

**Texas Medicaid 1115 Demonstration Waiver  
Region 2 Healthcare Partnership**

**Qualitative Community Health  
Assessment**

**Brazoria County**

**June 2012**



Prepared by  **TEXAS  
AHEC  
EAST** A program of  **utmb** Health

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Brazoria County Full Report**

**INTRODUCTION**

The Texas Legislature, in its 2011 Session, directed the Texas Health and Human Services Commission (HHSC) to cut costs in the Texas Medicaid program by expanding managed care for eligible participants. The Commission had previously piloted two variations of managed care programs for Medicaid. This experience served as the basis for request of a waiver from the Center for Medicare and Medicaid Services (CMS) of the U.S. Department of Health and Human Services to authorize the legislatively directed change for Texas.

In December 2011, CMS approved the Texas application request, resulting in the Texas Healthcare Transformation and Quality Improvement Program, better known as the 1115 Demonstration Waiver. The Waiver is approved for a five year period, after which it may be renewed if evaluation of the state's refined and expanded program demonstrates that it met its milestone measurements. Two major categories of funded effort are to be carried out in the 1115 Demonstration Waiver. Funds are to be provided to support an *Uncompensated Care Pool* (UC) which will make supplemental payments to providers for direct healthcare services provided to eligible patient participants. The *Delivery System Reform Incentive Pool* (DSRIP) will provide funds supporting projects that improve the care experience, improve population health, and contain costs.

To administer the program, Texas has been divided into 20 regions, with a designated anchor organization serving as convener for regional stakeholders; coordinator for regional planning; and single point of contact for HHSC. The Region 2 Healthcare Partnership consists of 16 counties in East and Southeast coastal Texas. Included are Brazoria, Galveston, Jefferson, Orange, Hardin, Liberty, Polk, San Jacinto, Tyler, Jasper, Newton, Sabine, Shelby, Angelina, Nacogdoches, San Augustine counties. The University of Texas Medical Branch (UTMB) at Galveston was confirmed as the anchor organization for the Region 2 Healthcare Partnership (RHP).

A critical element of the 1115 Demonstration Waiver in its first year of implementation is the completion of a community health assessment. The Region 2 Healthcare Partnership *community health assessment consists of two major components, quantitative and qualitative information.*

The *quantitative community health assessment* prepared by the University of Texas - School of Public Health in Houston and the UTMB Center for the Elimination of Health Disparities, is composed of information gathered from a wide range of existing data sources. That data is presented in a way that helps the reader understand important demographic and socioeconomic characteristics of Region 2. The data also provides evidence of the health status of individuals and communities, including morbidity and mortality from acute and chronic health conditions, as well as cancer incidence. Readers will also see data regarding health services delivery, health resources, and information regarding socio-cultural and environmental effects on individual and community health.

The *qualitative community health assessment*, designed and conducted by the Texas Area Health Education Center (AHEC) East program, AHEC has worked in the 16 counties of Region 2 for 20 years, and has connected with partners and other information resources seeking the ideas, opinions and perspectives of residents of the 16 county service area of Region 2. The qualitative community health assessment identifies what people believe about health issues, health services, and health resources in the community.

## **QUALITATIVE COMMUNITY HEALTH ASSESSMENT PROCESS**

The Texas AHEC East (TAE) initiated the Region 2 Qualitative Community Health Assessment (CHA) in late May 2012. TAE set a goal of contact in each of the sixteen Region 2 counties by at least one of the following three basic methods of information collection designed to engage community residents:

- 1) *Key informant interview* – This structured interview consists of eleven open-ended questions designed to gain insights regarding key informant perspectives on health and well-being; health status of the community; health services and resources; and directions in health and healthcare for their community. Key informants for the sake of this information gathering process were identified from among formal elected, and recognized informal community leadership; health, social services, and education sector leaders; and others referred by participants. A key informant demographics tool was also used to better understand the background of the key informants.
- 2) *Survey in paper and online format, available in English and Spanish* – The survey consists of 27 questions, including demographic information, that seeks respondents' knowledge and understanding of basic health issues; access to health services and other health resources; and the relative importance of a variety of health resources and services. The survey targets those individuals who are likely to be consumers of 1115 Demonstration Waiver services in the Region 2 Healthcare Plan. Paper surveys were placed at clinical sites and social services organizations and agencies, where clients were asked to fill out the survey and drop them in a box for pickup. The online survey web link was widely distributed among AHEC and partner community contacts across the sixteen county region.
- 3) *Focus groups* – A focus group format, including instructions and moderator guide for questions and process was developed. AHEC staff asked community partner organizations to invite participants from among their respective constituencies to gather for participation in information gathering sessions. The focus group information tool included eleven questions that were similar in context to the survey tool, crafted for group discussion rather than individual response. A demographic data-gathering tool was also designed to be able to profile the group.

