



Texas Medicaid 1115 Demonstration Waiver Region 2 Healthcare Partnership

Qualitative Community Health Assessment

Galveston County

June 2012



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**Texas Medicaid 1115 Demonstration Waiver
Region 2 Health Partnership
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Galveston 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 - 16 (14 Galveston specific, 2 regional responses) Completed

Average time of county residence: 23 years

Informant Characteristics:

- 6 male, 10 female
- Average age range 45-54 years
- Ethnicity/Race: 56% White, 31% African American, 6% Asian Indian, 6% American Indian
- 87% of informants hold a bachelors degree or higher

Employment Industry/Insurance Coverage:

- Employer: 69% healthcare, 12% education*, 12% government/public service, 12% other (grassroots research / social service) *Note informants allowed to mark multiple categories
- 100% of participating informants reported having insurance
- Sources of insurance coverage: 63% private insurance provided by employer, 13% Medicare, 18% private insurance from other source, 6% other: 3 Share Plan

Interpretation of Health

Most common descriptor:

Being able to do what you enjoy or want to do without limiting restrictions based on personal health status

Additional interpretations:

- Multidimensional or whole person including physical, mental and spiritual health
- A long productive life – disease free, active, healthy, not having to take medication
- Access to things that keep you healthy – healthcare, healthy foods, clean air, infrastructure to promote exercise, etc.

Over 95% 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:

- Lack of access to affordable / available health resources including physical and mental health
- Transportation – not comprehensive, restrictions, cost
- Economic factors – high poverty (lack of funds for healthcare co-pays, medications, deductibles, healthy foods, etc), high uninsured/underinsured population, public/private decisions that do not support the health of the population (ex. choice to “push” tourism as main industry after IKE even though most of these jobs do not have healthcare coverage)

Additional challenges / barriers listed:

- Environmental issues – air and water quality specifically noted
- Lifestyle issues – fast food accessibility, lack of built infrastructure or other resources to support exercise, high obesity rate, tobacco use, impact of chronic disease
- Geographic characteristics –mainland / island / Boliver separated, movement of services post IKE have made access more difficult
- Lack of knowledge related to available services

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 what healthcare resources are available.

Perception of Local Healthcare Services/Infrastructure

Access to health services:

- Access to primary care considered fair to good for those with insurance but limited for those without insurance or those underinsured
- Regardless of insurance status, you are required to have the funds available upfront to be seen
- Access to specialty care difficult even for insured but almost impossible to access for those without insurance coverage
- Access made difficult by complex fragmented structure
- Access tends to be crisis driven

- Community based services have no additional capacity remaining (many running over funded capacity)

Quality of services:

- Growing emphasis on quality, patient safety and patient experience
- System provider centered, not patient centered -makes effort based not on what the patient needs but what we feel they need (patronizing)
- Community based organizations are doing what they can with limited funding and over use

Efficiency/Effectiveness:

- System not efficient – it does not leverage resources
- System does not effectively utilize PA, NP and CHW professionals as a part of the healthcare team
- No coordination among service providers
- System not integrated

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

- Transportation – increase availability to affordable/accessible mechanisms to get to needed services
- Coordination of services
- Case management to assist with system access and utilization
- More focus and support for healthy lifestyles – “creating a culture of wellness”
- Increase access to physical and mental/behavioral health services – need to integrate services
- Increase education and outreach activities tailored specifically to community and population groups (community based/not one size fits all approach)

Trends

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

- Large investment in technology including EMR, ability to remotely access images, reports, etc
- More accountability – Pay for performance will push evidence based medicine to standardize clinical practices
- Increase in collaboration between health districts, hospitals and other organizations
- Greater integration of services
- People on the margin will be further marginalized

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

- Increase in the number of people insured by publically sponsored insurance
- Population changes as a result of IKE will continue
- Aging population
- Increasing number of working population uninsured
- Some economic growth/development that may not however translate to economic development within healthcare, thus may stress the healthcare system (ex. outlet mall will bring job/economic growth but will not increase insured population)
- Uncertain, so much is based on the SCOTUS decision

