



Community Survey – Suggestions for Improvements

1. Staff the phones. Receiving adequate, if not excellent, health care is important to patients and it starts with communication. If phone calls remain unanswered and are not returned, then no amount of literature or social media postings stating that Adventist cares and that the health care provided is excellent will make a person believe that.

I also recommend training staff to refrain from telling patients that they are not to call, but to wait for a call to schedule a referral with a specialist...especially if that conversation is taking place several months after the referral date. A simple apology for the delay rather than a stern "don't call us..." would set a much better tone for working together if the goal is to provide good health care for patients.

I voted for Adventist to come to our hospital and was eager for their arrival. My first Adventist experience was a simple but important matter and it was unsettling. I hope my experience with the Adventist specialist next month is better than my experience trying to make the appointment and that the delay in getting in to see him has not compounded my problem.

2. Quicker response times.
3. We need more Doctors and staff. I know housing is an issue. Maybe Adventist should check into at least some trailers for these staff members until they can find housing. Adventist needs to step up to the plate And fix this problem.
4. Investigate the competency of your providers. Listen to your patients. Treat people how you would want your family members treated. Take people seriously and Investigate accordingly.
5. Increase the professionalism of the offices.
6. More better doctors
7. Longer and weekend hours at clinic.
8. Nothing
9. Get real doctors or nurses that would see patients rather than talk on cell phones and among each other
10. Get out of the hospital business. Make it an urgent care facility. Air flight critical care patient to real hospitals or to Willits. And do no hire Jacob Patterson on a contract basis to play lawyer. Create a better questionnaire for us who don't have doctors in the area and travel to Santa Rosa and only use the hospital as an urgent care facility or a lab.
11. Get more specialist that can come to Fort Bragg or move to Fort Bragg.
12. Better OBGYN services available. Better orthopedics available.
13. Ease of result finding might be nice.
14. Top down retraining of the ER staff. Drive out the culture of shame and failure that is pervasive and evident at every level. Perhaps replacing everyone in the ER room except for Mark, the xray

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technician.

15. Just make sure you keep someone with a smiling face and a happy disposition at the main reception desk at the hospital. Makes for a much better introduction and start of anything to come and not that difficult to accomplish. Maybe having Snickers bars available to them might help? :-)
16. Better access to care, compassionate employees, more cost effectiveness.
17. Not sure there is anything we can do...drs don't want to live here maybe more specialists...eye ear nose throat monthly or more telemedicine with bay area
18. Maybe get some doctors who have a bedside manner and who do not treat people who are in pain or discomfort as drugs seeking addicts.
19. Better staffing
20. Be what you say you would like to be and you won't need signage to sell it!!! Change is always difficult stop trying so hard and be sincere.
21. Although no longer an issue for me- the coast should have a birthing center. Wellness care should be aggressively promoted (see 17)
22. More communication, staff on the same page, more staff. Staff checking information they sent was received.
23. Train your employees or get qualified people that can do their job.
24. Make the ER a functioning part of the whole system, rather than an isolated unit with its own computer system and contracted medical staff. Get doctors in key specialties - cardio, pulmonary, urology, etc - on call for emergencies. Integrate the entire Coast hospital, including ER, with the rest of the Adventist system. Including the records and billing!
25. Doctors should wear a lab coat or some uniform top. The staff should spend less time on the computer and actually look at the patient as they talk.
26. More family care practitioners. Re #20 question--I will participate in the future but wish to remain anonymous for this survey.
27. Access to fully trained dermatologist although Dr James does provide good service. Easier access to pain management. Wait time for an appointment in Ukiah is even worse than on coast.
28. Tricky: housing is a huge problem for attracting permanent medical professionals. Locums, no matter how good they may be, do not have a stake in our community and do not know their patients, making quality healthcare difficult.
29. Allow healthcare providers more time interacting and "caring" for the patients, without spending the majority of the short "face-to-face" interval facing a computer and entering in data.



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30. I used the hospital several years ago and saw Dr. Bellah for a knee replacement. After 2 replacements of the same knee I went to the Bay Area for treatment. That was the last time I used the hospital or clinic.
31. Clueless
32. Update the electronic record-keeping system! The patient portal is a nightmare to use. Get more practitioners! People are waiting weeks to be seen.
33. Medicare for all
34. 1. Send the nurses in the OR to IV starting school. 2. Retain the doctors for longer so we can feel like we are getting consistency of care. 3. We need better MRI equipment. My doctor in Santa Rosa said it was a very poor image.
35. not sure
36. The main problem I hear is that it's hard for qualified medical staff to find housing in this area. "I want to live here, but I can't afford/find a place to live." Attracting employees is another challenge in the hospital's success, which is critical to our community.
37. More providers and a return to more specialists available locally to coast residents.
38. More specialists and access to procedures such as a safe endoscopy or ENT tube examination, eye emergencies, etc. I know it's hard to get those doctors to move here, but it's essential. Otherwise, patients must leave the area to get specialized care, especially for rare conditions. Also, in 2020, I called 9-1-1 on a weekend night for a breathing emergency, and NO ONE ANSWERED for a long time! This is unacceptable, as it could have been a matter of life and death. My husband had to keep trying, and it added to my panicky feelings.
39. Get a cardiologist.
40. More expanded hours and options for urgent care, because ER is not great .
41. Integrate fully into the Adventist system so lab work is easily accessible.
42. Doctors and nurses who make the community their home and plan to stay on for many years.
43. Fire the bureaucrats and hire better clinicians, especially Podiatry - someone who is actually present enough to make a difference.
44. Get some doctors to the clinic/hospital. Pay a decent wage so that they will come. Or force the Willits doctors to come over here once and a while.
45. Patient portal upgrade. It's very difficult to navigate and has incomplete records.
46. Better guidelines and a quality assurance program.
47. Hire more practitioners. Get your electronic records together. We shouldn't be carrying pieces of paper around in this day and age. Get more specialists.