## **RESULTS**

### **Key Informant Interviews** - 21 (19 Brazoria specific, 2 regional responses) Completed

Average time of county residence: 31 years

#### Informant Characteristics:

- 8 male, 13 female
- Average age range 45-54 years
- Ethnicity/Race: 76% White, 19% Hispanic, 4% American Indian
- 76% of informants hold a bachelors degree or higher

#### Employment Industry/Insurance Coverage:

- Employer: 57% healthcare, 38% government/public service, 14% other (banking, public member, nonprofit) \*Note informants allowed to mark multiple categories
- 100% of participating informants reported having insurance
- Sources of insurance coverage: 76% private insurance provided by employer, 14% Medicare, 9% private insurance from other source

## Interpretation of Health

Most common descriptor:

Being able to enjoy a full life in both quality and length

Additional interpretations:

- Feeling good without aches and pains,
- Not having to take medication daily or go to the doctor frequently
- Having access to education (health literacy and scholastic)
- Access to healthcare
- Access to healthy foods and activities, eating well
- Physically and mentally free from issues
- Living a lifestyle which minimizes consequences

Over 67% of informants did not feel that most of the citizens of Galveston County would meet their interpretation of health

## Challenges/Barriers to health

Most common:

- Transportation – especially for areas outside of the city limits, available transportation does not go where needed (ex. Transportation will not take clients to new UTMB facility at Victory Lakes)
- Lifestyle issues – fast food accessibility, lack of built infrastructure or other resources to support exercise, high alcohol abuse, tobacco use, people work in physical labor jobs and consider it exercise or are tired at the end of the day making additional exercise less likely, high chronic disease
- Mental / behavioral health access – limited with private insurance but not available to those with Medicaid, CHIP or no insurance

Additional challenges / barriers listed:

- Economic factors – high poverty (lack of funds for healthcare co-pays, medications, deductibles, healthy foods, etc), high uninsured/underinsured population,
- Access to healthcare (primary care and specialty care) limited, especially for those with Medicaid or uninsured
- Geographic characteristics – Large county with services easily accessible (ex. DSHS offices located in Alvin and Clute, Makes it hard for people to apply for services)
- Lack of knowledge related to available services
- Lack of health education / support resources
- Crisis driven community – no screening and prevention resources so people wait until they are very ill to seek(get) care
- No one to help navigate the system
- Lack of motivation – people would rather spend money on other things

Majority of informants felt that those with and without private insurance experience many of the same challenges. The primary difference is related to those with private insurance having a greater the ability to access healthcare resources.

## **Perception of Local Healthcare Services/Infrastructure**

### Access to health services:

- Mental health care gap – not enough mental health providers
- Not enough Family Practice/Geriatric providers – many are not taking Medicare/Medicaid or are not taking new patients
- Access to specialty care difficult
- Access limited for uninsured / cash pay

### Quality of services:

- Well done for small community
- Overall system has gotten better

### Efficiency/Effectiveness:

- System is crisis driven
- Hospitals/nursing homes/pre hospital care works together
- Patients are not linked to follow-up

## **Activities/Programs to improve health (Social Infrastructure and Resources)**

- Transportation
- Increase in charity care / indigent health program
- Education and support for prevention and chronic disease management – engage community support system
- Incentives to encourage people to make changes
- Increase access to primary care and specialty care
- More mental health services
- Increase wellness and exercise access
- Increased services to address addiction issues
- Walk-in clinic for uninsured
- Assistance navigating the system
- Expanded medication assistance program –existing program saved people in the county almost \$1 M last year

## **Trends**

Major changes/trends anticipated in current healthcare infrastructure and environment between 2012 and 2016

- Decreased healthcare funding will have a negative financial impact
- Medicaid / Medicare cuts
- Uncertainty – concerned it is a “shell game”
- Less Medicaid fraud
- More accountability
- More community guidance / community lead services

Major changes/trends in population characteristics and insurance coverage expected by 2016

- Increase in unemployment
- Decrease in the number of people insured through their employer
- Diabetes getting worse

- Requiring people to be more accountable to qualify for services/assistance
- Push to help people be more self sufficient
- Increase in indigent rates
- Older / sicker population
- Increase in mental health/substance abuse coverage

## **Survey Information**

### **Respondent Characteristics**

- Surveys were placed in fifteen sites, with collection of 182 in English and 31 in Spanish.
- 151 female, 64 male.
- Ranged in age:
  - 21 and Under – 39
  - 22 - 34 years old – 74
  - 35 - 44 years old – 43
  - 45 - 54 years old – 36
  - 55 - 64 years old – 19
  - 65 and older - 4
  - Decline to answer -0
- For those reporting ethnicity, white 111; Hispanic 88; Black 16; Asian Indian 1; Chinese 2; Japanese 1; Vietnamese 1; Filipino 3; Cambodian 1.
- Education attainment:
  - Less than 6<sup>th</sup> grade - 12
  - 7 to 10<sup>th</sup> grade - 32
  - 11<sup>th</sup> grade – 20
  - 12<sup>th</sup> grade - 50
  - Some college – 70
  - Associate degree – 17
  - Bachelor degree – 8
  - Masters or higher - 3
- Average years in county – 18
- Work
  - Not currently employed - 121
  - Retired – 9
  - Healthcare Services – 5
  - Retail - 10
  - Hotel / Restaurant – 10
  - Government / Public Service – 6
  - Manufacturing - 3
- Healthcare provided in Angleton (63), Alvin (51), Don't have one (20), Lake Jackson (18), Pearland (12), Houston (7), Brazoria (3), Freeport (3), Sweeney (2), Clute (1), Dickinson (1), Galveston (1), Manvel (1), Scarsdale (1), Katy (1), UTMB (1), Victoria (1), Austin (1)
- Insured: 95 yes; 118 no
  - By self (74); private insurance (27); Medicaid (76); Medicare (25); Other governmental (3); Mom (2); Spouse (2)
  - Children insured by:
    - Does not apply – 62
    - Self - 16
    - Medicaid - 82