Survey Information

Respondent Characteristics

- Surveys were placed in six sites, with collection of 170 in English and 47 in Spanish.
- 201 female, 42 male.
- Ranged in age:
 - 21 and Under – 40
 - 22 - 34 years old – 112
 - 35 - 44 years old – 40
 - 45 - 54 years old – 28
 - 55 - 64 years old – 18
 - 65 and older - 5
 - Decline to answer -4
- For those reporting ethnicity, white 84; Hispanic 108; Black 54; Chinese 2; Japanese 2; Filipino 1; Native Hawaiian 1
- Education attainment:
 - Less than 6th grade - 15
 - 7 to 10th grade - 38
 - 11th grade – 12
 - 12th grade - 63
 - Some college – 60
 - Associate degree – 18
 - Bachelor degree – 20
 - Master degree or higher - 10
- Average years in county – 16.2
- Work
 - Not currently employed - 120
 - Retired – 7
 - Healthcare Services –16
 - Retail - 20
 - Hotel / Restaurant – 124
 - Education – 16
 - Government / Public Service – 11
 - Manufacturing - 0
 - Not for Profit Organization – 0
 - Other, please specify: Baker; Caliber Collision Center; Child Care; Construction; Daycare; Disabled (3);Dow Chemical Janitor; Hairstylist; Homemaker (2); Volunteer; in elementary school; housecleaning; marketing; Moody Gardens; real estate broker; retired; SSI (2); student; waitressing; Wal Mart; Bank; Energy Risk Management; Finance-non retail; Insurance company; Parts/Service Center; Self-employed
- Healthcare provided in:
 - Galveston (79), Texas City (57), Dickinson (43), LaMarque (8), Houston (7), League City (7), Friendswood (4), Webster (3), Pasadena (2), Pearland (1), Clear Lake City (1)
- Insured: 122 yes; 116 no
 - By:
 - Self - 76
 - Private Insurance (including employer plans) - 27
 - Medicaid - 95
 - Medicare – 22
 - Other Governmental (V.A., Workers Compensation, etc.) – 2

- Other, please specify
 - CHIP (7); CHIP perinatal (3); do not know (2); My Boyfriend/Wife/mom/dad (4); my insurance pay so much and I pay difference; WHP; with help from fiance
- Children insured by:
 - Does not apply – 62
 - You - 23
 - Medicaid – 105
 - Medicare -4
 - Private Insurance (including employer plans) – 14
 - C.H.I.P. - 30
 - Other, please specify: Father, spouse

Interpretations of health

- Self-rated knowledge of
 - local healthcare services: 8% poor; 31% fair, 45% good; 19% excellent
 - county healthcare services: 15% poor; 35% fair, 39% good; 14% excellent
- 22% smoke or use other tobacco
- Respondents reported having:
 - asthma (33), diabetes (22), high blood pressure (10), heart disease (6), COPD/Emphysema (5), and other including seizures, bipolar disorder, depression, anxiety, ADD, allergies, RA, PAD, thyroid disorder, deafness
- Being healthy means –
 - diet/nutrition (64); exercise (47); not sick (24); disease/illness free (21); A lot (16); active (16); everything (16); mentally and physically healthy (10); not smoking (10); sleeping right (10); take care for self (10); not obese (9); fit (8); preventive care (7); regular doctor visits (7); able to work (6); better quality of life (6); important (6); live longer (6); no pain (6); off medicines (6); mentally alert (5); pain management (5); taking meds (5); take care of family (4); healthy (3); no drugs (3); spiritual (3); stress free (3); access health care (2); being productive (2); comfortable with spirituality (2); good hygiene (2); living healthy (2); no alcohol (2); safe pregnancy (2); vaccines (2); vitamins (2); ability to adapt and cope with changes; accomplish goals; drinking lots of water; following doctors advice; good blood sugar; good heart; happiness; high quality of life; ideal weight; losing weight; managing health conditions; no allergies; no asthma; not dependent on medicine; not in hospital; staying strong
- Based on these concepts of being healthy
 - 69% believed themselves to be healthy because:
 - Good exercise and nutrition (14); I rarely get sick (11); I take care of myself (9); I go to the doctor (5); I exercise (5); I eat healthy (4); I feel good (4); I do not have any diseases (4); somewhat (3); fairly good shape (2); don't smoke; I am getting there; I consider myself healthy but I know I could make better health choices I have health insurance and an income which allows me to buy DM test strips, go to the gym, etc; I am trying to live sober with the help of Gulf Coast Recovery; yes at least I'm trying to be to stay fit; I think if I try to be healthy and stay healthy and see your doctor.
 - 31% consider themselves unhealthy because:
 - Obese/Overweight (14); poor nutrition/diet (7); mental health issues (5); I feel bad (2); flu; allergies; blood clots; back problems; asthmas; diabetes; cost of healthcare/ no insurance; no exercise/physical inactivity; At the moment I don't consider myself healthy; For my age life changes (yest); I have bad habit, and I do need to lose weight; I

know I eat too much sweets but I do; I smoke and eat what I please; I try to be w/ exercise but my choice of bad habits have the best of me; need to try harder

