



Colorado Department  
of Public Health  
and Environment

**GLOBE AREA  
MEDICAL MONITORING PROGRAM  
PARTICIPANT SATISFACTION  
SURVEY RESULTS**

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In January of 1996, a satisfaction survey was mailed to adult participants in the Globe Area Medical Monitoring Program. Participants were asked if they were satisfied or not with specific components of the program, such as making an appointment, the testing process, and the follow-up information provided. The survey questioned if they received fact sheets about health effects of three metals; lead, arsenic, and cadmium, and information about other health concerns which may be related to the Asarco Globe Plant. The survey also asked about the usefulness of the program information, and if they would like additional information. Major findings of the survey, planned follow-up activities, and detailed results are described below.

**Major Survey Findings:**

The majority of people who responded to the survey said they were satisfied with program services in general, and would recommend participation in the medical monitoring program to a friend or neighbor who has health concerns which may be related to the Asarco Globe Plant. Several people wrote that everyone was courteous and helpful, very efficient and professional. A few people thanked us for the concern shown, said they appreciated the information from the program, and said a program like this should always be offered in areas of environmental contamination.

While most people were satisfied with the services provided by the medical monitoring program, some participants gave specific reasons why they were not satisfied, or commented on the services they received. Many people commented that they never met with the program physician. If a person had an elevated test result, they were asked to come back for another test to confirm the result, and meet with the program physician to discuss the test result. Because most people had results below the program's protective action levels, they did not need to talk to the doctor based on their test results. However, anyone who wanted to meet with the doctor could call the field office and ask for an appointment.

Several people said they had to come back for a repeat test. Sometimes the urine test had to be repeated to achieve a reliable test result. For example, if the urine was too dilute, the amount of metals that can be found may be reduced. These participants were asked to come back for another test. For some people, especially young children, getting a blood sample was difficult, so they had to try several times. Not all people received both blood and urine testing. In general, people who lived in the area around the plant ("footprint area") were offered both a blood and urine test, and people who lived outside of the area were offered a urine test. These blood tests show only recent exposure to metals, so the blood tests are not helpful in assessing exposure to metals from the plant for people who no longer spend much time in the area. The urine tests can show long-term exposure or health effect from cadmium.

Many participants said they have additional questions about test results, health effects from the metals in the environment, and specific health concerns which they believe may be related to the plant. Several people mentioned specific health problems that cannot be detected by blood and urine tests, and are concerned about other health issues which may be related to the plant.



**Recommendations/Next Steps:**

To help clarify what the testing program can show, why the specific tests were included, as well as the limits of the program, a new informational fact sheet will be prepared and made available at the Medical Monitoring Field Office and the Colorado Department of Public Health and Environment. In addition to written information, the program physician will hold small discussion groups in the community to talk about common concerns. Also, anyone with health concerns, which they believe may be related to contaminants from the Asarco Globe Plant, is encouraged to make an individual appointment with the program physician.

Anyone with questions about the medical monitoring program is encouraged to call Nancy Strauss at the Colorado Department of Public Health and Environment, (303) 692-3407. If you have specific questions about your individual test results, or a specific health concern you would like to discuss with the program physician, please call the Medical Monitoring Field Office at (303) 296-6532. Informational fact sheets, including information about the program, health effects from lead, arsenic, and cadmium, ways to reduce exposure to these metals in the environment, metals and nutrition information, and annual reports of the program's findings and summary test results are available from the field office or the health department.

**Detailed Survey Results:**

Surveys were mailed to those who participated from the beginning of the program in March of 1994 through December of 1995. Of the 924 people who received surveys, 158 responses were received, a 17% response rate.

Responses to specific components of the program were very positive, with 93% satisfied with making an appointment, 95% satisfied with filling out the consent form and questionnaire, and 89% satisfied with the testing at the clinic. Ninety-six percent (96%) of the respondents indicated they were satisfied with the courtesy of the program staff.

Eighty-five percent (85%) of the respondents said they received fact sheets about the health effects of lead, arsenic, and cadmium, and 74% said they would like additional information. Ninety-three percent (93%) said they received a letter explaining individual test results, 82% said the test results were explained adequately, but 36% said they still have additional questions or concerns about what the test results mean. Seventy percent (70%) said they received information about their health concerns, but 35% said they still have additional health concerns.

*The Globe Area Medical Monitoring Program provides confidential testing of blood and urine for residents surrounding the Asarco Globe Plant to evaluate exposure to lead, arsenic, and cadmium. The Program provides follow-up testing, medical consultation, and environmental investigations for individuals according to guidelines established by the program, and as recommended by the program physician. The Program also provides educational outreach for the community, including informational materials and medical consultation for anyone with health concerns related to the plant site. Program services began in March of 1994, and will be available as long as community soil clean-up activities are in progress. The Program is directed by the Colorado Department of Public Health and Environment. The Program is funded by Asarco, Inc. Printed in May 1996.*