- Medicare - 3
- Private Insurance (including employer plans) – 16
- C.H.I.P. – 19

## Interpretations of Health

- Self-rated knowledge of
  - local healthcare services: 13% poor; 29% fair; 45% good; 13% excellent
  - county healthcare services: 21% poor; 34% fair; 37% good; 8% excellent
- 21% smoke or use other tobacco products
- Respondents reported having diabetes (28), asthma (17), COPD/Emphysema 9, heart disease (8), high blood pressure (7), Cancer (2), and other, including seizures, bipolar disorder, depression, schizophrenia, blood disorders, thyroid disorders, arthritis, stomach disorders, and others
- Being healthy means – diet/nutrition (59); exercise (38); not sick (21); feeling good (14); good mental/physical shape (13); important (13); watching/maintaining weight (13); take care of family (12); active (11); not overweight (11); take care of self (11); fit/ in shape (9); not dependent on medication (9); regular doctor visits (9); able to be with family/friends (8); everything (8); no disease (8); a lot (7); good health (7); longer life (7); no drugs (7); no health issues (7); not smoking (7); able to work (6); being happy (6); no pain (6); able to walk (5); no drinking (5); physical strength (5); take meds correctly (5); access to healthcare (3); energy (3); no addictions (3); no mental issues (3); not needing to see doctors (3); not stressed (3); sleeping well (3); able to think/speak clearly (2); control diabetes (2); getting enough sleep (2); good blood pressure (2); good cholesterol (2); health literacy (2); hobbies (2); living right (2); mentally alert (2); not depressed (2); not feeling bad (2); preventive healthcare (2); sound mind (2); spiritually okay (2); taking vitamins (2); able to pay for health care; able to socialize; anger management; assistance with getting medications; better memory; blood tests; clean air; decreased seizures; diabetes under control; drinking clean water; emotionally calm; emotionally well; financially stable; good breathing; good hygiene; healthy heart; independent; lower medical costs; mental health counseling; no limitations; no pollutants; no worries; not being bipolar; not diabetic; not hearing voices; not living in a hospital
- Based on these concepts of being healthy -
  - 58% believed themselves to be healthy because:
    - Exercise (17); eat healthy (14); not sick (7); no drugs (5) no smoking (5); take care of self (5); take meds correctly (5); active (4); make healthy choices (4); fit/in shape (3); healthy weight (3); able to work (2); cycling (2); for the most part (2); losing weight (2); able to function; care about health; cook at home; drinking water; good hygiene; healthy heart; healthy organs; energetic; I'm young; no alcohol; not having to see doctor regularly; not suicidal; on medications; received help; spiritual; take care of family; take vitamins; vegetarian; walking; yearly check-ups
  - 42% consider themselves unhealthy because:
    - Overweight (16); eat unhealthy foods (9); health issues (8); diabetes (7); smoke (7); mental issues (6); chronic pain (5); don't exercise (5); cost of health care prohibitive (3); high blood pressure (3); kidney issues (2); medications (2); anemia; blood circulation; can't afford healthy food; can't get coverage due to diseases; can't walk well; cost of healthy foods prohibitive; depression; don't see doctor; epilepsy; getting there; hernia; high cholesterol; high triglycerides; IBS; many health issues; migraines; no energy; no help; not able to take care of self; only when I'm pregnant; physical limitations; sick; sleep apnea; sleep well; stress; strokes; tachycardia; time limitations on exercise

- 38.5% believed people in the county are healthy, because:
  - active (7); good medical care available (3); cleanliness (2); eat well; good health literacy; happy; walking
- 61.5% believed people in the county are unhealthy because:
  - Obesity (34); not eating healthy (15); chemical plants (8); smoking (7); cancer (6); fast food (6); cost of medical care (5); not worried with being healthy (5); don't exercise (4); drinking (4); drug use (4); not able to get medical care (4); not taking care of self (4); cost of healthy foods (3); happy (3); lack of health literacy (3); mental illness (3); people work hard to meet needs (3); sick (3); some are healthy, some aren't (3); bad drinking water (2); diabetes (2); diseases (2); lazy (2); medical issues (2); need help (2); not active (2); polluted air (2); addiction; breathing issues; cost of health insurance; CPOD; Disability; health problems; high blood pressure; homeless; lack of community activities; lack of trees; low economy; medications; no counseling services; no nutrition classes; no places to work out; over prescribing by doctors; public school food not healthy; social; stress; too young to get help