- 41% believed people in the county are healthy because:
 - diet/nutrition (15); education (2)
- 59% believe people in the county are unhealthy because:
 - Overweight (28); health conditions (10); no exercise (7); cost of health care (5); diabetes (5); fast food (5); don't take care of self (4); drugs (4); no health insurance (4); smoke (4); lazy (3); medications (3); no healthcare (3); only living day-to-day (3); air quality (2); drink (2); heart problems (2); high cholesterol (2); lack of activity (2); no preventive care (2); not taken seriously (2); physical inactivity (2); sick (2); work (2); anxiety; bad hygiene; chemicals; don't care about health; fried foods; government cutbacks; high blood pressure; hypertension; ignore health issues; lack of public swimming pool; living conditions; migraines; more fast food places than exercise facilities; no environment/activities; not fit; poverty; qualifying conditions for health; programs exclusionary; respiratory disease; skin rashes; STDs; stress; transportation issues; unhealthy habits

Challenges/Barriers to being healthy

- for self:
 - Nutrition/Poor eating habits (43); cost of healthcare (27); Financial/no money (16); Lack of exercise (8); No time (8); Health food is expensive (9); Access/cost of fitness memberships (9); Obesity/Overweight (9); No motivation (5); Mental health (4); Environment (4); Lack of Transportation (4); Stress (3); Smoking (3); Diabetes (3); multiple health conditions (2); back problems (2); Sleep disorders (2); Hypertension (2); not managing chronic disease; tired; portion size in restaurants; genetics; asthma; water intake; homelessness; deaf.
- 60% say there are barriers for those with Medicaid, little, or no health insurance:
 - They receive better care (10); If you do not have insurance, you cannot go to the doctor (10); Can not afford the cost of co-pay (9); They received limited or minimal care (10); They can't afford private insurance (5); No difference, the same as other insurance (5); They do not go to the doctor (5); Inadequate healthcare (5); cost of medication (5); nutrition (3); Access to healthcare (3); You have to qualify for it (2); they do not have to worry about how they are going to pay for services (2); Middle class always has to pay; Politics; Some people like my house does not have the ability to have private insurance because our lifestyle does not; because I imagine that people who have some type of insurance they feel safer; they get diseases at the doctor; the truth but I do not know if that private insurance is good; because there is help for those who can not pay their medical costs; uninsured or high deductible take longer to go to the doctor than those with private insurance; people receiving Medicaid have access to regular routine visits free; Life is full of choices, I made the choice to work and pay for healthcare

Resources

- Where to find information about resources:
 - 211 (34); Internet (19); DHS/ Social Services (14); UTMB (13); Gulf Coast (10); Local Clinical (8); 4 Cs (7); Human Resources (7); Family (7); Galveston County Health District (5); Church/pastor (4); Ask a friend (3); yellow pages (3); NAMI (2); United Way (2); housing (2); St. Vincent (2);

Hospital; health care; primary care doctor, Coastal AHEC, Jesse Tree; Resource Guide; Wal-Mart; MHMR; 411; 911; 611; WIC; Insurance

- Aware of the following resources:
 - Food Assistance (30); Food Stamps (25); Medicaid (25); WIC (23); Housing (21); Healthcare (18); Jesse Tree (9); His Ministry Gleaning Harvest (6); 4C's/Coastal Health and Wellness (7); St. Vincent's (6); CHIP (5); Salvation Army (5); UTMB (3); Galveston County Health District (4); TX Department of Health (4); Church (3); None (3); Medicare (3); TANF (3); MI Lewis (4); Gulf Coast (2); Workforce; Senior Citizen services, TDHS; Dental, Health Education; Galveston Charities; Wesley Tabernacle United Methodist Church, Our Daily Bread; limited financial assistance with living expenses, FQHC clinics, few community based limited clinics; outreach assistant programs; Stephen Austin clinic