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48. Hire doctors and orient towards actual patient care instead of Hospital economic return.
49. Cost! Too expensive! We need universal health care...just like real "civilized" countries have....
50. Pay enough that nurses and Doctors live and work here full time
51. I need a Primary Care Physician, an internist, but have not sought or needed health services during the pandemic. Are Drs. available for new clients?
52. FUND IT properly. Adventist is cutting corners on the coast. ER is understaffed. Wait times are too long. Bandages my mother needs for her legs are available at Adventist in Ukiah but not here on the coast.
53. More primary care doctors More mid level practitioners Better communication among the three hospitals; sharing of radiology films Interpreter Service
54. Get more doctors and more specialists.
55. CARE FOR ALL, NOT JUST THE VACCINATED. DO NOT INSIST ON "THE COAST", WHEN YOU COULD GUIDE US TO BETTER OPTIONS. BETTER DENTAL, PLEASE, PLEASE, PLEASE!
56. better quality staff in ER, Urgent Care and Reception (North Coast reception staff is rude and abrupt when you do manage to get thru to them. The phone rings and rings then you are put on hond and hung up on.
57. We need more primary care providers and this means we need two things: more housing and actual ability to negotiate contracts (instead of take-it-or-leave-it provider contracting)
58. It seems that we need more providers here and yet I understand the shortage of housing and the way that impacts trying to attract doctors to this area.
59. If we had another building that the mental illness patients and substance/drug abuse it would be very helpful. When two or more beds are taken in the ER, it takes from the incoming patients that need patient care. It can get backup and not an easy flow can be possible. Ambulance patients come in and with this pandemic still rising, it is a true challenge for good patient care. If our status with the virus continues maybe to have two ER doctors so one is not stressed to do it all.
60. Get doctors and nurses who know what they are doing and care about their patients.
61. One thing that's missing here, there doesn't seem to be any dermatology services. We have to drive to Ukiah to see a dermatologist, it would be so much better if there was one here.
62. Access to more specialists and provision of pregnancy services.
63. Increase access to providers. However that is difficult. Low pay and no housing. Limited cultural activities, shitty dining options, and then there is Safeway...
64. I'm not sure, I am pretty patient as I know that things are still on process of changing.



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65. Start over
66. I wish we had a cardio doctor here for my husband, and a rheumatologist for both of us. We can no longer drive over to Ukiah or Santa Rosa for care, we need it here.
67. Appointment availability
68. Seriously? You are asking me? I just saw an ad by ADVENTIST sharing their joy at hiring a new dermatologist at the clinic. Having my PHC all ready at the clinic and needing a year and 1/2 long lost referral to a dermatologist lost in the COVID fray, I was excited... only to be told, by the office staff that "she" (our new dermatologist) isn't taking any new patients because she brought her old ones with her and we, who are part of the clinic but not under her primary care, aren't able to use her. So that feels totally disingenuous on the part of Adventist... right? We hired her and want credit for bringing talent here, but you still have to go out of county for care. So, please, you are being paid to figure out how to improve health care on the coast, MAKE IT AVAILABLE, SAFE, and did I say AVAILABLE?
69. Try to attract more practitioners who will live locally.
70. For drs to listen more to what a patient tells them. Not to overlook what a patient is telling them. Please, stop prescribing medicine that YOU think it can work instead of what the patient has been taking that works for them!
71. Make certain that people seeking to interact with your healthcare network are more than just a data record in an impersonal system. The individual members in the community do not vanish when they walk out the door. When a patient under a physician's care is forgotten, that negates healthcare on their behalf entirely. I can't believe that that outcome is in any way desirable for a healthcare system.
72. Get doctors who stay.....
73. It would be nice if more providers could be found but that is never going to happen.... more specialists who could come to the coast a couple of times a month.
74. Provide orthopedic care here.
75. Cardiologist and other specialists
76. Get more specialist here. For example, why isn't there even one dermatologist on the coast?
77. Adventist made a lot of false and misleading promises. Services have not improved. Hospital conditions have not improved. Staffing has not improved. Our ambulance has been turned into a taxi service for IFTs.
78. Unsure. Just like anywhere, people need to be able to trust their providers and feel as if they are being heard.
79. More providers.



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80. Let Adventist take over everything NOW. A real IT system where you don't get asked if you've seen a doctor there recently when you just had surgery there two days ago. We need more doctors. More nurses. Staff who are connected to this area.
81. More physicians to provide lesser wait times for appointments.
82. Socialism.
83. Dermatology! Increase office staff. Speed up ER response.
84. Outsourcing
85. Hire a permanent oncologist. It's really important as there are many cancer patients and it's a burden to have to go to Ukiah or Santa Rosa.
86. Get the digital communications linked up to Ukiah and other providers
87. More providers and access to specialist
88. Pay more attention to the economic needs! Prescribe alternatives when able stop handing out rd cards that save nothing and disappoint patients at the register when they realize they are again going to do without
89. Mental health facilities !! County Mental health taking private insurance !! Help everyone !!
90. Provide more access to specialists -- perhaps visiting specialists. E.g., there is no skin doctor; no way to get a pessary.
91. I think it's doing as well as possible
92. Get rid of board members.
93. I honestly don't know. We need more drs and specialists. Better mri and imaging equipment. More professional ER nurses. Dr Kilian is great. She is my dr at Mendocino coast clinics.
94. Open to discussion, who will be at the table?
95. Hire providers who actually care about their patients.
96. Improvement in technologies as to avoid referrals to out of town facilities. Full disclosure by doctors of all treatment options available including those outside the Adventist system.
97. surgical services increased. orthopaedics available on the coast more than a few hours a week.
98. More housing so we can attract and keep health care workers.
99. More staff.
100. Provide birthing for women so family can be included here on the coast. This is the worst time to be a pregnant woman in the history of healthcare being provided in the coast.
101. It seems to me that M. Coast Clinic does not have enough P.A. Too many patients.