### Challenges/Barriers to being healthy

- for self:
  - Nutrition (55); Exercise (25); Mental Health (13); No Health Insurance (12); Lack of motivation (11); Healthy food is expensive (11); Financial Reasons/No Money (11); Obesity/Overweight (10); Smoking (9); Lack of Education/Knowledge (7); Can't afford prescriptions (6); Motivation (5); Access to healthcare providers (5); Stress (5); Environment (4); Vitamins (3); Lazy (3); Access to a safe place to exercise (2); Healthcare (2); Transportation (2); Drug Addiction (2); Unemployment (2); Lack of Support; Cancer; Taking Medication; Can't afford co-pay/ or deductible; No access to affordable insurance and services; Getting sick or injured and not being able to afford to go to the doctor, or needing to have unexpected surgery and not being able to pay for it or the aftercare; unequal opportunities give to people; the high cost of doctors and medicines; follow your treatment if you feel sick; there many characteristic restaurants with fast food on every corner and not get the nutritional value or calories in your meals more recreation centers for children and adults should have.
- 70% say there are barriers those with Medicaid, little, or no health insurance:
  - cannot afford a doctor without insurance (7); cost of visits keep people from seeing the doctor (7); too few medicaid providers (7); high cost (5); private insurance gets treated better (5); harder to see a doctor with no insurance (4); hard to qualify for medicaid (3); private insurance gets more privledges/opportunities (3); cannot afford medicine without insurance (2); experience with or without insurance the same (2); hurdles with medicare (2); lower income (2); makes it easier to pay for medical care (2); medicaid helps in getting medical care (2); more likely to be turned away if no insurance (2); no one will see you without insurance (2); not easy to pay for services with medicaid or no insurance (2); private insurance costs more (2); will be treated with or without insurance (2); will limit resources and choices of exams (2); cannot take care of family without insurance; cost too much to get better; deadly diseases not covered, will be left to die; deductibles are high with insurance; difficult to contact medicaid; discrimination; don't stress about how bills are paid if no insurance; finding a provider is hard; fix income; get good care on medicaid; good doctors don't want to take medicaid due to red tape; hard for uninsured to pay bills; harder to get treatment on medicaid/medicare; harder to maintain good health without ; have to take what is offered; healthy foods are more expensive; level cost rates of health care and medicine; limited sources of healthcare; many options available to stay healthy with little or no money; medicaid does not have enough types

of plans; medicaid has limits; more coverage with private insurance; more doctor visits with insurance; need insurance to get help; no copay on medicaid, insurance does; only choice to stay healthy; people on welfare have less care; range of coverage; some people cannot afford insurance; uninsured treated poorly; worth it once you get it;

## Resources

- Where to find information about resources:
  - Don't know (25); internet (19); 211 (SNAP) (16); Gulf Coast Center MHMR (15); Dept. of Health & Human Services (13); Yes (12); community clinic (11); family (6); human resources department (6); church (4); clinic (4); hospital (4); Brazoria County Health Department (3); case worker (3); Information (3); phone book (3); Red Cross (3); ask people (2); Government Assistance Programs (2); Medicaid (2); NAMI (2); Social Services (2); UTMB (2); agents; ask friends; Brazosport Medical; chamber of commerce; city office; civic group; county clerk; court house; food bank; food stamp office; friend; Gym; Health ; housing authority; Insurance company; Kelsey Seybold; Lendsey; Lil Elton; Neighborhood Center; private practice clinic; Salvation Army; State of Texas; Stephen F. Austin Clinic; United Way
- Aware of the following resources:
  - food assistance (48); healthcare (Medicaid) (43); food stamps (30); housing (25); food pantry (17); WIC (14); churches (7); Gulf Coast MHMR (7); clinics (6); food bank (6); CHIP (5); Dream Center (4); indigent care (4); 211 (SNAP) (3); All (3); clothing (3); Department of Human Resources (3); TANF (3); Brazoria Housing Authority (2); Believers Sanctuary (2); Everything (2); HUD (2); jobs (2); St Thomas (2); 1 office; A lot; ask people; assistance; bus transportation; Children's Medicaid; DATH; dental; financial help; Food Basket; food drives; government help; lights; Magnolia Acres; mental health; mother and child care; NAMI; Red Cross; salvation army; screenings; second chance resale; section 8; TDHR; transportation; welfare; women's shelter; women's violence center

*In the following tables, darker shading illustrates where votes tended to concentrate.*

## How to be Healthy

Have any of the following things kept you from being able to get what you need to be your healthiest?

	Never	Rarely	Sometimes	Always
Knowing what services are available	54	28	96	21
Understanding how to be healthier	64	35	81	21
Transportation	83	40	52	27
Access to healthy food	67	36	71	28
Cost of medication	53	20	86	45
Access to smoking cessation	129	12	27	21
Access to fitness resources	78	24	59	33
Lack of knowledge about issues affecting	61	35	81	20

my health				
Lack of preventative services	67	36	69	23
Difficulty navigating the healthcare system	56	28	79	29
Need help with paperwork / forms	77	37	65	18
Understanding of provider's instructions	73	39	55	18
Cultural or language barriers	129	24	31	12
No after hour or weekend services available	72	33	65	22

### Healthcare Access

How would you rate your ability to receive the following types of healthcare?

	Poor	OK	Good	Excellent	Not Available
Local hospital services	32	58	67	37	8
Local emergency room services	34	70	55	37	5
Local physicians / healthcare providers	24	66	73	33	3
Local dental services	47	58	58	28	9
Pharmacy services	15	48	80	55	3
Counseling / mental health services	24	45	62	42	12
Alcohol / drug abuse treatment services	25	48	55	35	19
Public health services	28	66	69	26	8
Health Education	34	57	69	26	9
Preventative health services	34	60	69	23	8
Case management services	29	59	64	36	7

### Healthcare Quality

For the healthcare services that you are able to get, how would you rate the quality of the services you receive?