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	62	34	97	26
Understanding how to be healthier	64	46	74	35
Transportation	95	32	54	36
Access to healthy food	75	42	74	28
Cost of medication	51	22	93	46
Access to smoking cessation	136	20	38	16
Access to fitness resources	89	21	80	21
Lack of knowledge about issues affecting my health	72	38	79	26
Lack of preventative services	75	32	85	24
Difficulty navigating the healthcare system	75	30	88	24
Need help with paperwork / forms	89	36	67	21
Understanding of provider's instructions	87	34	75	21
Cultural or language barriers	126	28	45	18
No after hour or weekend services available	83	32	77	32

Health Access

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

	Poor	OK	Good	Excellent	Not Available
Local hospital services	25	42	85	75	6
Local emergency room services	22	52	81	69	6
Local physicians / healthcare providers	16	51	90	68	4
Local dental services	42	46	81	46	13
Pharmacy services	11	45	95	75	3
Counseling / mental health services	9	52	74	46	11
Alcohol / drug abuse treatment services	16	41	73	47	24
Public health services	24	51	71	53	13
Health Education	17	64	75	50	10
Preventative health services	26	63	66	49	15
Case management services	19	60	70	55	13

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	20	50	84	73	3
Local emergency room services	26	54	78	59	6
Local physicians / healthcare providers	4	56	92	73	3
Local dental services	30	52	80	45	12
Pharmacy services	6	60	75	75	2
Counseling / mental health services	11	47	65	52	16
Alcohol / drug abuse treatment services	11	47	67	45	29
Public health services	13	64	71	51	14
Health Education	18	60	76	45	12
Preventative health services	17	61	70	45	16
Case management services	10	60	74	55	17

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	9	0	4	5	11	12	20	17	7	132	
Increase places to get affordable healthy foods	6	2	1	3	14	10	14	19	18	131	
Provide transportation to get to the needed resource or service	6	0	5	5	28	10	15	23	13	117	
Someone to help find and get the resources / services you need	9	2	3	1	19	9	16	27	13	121	
Increase the number of places to get counseling and mental health resources / services	9	6	3	5	15	10	17	19	16	118	
Access to smoking cessation	35	3	6	4	30	13	18	15	12	82	
Increased access to fitness resources (eg. walking trails, community exercise classes, parks)	6	1	0	2	20	12	9	28	22	121	
Access to weight management resources / services	7	1	5	3	12	15	11	24	15	127	
Access to preventative health services (eg. immunizations, mammograms, other health screening)	6	0	1	2	10	10	11	21	20	138	
Community based resources / services to help you better understand how to be healthier	8	1	1	1	24	16	14	20	20	118	
Community based resources / services to help you better understand conditions like diabetes, COPD, stroke and heart disease	6	1	5	2	16	13	13	25	16	125	
Help understanding my medications	8	5	4	3	23	14	13	24	18	111	
Access to services / resources after hours and on weekends	9	0	1	0	16	8	11	18	16	130	

Additional Comments: Our community needs more mental health resources

Focus Groups

Description of Respondents (Demographics)

Number of focus groups: 2

Focus Group Participants– 15

Average time of county residence: 27 years

Participant Characteristics:

- 7 male, 8 female
- Average age range 55-64 years
- Ethnicity/Race: 40% White, 40% African American, 13% Hispanic, 7% Filipino
- Highest level of education completed:
 - <11 grade – 13%
 - 12 grade- 13%
 - Some college- 7%
 - Bachelors- 7%
 - Masters- 60%

- Participant tobacco use: 20% yes, 80% no

- Current health conditions:
 - Diabetes – 20%
 - Heart Disease- 13%
 - COPD/Emphysema- 0%
 - Asthma- 13%
 - Cancer- 7%
 - Other- 40%, High blood pressure, recovered from cancer, hypertension, CAD, high blood pressure, arthritic, back problem, high cholesterol, pregnancy

- Participants rated their knowledge of health care services available in the local area:
 - Poor- 0%
 - Fair- 33%
 - Good- 40%
 - Excellent- 27%

- Participants rated their knowledge of health care services available in rest of the county:
 - Poor- 20%
 - Fair- 33%
 - Good- 27%
 - Excellent- 20%

