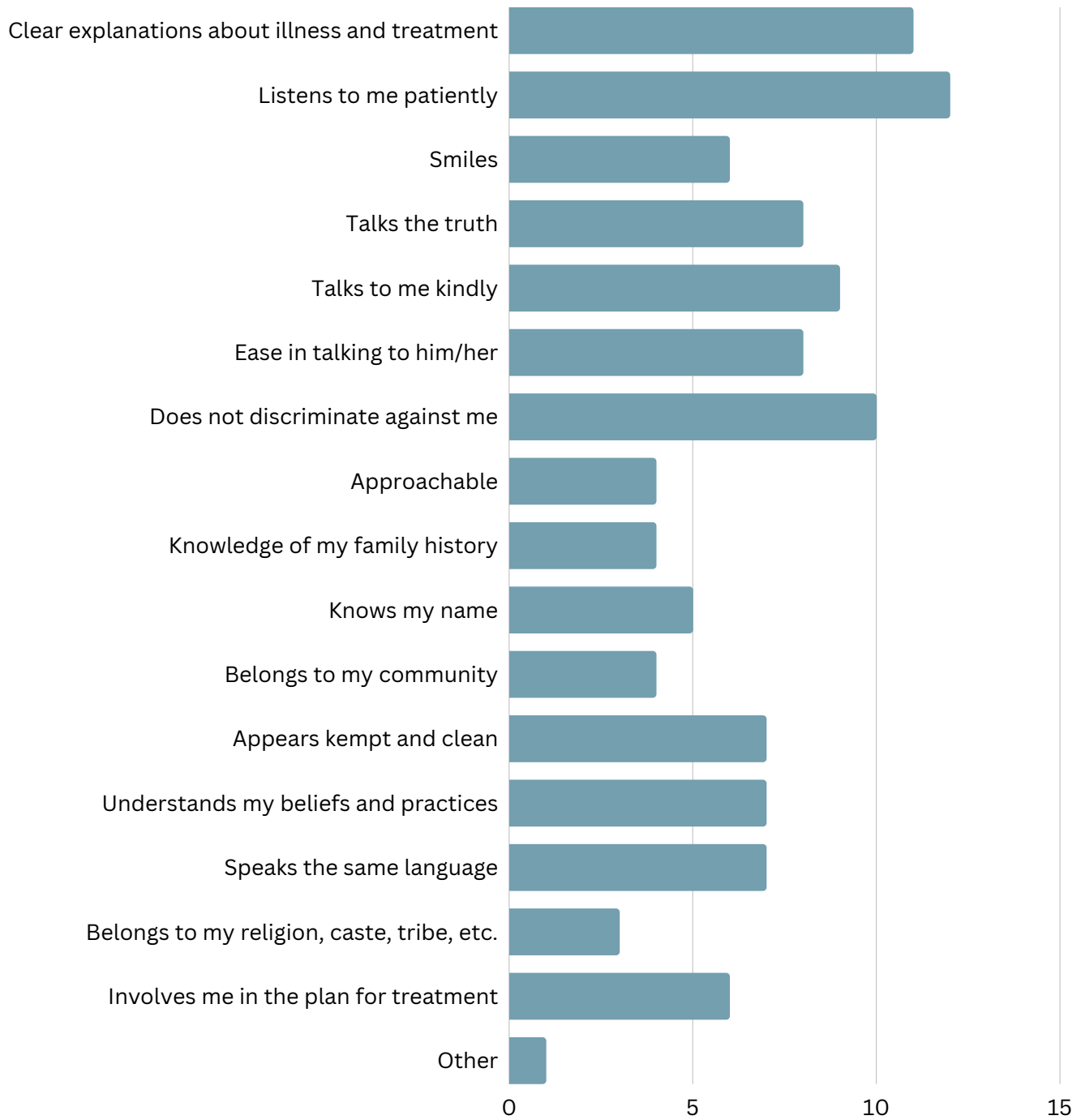
#### BREAK DOWN

**53%** Say their experience with the provider's support staff impacts their decision to use that provider in the future.

**20%** Say it may impact their decision.



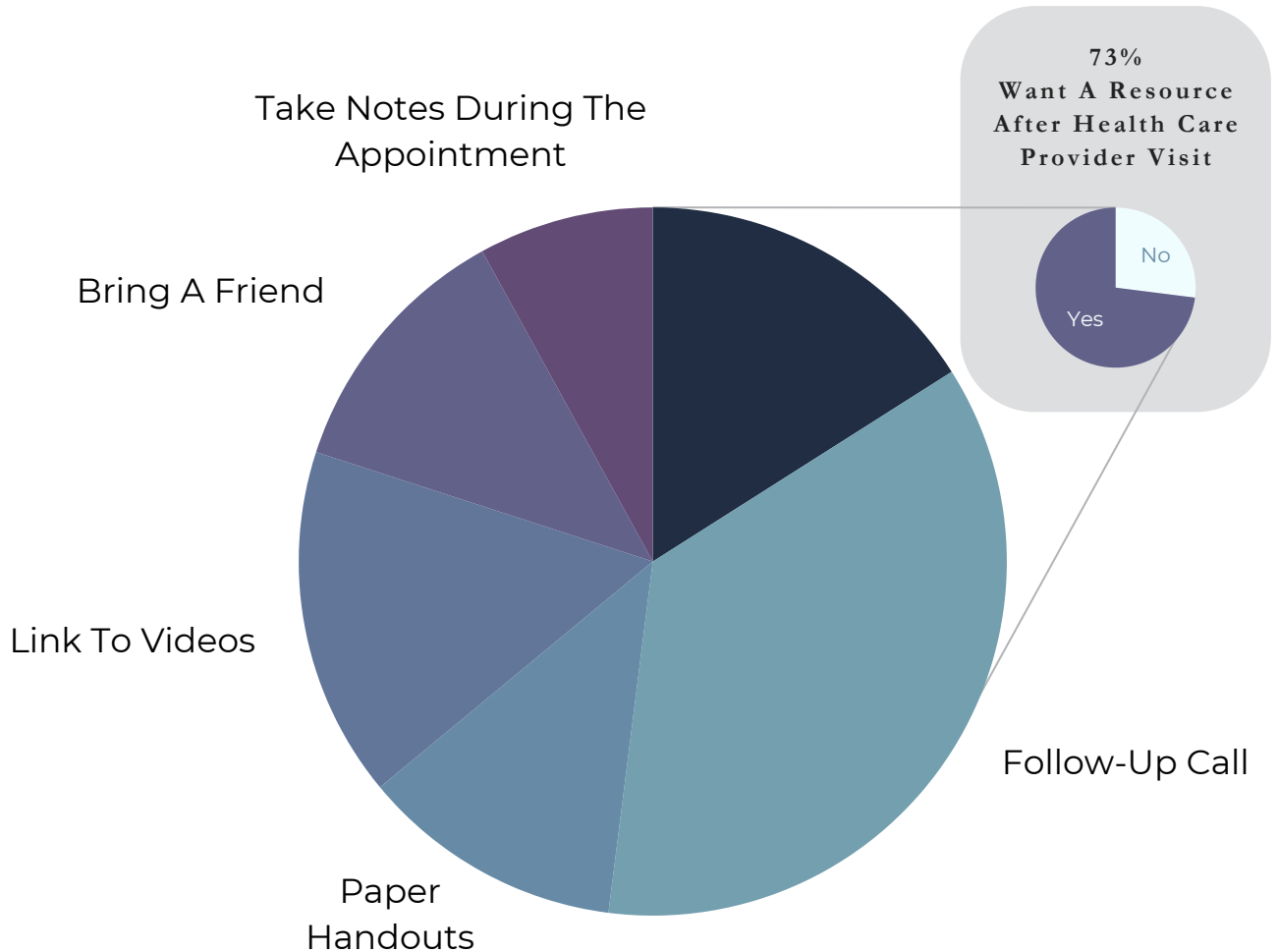
**Most Important Factors When Choosing Care**  
Select all that apply.



## FINDINGS - FEMALE HEALTHCARE FOCUS

### Best Practices Surrounding Treatment And Care

#### Support Resources Requested To Improve Retained Understanding Of Treatment



47%

Use Online Portals  
Like Mychart Or  
Followmyhealth

54%

Say They Are Unsure  
If Online Portals Are  
Useful Or That They  
Are Not Useful For  
Reporting, Setting  
Appointments, And  
Communicating

73%

Initially Understand  
Treatment Options,  
But Later Feel  
Confused Later

## Summary of Qualitative Findings - What Is One Thing Providers Could Do To Better Foster Connection And Trust?

- Well, continue building trust in your patients.
- Know the culture of your patients
- Keep a check in the future, not just say go for this treatment and that's it.
- Master more than one language
- Same language
- Understand my habits more
- Nothing
- Explain better and give exact prices



**73%**

Feel Their Providers  
Always Or Often Take  
Their Values Into  
Account When Making  
A Treatment Plan


**40%**

Think Their  
Providers Always  
Acknowledge And  
Address The Concerns  
They Bring To The  
Appointment

**66%**

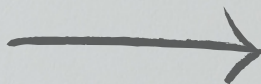
Think Their Provider  
Always Or Often  
Offers All The  
Medical Information  
They Need To Make  
Informed Decision



A woman with light blue nail polish and rings is holding a white spiral-bound notebook. The notebook has the title 'WRITTEN ANSWERS FROM WOMEN' in a bold, black, handwritten-style font. Below the title, it says 'QUALITATIVE DATA' and 'ENGLISH AND SPANISH' in a smaller, black, sans-serif font. At the bottom of the notebook, there is a simple black arrow pointing to the right. The woman is wearing a white t-shirt and denim overalls with metal clasps. A thin gold necklace is visible around her neck.