	Poor	OK	Good	Excellent	Not Available
Local hospital services	22	72	65	26	10
Local emergency room services	32	69	60	26	7
Local physicians / healthcare providers	13	55	89	33	5
Local dental services	29	58	72	28	9

Pharmacy services	12	43	84	54	1
Counseling / mental health services	14	41	70	39	10
Alcohol / drug abuse treatment services	15	45	59	28	28
Public health services	22	55	78	19	10
Health Education	27	54	72	22	12
Preventative health services	27	52	80	17	10
Case management services	23	54	64	36	8

### Importance of Selected Services

Please look at the following list of services / resources and rate them based on how important you feel they are to making people healthier if there was a way to create these services / resources in the near future.

	Not Important		Somewhat Important				Very Important				
Increase the number of places to get healthcare	0	2	3	2	24	9	15	18	8	119	
Increase places to get affordable healthy foods	4	0	2	1	18	7	21	20	13	113	
Provide transportation to get to the needed resource or service	6	1	4	2	28	8	14	18	11	108	
Someone to help find and get the resources / services you need	3	0	1	7	28	12	12	21	11	103	
Increase the number of places to get counseling and mental health resources / services	7	3	3	1	32	9	14	20	11	98	
Access to smoking cessation	34	3	7	8	35	9	7	14	10	68	
Increased access to fitness resources (eg. walking trails, community exercise classes, parks)	2	1	4	4	28	13	16	12	16	101	
Access to weight management resources / services	6	1	5	1	28	7	14	23	13	100	
Access to preventative health services (eg. immunizations, mammograms, other health screening)	5	1	1	1	24	7	8	18	16	119	
Community based resources / services to help you better understand how to be healthier	3	3	4	0	31	6	13	20	14	105	

Community based resources / services to help you better understand conditions like diabetes, COPD, stroke and heart disease	6	0	2	1	30	8	12	17	11	110
Help understanding my medications	8	0	2	8	33	13	17	13	14	89
Access to services / resources after hours and on weekends	4	0	0	5	22	5	9	17	13	126

**Focus Groups** – No focus groups were held in Brazoria County in this phase of the CHA.

## **Appendices**

- Key Informant Interview Guide
- Key Informant Demographics Form
- Key Informant Questions
- Survey Instrument
- Focus Group Guide

Key Informant Interview Guide  
1115 Waiver Regional Health Partnership  
Region 2  
Rapid Community Health Assessment

The Texas AHEC East is working in conjunction with UTMB and others in the 1115 Medicaid Waiver Region 2 Regional Health Partnership to look at the health of counties within the service region. The answers you give will be combined with other key informant interviews, online surveys, and additional regional health data to better understand opportunities to make your community and the region healthier.

You are being asked to complete a key informant interview. The process should take approximately 20 minutes to complete and is completely voluntary. The interviewer will ask you a series of questions and record your answers. The information you provide will not be linked to you individually. Your participation or feedback will in no way affect any current or future healthcare services.

During the last legislative session, the Health and Human Services Commission (HHSC) was directed to achieve cost savings by providing Medicaid through a managed care program throughout the state. The 1115 waiver is designed, in part, to promote changes in the health care delivery system that will result in better care for individuals, better population health, and reductions in costs through system improvements. The waiver will be in effect for five years.

To assist the conversion to managed care, Texas has been divided into 16 Regional Healthcare Partnerships (RHPs). Your county is in the proposed RHP Region 2. The RHPs bring participants and stakeholders together to develop health care and community plans for public input and review. Each of the 16 RHPs has one "anchor" facility that serves as an administrative entity and a single point of contact. Your proposed anchor is the University of Texas Medical Branch at Galveston (UTMB).

To compensate the RHP for the delivery of Medicaid related healthcare in your community the waiver provides two pools of federal funds. The Uncompensated Care Pool (UC) covers the costs of care provided to individuals who have no third party coverage for the services provided by hospitals or other providers. The Delivery System Reform Incentive Payments (DSRIP Pool) is designed to reward hospital systems for improving access to care and the health of the Medicaid and uninsured patients they serve. In Texas, a total of \$29 billion is available for both pools for all 5 years of the 1115 waiver program.

You can find additional information about the 1115 Waiver and contact information for the Region 2 RHP leadership team at [www.utmb.edu/1115/](http://www.utmb.edu/1115/).

Thank you for agreeing to participate. \_\_\_\_\_ will be conducting your interview. They can be reached at \_\_\_\_\_. As discussed, the details for the interview are as follows:

**Date:** \_\_\_\_\_

**Time:** \_\_\_\_\_

**Location:** \_\_\_\_\_

If you have any questions or concerns before the scheduled interview or need to reschedule please contact:

Key Informant Demographics  
1115 Waiver Regional Health Partnership  
Region 2 Rapid Assessment

*Please mark the appropriate answer:*

**Gender:** \_\_\_\_\_ Male \_\_\_\_\_ Female

**Age Range:** \_\_\_\_\_ 21 and under \_\_\_\_\_ 22-34 \_\_\_\_\_ 35-44 \_\_\_\_\_ 45-54 \_\_\_\_\_ 55-64  
\_\_\_\_\_ 65 and over \_\_\_\_\_ Decline

**Ethnicity / Race: (mark all that apply)**

\_\_\_\_\_ White \_\_\_\_\_ Black, African American  
\_\_\_\_\_ Hispanic, Latino or Spanish origin \_\_\_\_\_ American Indian or Alaskan Native  
\_\_\_\_\_ Asian Indian \_\_\_\_\_ Chinese  
\_\_\_\_\_ Filipino \_\_\_\_\_ Japanese  
\_\_\_\_\_ Korean \_\_\_\_\_ Vietnamese  
\_\_\_\_\_ Native Hawaiian \_\_\_\_\_ Guamanian or Chamorro  
\_\_\_\_\_ Samoan \_\_\_\_\_ Other Pacific Islander: *Fujian, Tongan*  
\_\_\_\_\_ Other Asian: *Hmong, Laotian, Thai, Pakistani, Cambodian*