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102. More specialized doctors and the equipment needed for them at the hospital.
103. Get a Primary Care PHYSICIAN here.
104. Better access. It seems that it's hard for some people to get care before it becomes an emergency
105. Get skilled staff, drs, nurses, support staff along with good strong leadership. More mental health professionals to deal with drug addicts on coast so that the system is not overwhelmed with these types of problems
106. In many ways the issues continue because of the attitudes and abilities of certain providers. These individuals should have no place in our current hospital.
107. Get rid of the emergency room Dr.
108. Get more specialists. Hard for seniors to travel out of town.
109. More physicians especially specialists.
110. More doctors. Several years ago, my husband and I were patients at NC Family Health (my husband's primary provider) and found it to be incredibly disorganized regarding communication with our doctors, getting switched around to different doctors, billing and an overall poor attitude of some of the staff. After being incorrectly diagnosed, my husband went elsewhere and was properly taken care of and neither of us set foot in there again.
111. Respond to phone calls better. If "Your call is important to us" lasts more than 10 minutes, I have to assume it's not important. There should be a way to easily get to a message center. If you are making an appointment, you get through.
112. More staff. No appointments available for at least a month.
113. The scheduling dept needs work. The referral system is very slow and has been referring me to Doctors who don't accept my insurance.
114. Probably need a more genuine Healthcare system, one that isn't so PR focused and has space for actual health care.
115. Get a Dr who can read xrays
116. Get electronic records system operating for lab.
117. More people need to get vaccinated against Covid-19
118. More providers. Train staff and implement procedures somewhat get the same quality as in Willits or Ukiah.
119. Create and maintain an acceptable standard for timely care at the clinic
120. Hire on drs who will stay, hire on more help with the phones, follow through with patients, follow up with patients, get referrals done in a timely manner.



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121. Hire more staff, support your staff and provide a safe working environment by upgrading your facility.
122. Orthopedics, Cardiology, more nurses
123. Bring back the services and in person providers that were discontinued so you could save money.
124. Warn patients re plastic braces--wear something underneath and watch for rubbing.
125. the most important thing is MENTAL HEALTH SERVICES including counseling and addiction counseling and services. We need more mental health services for kids, teens and adults. Also the hospital in fort Bragg should be improved and become more comprehensive— what do they not have the ability to deliver babies? It's insane that families have to travel one or more hours to Ukiah or Sonoma county to give birth!!
126. N/A
127. More vaccinated people. Preventive health education. Alternative practices.
128. More professional
129. The costs for services are exorbitant. A program for cash pay needs to be implemented. I go out of the area to cash pay for imaging as well as lab work because it's so ridiculously expensive for those of us with very limited insurance coverage. Also scheduling people for diagnostic tests needs to improve drastically. A person should not die waiting for a CTscan
130. Local (coast-based) access to additional specialists, particularly dermatology. I would also like 24/7 availability of diagnostic imaging. I have heard horror stories concerning unreasonable delays to access DI
131. Spend less on PR and making things look pretty. Focus on fixing real problems, like the frequent scheduling snafus at the lab. Listen to the people working there about what is needed.
132. Be connected to UCSF MEDICAL SERVICES.
133. Adequate staffing of the clinic.
134. Faster access to more specialists locally. More providers. More affordable local housing ASAP!
135. * provision of safe abortions * provision of more comprehensive women's health including reproductive health svcs *oncology services * more comprehensive dental services * more extensive gerontology & healthcare for aging population services
136. Hire more specialists. Most of us who go out of the area for medical help are forced to do so because of lack of availability here. I couldn't answer many of the questions because they were too general. My experiences were varied, ranging from poor to excellent.
137. Improve staffing Patient digital access to medical records



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138. Take care of our local skilled doctors and nurses.
139. Hire doctors and other healthcare providers that want to stay here.
140. More staff physicians and nurses. Better oversight to reward good work and cull out bad
141. Revive hospice; increase accurate information sharing between Adventist & Coast Clinic.
142. Generally very pleased with our health care on the coast. I would like women to have access to abortion on the coast.
143. We need some new, stable, full time primary care doctors as well as some specialists. Adventist announces new specialists, but it turns out they come from Ukiah a few days a month. Many people are having severe problems getting a primary care doctor.
144. Stop trying to control people by getting them to wear masks and be vaccinated. Look at the real science about how to build an immune system and help people do that with diet and herbs.
145. no suggestions
146. A lot has been done. Two doctors who were questionable . . . are no longer on staff.
147. More varied practitioners of alternative medicine
148. I am due to begin receiving Medicare next year. I am unsure if you have a patient advocate who might assist in informing me what is possible through your hospital.
149. Attract and retain quality health care professionals. Allow online scheduling for appointments at the clinic. Stop the endless wait for appointments - 4 months to see a provider is completely unacceptable. The walk-in clinic should be available 24/7 and treat more conditions. Bring specialists to the coast for a few days each month. Remove John Redding from the hospital district board - his anti-vaxx and anti-mask social media rants hurt the reputation of the hospital. Particularly concerning is his assertion that many nurses will quit if they are required to be vaccinated. If this is true, our medical professionals are putting the public health of the coast at risk based on worthless anti-science opinions. If not true, Redding is using fear-mongering to advance his personal agenda.
150. 1-permanent staff 2-more specialties 3-urgent care on weekends/holidays 4-separate religious beliefs from medical care
151. ? question # 4 Asians don't exist ?
152. Bring back basics services like orthopedics.
153. Please pick up the phone when calling the clinic. The answer/wait time is way too long.
154. Improved specialty care. Extended hours for immediate care. Closer supervision/accountability for traveling ER physicians whose exams are often cursory and dismissive as they are not part of the local community and have no opportunity for followup.