# **WRITTEN ANSWERS FROM WOMEN**

**QUALITATIVE DATA  
ENGLISH AND SPANISH**



# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

**Based on your response to your comfort level talking to your doctor about specific female care needs, why or why not? What affects your sense of comfort when talking about specific female care needs?**

- I am comfortable with my provider
- I feel comfortable talking to my provider if the opportunity is presented. Sometimes the visit feels rushed and task oriented, with little time for dialogue.
- I am comfortable talking about my body
- Attitude of physician
- Having a female doctor
- I feel comfortable discussing female care needs because I like my provider. She is understanding and patient. I feel that I can share my concerns without judgement or unnecessary fear placed on my symptoms
- The response and being personable, being real. She's amazing!
- You need to be comfortable with your provider and feel that they are knowledgeable
- She is someone I feel comfortable around and I trust her.
- I don't really talk to her about female care needs
- My provider listens and follows up. She does not diminish my concerns and works to find answers and resolution.
- I feel comfortable with her.
- I do a theraGram every two years for a full body instead of a mam
- I have had experiences of care providers (not just doctors, but PAs and NPs as well) discount my concerns.
- No Judgement from the DR
- embarrassing. I really loved Kelly Lamb, NP. I could tell her anything. Best in the world
- Comfortable discussing all areas
- I haven't had anything to consider these
- My age
- She is amazing
- I'm pretty open.
- It is what it is
- She is a doctor and is comfortable herself in anything I would need and but the time I get around to this need it its probably long over due.
- Female needs are as important as any other health condition and need to be addressed.
- Insurance not covering what is prescribed
- I prefer to speak to a female Dr. & most of the time I only see a PA-which is fine, but not what I want
- She is female and has known me a long time so I'm comfortable with her.
- I talk to her about my needs.
- It is important and I have gotten past being shy or embarrassed
- Dr is a female
- I trust my doctor
- Caring, empathetic demeanor of doctor who keeps asking questions
- My provider is female
- Having a female practitioner helps and my personal belief that it is easier to talk about uncomfortable topics than confront not being around for my family due to a cancer diagnosis. After giving birth 3 times I've lost a sense of modesty when it comes to healthcare!
- My doctor is female which makes it easier
- I am old don't need much care any more
- They have knowledge I do not.
- I go to a female doctor who understands my issues.
- My doctor is female and about the same age as me.
- knowing my doctor listens and cares
- I feel rushed and sometimes feel like my concerns are brushed off or made to seem less serious.
- Unsure about how my provider really feels
- I'm awkward and overthink everything
- Treating as an equal and listening to my concerns

# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- I know I have to
- When you have the right doctor it's easy
- She is understanding
- Menopause and sexual activity after menopause are difficult to broach with provider.
- Not a fan of going to doctors
- Expressing the way I feel to him
- Concerns about privacy and confidentiality
- My current provider is a good listener, sometimes it's awkward just because she's younger than me. But I really do like her so much more than the ob I had when I had my 2 children
- I have been seeing my NP for many years so she is familiar to me. I don't think I would feel as comfortable with someone I didn't know as well.
- An understanding and caring doctor
- I work in the healthcare field and know that finding a good provider for myself that I can be honest with without judgement is important.
- I crave to get better
- If I feel grumpy or insecure, cause sometimes I feel my doctor might take my health issues personally and think about it a lot which makes me feel some type way
- I had a baby and don't know what's normal or not, don't want to look dumb
- Extremely
- Good listener
- I figure we all deal with it.
- The impacts my feeling comfortable talking about is all part of my body which needed care
- My primary care provider is very easy to talk to.
- Them willing to listen and take me seriously
- It gives me room to express my health needs and concerns without holding back anything at all.
- If they actually listen to me I will talk to them.
- I have a female doctor and I believe she can relate to my problems better.
- Finally found a good doctor, who is also female, who I feel that I can trust, listens well to my concerns, values my opinions related to my care, isn't rushed, actually cares about me as a whole person. I feel comfortable talking about specific female needs because the more open and thorough I am, the better the doctor can help me that specific concern.
- I feel my doctor actually listens to me and takes my concerns seriously.
- Feel she cares and listens to me
- Doesn't Listen
- Just feels like you would get maybe judged. Say birth control, there is so many different ones to pick from. And because of that I rather not be on it. Then with my decision of that I'm not to comfortable.
- My concerns have always been received with respect and compassion.
- My current provider is easy to talk to but that's about it. I just had to file a complaint against her for the pharmacy having to chase her for getting lab orders sent in and lab results sent to them to compound my meds. It's been so bad that the pharmacy had to have a doctor I have never met sign off on my prescription and she's also been aware that I was close to running out of daily medication for a chronic condition (pharmacist and I both reached out 6 times in a week) but even then took her sweet time scheduling labs. This resulted in the pharmacy having to supplement me for 5 days and then \*I\* was the one who gave the pharmacy my lab results from MyChart after they came in since the provider failed to do even that and I had then run out of my supplemental medication. I have an appointment for a new provider in September.
- If it seems important, I'll bring it up, and comfort is just knowing that all women are different and doctors have most likely heard it all (experienced)
- I trust my PCP and feel like she respects my concerns and wants to help
- Nothing to really talk about. In my opinion, the doctor is there to direct the conversation/inform.
- Relatable
- Having friends who speak openly about female health has made me feel comfortable. Culturally speaking I wasn't as open as I am now.
- Easy to talk to my doctor
- I feel comfortable because she takes her time to listen and seems to genuinely care.
- She's just someone I can talk to about anything that concerns me
- I know it is best for me.



# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- How comfortable she makes me feel
- She is a woman and she listens
- Knowing my provider
- Hesitant discussing awkward topics
- My doctor really listens and always asks if there is anything else I need to discuss
- Depends on the subject
- Doctor is a female, Doctor is a specialist in my chronic condition, doctor seems genuinely interested and caring about my personal needs
- I am embarrassed
- My PA listens and genuinely cares for me as her patient
- Have been dismissed in the past
- Bedside manner
- Listening
- My doctor is relatable, she is very empathetic and caring
- Provider who listens
- Knowledge and kindness
- My primary care delivered my first born and transitioned into family med not long after. She sees both myself and my kids. I have seen her most of my adult life and she has seen me in all sorts of situations and conditions.

**In your opinion, what are the current recommendations for female preventative healthcare for someone your age? Consider any recommendations you know for breast and reproductive health.**

- Yearly
- Yearly mammogram
- Yearly exams
- Once a year
- Yearly mammogram
- Annual pelvic exams, unless instructed otherwise. Annual mammograms after the age of 40, unless instructed otherwise.
- After 40 years old get checked for breast cancer and gyn cancers
- Annual mammogram. I no longer need an annual pap as I have had a hysterectomy.
- Yearly pap smears and mammograms
- Pelvic Exams every year, can be granted for 3 years pending results
- Pap every 5 years with a good initial, Mammo yearly after 40 and regular exam yearly.
- Yearly exams for a woman wellness
- Annual exam does not include pelvic exam for women of my age.
- Annual exam; pelvic exam every few years depending on results
- Annual breast exams, pap smears
- I don't think that I need to have a pelvic exam anymore due to my age,
- annual physical, 5 yr pap smear, mammogram starting at 40.
- Every 3 years have a pelvic exam, check breasts monthly, annually go in for blood work
- annual mammograms, baseline colonoscopy and then every 10 years. All changes if there is a family history.
- pap smear every 2 years, mammogram annually after age 40
- Regular pap and pelvic exam
- Recommend mammograms earlier so insurance and other programming covers them
- It doesn't seem to apply for me.
- Mammogram once a year
- Mammogram every year, Pap smear every 3 years
- Not a clue
- Receive the recommended annual exams
- Annual physical exams including breast exams,
- breast yearly reproductive health?
- Mammogram, annual preventative exam

# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- I'm not sure
- Pap smear
- Annual exams I believe for most things are recommended.
- Exam's once a year
- Annual mammogram, Pap test every 5 years, colonoscopy starting age 45
- pap every 5 years, yearly mamograms
- Pap every 3 years, well woman exam yearly, mammogram starting at 45 years
- Mammograms I believe the age decreased - I think age 40 now which is mind blowing it isn't younger as I know so many younger people getting diagnosed. Pap smears I believe every 5 years and an annual exam with breast exam recommended.
- 18
- Annual physical, healthy weight, exercise
- Every other year for a mammogram; pap test every 5 years.
- std checks
- Yearly exam
- Mammogram annual
- Unsure
- I'm not sure
- Check arm pits
- Pap & mammogram sometimes
- none
- Unknown
- Mammograms every year and female exams every 5
- Paps and mammograms
- Annual breast exams starting at age 35. I no longer need Pap smears.
- Wish we had better reproductive doctors
- My doctor recommended I should do surgey
- Breast Health: Clinical Breast Exams (CBE): Typically conducted every 1-3 years, starting in their 20s. Breast Self-Exams (BSE): Conducted regularly to become familiar with breast tissue and report any changes to healthcare providers. Mammograms: Usually recommended starting at age 40, but earlier if there is a family history of breast cancer or other risk factors. Reproductive Health: Pap Smear: Every 3 years from ages 21-29, and every 3-5 years with an HPV test from ages 30-65. The frequency may vary based on individual risk factors. HPV Vaccination: Recommended for females up to age 26 to protect against certain types of HPV that can lead to cervical cancer. Contraception: Discuss birth control options and family planning with a healthcare provider. Preconception Counseling: For women considering pregnancy, discuss health and lifestyle factors that can affect pregnancy outcomes. General Preventative Health: Annual Well-Woman Visit: Includes discussions about overall health, reproductive health, and screenings. Immunizations: Ensure vaccinations are up-to-date, such as flu shots and Tdap (tetanus, diphtheria, and pertussis) boosters.
- I guess pelvic exam every 3 years? Or maybe it was 5, I dunno. And I think I'm supposed to start getting mammograms this year? I turned 40.
- I do not know. I rarely visit the hospital
- Pap every 5 years as long as there are no abnormalities and mammograms yearly.
- Yearly breast exams and pap every 3 years
- Certainly, here are some general recommendations for breast and reproductive health: Regular Check-ups: Schedule regular check-ups with your healthcare provider to monitor breast and reproductive health, and discuss any concerns you may have. Breast Self-Exams: Perform monthly breast self-exams to become familiar with how your breasts normally look and feel. Report any changes to your doctor. Mammograms: Depending on your age and risk factors, your doctor might recommend regular mammograms to screen for breast cancer. Healthy Diet: Maintain a balanced diet rich in fruits, vegetables, whole grains, and lean proteins. This supports overall health, including reproductive health. Physical Activity: Engage in regular physical activity to help maintain a healthy weight and promote hormonal balance. Safe Sex Practices: Practice safe sex to prevent sexually transmitted infections (STIs) and unintended pregnancies. Use condoms or other forms of contraception.
- Women's health center Alhambra

# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- Pap smears
- Examine
- Pap smear every 3 years if normal. No breast exam recommendation.
- Self breast exams monthly and Mammograms Yearly
- Pap
- The American Congress of Obstetricians and Gynecologists recommends that women have their first Pap test at age 21. Women ages 21 to 29 should have a Pap test every 3 years. Women 30 and older are recommended to have co-testing with cytology and HPV every 5 years, or cytology every 3 years
- Annual mammogram, pelvic exam every 3 years, blood work annually
- Pap every 5 years for normal results
- Practice safe sex and avoid multiple sexual partner to reduce the risk of pelvic inflammatory disease
- Annual exams.
- Self exams
- Annual pap smear
- Annual health exam and pap every 3 years
- No idea
- All I know is Pap smear
- Pap smear every three years, mammogram starting age 40, take a prenatal if sexually active, monthly self breast exam same day of cycle each month.
- I believe it's once every 3 years. Not often enough.
- Pap every 3 years, mammogram at 40 y.o. STD testing every so often (pregnant or otherwise)
- I don't like that pap smears are every 5 years. I feel like that's too much time in between visits. I also don't like that you have to be a certain age to screen for breast cancer.
- Mammogram yearly, annual exam yearly, Pap smear q 3 years, dentistry q 6 mo, colonoscopy at age 50 q 10 years, shingles vaccination, flu/covid yearly,
- Doctor here told me I didn't need to come yearly over the age of 40
- Educate in a simple and clear way.
- One exam a year
- Annual mammograms. Had a complete hysterectomy several years ago so no pap test currently required.
- Mammo once a year, pap when she feels it is necessary.
- Pap every 4 years
- Mammograms
- Breast self exams and I don't need reproductive health care at my age
- Mammogram, labs
- Annual physical, pelvic exam every 3 years
- Yearly mammogram and labs. Review medications

## Why do you or why do you not put the care of others before your own?

- I am a mother of five dependent children; their needs often supersede my own as their illnesses and schedules often set the tone for the day-to-day activities. To make my care a priority, I would need to start making and scheduling appointments and keeping them (saying no to other obligations).
- My kids get their well child check ups even if I don't go to the doctor
- I prioritize my health
- I fear the illness of those I love more than I do for myself.
- I don't know
- I no longer have children
- My husband cannot do his own health care management.
- My husband has a lot of health issues and appointments so I sometimes delay my well care appointments.
- I try to make my entire family's care a priority
- It is important to know your own body and any issues you have.



# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- My kids are small and can't always communicate why they don't feel well, so any change of behavior makes me worried that something else may be happening.
- I have parents with a lot of health issues, and I worry more about their well-being than my own since they're getting older than me, and their issues seem much worse than mine.
- My children have a lot of doctor and therapy appointments so I feel bad taking more time off work for my own appointments. I usually go when I am sick.
- My boyfriend is an adult and can handle his own healthcare needs, no kids or other dependents.
- My children's care and health always come first.
- I figure I can get by
- Because I single with zero extended family
- My child sees the doctor a lot and we have a lot of medical expenses.
- I'm mom
- My spouse and I discuss health care but make our own decision, appts, etc.
- More important things to do and also it is what it is.
- I cannot take care of others if I do not take care of myself
- My issues have never been as bad
- Because I put my stuff off but make sure others get care
- I do give input to other family members but am not directly responsible for their care.
- It sometimes just works that way.
- Was recently in a relationship where I put his needs above my own
- Depends on who and the circumstance
- Family is my #1, working on taking care of myself also
- I don't have health issues, so others come first
- As a mother my kids always come first. With busy schedules there is only so much time so I don't always prioritize myself but I also don't put myself off and try to get in for an annual exam as well as regular checks with my rheumatologist for an autoimmune condition I have.
- Have a disabled son, his knees seem to be more pressing than mine
- My husband takes care of himself as I do
- Husband has rare disease. It can be hard to work around. I am his only caretaker.
- I am a caretaker so I take care of everyone else first and me last.
- I am also providing care for my homebound mom who lives in a different city.
- because i put my child first
- My child is a baby and can't advocate for herself.
- I always put others before myself
- I like to take care of people which makes me forget about myself
- I always put my kids before myself
- More important
- Parent Priorities
- Human nature
- I have to be well to take care of my boys
- No one else
- For a time I did not have good insurance, the deductible was very high.
- Don't worry about myself
- Because she is my child and I care so much about her
- Because my partner and children are my home and my spiritual pillar, I hope they will always be healthy and happy
- It's the truth. I worry more about what my kids need than what I do.
- It's easier to focus on others.
- I feel like I'm too busy caring for others that I just put off caring
- At times, I don't get to the dr as soon as I should do to caring for children.
- I believe if I'm not well, I won't be able to take care of others
- I always put my children first
- She's my daughter and I need to protect her
- My child need more care than i
- Spend energy helping my husband and brother
- That's the moms job, to care for their children
- Because we should always care for people around us and life First

# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- My children and elderly parents need assistance
- Because my children's needs always come before mine
- I believe that before you can care for other you have to take care of oneself first. Good society begins with oneself
- It is difficult to get away from a very sick spouse when you are the caregiver. Home health for the sick spouse is not mentioned till he was too sick to quality.
- I worry about others before myself.
- The whole family is generally very healthy.
- I have a child, he always will come first
- I'm a mom! Haha.
- "I just know the kids need to get their appts in yearly, etc. same with dental and eye care.
- If I had to have a dead line for myself to get in for something I could more then likely make that happen. "
- When prioritizing care it is important to both consider severity, self help capabilities, and urgency.
- Because I'm a mom of 5 children and a daughter to an elderly, single father.
- I do so with everything I do
- I put the same amount of care for all our family. I think healthcare is important.
- everyone is responsible for their own health decisions
- Been caregiving for my mother
- I live by myself
- Cost of deductible
- That's how I've always been
- Sometimes I worry more about my family than myself.
- I worry about my parents and always make sure they are taken care of.
- Work often comes before self care
- I generally take care of myself
- It's part of my personality to make sacrifices for my extended family even if it makes things more difficult for me.
- It's just a mom or wife thing.
- I have kids they always go before me. But I always try to keep my health up to date
- My spouse is not interested in preventive healthcare. I have cancer, so I need to be on top of my healthcare and be seen often.
- My children are most important to me.
- "My husband and I make our own decisions to see our physicians regularly. It is a priority to both of us.
- I have younger kids, it's easy to do. Sometimes I'm so drained at the end of the day, it's hard to remember my own care.
- Care giver after surgery for my husband and brother
- I want to make sure everyone else is taken care of first
- Worry about my children's health
- Can't always have so many appointments and work
- I feel like I have to "tough it out" and still take care of my family
- "They are people whose upbringing I like and adore, so I care for them not to see them end the wrong way.
- The only one who can advocate in the best way for a child is the parents--so I put him first.
- Because very is important to be care if we're talking about health
- What I do as a mom and partner, make sure everyone is taken care of.
- I am a nurse, so therefore it's inherent to have this quality when helping loved ones or friends with their healthcare concerns.
- It is important that my children remain safe and healthy.
- I do because it has become a habit of mine from being in the healthcare setting for so long that others needs come before mine.
- I work in healthcare and there has been days that I put my patients' health first before my own.
- I don't put someone's care before mine, but I do help contribute to many others' care, including parent's and patients I work for.
- I want the people close to me to be healthy.
- I am an LPN going to school to become and RN. I just feel busy with work and school right now so it is hard to make my health a priority even though I know I should.
- I do not have children and my boyfriend and I are both able to care for ourselves
- If it was my family member I would

# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- I will prioritize my spouses care over my own.
- Because I need to be in a good health status before thinking of helping others with their conditions.
- My health is important as well as others , but I need to care about my health first before I think of others
- It's important that my family members are healthy
- Money
- I live alone
- My child always comes before me
- Because she's my child and my Mom ignores what her doctor says
- I don't like to see my loved ones in pain or suffering.

## What could providers do to better foster connection and trust?

- Respond quickly when I leave a message
- Ask questions to understand me, my obligations, my faith, and why I make the choices I make.
- Not be in such a hurry, not push new drugs at me
- Speaking clearly and slowly.
- Whitney Champa is the best.
- Listen more to their patients and don't just hand out pres
- I wish our pediatrician ( who has seen both of my kids since birth) would do a quick review of the file to at least act like he remembers who they are when he comes into the appointment. He provides adequate care and suggestions, but we seem to cover the same things that were well covered in previous appointments. If he'd review his own notes from previous visits, he'd know the answers to those questions.
- I don't like feeling when they are rushed. I want to feel like I'm just as important as anyone else. I also like to be spoken to like another human, not a patient.
- that i could get in when i need to.
- Not be pushy if they think something needs to be done and I disagree
- Listen and not dismiss symptoms as normal
- Look at me and listens
- Listen to my concerns
- Listen
- Not be so quick to dismiss symptoms.
- have more available office hours
- Listening to what I say without jumping to conclusions
- I feel sometimes care is based on insurance limitations versus what people actually need.
- Reach out before bloodwork/testing that is done prior to my actual appointment to discuss what additional testing could/should be done
- Be more wholistic in care plan...diet, lifestyle
- Don't appear to want to rush through the appointment
- Ask multiple questions/take notes, follow up
- Explain questions thoroughly. It seems like they are always busy. My female provider is good.
- Take the time to get to know patients on a personal level.
- Get information about test results in a timely manner
- I have a great provider
- Use words average people understand.
- My doctor only works part-time and I wish she worked full time.
- be more friendly
- Build a relationship with me and make me feel like they want to help me
- Listen to my concerns and offer feedback
- Not judge
- Listen with the intent to understand
- Care
- My long time GP retired and I'm still looking for a provider. I established contact with a physicians assistant, just feel I don't have a GP.



# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- Talks to me in a polite way
- Active Listening: Actively listen to patients without interrupting. Allow them to express their concerns, feelings, and questions fully. This shows respect for their perspective and makes them feel heard.
- Empathy: Demonstrate empathy by acknowledging the patient's emotions and concerns. Showing that you understand their feelings can go a long way in building trust.
- Clear and Simple Language: Avoid using complex medical jargon that patients may not understand. Explain medical information in plain, understandable language. Use visuals or diagrams when appropriate to enhance understanding.
- Encourage Questions: Encourage patients to ask questions and express any doubts or concerns they may have. Create an open and non-judgmental environment where patients feel comfortable seeking clarification.
- Not be in such a rush, read the charts before coming in to the exam room, ya know, as I'm writing I realize a bid thing would be if the appointments weren't scheduled so close to each other and they had more time to give patients.
- Honesty and sympathy
- Take their time and listen.
- Listen and care about what I say
- They should be more approachable and friendly
- Good communication skills
- Slow down
- Always keep in touch with patients out of treatment
- Just getting to know him after having a provider retire.
- Don't push meds all the time
- Clear explanations about illness and treatment
- Listens to me patiently and act professionally in the discipline
- Listen to the patient and take feelings into understanding
- Time. Do not run out the door like you are in a race. Do not make fun of me when Zi says I am ill, then tell me what zi describe is impossible.
- Don't talk down to me
- Don't be rushed
- Listen to people's concerns and not brush their concerns under the carpet.
- I'm content with my providers. I could not trust them more because the medical system is not set up in such a way that they have time to fully explore and address unusual symptoms/syndromes, they humans and inherently fallible. I wouldn't say I mistrust them exactly, I understand that I am my own advocate and I take the advisement of professionals and evaluate it with my own reason, values, and experience.
- Return calls, review labs, and follow through with fax requests from pharmacies :)
- Treat your patient how they want to be treated. I left my long-standing PCP because he didn't believe in weight loss medication. So I found someone else who did. My new provider listens to my concerns and treats me for my concerns.
- more time in the exam room
- Recommend holistic remedies instead of drugs
- Provide reassurance
- Take their time and listen.
- think outside of the box or outside of traditional medicine
- Listen better and follow up
- She is great!
- Ask for our thoughts, then explain them
- Remembering personal details from visit to visit to show they care about who I am and not just my symptoms
- Actually, read the nurses notes before they see you otherwise you repeat everything
- Take time to explain and create a great patient and dr trust.
- Listen, make good iContact, explain things slowly and clearly and ask if we need clarification
- Relate to me, dont sneak in tests
- Make a written summary of the visit available to patients.
- Slow down, look me in the eyes, ask questions for understanding, don't write off problems as "typical" for women
- Know that I am in tune with my body
- Not be governed by large corporations
- Listen and sit down
- Genuinely care

# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- More time
- My favorite thing my primary care doc does is sit down and face me instead of the computer. She will also talk to me before checking in on the computer.
- To pay attention to their patient and listen a lot to their problems
- Continue to cultivate good listening skills and be open to alternative treatments.
- Fear and believe
- Communication
- Kindness and understanding. I got lucky with my provider, but I know some that are not.
- Take their time with new patients and schedule appropriate amounts of time to meet with patients to fully understand and assess my needs.
- not make me feel like im looking through rose colored glasses, tell me straight up what is going on
- Being approachable, not dismissive, and culturally competent in bringing holistic care.
- Listen to what I say, not what they want me to say.
- I believe they do many things that foster connection and trust.
- A reminder to schedule and annual and other screening.
- Believe patients and not overlook them
- Christian people shouldn't provide health care if it "goes against their beliefs"
- wearing a charming smile and being really friendly
- Being reliable
- Honestly
- Listen and not just prescribe a medication based on a few symptoms
- Be open, relate to the patient
- Listen
- Listen to concerns and not diagnose/treat just to get a person out/make a dollar.

## Explain why you responded the way you did to the scale, “I feel heard and understood after a visit to my healthcare provider.”

- I have established good relationships with my primary providers
- Because we are still in child-bearing stages, I have mostly used my OBGYN as my healthcare provider (I have no chronic illnesses to manage). I have a good relationship with my OBGYN, therefore feel I am heard when I come with particular questions/problems.
- I usually consult Dr. Google before I go into an appointment and I like it when my provider takes me seriously and the research I have done seriously. That said, often I find out later that I was wrong or I didn't understand the complexity of my decisions. I wish the provider would have found a way to honor my thoughts while still working to educate me on the whole picture. I don't think anyone benefits from a "Yes man" provider.
- I went to a specialist that I had been referred to by my primary care physician and I was told I was too young to have the symptoms I was having. I appear healthy, it must be in my head.
- Most providers are pretty good at listening and helping you, but then sometimes you have to go through one or two providers to get to someone that is good I will listen
- She remembers me and understands my health conditions. Is always ready to listen and refers me to others if needed.
- There are sometimes that I forget to ask a question and have to call and ask.
- My most recent physical was with a new provider. I was feeling a bit nervous as the last time I had been in, the PA had been rude and dismissive of my concerns. This provider explained that because I was in for a preventative insurance physical, the appointment time was limited but that she cared and wanted to help me get a better feeling around areas of concern. We did the base physical and she immediately scheduled me for the tests that would provide more details into my worries and a follow up appointment for more time to more fully discuss my concerns.
- Doctors sometimes dont listen well and think they know whats best
- My provider understands that my life is stressful and that stress is contributing to my health issues. She is sympathetic and understanding.
- My asthma primary was on maternity leave and I had another doctor. He listened to me and found that much of my coughing was caused by acid harming my vocal cords! That was a blessing.
- Small town docs listen

# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- Sometimes I feel this way but sometimes staff gaslight you and play down symptoms as not being real or accurate - your oximeter must need a battery, etc.
- When I had concerns my healthcare provider LISTENED!
- I have a high pain tolerance, so when I see my healthcare provider, she understands when I say I have a pain level of "4"--it's higher than that.
- They typically know that when I come to an appt. I am there for a specific reason as I don't run to the doctor frequently.
- I feel my provider chats with me pretty thoroughly before and even during the exam, addressing any issues/questions/concerns, but also being interested in me in general. I appreciate that.
- I never truly felt heard for many years until seeing Dr Arnold in 2021. I felt that a lot of my concerns were brushed off up until that point. I have since followed up post op with Dr Wolf and have had a great experience with him. I will be establishing care with Sam Kiederowski in August.
- Lack of Communication is my biggest frustration. I've had 2 female providers that have listened and I'm happy with. However I have had 1 female and 1 male provider that have not listened.
- I would likely change providers if I didn't feel heard. If I feel like a provider isn't picking up what I'm laying down, I'll reword what I am trying to communicate.
- I feel that she takes time with me and also repeats my concerns and helps to come up with an action plan.
- Listens
- I get results from her decision
- If I am allowed to ask questions that is good. Eye contact helps. Not being in a hurry to get to the next person helps. I like a kind approach.
- She is always willing to listen and if she does not know what to do she will refer to someone else.
- My doctor understands I prefer to try behavior modifications first before pharmaceuticals and consistently uses that treatment approach with me and fully discusses the impact of my decisions.
- sometimes i feel the doctor just tells me to wait things out
- My questions are usually answered.
- With one in general I didn't like waiting for over 45 minutes in her room to be seen
- I understand that they are busy but I find that it feels like they are rushing with me
- While dealing with some anxiety, my doctor not only listened, but related to me, which made me feel not alone, and didn't shame me for having the feelings I was having and offered multiple different solutions to ease the anxiety feelings.
- I think she understands
- They follow up with me.
- He always understands me even more than I could ever imagine
- Once I met a very patient doctor with a very good attitude to understand my condition very clearly, and the illness also recovered quickly
- My current provider is the first one to even bring up medication for migraines, again I just turned 40. I lived with them for over 30 years! My current provider has restored my faith. But when there's an emergency or a need to go to the walk in clinic because appointments are impossible to get, not all providers are equal.
- I complained of a pain in my eye that caused a headache for days. My family thought it to be just a migraine until we visited an optician who told us of my astigmatism
- I have had to switch providers a few times but have found a provider that listens and cares about my health. She doesn't brush aside little things that are concerning me.
- I have been dealing with persistent vaginosis and had concerns about my overall health. As I walked into the modern clinic with a mixture of anticipation and nervousness.
- I was greeted by the receptionist, Lisa, who had a warm smile and a reassuring presence. She made me feel at ease as she efficiently checked me in, providing me with some reading material to pass the time.
- When my name was called, I entered the doctor's office and met Dr. Rivera, a compassionate and attentive physician. Dr. Rivera listened carefully as I described my symptoms, concerns, and medical history. I felt truly heard as Dr. Rivera asked probing questions to better understand my situation. During the examination, Dr. Rivera maintained a respectful and non-judgmental demeanor. He acknowledged my preferences and values, ensuring that the treatment plan aligned with my lifestyle and goals. This personalized approach left me feeling valued and respected as an individual. Before leaving, Dr. Rivera offered a reassuring smile and encouraged me to reach out with any questions or concerns that might arise after the appointment. I left the clinic that day with a sense of relief and gratitude. I finally had a healthcare provider who not only addressed my medical needs but also made me feel genuinely understood and cared for.



# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- My doctor is always responsive and very professional in handling my case
- My doctor once sat me down, offered me a coffee in his office he asked me to cool myself I should pour out my worries
- Open discussions
- Dr Nordeng is my primary and is the best
- I've had many visits to address my symptoms, try new medications when one is ineffective, and deal with side effects. It's not just my health that's impacted by these conditions, though, but my quality of life, my work, my personal relationships and many other things in between. While I believe I've gotten good medical care, it's common to feel rushed through a visit, which is understandable when there are time constraints. But I'm usually left feeling unheard and frustrated at not having the chance to focus on the topics that were really important to me
- When I told my provider my hormones felt out of whack she took the time to order the right tests to make sure she got the right answers
- there is a perfect communication between us, so I feel acknowledge
- I went in for a continuing cough, fatigue, and runny nose. Learned I had COVID. Doctor asked me why I didn't take NyQuil. I was sick and struggling. I care for a very ill spouse. I had no one to care for me. So, no, I did not think of NyQuil.
- I went to a female doctor in Bismarck when I was having extremely irregular periods and found out I had fibroids. My doctors was extremely thorough in her explanation of my options. She ran multiple tests to eliminate other possible causes. I felt very well taken care of.
- They always take the time to listen to my concerns and explain in depth if I don't understand
- Depending on the provider
- I can only recall when I had an emergency c section and before that I was told my placenta was about to abrupt. We didn't know why. When I had my 2 week appt I told my OB that I was in a dream and something scared me and that's when my water broke. And he told me that my body almost reacted like an accident or something.
- And that helped a lot because I wanted a reason to know now that almost happened.
- As long as I have time to prepare for a visit, I feel able to communicate adequately. When I must bring my children with me to my or their siblings appointments, I often feel flustered and forget things that are important to me to discuss, or can't communicate them adequately.
- I've done this in a previous section. But to add- she also once sent the wrong prescription medication orders to the pharmacy for me. Thank goodness the pharmacist was familiar with my medication and called me to confirm and we caught the error.
- After my first kid, I went through 3 major health scares, one of them being sepsis from a UTI I was unaware of having until it was almost fatal. I'm currently pregnant again, and my doctor (who was present for my first pregnancy/delivery/follow-ups) has told me not to hesitate to mention when I feel even the slightest hint of a UTI. She listens when I express my worries, even if it's just paranoia, and makes sure I feel safe every step towards my next delivery.
- As mentioned in previous section, I left my longstanding PCP because his personal beliefs interferes with my concerns for my health and he refused to treat me. So I left and found someone who actually hears my concerns and addresses them.
- My questions are all answered
- Healthcare providers here in Dickinson at Sanford rush you and don't get down to the problems
- I have had experience of specialist who have listened and explained well while also of one that has rushed through and given mixed directions
- Health care always listens
- My provider is compassionate and takes time to listen and communicates in language I can understand.
- I used to go to a different doctor and would voice my concerns but he didn't do anything to help me
- When I come back for another visit and my doctor asks about things in my life we discussed last time, so I know she's listening to me.
- I don't feel rushed with my provider. She always asks if I have anymore questions
- I always have a great experience the dr always listens to what I have to say and I always feel heard.
- I had many questions after my cancer diagnosis, and during my treatment. My provider is available and consistently answers questions with kindness and truth.
- I've always felt judged in a pelvic exam.
- I am concerned that I take up too much of their time.
- It varies! A few Drs have said that symptoms I have are "typical" of women/moms and don't dive deeper. Especially when trying to seek help for depression.
- Does not speak down to me

# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- I've had multiple instances where I explain something is recurring and the treatment that has worked and been dismissed.
- I feel heard and understood because she takes time to talk to me about my concerns and we go over a plan together
- Sometimes we're distracted and aren't able to explain issues well. Same for the provider, they may be distracted or have A, B, and C going on in their mind. We are all human!
- I always get an answer or suggestions that fit me. I don't feel like a number, I feel like a person.
- My health care provider listens a lot to me. He tries to find solutions in other to put my mind at peace
- I feel uncomfortable
- When coming to my healthcare provider about concerns with bleeding, she was so kind and understanding. Immediately wanting to have a telehealth and speak to me more in-depth. She was engaged and so helpful. She then walked me through a transvaginal ultrasound and what this would entail and made this not as scary. She is human when she talks to you, and makes you feel heard.
- i feel like thye sometimes think that its all in my head and they arent listening to me
- I haven't been to a doctor's office or have needed to see any healthcare providers so far.
- It makes those monthly visits go by so quick.
- I feel that my doctor is very compassionate and really hears my concerns and what I have to say when I have an appointment with her.
- Most of them time
- I don't have contact with my parents and she understands rather than telling me to reconnect.
- I do not really like to see my doctor cuz I don't feel secured.
- My health care provider is reliable and trustworthy, he doesn't discriminate in any form or case, he provides all the necessary information to help me with my health
- No always are clear
- My previous doctor was great- I've moved tho and can't find one who listens
- She does not interrupt and explains things thoroughly. If I still have questions about things she prints out the needed paperwork for me to take home. If I have questions thereafter, I never feel ignored when I call and leave a msg for her or her nurse.