**Highest Level of Formal Education Completed:**

Year/Grade: 1 2 3 4 5 6 7 8 9 10 11 12

Some College Bachelors Degree Masters Degree Doctorate Degree

**What do you consider your permanent or full-time residence?**

City: \_\_\_\_\_ County: \_\_\_\_\_

**How long have you lived in this county?** \_\_\_\_\_

**Employment Industry:**

\_\_\_\_\_ Not currently employed \_\_\_\_\_ Education  
\_\_\_\_\_ Health Care \_\_\_\_\_ Government / Public Service  
\_\_\_\_\_ Retail \_\_\_\_\_ Manufacturing  
\_\_\_\_\_ Hotel / Restaurant \_\_\_\_\_ Other: \_\_\_\_\_

**Do you currently have health insurance?** Yes No

**If yes, what type:** \_\_\_\_\_ Medicaid \_\_\_\_\_ Medicare \_\_\_\_\_ Private Insurance through employer  
\_\_\_\_\_ Private Insurance through another source \_\_\_\_\_ Other: \_\_\_\_\_

**In what town is your personal healthcare provider located?** \_\_\_\_\_

- I would like to be notified of community based presentations about the completed community health assessment for my county.
- I would like to receive a copy of the community assessment when it is completed.
- I would be willing to provide additional feedback in the future as the Regional Health Partnership begins program planning.
- I would be willing to forward an online survey to others in my community to gather additional information.

Email address: \_\_\_\_\_ or contact information: \_\_\_\_\_

Key Informant Questions  
1115 Waiver Regional Health Partnership  
Region 2 Rapid Assessment

1. What does being healthy mean to you?

Based on that description, do you feel most of the people in (insert name) County are healthy?

Why or Why not?

2. Do you feel that whether a person has private insurance, Medicaid, Medicare or no insurance has an effect on their ability to meet your description of being healthy?

Can you explain your answer?

3. For those individuals with Medicaid, no insurance, or high deductible insurance in (insert) county, what do you see as the biggest barriers this population has to being healthier?

4. If you needed to find a specific health related resource (e.g. food, healthcare, housing) in this community and you did not know a where to find it, who would you call to find out if anything was available?

What health resources are you aware of that are currently available to those without private insurance in (insert name) County?

5. What types of health related resources or activities do you think would improve the overall health of the Medicaid, uninsured and under insured population in (insert name) County?

Which of these services or activities do you think would also have a positive effect on the general populations?

Finally, is there anyone that you feel is important for us to include in our interview process?

Thank you for taking the time to answer our questions. Your comments are extremely valuable as we gather information to create a comprehensive community health needs assessment regarding your community.

1115 Waiver Regional Health Partnership  
Region 2 Health Assessment  
Community Survey

The survey should not take more than 15-20 minutes to complete and participation is **completely voluntary**. **Your feedback will not be linked to you personally and will in no way affect any current or future healthcare services.**

Health and Human Services Commission (HHSC) has been directed to look for ways to save money by providing Medicaid through a managed care program throughout the state. The 1115 waiver is being put in place to promote changes in the health care system that will improve the care people receive, make communities healthier and reduce the cost of healthcare delivery. The waiver will be in effect for the next five years.

The Texas AHEC East is working in conjunction with others in the Regional Health Partnership for Region 2 to look at the health of counties within the service area.

**Your feedback** is very important to us as we gather information about the health of your community. The answers you give will be combined with other surveys, and then combined with additional regional data to better understand opportunities to make your community and the region healthier.

### Tell us about yourself:

Gender:

Male

Female

Age Range:

21 and Under

45 - 54 years old

Decline to answer

22 - 34 years old

55 - 64 years old

35 - 44 years old

65 and older

Ethnicity / Race: (Please mark all that apply)

White

Korean

Hispanic, Latino or Spanish origin

Native Hawaiian

Black, African American

Samoan

Asian Indian

Other Asian: Hmong, Laotian, Thai, Pakistani, Cambodian

Chinese

Guamanian or Chamorro

Japanese

Other Pacific Islander: Fujian, Tongan

Vietnamese

Filipino

Level of Education: (Please mark the highest level of education completed)

- |  |  |   |
|--|--|---|
| <input type="radio"/> Less than 6 <sup>th</sup> grade          | <input type="radio"/> 12 <sup>th</sup> grade | <input type="radio"/> Bachelor Degree         |
| <input type="radio"/> 7 <sup>th</sup> – 10 <sup>th</sup> grade | <input type="radio"/> Some college           | <input type="radio"/> Master Degree or higher |
| <input type="radio"/> 11 <sup>th</sup> grade                   | <input type="radio"/> Associate Degree       |   |

Where do you currently live?

City: \_\_\_\_\_  
Zip: \_\_\_\_\_  
County: \_\_\_\_\_

How long have you lived in this county?

\_\_\_\_\_

Where do you work?