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155. Improved specialty care. Extended hours for immediate care. Closer supervision/accountability for traveling ER physicians whose exams are often cursory and dismissive as they are not part of the local community and have no opportunity for followup.
156. MoRe sPecialists.
157. We need more specialists available as neurologists and rheumatologists
158. Get another cardiologist that accepts MediCal through Partners.
159. Share the Blue Zone concept with all parties. It's more than an Adventist Health project
160. This structure of this survey I find unsatisfactory and have declined to answer yes or no to complex issues. My main concern is that my health issues cannot be addressed without intolerable delays due to scheduling far into the future. Apparently there needs to be many more additional doctors to meet the communities needs!
161. No religious constraints on abortion services. Bring back OB/GYN services.
162. Add more providers and, even just visiting if need be, more specialists. Perhaps the specialists can rotate regularly between the 3 hospitals in Mendocino County. And add educational programs and support groups! They really are effective and we hope they will be created here on the coast. In person is always the best, but they can be held on zoom or outdoors or even as newsletters until it's safe to gather indoors again.
163. Adventist has ruined the hospital
164. Do not require health workers get vaccinated.
165. More steady doctors or physician assistants
166. The billing system is very slow and confusing. I would like to see a running total so I understand which visits have been billed or covered to my insurance
167. Hire and retain competent doctors
168. More healthcare workers
169. More specialist, but that won't happen
170. I have no clue. As far as I have been told by people who get sick more often then me they have been pleased with the new head chief
171. Stop the revolving door of doctors.
172. Find more specialties
173. Pay people more so they do you not quit and get other jobs out of the medical field.
174. Doctors that we can have for GP and count on them being there the next time we have to go to a doctor.

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175. Keeping same doctors instead of only having them here for a short time Offering antibody testing for COVID
176. More providers (and affordable housing for them!) and develop more specialist care
177. Specialist like a cardiologist. Many cardiology patients cannot drive. A check in with people who are trained to be kind. It's awful when you ask a simple question and you are met with attitude. Mostly people are not feeling well when they are checking in. I think compassion is important. Have nurses who are trained to set an iv on a difficult stick, be ready to use lidocaine if it is requested, instead of having people have a laundry list of why that can't, and get perturbed when they hurt you and are unable to set the iv. For me, after that sort of abuse I'm terrified and all my veins shut down. And yet, using lidocaine in the beginning when I asked would have saved me the trauma.
178. Keep doctors and nurses! While the travelers fit a need, having permanent caregivers is preferable.
179. Maintain the culture change. It's working. New facility.
180. More qualified M.D.s and earlier appointments.
181. I cannot answer this. Everything now is so skewed by covid. We are far away from normal and focus needs to stay with covid for a lengthy time.
182. More specialty doctors
183. More staffing at the North Coast family health Clinic. The turnover and loss of Doctors has been discouraging and disappointing. Continuity of care is critically important especially as I get older.
184. It would be helpful to have more access to specialty services.
185. More doctors
186. More doctors and nurses that want to stay here permanently.
187. Easier access to specialists. I had to go out of town to get a biopsy. Also, would be good to see Dr when you need one
188. More Covid vaccinations. Less traveling staff, more provider retention
189. Get the cafeteria back up and running like the one at Howard Memorial in Willits. Get rid of all water damaged ceiling panels if you haven't done so.
190. They need good doctors and people that care. I've had 5 friends die at the hospital due to their negligence. I would not take a loved one there.
191. Recruit more quality doctors to reduce wait times. Do something about the mess at the clinic.
192. Ability to be seen for issues in timely manner



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193. More permanent staff, doctors, nurses, etc. Instead of temporary doctors and traveling nurses from other areas.
194. More doctors and practitioners. Waiting 3 months for a doctor's appointment or 2 weeks for urgent care is outrageous.
195. More staff, both clerical and medical. More specialists, from dermatology to cardiology so we could be seen locally. (Pipedream, I know.)
196. I don't know.
197. Buses to take people to the Ukiah or Willits ER, if this one is too busy to take on the sick or hurt person.
198. Better recruitment, better compensation, better senior leadership and compliance
199. Blood work was expensive when I had insurance coverage on the coast.
200. The culture of not taking things seriously with hospital HAS to change. Also it seems like medical community here thinks everyone is an addict. I've had so much trouble getting refills for medications I've taken for 30 years that I went to redwood community services. And the other clinic (MCC) is horrible
201. Allowing doctors to treat people by having testing available when needed. An updated computer system. More qualified staff.
202. Clinic open more hours, maybe until 7:00pm and at least a few hours on weekends.
203. Cost of services are higher than out of town when paying out of pocket. In some cases it's better to pay cash out of town than the price in town with insurance.
204. More primary care physicians
205. Full time medical staff / doctors who live and work here throughout the years. I am not a fan of the traveling doc system at all.
206. More permanent staff, not traveling doctors. Have to go to Santa Rosa or Ukiah for first visits! Then wait time to second appts are too long. Difficult for some of us to travel so far. Feels very impersonal!
207. Bring in more specialists, like Dermatology
208. More qualified Dr.s
209. More doctors
210. Hire more people for the phones. Waited 17 minutes for someone to answer.
211. ?
212. Equip the doctors and medical offices with all the devices, equipment, and staff so they can do