Employment Industry/Insurance Coverage:

- Employer: 33% retired, 47% healthcare, 20% government/public service, 20% other (disability, Jesse Tree, construction worker) *Note informants allowed to mark multiple categories
- 93% of participating informants reported having insurance, 7% of participants reported not have insurance

- Sources of insurance coverage: 13% Medicaid, 27% Medicare, 53% private insurance provided by employer, 7% you, 7% other (self pay)
- Six participants reported regarding source of insurance for children: 67% private insurance provided by employer, 17% Medicaid, 17% self pay

Interpretation of Health

- Being able to go to work and live a productive life without chronic disease
- Doing the things you want without pain
- Being able to eat anything without getting sick
- To perform ADL
- Healthy lifestyle- eating right and exercising, taking vacation, mental health, clean environment
- Feeling energetic

100% of participants did not feel that most of the citizens of Galveston County would meet their interpretation of health

Challenges/Barriers to health

- Live in environment with lots of plants - lots of chemicals, benzene
- Lack of access to physical and mental healthcare – especially specialty care and mental health
- Lack of funds for healthcare co-pays, medications, deductibles, healthy foods, etc
- Lack of education – “people don’t know what to do”
- Transportation – awareness of what is available, lack of money to access if they know about it
- Illegal drug and alcohol problem
- Reactive instead of proactive attitude
- Lack of motivation
- Large illegal population – lack access to government services
- Lack of access to affordable, adequate housing
- Children without consistent home – parents ⇔ grandparents ⇔ foster care ⇔ parents
- Lack of food and resources to buy healthy food (large amount of food wasted by restaurants/facilities)
- Lack of technology
- Lack of funds for A/C – heat gets people down, people don’t know about programs to help
- Access to care – lack of insurance, primary care (people waiting til sick or going to ER)
- Access to wellness care – not enough knowledge
- Medicaid/Medicare application process difficult (delays access to resources needed)

Majority of the participants felt that those without private insurance would have a much harder time receiving any type of healthcare service and were treated differently if able to access.

Perception of Local Healthcare Services/Infrastructure

Access to health services:

- Hospital services depends on ER otherwise non existent
- Mainland hospital good and if have money and insurance Clear Lake also available
- UTMB has a level 1 trauma center

- Adequate access to primary care if insured but little/dwindling resources for those without insurance
- Long wait for specialty care (waiting for over 1 year for a urology appointment, having to drive to the Woodlands for oncology care on indigent care program because nothing available locally)
- Excellent dental care, available at GCHD not does not include oral surgery and some other services
- Mental health services available but limited – 2 year wait list at MHMR, Medicaid only
- Alcohol and drug abuse treatment services are nonexistent - no hospital in county, total of 3 beds in the county with the rest shipped to Harris county.
- Public health is good but contingent on use
- Some health education programs are available but people may not know about them, have access to them or take advantage of them
- Preventative health is available through GCHD- more available for women than men, also concern about what is available if something detected
- Limited case management resources – need more of it, people are not getting what they need
- Little or no coverage for complimentary treatments

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

	Group 1	Group 2	Total
Help understanding my medication and getting help with the cost	12	10	22
Community based resources that help you better understand how to be healthier	2	6	8
Community based resources that help you better understand conditions like diabetes, COPD, stroke, and heart disease	3	6	9
Someone to help find and get the resources you need	3	7	10
Access to weight management resources/services	10	4	14
Access to preventative health services (ex. immunizations, mammograms, screening)	12	8	20
Access to services/resources after hours and on the weekends	5	8	13
Access to smoking cessation resources	3	4	7
Increase the number of places to get counseling and mental health services	21	6	27
Increase the number of places to get healthcare	8	6	14
Increased fitness resources/services (ex. walking trails, community exercise classes, parks, etc.)	8	3	11
Provide transportation to get to the needed resource or services	10	7	17
Increase places to get affordable healthy foods	7	3	10

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/.

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 th grade | <input type="radio"/> 12 th grade | <input type="radio"/> Bachelor Degree |
| <input type="radio"/> 7 th – 10 th grade | <input type="radio"/> Some college | <input type="radio"/> Master Degree or higher |
| <input type="radio"/> 11 th 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?

What does being healthy mean to you?

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

Yes

No

Please explain:

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

Yes

No

Please explain

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

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?

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

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