- |  |   |
|--|---|
| <input type="radio"/> Not currently employed | <input type="radio"/> Government / Public Service |
| <input type="radio"/> Retired                | <input type="radio"/> Manufacturing               |
| <input type="radio"/> Healthcare Services    | <input type="radio"/> Not for Profit Organization |
| <input type="radio"/> Retail                 | <input type="radio"/> Enter an answer             |
| <input type="radio"/> Hotel / Restaurant     | <input type="radio"/> Other, please specify       |
| <input type="radio"/> Education              | _____   |

In what town is your healthcare provider located?

\_\_\_\_\_

Do you currently have health insurance?

- Yes  No

If **you received** healthcare tomorrow, who would pay for most of your bill?

- |  |   |
|--|---|
| <input type="radio"/> You  | <input type="radio"/> Other Governmental (V.A., Workers Compensation, etc.) |
| <input type="radio"/> Private Insurance (including employer plans) | <input type="radio"/> Other, please specify:                                |
| <input type="radio"/> Medicaid                                     | _____   |
| <input type="radio"/> Medicare                                     |   |

If **your children** received healthcare tomorrow, who would pay for most of their bill?

- Does not apply
- You
- Medicaid
- Medicare
- Private Insurance (including employer plans)
- C.H.I.P.
- Other, please specify: \_\_\_\_\_

How would you rate your knowledge of the health care services available in your local area?

- Poor
- Fair
- Good
- Excellent

How would you rate your knowledge of the health care services available in the rest of the county?

- Poor
- Fair
- Good
- Excellent

Do you currently smoke or use tobacco products?

- Yes
- No

Do you currently have any of the following health conditions?

- Diabetes
- Heart Disease
- COPD / Emphysema
- Asthma
- Cancer
- Other: \_\_\_\_\_

## Tell us about your community:

For which **county** are you providing feedback?

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What does being healthy mean to you?

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Based on your description of being healthy, do you think the people in your county are healthy?

Yes

No

Please explain:

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Based on your description of being healthy, do you consider yourself healthy?

Yes

No

Please explain

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---

What are some of the challenges or barriers you or others may have to being healthy?

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---

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---

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Do you feel the health challenges or barriers are different for those with Medicaid, no insurance, or a high deductible versus private insurance?

Yes

NO

Please explain

---

---

If you needed to find a specific health related resource (e.g. food, healthcare, housing) in this community and you did not know a where to find it, who would you call to find out if anything was available?

---

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What health resources are you aware of that are currently available in your community? (e.g. food assistance, housing, healthcare)

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Have any of the following things kept you from being able to get what you need to be your healthiest?

- |  |                                |                                 |                                    |                                 |
|--|--------------------------------|---------------------------------|------------------------------------|---------------------------------|
| Knowing what services are available                | <input type="checkbox"/> Never | <input type="checkbox"/> Rarely | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Always |
| Understanding how to be healthier                  | <input type="checkbox"/> Never | <input type="checkbox"/> Rarely | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Always |
| Transportation                                     | <input type="checkbox"/> Never | <input type="checkbox"/> Rarely | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Always |
| Access to healthy food                             | <input type="checkbox"/> Never | <input type="checkbox"/> Rarely | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Always |
| Cost of medication                                 | <input type="checkbox"/> Never | <input type="checkbox"/> Rarely | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Always |
| Access to smoking cessation                        | <input type="checkbox"/> Never | <input type="checkbox"/> Rarely | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Always |
| Access to fitness resources                        | <input type="checkbox"/> Never | <input type="checkbox"/> Rarely | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Always |
| Lack of knowledge about issues affecting my health | <input type="checkbox"/> Never | <input type="checkbox"/> Rarely | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Always |
| Lack of preventive health services                 | <input type="checkbox"/> Never | <input type="checkbox"/> Rarely | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Always |
| Difficulty navigating the healthcare system        | <input type="checkbox"/> Never | <input type="checkbox"/> Rarely | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Always |
| Need help with paperwork / forms                   | <input type="checkbox"/> Never | <input type="checkbox"/> Rarely | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Always |
| Understanding of providers' instructions           | <input type="checkbox"/> Never | <input type="checkbox"/> Rarely | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Always |
| Cultural or language barriers                      | <input type="checkbox"/> Never | <input type="checkbox"/> Rarely | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Always |
| No after hour or weekend services available        | <input type="checkbox"/> Never | <input type="checkbox"/> Rarely | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Always |

How would you rate **your ability** to receive the following types of healthcare?

- |                                       |                               |                             |                               |                                    |  |
|---------------------------------------|-------------------------------|-----------------------------|-------------------------------|------------------------------------|--|
| Local hospital services               | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Local emergency room                  | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Local physicians/healthcare providers | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Local Dental services                 | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Pharmacy services                     | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Counseling/mental health services     | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Alcohol/drug abuse treatment services | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Public health                         | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Health education                      | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Preventive health services            | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Case management services              | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |

For the healthcare services that you are able to get, how would you rate the **quality of the services** you receive?

- |                                       |                               |                             |                               |                                    |  |
|---------------------------------------|-------------------------------|-----------------------------|-------------------------------|------------------------------------|--|
| Local hospital services               | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Local emergency room                  | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Local physicians/healthcare providers | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Local Dental services                 | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Pharmacy services                     | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Counseling/mental health services     | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Alcohol/drug abuse treatment services | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Public health                         | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Health education                      | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Preventive health services            | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |
| Case management services              | <input type="checkbox"/> Poor | <input type="checkbox"/> Ok | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent | <input type="checkbox"/> Not available |

Please look at the following list of services / resources and **circle** the number that best shows how important you feel they are to making people healthier if there was a way to create these services / resources in the near future.

