Emerging Issues in Rural American Health:
An Evaluation of the Rural Assistance Center
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RAC Requests December 2002-May 2004 (n=1,188)

Request Type and Frequency

**General Requests**
- Statistics and Research, 14.9%
- MISC, 8.9%
- Contacting/Networking with Others, 4.8%
- Technology/Telehealth, 2.3%
- Rural Access to Emergency Devices (RAED), 1.9%
- Long Term Care/Elderly/Aging, 1.9%
- J1 Visa Program, 1.7%
- MUA-HPSA, 1.6%
- Recruitment/Retention, 1.4%
- Assessment Tools for Hospitals/Facilities, 1.4%
- Rural Employment (job seekers), 1.3%
- Economic Development, 0.9%
- Domestic Violence, 0.9%
- Tribal Programs and Funding, 0.9%
- Personal Insurance, 0.8%
- Faith Based Funding, 0.8%
- EMS, 0.8%
- Other Categories, 5.9%

**Funding Requests**
- Capital Funding and Equipment, 7.1%
- General Requests for Funding, 4.3%
- Personal Financial Needs, 4.2%
- Educational Reimbursement, 3.1%
- To Open a Clinic, 2.6%
- Rural Health Outreach, 0.9%
- To Keep Clinics Open, 0.6%

**Funding for Programs**
- Human Services (e.g. rec programs, prevention, etc.), 5.9%
- Health (diabetes screenings, etc.), 3.8%
- Housing, 3.2%
- Education, 1.6%
- Transportation, 0.6%

**Rules and Regulations**
- Rural Health Clinics, 4.3%
- Critical Access Hospitals, 2.3%
- FQHC’s, 2.2%
- Define Rural, 1.4%

RAC Client Comments

“I just clicked onto your website and found it to be one of the most informative, easily read sites I’ve ever read. Your site contains the information I was looking for in a format that saves research effort for time-crunch grant writers who are trying to survive state and federal budget cuts. Thank you for this wonderful effort. Keep up the great work.” -RAC client

“I think the resources available through the RAC are outstanding - a real boon to rural health networks. I have referred your site to several of my colleagues over the years. Keep up the good work!” -RAC client

RAC Listserv Client Profile

(n=1090) of 1366

How Do Clients Find RAC?

n=1090

- Word of Mouth: 33%
- Web Link: 13%
- Conference: 12%
- Email: 13%
- Online Search: 14%
- Other: 17%
- Undetermined: 6%

RAC Outcomes

870 satisfaction survey e-mails were sent to all of the clients to whom RAC has provided customized assistance with an e-mail address on record. 770 were marked as delivered; of those 8.5% responded (N=66). Two outcome questions were included, “What occurred as a result of using the Rural Assistance Center?” and “How many people were impacted…?”

Satisfaction with Services

“Would you recommend RAC services to others?” (n=66)