## Explain why you responded the way you did to the scale, "I feel like my healthcare provider takes into account my values when making a plan for treatment."

- My values primarily to be respected at my point in life and somewhat risk averse
- After one of my post-delivery visits with my provider, I was asked which contraception system I planned to use. When I responded with "Natural Family Planning", the provider was reluctant to accept this as a valid option and asked follow-up questions regarding other conceptive options (i.e., condoms, the pill). We were new to NFP at the time and without a strong support system, I could have been swayed to other forms of contraception, when NFP was what my husband and I had chosen.
- I don't know if I've ever been asked about what I value in a provider, or thought about it much. I know I want to get better and when I'm sick or in pain, I'll do anything a provider says to help me feel better. I'm not worried about my values when I'm hurting enough to go in to see someone.
- Sometimes and sometimes they don't know what to do.
- She respects my values, but also explains why I may need a certain treatment.
- I don't recall being asked about my values.
- If I don't get this from the doctor, I don't go back to them. If they don't look at me, I know I am not being heard.
- I don't like to take meds to cover up symptoms from another med.
- I don't recall that we ever have discussed my values. We discuss health related matters.
- It is as simple as not pushing a certain vaccine if I say no when offered the first time.
- She knows I value preventative care and helps me with that.
- IF a prescription doesn't work I call her and she changes it
- If they ask what I am willing to do, I feel included.
- There are many medications that I cannot take and she is very aware and on top of that.
- My previous doctor was great- I've moved tho and can't find one who listens
- She's understanding of values and doesn't make rude comments or question my beliefs.

# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

**Explain why you responded the way you did to the scale, "My healthcare provider acknowledges and addresses the concerns I bring to the appointment."**

- I know my pediatrician used to really get on me for my overweight son. In the end, he grew 12 inches and wasn't overweight anymore. Instead of addressing the concerns I brought in, that provider only saw my son's weight.
- She is very good about answering my questions.
- Some of my concerns seemed brushed off, or not taken very seriously, glanced over
- I have never had a doctor not listen to me
- My provider will follow up with me even after I leave my appointment to make sure I feel solid in our plan.
- Again, if they look at and listen to me, I can tell whether I am getting through. If I don't get that, I won't waste my time with them.
- Small town care
- Some concerns get overlooked during and who wants another visit
- I have had a few issues that I pretty much got the response of either "it's no big deal don't worry about it" or "that just happens/is normal and there is nothing we can do about it". I guess I would have appreciated a bit more information about it or different ideas of other (maybe non conventional) options that could be considered.
- My provider asks multiple questions and takes notes to help resolve my concern
- This one can be tricky as I feel providers don't like it when you walk in with a diagnosis, so I try to communicate clearly without leading into what I think the issue is. Sometimes through human nature I may feel like my concerns aren't being addressed if the diagnosis seems completely different than my preconceived notion I had in my head.
- Sometimes they are in a hurry. Sometimes they tell me to make a second appointment to take care of a second question.
- She remembers even things we talked about last time.
- she gives me different ideas to try before coming up with a plan
- I've been concerned with female related issues, told that everybody is different, then found out while pregnant that I had endometriosis. That was after I've brought my concerns up multiple times, and nobody ever suggested anything could be wrong.
- To embarrassed to share
- They always answer my questions
- When filling out my paper work. She makes sure to read through it and ask about anything I've written on it to make sure she's covered everything
- Cares.
- He always welcome whatever I told him.
- My doctor is so apt that when I made a complain about lumps on my breast she immediately evaluated me for cancer. Turns out it was just a reaction.
- My doctor is reliable
- Listens to my questions a concerns and explains or treats said concerns
- I recently saw a new doctor, and when I was describing some of my medical history, she commented that it must be really hard, that I was dealing with a lot and that I was doing a really great job handling everything. Then she said, let's talk about how I can help you, and proceeded with the visit, talking about new medications and strategies. Her saying that simple phrase—"that must be really hard"—made me feel that she heard me, understood what I was going through, and wanted to be my partner in addressing it. It had been a long time since I felt that a doctor truly saw me and would advocate for me
- If I feel any concern my provider will always try to answer them
- She is very good and whatever concerns I plave before her, she has the right approach to it
- Depends on the provider
- My OB did. I haven't seen my provider since before pregnancy.
- I feel as though I am currently provided with options and information related to best practice.
- Previously mentioned.
- Sometimes she gets busy with other responsibilities (phone calls, emergency delivery call), but she never leaves the room until our appointment is fully over, and still focuses on me even when she's feeling rushed to finish.
- Drug Rx pushers vs problems

# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- She always shows concern.
- My healthcare provider takes time to answer all of my questions.
- Concerns were addressed and tests orders to eliminate possibilities and arrive at a diagnosis.
- Unfortunately it varies based on provider. I find that specialists can be the most dismissive. Which is a bummer because it usually takes FOREVER to get into one
- Does follow up testing
- You can't always address everything. There are time limits.
- She addresses all my concerns and can help relate them to other things that may be going on. She's always open to multiple issues and questions. My last visit we talked about when is the right time to bring my daughter in for HPV vaccination as I just finished that myself.
- When ever we meet he always attends to every issues I have going on. Tries to make sure I leave his office happy by attending to me urgently.
- I haven't been to a doctor's office or have needed to see any healthcare providers so far.
- Autism, ADHD, chronic depression and anxiety, suicidal ideation
- he is not really up to date with recent approaches to solving problems.
- In most cases, my healthcare provider listens to me kindly and doesn't careless about my complains
- My previous doctor was great- I've moved tho and can't find one who listens
- If she is unable to assist, she makes the needed referrals.

## **Explain why you responded the way you did to the scale, "My healthcare provider offers me all the medical information I need to make a confident decision with informed consent."**

- Yes. I have a recent issue with post menopausal bleeding. My gynecologist reviewed all options and risks including costs. My primary reiterated what my gynecologist said.
- At times I feel providers assume patients want all the things as established by healthcare organizations (example CDC or specialty specific organizations) without proper explanations and questioning about whether those decisions fit with the patient. For example, there are several tests required at the first prenatal visit, some of which I understand, but others that I feel are less necessary based on my lifestyle choices. But when I go in, I don't feel these are options, but more requirements.
- I'm not sure there is enough time to really feel like "all the medical information" was covered. Unless you have the time to think about a decision (for example, what birth control you want to use after a pregnancy - and the discussion is happening when you are pregnant), then most decisions are given the drive-thru risks and side effects and then you are stuck with an \$105 prescription you don't even need and still no answer to your concern.
- My cancer doctor is really awesome and he has the nursing staff to back him up whenever I have a question or I need help. My thyroid doctor is different. I have a good personal relationship with her and she goes over everything thoroughly and make sure she spends the time going over everything.. but her nursing staff is not always really good about things. They're a very short and sweet and direct to the point which they're supposed to..
- She is well informed on my medical history and family history.
- Yes, she does and sometimes, I need some time to absorb the information before making a decision on treatment.
- I was prescribed a medication that had very serious side effects, worse than the reason they were prescribed. I don't feel that my doctor was upfront about risks so I could make an informed decision.
- My provider will allow me to ask as many questions until I am confident in my treatment.
- This is difficult to answer because if I don't have a conversation looking bat me and I at them, we both fail in communication.
- Small town care
- Keep in mind this is WHEN I do go in--which is only if I have to
- I feel my provider goes over the options well when it comes to needing to make a decision about a procedure or treatment option.
- My doctor explains, draws diagrams and sends home information to review options before deciding on surgery and procedures.
- As simple as talking through all the available options.
- Recent years have put me in contact with people who listen. Usually it is better if mt doctor is female.



# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- She is very honest and tells me like it is which I like.
- when i get the info i need i don't have to worry i'm going to do something wrong
- I recently had the choice between three options, and my provider gave me the facts about each one. I was able to make a decision that fits best for me.
- Cares
- He does everything without leaving a stone unturned
- I remember he always gives tips and medical information that are always beneficial to me
- Wish we got better information on childhood shots
- He does not fit to this
- My doctor always make a confidence decision with informed consent which happens when I visited her
- She will always make sure I understand
- through perfect communication and openness, we were able to disclose all pros and cons of every adjunct treatment
- Depends on the provider
- They did for csection or a vbac
- My care providers take the time to listen to my concerns and calmly respond to my many questions.
- Only pushed Rx drugs or over the counter medicine
- Sometimes I have to research on my own.
- I feel like with my cancer treatment. Lots of information was shared with me that I wasn't able to process later we came back to the same situation's or choices, and I was able to process them better as they were explained again in a kind way
- I ask questions and read the info on my in line health records.
- Unsure if I'm ever really presented with options, just their advice
- I was interested in an IUD and she explained the different types, other alternatives and we came up with a decision easily together
- He gives me all the medical advice I can get and I need.
- I haven't been to a doctor's office or have needed to see any healthcare providers so far.
- Discusses medication decisions indepth
- He's been trusted I would say with all the information about me
- If I ask
- My previous doctor was great- I've moved tho and can't find one who listens
- She explains things and listens, and doesn't push pills just because she wants to get me out of the office.