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- their job more effectively.
213. Stop paying for PR and pay for staff
214. quicker times to see doctor. Often symptoms or problem is long gone by the time you get an appt. Have longer appt times. and less wait. Common to wait over an hour for care = with an appt.
215. Make sure people are wearing their masks properly.
216. * More affordable care *More services. *Better doctors and nurses - with better bedside manner - who stay so you don't have to keep switching doctors all the time - Doctors spend more time getting the right diagnosis rather than assuming they know what it is right off the bat and not listening to the entirety of what the patient has to say.
217. We need more services available in a variety of areas.
218. Need excellent heart/cancer doctor
219. Pay the providers a competitive wage so they'll stop leaving!
220. Anything and everything. We would rather drive 3 hours to an ER than chance being stuck here or not treated as has been the case for past year
221. I am assuming the major issue is the lack of available doctors for our area.
222. Wait time in lab a real drag (I get blood test every three month)For the past dozen visits for lab work I have to spend long time giving same info, signing same forms and confirming same unchanged info re: my insurance, address, etc...what seems like needless duplication of established information.
223. Listen to the people who come in that aren't crack heads. When I say I'm in severe pain, LISTEN. It was horrific pain.
224. better specialists--especially in cardiology faster appointment times. better ability to communicate with medical providers
225. Purchase new imaging equipment. On line discussion with my doctor do not work as well as in person visits. Not a thorough. Wait time was also longer to reach my doctor at the Coast Clinic than previously. Staff very helpful.
226. We need for doctors and other healthcare workers. I have been trying to get a doctor at the clinic and none are taking new patients. My husband go the Ukiah and Santa Rosa for his healthcare needs.
227. You need to get more staff! Your phone tree constantly has a message about how short staffed you are. This is our health we are talking about! Get it together!
228. Need more Dr.s Nurses and Aides. They have already gotten rid of some of the bad



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incompetent people that were here so I do see improvements and am hopeful for the future.

229. I'm not sure it can be improved at this point.
230. Patients should know that they also need to get ambulance insurance through the hospital as sometimes the hospital ambulance is used and the helicopter insurance would not cover that. I complained about the cameras that took the temperature. It took forever to get a response from someone about my complaint. People who were administering that were not trained and were rude and did not give people an option to have it read manually. I had to wait over a month to see Dr. Stewart. I used to see her in Mendocino. It should not take that long to get the records. She was not aware that due to that I had to visit Urgent Care and 2 different nurses. My doctor was not informed that I wanted to see her. I was not informed that I could see Marilyn Magoffin or Dr. Linda James when a wound I had would not heal for 2 months. I was given different ideas by nurses, could not see my doctor, and was not given enough guidelines how to treat this wound. Out of town doctors/nurses, etc. do not know the patients, nor the community, are paying outrageous prices for rentals (if they can find one) and are not familiar with patients and their health records and might misdiagnose and cause extra cost and fear compared to someone who knows the patient. For a person to have to see 4 different oncologists within a year is not a good idea. Are there less doctors now than we used to have before Covid? Do we have more elderly people now that need help? Many people move away as they can not get the care they need here.
231. More MD's
232. Attract and retain more doctors and nurses
233. Know what's being offered everywhere. Don't lie. Your nurses lie when they don't have answers or just don't want to deal with something.
234. easier accessibility
235. Get rid of the mental health problems and your guards are awful 😞. That would be huge for patients and staff
236. No idea. It seems beyond hopeful sometimes.
237. Bring OB back and increase specialty care.
238. Hire more phone folks and Drs.
239. More providers & specialists. Immediate care available on weekends & after business hours. Spend more on actual services, less on advertising mailings & PR events.
240. I'm not sure I'm qualified to answer that question, but I have heard some folks are having a difficult time getting into a provider quickly for minor non emergency things that could be quickly dealt with, so perhaps more focus around that area might be a good thing to consider. Otherwise, what I've experienced in the last year has been a vast improvement all around, so



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please keep doing what you're doing and continue to strive to improve services as you can.

241. Clearly the North Coast Family Health and the ER are understaffed.
242. Hire permanent long term physicians and other staff, not travelers.
243. Add more physicians.
244. Pay Dr's enough to stay and get quality Dr's
245. Try to find upgrades to medical exams, more qualified PA's ENT, and others that can target common special illness in visiting patients.
246. Attention needs to be paid to access. I worry about people who have debiitating health problems trying to get through on the phone. I clearly get that ALL the people employed to provide care are doing superhuman work. Money needs to be spent on access by phone.
247. More providers; Saturday hours; improved service (as in less wait time!) to talk with the office.
248. Get more trained people to respond and set up apptments etc.
249. More doctors. More efficient e.r. process.
250. Have immediate care available on weekends. Have office staff return calls in a timely fashion. Don't lose important paperwork.
251. More staff. Less PR.
252. Build housing to attract workers.
253. we need more clinics and specialty doctors
254. Attract new doctors who will stay and practice here. Turnover is ridiculous.
255. More doctors, but that is a issue everywhere in rural America.
256. Get some more doctors.
257. Increase the number of doctors or p.a.s so that it doesn't take weeks or even months for a dr visit
258. Bring people that actually care about the people they are helping and bring back an OB
259. Not sure what to say except to wish this pandemic would go away
260. More specialists. And please open up Fort Bragg Rural Health Center. They had such potential and I'm saddened to see it close down. They were bringing specialties to the community and then closed.
261. Obgyn, dermatology, docs/providers being vaxxed
262. More specialists