**1= Not important**

**5= Somewhat important**

**10= Very important**

Increase the number to places to get healthcare

Access to services / resources after hours and on the weekends

1 2 3 4 5 6 7 8 9 10

1 2 3 4 5 6 7 8 9 10

Increase places to get affordable healthy foods

1 2 3 4 5 6 7 8 9 10

1 2 3 4 5 6 7 8 9 10

Provide transportation to get to the needed resource or service

1 2 3 4 5 6 7 8 9 10

1 2 3 4 5 6 7 8 9 10

Someone to help find and get the resources you need

1 2 3 4 5 6 7 8 9 10

Increase the number of places to get counseling and mental health services

1 2 3 4 5 6 7 8 9 10

Access to smoking cessation resources

1 2 3 4 5 6 7 8 9 10

Increased fitness resources / services (eg. walking trails, community exercise classes, parks)

1 2 3 4 5 6 7 8 9 10

Access to weight management resources / services

1 2 3 4 5 6 7 8 9 10

Access to preventative health services (eg. immunizations, mammograms, screenings)

1 2 3 4 5 6 7 8 9 10

Community based resources that help you better understand how to be healthier

1 2 3 4 5 6 7 8 9 10

Community based resources that help you better understand conditions like diabetes, COPD, stroke, and heart disease

Help understanding my medication

1115 Waiver Regional Health Partnership  
Region 2 Rapid Assessment  
Focus group questions

1. What does being healthy mean to you?
2. Based on your description of being healthy, do you think the people in your county are healthy?  
*Why or why not*
3. What are some of the challenges or barriers you or others may have to being healthy?
4. Do you feel the health challenges are different for those with Medicaid, no insurance or high deductible insurance versus those with private insurance?  
*If yes, how?*
5. Have any of the following things kept you personally from being able to get what you need to be your healthiest?  
*Put these up on separate laminated cards, provide participants with dot stickers and ask them to put a dot on the ones that apply (allows for people to answer honestly with group-think pressure or embarrassment)*

Knowing what services are available  
Understanding how to be healthier  
Transportation  
Access to healthy food  
Cost of medication  
Access to smoking cessation  
Access to fitness resources  
Lack of knowledge about issues affecting my health  
Lack of preventive health services  
Difficulty navigating the healthcare system  
Need help with paperwork / forms  
Understanding of providers' instructions  
Cultural or language barriers  
No after hour or weekend services available

6. Tell me about your **ability to get** the following types of healthcare services?

Local hospital services  
Local emergency room  
Local physicians/healthcare providers

Local Dental services  
Pharmacy services  
Counseling/mental health services  
Alcohol/drug abuse treatment services  
Public health  
Health education  
Preventive health services  
Case management services

7. For the healthcare services that you have said you are able to get, how would you describe the **quality** of the services you receive? *You only need to ask about services identified as available in question #6*

Local hospital services  
Local emergency room  
Local physicians/healthcare providers  
Local Dental services  
Pharmacy services  
Counseling/mental health services  
Alcohol/drug abuse treatment services  
Public health  
Health education  
Preventive health services  
Case management services

8. If you needed to find a specific health related resource (e.g. food, healthcare, housing) in this community and you did not know a where to find it, who would you call to find out if anything was available?
9. What health resources (ex. food, housing, healthcare, health education, etc...) are you aware of that are currently available in your community?  
Please List:
10. *Put these up on separate laminated cards and hang on the wall or place on a table, provide participants with **13** dot stickers. After reading the intro statement, explain that they will need to place their stickers on the sheets based on how important they feel each item is to making people with Medicaid insurance healthier. They can put as many or as few stickers on each card as they like but can only have 13 stickers and must use them all.*

I have placed on each of these cards an idea to help people who have Medicaid as insurance become healthier. We are going to pretend the money fairy is going to give us some funds to make some of these things happen in your community. I need you to help the fairy decide which ideas you think would be the most helpful for the people with Medicaid in your community. I have given each of you 13 stickers. Each sticker counts as 1 vote. You can put as many or as few as you want on each idea but you need to put all your stickers somewhere and

you only get 13 votes. So for instance, if I think health education is the most important thing then I can put all 13 stickers or my votes on the sheet that says “available health education”. Likewise, if I thought five of the ideas are really important, I could divide my votes among the five ideas I support and put nothing on the others. Does anyone have any questions about how this works?

Before we start voting, I am going to read out loud the different ideas.

- Increase the number to places to get healthcare
- Increase places to get affordable healthy foods
- Provide transportation to get to the needed resource or service
- Someone to help find and get the resources you need
- Teach me more about my health issues to help me be healthier
- Increase the number of places to get counseling and mental health services
- Access to smoking cessation resources
- Increased fitness opportunities (eg. Walking trails, community exercise classes, parks)
- Access to weight management resources / services
- Access to preventative health services (eg. Immunizations, mammograms, screenings)
- Community based resources that help you better understand how to be healthier
- Community based resources that help you better understand conditions like diabetes, COPD, stroke, and heart disease
- Help understanding my medication
- Access to services / resources after hours and on the weekends

11. Is there anything else you would like us to know about the health or healthcare resources within your county?

*Open comment box*