**As you reflect on a healthcare provider you have worked with, what did they do/do well? Is there a positive experience with a provider that you would like others to imitate?**

- Listen actively to me and my concerns. Take time to understand my history.
- Being genuinely interested in the patient, their current situation, and health goals, is what sets one provider ahead of another. Once these aspects of patient care are understood, individualized patient care can be provided to achieve the goals set by the patient.
- I had a primary care provider who remembered the stories I told her about my family from the previous visit. I knew she cared about me.
- My primary healthcare provider doesn't jump to the 'scary' things right away. She assures me that just because symptoms aren't textbook, doesn't mean that they aren't real!
- I like my healthcare provider here at CHI. She did a very good job but she's very hard to get into so you may have to wait a month or two to get into see her.
- Kind and patient-explained everything carefully
- In the past, I had health care providers that were here today and gone tomorrow. I really like that Whitney has been here long enough to know me and my health issues.
- Listens and is informed.
- Explanations of how your gut health works.
- My families healthcare providers have done a good job of explaining new care in plain terms and answering our questions.
- I like when a dr. can speak to me from human to human, have empathy, and more understanding. I don't like feeling like a stranger in the dr's office.

# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- Not making things awkward
- Listens before responding
- Communication verbal and visual. If that is not there, I waste my time and have not been served.
- Compassionate
- In the ER, the doctor and staff just kept going until they figured out my problem.
- You feel truly valued and that your concern is also their concern
- Spends time with me to fully understand me; follows up with any concerns or issues
- Listening to me and what I'm telling her
- Listening and finding the least intrusive solution to the problem.
- They need to ask questions because a lot of times I may not think something was important or I may have forgotten about something.
- Not appearing to rush through the appointment
- Empathy and answering questions thoroughly
- The biggest thing is being thorough and taking the time. It is obvious when practitioners are rushed and just going through the motions.
- If they don't feel they are qualified they do referral for the problem
- Being asked if they can touch me for an exam was nice.
- For all to care about their patients and not just consider them another number.
- they usually figure out what's wrong with me
- One provider takes her time when meeting with you, and I don't feel rushed when I'm with her. She answers all of my questions, calls to check in after a visit, and receive funds to my messages in a timely manner.
- When this one provider helped in the right direction for my lungs
- Remembering me and asking questions about things I told them last time
- Care about me.
- With my provider, there's always a positive experience
- Effective Communication: Patients often appreciate healthcare providers who communicate clearly, listen actively, and take the time to answer questions and address concerns. Clear and empathetic communication can significantly improve the patient experience.
- Empathy and Compassion: Providers who demonstrate empathy and compassion by understanding and acknowledging patients' emotions and concerns tend to build strong patient-provider relationships.
- Respect for Patient Values and Preferences: Healthcare providers who take into account a patient's values, cultural background, and preferences when developing treatment plans can create a more personalized and patient-centered approach to care.
- Shared Decision-Making: Encouraging patients to actively participate in decisions about their healthcare, and discussing treatment options, benefits, and risks together, can empower patients and improve their satisfaction with care.
- Actually involving me in decisions about my care/treatment
- Making sure not to take complaints lightly, and explaining discoveries and solutions in details, as requested by patient
- Empathy, respect, communication, and a holistic understanding of the patient's life. Healthcare providers who adopt such an approach can significantly enhance their patients' experiences and outcomes
- Patience and resilience
- My provider takes time to listen. They are never in a rush!
- No judgement
- Yes was treated well
- Listening and taking patients feelings into consideration
- Gentleness is key. Letting ask questions. Not acting like you are in a hurry.
- Taking the time to listen and think through all possible issues before making a diagnosis.
- I really like pre registration, so that I can think through the questions/concerns I have ADHD know they will be discussed during my appointment. I also appreciate when providers ask if we've covered everything I'd like to discuss before they leave the room. I appreciate when, often nurses, explain what will happen during a stay in broad strokes, then walk through the function of each item.
- I wish everyone would imitate Dr. Arnold. I had him as a doctor for 20 years and he delivered all of my kids. My oldest is 17 and he still remembers me (and my son) to this day and is always happy to talk to me when we see him. He's irreplaceable.
- Listen to your patient.
- No always felt rushed at Sanford
- Just listening and showing compassion
- Just take time to listen and show compassion.

# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- listens well, thinks for themselves
- Care, concern, giving me the time I need
- Listen to the patient and make a follow up visit
- Making a personal connection, calmly explaining everything happening in the appointment, giving me multiple opportunities to voice any concerns or questions
- When she comes into room I never feel rushed. She is always calm
- Great bedside manner always helps the worst experiences came from great drs with terrible bedside manner
- Direct eye contact, pleasant demeanor, not yawning behind a mask, listening, and addressing what I actually asked, rather than what they wanted to say
- Being friendly and acknowledging.. being relatable n down to earth.
- Dr O'Hara is well informed and up to date. I also appreciate the preventive advice he has given to me to manage my condition and keep it in check.
- My OBGYN is fantastic, one of the best providers I have ever worked with. She advocated for my news, heard me cry several times, gave me lots of options. Particular example is I did NOT want an epidural and even hospital staff, my husband, and her nurse were all "you'll change your mind!". And she was the only one who took it seriously and gave me plenty of work arounds.
- Listen, caring attitude, knowledgeable
- Listen, provide information, treatment plan and then allow time for questions and decision making.
- See earlier response of looking at me instead of the computer. She is there for me as a person. I have never had any resembling a bad experience with my primary care. I can go in feeling my worst and I always leave feeling helped. I never feel judged or embarrassed even if I had that fear going in.
- He support me even in financial aspect.
- My provider is familiar with other treatments and dietary protocols that I use and tailors his care with that knowledge in mind.
- Providers
- Listening. Truly listening and understanding the patient.
- They always respect that di know something is wrong and that i wouldnt waste my money coming to the doc if i didnt need to
- They are understanding and they take into consideration what the patient wants
- I feel like they listen to my concerns and made sure I understand what I need to do.
- Be a mom to all your patients. Have their best interests and when making suggestions for changing behavior make sure it comes from a place of genuine care and not control or cockiness.
- yes, being able to figure out and diagnose as well as prescribe working drugs for me.
- Ability to respond without hesitation of any kind
- Be kind
- Personable, makes sure I am comfortable. She showed up to delivery without being on call because she knew my anxiety
- Dr. Rhule in Williston always discussed all options and explained everything and let me decide what I wanted to do. He took his time and was never pushy.
- Kind, caring, sense of humor, never rude or derogatory with comments or questions.

## What do you want most in a healthcare provider?

- Accessibility. Honesty. Knowledge. An awareness of their limits and openness to referrals if warranted. Personable.
- Expertise, knowledge, time, and empathy.
- I want someone who cares more about holistic health and less about padding their pocket or making money for the big corporation. It is sickening to think of the wealth being made off the vulnerability of sick (and often poor!) people.
- Trust
- I want a healthcare provider I trust to listen and make me feel assured that they are dedicated to understanding my concerns and feelings to accurately treat me
- Healthcare here is hard to get into and sometimes you have to wait weeks before you can be seen.
- To keep working to find the answer to my healthcare issues.
- Someone ready to listen and not afraid to refer to specialists if need be.
- Someone who listens to me, answers my 'dumb' questions and works to find a solution.
- Just what I have now.
- I would like them to give me an honest assessment of my health, and what to do to feel good.

# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- Someone knowledgeable who cares about my well-being and is willing to walk me through my options and their recommendations.
- Someone who I can connect with on a personal level, feel comfortable around, and be able to speak openly with.
- To listen and check things out that are important if there are signs and symptoms.
- Someone who listens and wants to find the best solution with my best interests in mind.
- Knowledgeable and approachable
- Visual conversation and if they ask me if I understand.
- Complete honesty
- I like my provider and what I find is that he does listen and usually addresses my issues and rarely says "we will just watch that". I don't go to the dr. until I have watched that. So, I like someone to move on.
- I love my provider. She is down to earth, friendly and lovely inside and out!!
- availability
- understanding and empathy
- Good healthcare
- See above
- Compassionate, knowledgeable, attentive, friendly, truthful
- True concern about my health
- Someone that truly cares and wants to help me live my best life. Not just put a "bandaid" on a problem, but help me resolve the concern.
- Integrity
- Consistency, and one that asks lots of questions to help me articulate my problem
- Results
- Be present. I am a person, not a case load. Be human with some warmth.
- Someone I trust.
- someone that cares
- Someone who listens, understands, and shows empathy.
- To help in the best way possible
- Trustworthy, honest, and attentive
- Trusting.
- A one on one truthful and caring relationship.
- Readiness
- Respect: Patients want to be treated with respect and dignity. Respect for their values, cultural backgrounds, and personal preferences is crucial.
- Patient-Centered Care: Many patients prefer a provider who takes their values and preferences into account when developing treatment plans. Patient-centered care involves collaboration and shared decision-making.
- Accessibility: Timely access to healthcare services, including appointments, test results, and follow-up, is highly valued by patients.
- Transparency: Transparency regarding diagnoses, treatment options, and costs is important for informed decision-making and reducing anxiety.
- Trust, clarity, mutual respect
- Honesty
- Empathy and Communication: A healthcare provider who listens attentively, shows understanding, and communicates clearly can build trust and make patients feel valued.
- Expertise and Knowledge: Patients often seek providers who are knowledgeable, up-to-date with the latest medical information, and can offer evidence-based recommendations.
- Patient-Centered Care: A provider who tailors treatment plans to individual needs, preferences, and values creates a more personalized and effective healthcare experience.
- Fast attendance , less registration
- Someone who listens
- Honesty and care
- Someone who cares and takes the time to listen.
- 1. Patients wish for transparency and appreciate HCPs that tell them as much as possible, such as what doctors know about the condition, 2. Health care Provider respects their opinion, listens as they describe health issues and symptoms and asks follow-up questions in order to understand the cause of their illness. 3 Communication: Communication is a vital part of your relationship with the patient. ...4. Empathetic: It's important to understand and relate to a patient's feelings. ...
- Passionate: No patient wants to visit a healthcare provider that no longer cares about their career



# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

- The feeling of being heard
- Efficiency and Integrity
- Guidance must be compassionate.
- Someone with my same Catholic values who works for a conservative organization.
- Someone that listens and doesn't just dismiss my concerns
- Respect and competence.
- Someone who actually values their job.
- Professionalism, experience, empathy, and overall care in what they do
- Trust, flexibility, understanding, empathy.
- expertise and critical thinking
- One on one recommendation and listening with holistic remedies
- Knowledgeable and compassion
- To be honest, compassionate and thorough.
- trust, open communication
- Competence and caring
- Knowledge of best practices
- Someone who knows me and my family history well, so I'm comfortable discussing concerns and they know what risks I have
- My medical needs are so complicated and a pain I see different specialists and am so blessed that I have awesome doctors!
- Kind and listens great bedside manner
- Knowledge, truth, choices when appropriate, friendly and personable, understanding, and caring
- A confident understanding caring person. Someone who will go find the best answers instead of assuming their opinions are the best.
- Knowledge, compassion, dedication
- Someone kind. I assume most are knowledgeable. But healthcare can be so vulnerable. I need someone patient, understanding, and kind.
- Proactive
- Caring knowledge
- A "good" Dr. Smart- knowledgeable
- Empathy
- I want them to keep up the good work, always treat their patient with care and love
- Respect and humility.
- Peace of mind
- honesty and facts
- Being non-dismissive
- I think the most important thing in a provider for me is someone who listens to my concerns and investigates the source of the issues instead of just treating the symptoms.
- Secular healthcare and radically progressive
- accessibility and affordability
- Trusted and reliable
- Honestly and be clear
- Trust
- Them to listen to understand, not to respond
- Understanding and professional.

# FINDINGS - QUALITATIVE DATA - ENGLISH

## How Women Answered Openly In Their Own Words

### What do you want most in a healthcare provider?

- Your insurance when it changes not every provider takes your insurance so a lot of times you have to change providers which is really difficult at times.
- One thing I have not discussed with her is itchiness in my right breast. Just not something that is important but is a little aggravating. It seems I can only keep up with so much doctoring and this seems small in comparison to other health concerns.
- I personally like naturapath doctors as I believe that prescriptions all have side effects and prefer natural methods, however, I do a life screening every two years and have labs draw every six months at my weight loss clinic.
- The online My Chart really helps to get information and understand what is going on plus the ability to reflect on tests over past years. I really like that.
- Specialists in rural areas are scarce. That will always need improvement.
- I do have long term effects of Covid. My energy never returned after I had that. Does anyone ever address how to recover?
- To help in the best and honest way possible
- I feel younger women should be educated on annual exams and other things they should be doing with a doctor as they age
- I fear my state's elected officials think women's health and reproductive health care only means pregnancy termination or continuation. Women need information about all health care decisions.
- When I had to have an ob vs a family practice provider, I couldn't go to who I wanted because they were out of network for my insurance. I had to settle for the dr I had.
- Respect for patients, staff, and the wider community is essential in healthcare, as it allows for a safe, secure, and comfortable environment. Excellence in performance is a key value to ensure quality healthcare services while collaboration allows teams to work together to achieve better outcomes
- Women who are caregivers for a sick partner are really left hanging. There is no real help for them. Respite care is a joke. Home health is shut down. Independent programs are not made available till your spouse is too sick to qualify. That caregiver needs real support doing nursing home services alone for months and years. Web sites of lists of people to call for help are redundant and useless. Caregivers really need help. Getting nursing care is impossible unless you are on Medicaid. So, you continue caregiving because you have no options.
- How many women doctor outside of their hometown.
- I feel very blessed to finally have found a good primary care physician, that I am comfortable with, especially discussing women's health concerns. It really does make a difference having a provider who you are most comfortable with, which was not my case until about 2 years ago.
- Recent legislative action denying a woman's right to abortion is negatively affecting women's health
- More holistic, oriental and Eastern medicine
- more access to mental health needs
- I think we need more education for girls. Woman's health was rarely talked about for me as a kid and if it was, it was not soon enough

# FINDINGS - QUALITATIVE DATA - SPANISH

## How Women Answered Openly In Their Own Words

### **Why Do You Put Other's Care Before Your Own?**

- I put my children and my husband before myself
- I don't know I just know
- Because my children come first before me
- My children must be healthy
- I always take care of my children's health first.
- I think my children are more important than me.
- I feel like it's my responsibility
- Because for one, one's children or family always come first before oneself.
- Because my daughter is more important

### **"I feel heard and understood after a visit with my healthcare provider." - Based on your response, please share your story (or stories) here:**

- I feel confident in speaking because they always listen to me and help me resolve my doubts.
- I feel heard and understood after a visit to my healthcare provider because whenever I have a question or concern my provider is patient and explains it to me.
- In appointments they attend to you very quickly
- They are not always friendly, sometimes they refuse to use a translator to understand the language.
- No, almost never
- If you explain it well, if I don't understand something, I'll ask again.
- I have a very good gynecologist, she has treated me for many years and even though she does not speak my language I have felt confident in each consultation to tell her how I have felt
- They always give me a good answer
- They don't always know how to do their job well

### **"I feel like my healthcare provider takes into account my values when making a plan for treatment.**

- She is always willing to help me
- No, no interest
- Yes, since he listens to me and asks everything about me
- I feel that my health care provider takes my values into account when developing a treatment plan. For example, if I tell him that something is not allowed in my religion, my provider gives me another treatment plan.
- They never give me the answer I'm looking for

### **"My healthcare provider acknowledges and addresses the concerns I bring to the appointment**

- He explains things to me very well and helps me decide which is the best option for me.
- he only focuses on the symptoms of one thing. If I want to tell him about another concern, he tells me I have to make another appointment.
- They always say if I know what you're talking about, in the end they only give their opinion without caring about my pain and my history.
- My healthcare provider recognizes and addresses the concerns I bring up at the appointment.
- If I'm lucky

# QUALITATIVE DATA - SPANISH

## How Women Answered Openly In Their Own Words

**"My healthcare provider offers me all the medical information I need to make a confident decision with informed consent."**

- Because I feel safe with the methods they use and the confidence I feel when asking for help.
- He only gives me copies in my language of what he thinks I have.
- They help me because they don't even give me all the information in my language.
- They always give me good answers
- They are not always specific in the answers

**When reflecting a healthcare provider you have worked with, what is it they do/did well? Is there a positive experience with a provider you would like other providers to imitate?**

- A doctor spoke to me many times to be able to make appointments that they did not want to give me. She spoke to many people so that I could have my appointments at no cost.
- Be kind, remember that for someone like Latino it is very difficult to express ourselves, especially in another language, to be patient.
- Listen to me
- Time to explain

**We hope these questions have allowed you an opportunity to image healthcare and medical professionals who provide optimum care that results in positive outcomes. As a final question, what do you want most in a healthcare provider?**

- His kindness and that he always tells me the truth
- Don't be so trusting and do more studies, I feel like you're just guessing and prescribing tineloy.
- Interest, help, understanding and relief
- That they are nicer, that they have more interaction time from patient to doctor, create bonds of trust.
- Compassion and good communication
- honest answers





THANK YOU FOR YOUR TIME

— **CONNECT MEDICAL CLINIC** —

**THE STATUS OF WOMEN**  
**A HEALTH SURVEY**

**PROJECT**

EXECUTIVE DIRECTOR TARA ZETTEL

**FUNDING**

CHANGE NETWORK



**DESIGN**

KIRSTEN DEICHERT  
INDEPENDENT MARKETING