Community Survey – Suggestions for Improvements

263. I know that the computer system has been upgraded but it is a huge pain. I work closely with the providers and nurses and get through for vital medication help for patients is difficult. I know there is a learning curve and staff is short but it would be nice to have a dedicated pharmacy line for acute needs
264. Attract additional providers. We seem to be losing them faster than they are replaced.
265. More staff, better electronic access to records. Sutter Health could be a good model of patient/caregiver communication.
266. More staff in the emergency room
267. Better access to primary care doctors, with more key specialists spending regular time (a day a week) here on the coast.
268. Specialists' visit to the coast to keep people from going over the hill. lots of our citizens have trouble getting transportation.
269. Answer the phone in a timely manner. For that reason I am going elsewhere!
270. medicare for all
271. *records in timely manner *office hours phone response with complete info, ready to make appts *enough providers so appts are in timely manner * in relation to the next question- we have a physical hospital, ridiculous to build more. essential to hire enough people in all areas, essential to help people get housing, ie. mds, nurses, specialists, stop using travelers. the future of healthcare-- yes, we need mobile clinics as well. we need more secure ambulance service. this is a rural area.
272. More timely referrals
273. Checking should be quicker. Those tiny glass rooms are eeeek.
274. You already got rid of the bad oncologist,
275. An online system for labs and appointments
276. Decrease wait time, and find a way to get clinic doctors to stay longer.
277. Please get rid of John Redding. He is an anti science bully. Having a board member like this completely destroys trust in the system Please use hospital resources for transport. Don't tie up ambulances!
278. New management
279. More doctors and specialists.
280. 24 hr. ER.
281. Get back to the patients asap.



Community Survey – Suggestions for Improvements

282. Increase staffing levels and reduce wait times for calls and services.
283. More providers needed. And promise from Adventist folks for improved service needs to be honored. Waiting months for a simple checkup appointment is appalling, and no way to run a health center.
284. More good doctors
285. More Docs. Easier healthcare accessibility...a healthcare help line...
286. Hire more people!!!! Pay them more if necessary. Work with the local college to provide a robust nursing program. Years ago, College of the Redwoods in Fort Bragg had an excellent nursing program that graduated many locals who stayed in the community and provided care. Upgrade the equipment at the hospital. Allow providers to spend more time with patients especially when they are transitioning to using new computer programs. Perhaps provide more help with housing so medical professionals can move to the area. Raise the pay of medical providers so younger professionals who have loans to pay off can afford to move here and practice. I realize this has to be done with cooperation from the Adventist system, but advocate for that please. We used to have a larger number of specialists on the coast, but they've retired. Older people who have lived here many years are leaving the coast due to lack of medical care locally. Reinstate labor and delivery. Again, the people who are working at Adventist on the coast are doing, by and large, excellent work. They need more support.
287. More competent staffing, open urgent care on weekends. I am driving out of town for all appointments now
288. Supply housing for medical folks so we can get more help here. Reach out to the community for partnership. Right now Adventist is the big corp and seems only concerned with billings, not taking care of folks.
289. I don't like to complain and not have answers, but I'm not sure what would make lasting change. More money I'm sure. Provide nice affordable housing for medical staff to make the job and area more appealing to better doctors and nurses?
290. I believe we still need more primary care doctors, especially for our older population
291. Train staff to be more professional. Also it seems since Adventists took over it is much harder to reach departments like records, referrals, billing and to get response. Very frustrating and it didn't used to be.
292. Hire more people.
293. A Palliative Care Doctor. improvement in end of life care and decision making. By physicians. With patients. A long term oncologist. Not a traveler. A commitment to true Patient Centered Care. We need dentists. Including ones that can be available in emergencies. Hospital Dentistry? Bring back Labor and delivery. More services for babies, children and young mothers. Better access to specialists without having to wait so long. Improve addiction



Community Survey – Suggestions for Improvements

- treatment. More outreach for Street Medicine
294. More doctors and dentists are needed on the coast. The lack of affordable housing makes attracting them more difficult.
295. Get rid of the receptionist and get more and better doctors.
296. The hospital should help with housing for its employees. OBGYN Services for young families
297. provide OB services at the hospital
298. we are remote and need more thorough staffing to accommodate all our aging-in-place health needs
299. ER, stop making patients wait as long as they do. Clinic, better attitudes. We've been in this pandemic a long time and their frustrations shouldn't be given to patients.
300. Train professionals, get rid of rude , unprofessional people.
301. Get more doctors!
302. Hire more Drs and staff. No one should have to wait 1-3 hours for care anywhere.
303. 1. This is far too small a box to answer such a complex question. 2. WE NEED SHORTER WAIT TIMES FOR BOTH CONTACT AND SERVICES FROM PHYSICIANS. Getting over this pandemic will alleviate many problems. However, our rural situation is not unique. Doctors cannot pay their student loans with a demographic such as ours, etc. We might consider a parcel tax - what am I saying, so off the cuff, so not researched or studied(!), or bond measure to pay doctors to stay...I don't know. But, first, we need post-visit surveys that are not purchased from a survey company, that do not ask leading questions or rely mostly on the 1-5 model, or a,b,c,d, other. As a public, we need to understand what is possible in terms of medical care so that we can both ask and answer questions, as well as move forward. We need to keep specialists, nurses, and other providers - make them local - which means housing and adequate pay. We need a nursing school that doesn't mean travel. The list goes on. The system is broken.
304. You're kidding, right? Hire more doctors! More specialists! Cardiologist! Geriatrician! Dermatologist! etc., etc.
305. More services not less
306. Speed up the ER process it has always been terrible
307. Hearsay again. People I know complain about having to switch care providers. Some people have had 4-6 providers in the last 20 years. Also about waiting time to get an appointment.
308. I'm not sure.
309. The Health care district could take a leading role in bringing more services to the district
310. Expand it



Community Survey – Suggestions for Improvements

311. 1. Here on the coast and inland, we have a 50-50 mix of highly sophisticated, prosperous and educated populations, along with great poverty. To serve both groups, we need to attract the most highly trained, competent but creative professionals who have been cross-trained in complementary medicine and alternative medicine, as well as allopathic medicine. This would reduce the expensive overkill on some conditions, lead to appropriate patient education to reduce unnecessary costs, and redirect limited resources to patients with severe issues. In-house training in benefits of complementary medicine, nutrition and exercise programs would be a step in the right direction, plus expanded public outreach education programs to underserved groups, such as the Blue Zone program already in effect: finding ways to reach a broader spectrum of our hard working folks already handling 3 jobs to put a roof over their heads and food on the table for their kids. 2. Our housing crisis needs creative non-market solutions from Adventist Health and other key players: cooperative employee and/or employer owned housing, community land trusts, etc. to attract and keep quality personnel. The housing crisis on the coast has gone into overdrive with COVID escapees driving housing prices up another 49%. That figure is from the local Real Estate Board, whose members are celebrating, while our working families, young people and elders -- and potential hospital workers -- are now in far worse shape than before the pandemic. 3. Better coordination and cooperation between all our limited clinics, hospital and local organizations. Perhaps a community task force seeking input from our safety net organizations and leadership from our major nonprofits.
312. Relieving bad behaving employees from their professions/positions.
313. Get some knowledgeable Drs. Clean that filthy hospital.
314. More well trained staff looks like to me Consistent quality record keeping Prompt response to referrals
315. Increase number of physicians locally to avoid having to travel to Santa Rosa, etc.
316. Better supervision of PA and NP level services. Broader scope of services in urgent care. Daily walk in COVID testing availability
317. Have more specialists from Ukiah keep some office hours here on the coast. We need access to cardiac and rheumatologist services here.
318. Can't think of any for now
319. Increase mental health services. Bring back a visiting cardiologist.
320. Perhaps hire more doctors so it doesn't take 6 weeks to get in.
321. More specialist to avoid driving down to Santa Rosa or SF for specialists..
322. Have sensitive tanning, for nurses and doctors, on how to listen to your patients, be more understanding and if you can't handle something get someone that can. No Judgement, we are a small community but please we don't need to hear about other patients.. and please don't talk about me to other people!



Community Survey – Suggestions for Improvements

- 323. Evening and weekend hours for immediate care
- 324. Send more resources here. Staff the ER better. Get an ENT with a vacuum.
- 325. I am pleased at the moment but upgrading the hospital for surgeries seems like a priority and a big concern for us on the coast.
- 326. Please - we need more doctors. Many of my friends can't get in to see any doctor. The waiting times to see my primary doctor have become so long I don't expect to get any help with serious issues, and have to consider leaving the area for this reason.
- 327. More specialized MD- cardiology, urology, dermatology, sleep medicine, woman's health.
- 328. Get rid of that ER doctor
- 329. To allow patients to make decisions and have more options to get the care they seek.
- 330. Get a new board.
- 331. I honestly don't know what it takes to improve health care. If the doctors at the clinic could be more accessible that would be good.
- 332. Bring in more specialists.
- 333. Keep doing what you are doing and try and improve ER care.
- 334. More specialist visiting doctors
- 335. We need more specialists, more family docs, more nurses. A more responsive system.....
- 336. More efficient and timely telephone service. A wait time less than what it is now, which is minimum two months.
- 337. More, competent doctors and diagnosticians to serve us and speed up care. More housing so new doctors can live here. Easier access to our doctors. Clinic acts as an overzealous gatekeeper. Try to get a call back from your doctor! The call in wait time at the clinic is way too long. Then appts are weeks in the future! Care seems based on minimum necessary care rather than optimum care. Majority of coastal population is older. We need access to be quicker when we need it without having to go to the ER. WHICH ALSO TAKES FOREVER AND IS VERY Exhausting for injured or seriously ill patients. Everything is based upon the least amount of necessary care to expend on the patients. I believe health care professionals need to be cared for too, and schedules seem crammed full. Which gets me back to housing on the coast. How to fix it. Spend more money not less. Don't just be more efficient and frugal, make care more accessible not less. Senior populations need more, attentive and superior care to thrive for their remaining years.
- 338. Get more specialists here.
- 339. More female doctors who REALLY CARE about their patients.



Community Survey – Suggestions for Improvements

- 340. Bring in knowledgeable doctors who actually care about their patients.
- 341. I don't know.
- 342. The suggestions would not be cost effective, hence not feasible. This is a poor survey. Question #6 needs more response options; many of these questions are not yes/no responses. The lack of a good survey instrument begs the question what is the mindset of those gathering the information and their agenda or qualifications?
- 343. Upgrading hospital facilities and equipment, attracting more experienced doctors etc who will stay by paying them well and offering a more up to date facility. Training ALL hospital staff to be kind and courteous.
- 344. Better phone service/
- 345. Hire more qualified doctors and specialists who will live and work here. Have better administrative coordination and communication internally and between other Adventist Health offices where specialists may travel from, or have their home office. Have patient navigators or coordinators.
- 346. Keep consistent providers. Not having your traveling doctors ,PA's , and NP changing all the time.
- 347. Get organized! I know there are problems/troubles but we definitely need you!!!
- 348. Hits more primary care doctors
- 349. It seems there's a remarkable turn over of both medical and support staff, resulting in inconsistency of medical care (each year I have a new doctor) and under trained support staff. What can you do to retain quality people?
- 350. A complete restructure
- 351. Recruit, establish, and retain a group of competent physicians to cover primary health care, oncology, and orthopedic surgery.
- 352. Have enough medical and nursing staff here on the coast in the hospital and in the medical offices.
- 353. Get a phone answering system that can call one back if there is a backlog of waiting calls. Then actually call your patients back. No one is calling the hospital or the clinics just for the fun of it.
- 354. It appears one of the greatest needs for improved health care on the coast is more physicians and especially specialists. The wait time to see physicians is too long.
- 355. We need to have more support staff for the people who are providing care. We need housing for healthcare providers. We need everyone to understand the local healthcare providers are doing the best than can with what they have.



Community Survey – Suggestions for Improvements

356. Adventist needs to procure living spaces for the medical professionals they invite to move to the coast. Creative arrangements with local realtors, apartment house owners, home rental owners and others could ensure either short term or long term housing for incoming medical personnel. If you do not help them find housing, we will continue to fail to attract them to the coast.
357. Modernize record collection. Streamline appointment process. Answer the phone.
358. Don't know
359. Build a new hospital
360. Hire and train more people to answer the phones (see question 17). Stop spending so much money on advertising - such as half-or-full page ads for new physicians inland, in the coast newspapers.
361. Stop sending out surveys than can be answered multiple times by same person. There is no scientific validity to this survey.
362. I would say hire more front office help, unfortunately where would they live in our community- there is no housing for people who can't afford to pay an exorbitant amount for housing. From my experience, Being able to respond to callers at the clinic is a high priority.
363. More specialists; it's time consuming and tiring driving back and forth to Ukiah.
364. ?
365. GET A GOOD GI M.D. DIAGNOSTIC SERVICE
366. I need someone to help me get back into RCMS, who kicked me out in Feb. 2020 in the beginning of the Pandemic. I live 20 min. from RCMS, and 2.5 hours from Ft. Bragg, am 80 years old, disabled, and have a 20 year old car which does not always run. It is a great HARDSHIP for me to try to access ANY Healthcare (including Mental Health, Dental, ALL OF IT), due to RCMS kicking me out. They are doing CRIMINAL MEDICAL NEGLIGENCE to me and they WANT ME TO DIE! (I ONLY HAVE A LAND LINE. NO COMPUTER IN MY HOME, SO YOU CAN ONLY PHONE ME AT 707-884-4703, let ring 5 times), and do not email me! I will not get it. No one will help me with this matter. Can you?
367. Pretty obviously, more specialty doctors. It's hit or miss and has been for quite some time.
368. Offering OB services, including abortion.
369. We need L&D back at the hospital. Its not really about money, its about the future of our community. We can't expect families (our future) to live here without adequate services. And elder care needs some new thinking.
370. Access to primary care.
371. Need more specialist doctors



Community Survey – Suggestions for Improvements

- 372. Hire a competent supervisor at the clinic!
- 373. An option to see gynecologist, rheumatologist & dermatologist here on the coast. Even if they just came over once or twice per month. It would also be helpful if the people who work the front desk at the clinic were friendlier and sent referrals in a timely manor.
- 374. Some of the Dr.s need to remember that if it wasn't for the patients, they wouldn't have jobs. They are not gods. Stop. and listen. to the patient. the person. who is in pain, discomfort, and distress.
- 375. Add labor and delivery services; work more closely with MCC.
- 376. Personal physician or nurse practitioner retention.
- 377. Hire more doctors and make more common surgeries available.
- 378. Answer the damn phone!
- 379. Care about the residents who live here. Hire more health care providers.
- 380. More services on Saturdays.
- 381. You can train your staff to treat patients with respect and to follow the same protocol as those in Ukiah telling patients exactly what is happening and why and encouraging patient input and understanding in the procedures and directions. You can increase access in a timely manner to services provided. You can create connectivity to the other two hospitals and doctor care in the region so that they are all on the same page. You can educate the public of what will change and educate them to expect better service in the future. You can staff the hospital and Family clinic adequately so that the public will be able to use the services more easily and in a more timely fashion. Please find more permanent Physicians who will be available to patients rather than traveling doctors who are gone for around 20 to 28 days of the month.
- 382. I honestly wish I knew. Probably recruiting new younger providers, having a radiology group that is local and not an outside contractor, bringing back Obstetrics and having a reproductive health clinic that provides ALL reproductive options for families. Having a dermatologist, a better ophthalmologist, a urologist.
- 383. Speedier communication. Get everyone on the same page. Include the Coast Clinic in the loop, otherwise people and information get lost in the shuffle.
- 384. Pay attention to detail and get records to the proper place. Follow up to ensure information is received.