

Texas Medicaid 1115 Demonstration Waiver Region 2 Healthcare Partnership

Qualitative Community Health Assessment

Jefferson County

June 2012



Prepared by  TEXAS
AHEC
EAST A program of  utmb Health

**Texas Medicaid 1115 Demonstration Waiver
Region 2 Health Partnership
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June 2012
Jefferson 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 - 24 completed (13 Jefferson specific, 11 regional responses)

Average time of county residence: 31 years

Informant Characteristics:

- 8 male, 16 female
- Average age range 45-54 years
- Ethnicity/Race: 75% White, 21% African American, 4% Hispanic
- 88% of informants hold a bachelors degree or higher

Employment Industry/Insurance Coverage:

- Employer: 71% healthcare, 33% government/public service, 4% other (nonprofit) *Note informants allowed to mark multiple categories
- 100% of participating informants reported having insurance
- Sources of insurance coverage: 92% private insurance provided by employer, 4% Medicare, 4% private insurance from other source

Interpretation of Health

Most common descriptor:

Access to healthcare (financial and/or insurance resources) – includes screening/prevention resources, primary and specialty care, medication

Additional interpretations:

- Balanced physical, mental and spiritual health
- A long productive life – disease free, active, injury free, not having to take medication, “optimal level of functioning”
- Access to things that keep you healthy – healthcare, healthy foods, clean air, infrastructure to promote exercise, etc.
- Living in a community that supports health – environmentally safe, adequate EMS/pre hospital care, eating right, exercise, drug/alcohol free

Over 96% 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 especially for Medicaid and uninsured
- Lifestyle issues – extremely high obesity rate (5th in nation), tobacco use, impact of “life shortening diseases”, high salt/fat diets, lack of built infrastructure or other resources to support exercise, cultural/community background where healthcare is not a high priority and “old habits” are hard to break (rice & gravy, gumbo, fried foods)

Additional challenges / barriers listed:

- Economic factors – high poverty (lack of funds for healthcare co-pays, medications, deductibles, healthy foods, etc), high uninsured/underinsured population, lack of affordable decent housing
- Environmental issues – air and water quality specifically noted, high rate of respiratory and skin issues related to pollution
- Lack of education – wellness and disease management, people don’t understand how the healthcare system works and that there is a finite amount of resources available, unrealistic expectations/sense of entitlement
- Transportation – especially for those located outside the city limits, “no matter how cheap it is, if you don’t have the money then you can’t afford it”

Majority of the informants felt that those without private insurance would have a much harder time receiving any type of healthcare services. It was also noted that those who are able to access care may not receive as thorough treatment as those with private insurance.

Perception of Local Healthcare Services/Infrastructure

Access to health services:

- “If you don’t have private insurance or the means to pay, the infrastructure is BROKEN”
- Access to primary care good if you have private insurance
- Access to specialty care can be difficult even for insured but almost impossible to access for those without insurance coverage
- Very limited access for uninsured and those covered by Medicaid or CHIP
- Access to mental/behavioral health available but not adequate to meet the needs
- Litigious environment makes recruitment and retention of providers harder

Quality of services:

- High quality healthcare services are available but not recognized by the community
- Quality can vary depending on where you go and the timing

Efficiency/Effectiveness:

- System needs to recognize they that have a responsibility to fix it (broken system)
- ER and EMS utilized frequently for non emergent care
- No coordination / communication among service providers
- Physical and behavioral/mental health system not integrated
- Some employers incentivize seeking care in Houston and the local healthcare system is expected to provide follow-up care

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

- Transportation – increase availability to affordable/accessible mechanisms to get to needed services
- Coordination of services between providers
- Case management to assist with system access and utilization – centralized/“one stop” shop
- Increase access to physical and mental/behavioral health services (need to integrate services) especially for the uninsured / indigent (within target population neighborhoods)
- Education and outreach activities tailored specifically to community and population groups- needs to be truly available (days/times/locations/cost/culturally relevant)

Trends

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

- Budget cuts will cause admissions to be more stringent and treatment criteria to change – people may not get the same level of care
- Technology exploding – will allow better communication, telemedicine, social media, etc.
- Increase of acute care NPs at the floor level
- Added responsibilities for allied health professionals
- More accountability – “transparency effects everything”, evidence based medicine clinical pathways
- Healthcare condensed at acute care area
- Infrastructure effected by decreasing revenue

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

- Increase in deductibles and insurance premiums

- Increasing population especially aging and Hispanic populations
- Area poised for growth (EX Motiva)
- Increased chronic disease including dementia
- People putting off or not getting things done because they can't afford it
- Uncertain, so much is based on the SCOTUS decision

SURVEY INFORMATION

Respondent Characteristics

- Surveys were placed in nine sites, with collection of 69 in English and 8 in Spanish.
- 43 female, 34 male.
- Ranged in age:
 - 21 and Under – 12
 - 22 - 34 years old – 30
 - 35 - 44 years old – 16
 - 45 - 54 years old – 8
 - 55 - 64 years old – 9
 - 65 and older - 2
 - Decline to answer -0
- For those reporting ethnicity, white 26; Hispanic 13; Black 38
- Education attainment:
 - Less than 6th grade - 2
 - 7 to 10th grade - 10
 - 11th grade – 6
 - 12th grade - 24
 - Some college – 19
 - Associate degree – 8
 - Bachelor degree – 5
 - Master degree or higher - 2
- Average years in county – 23.2
- Work
 - Not currently employed - 42
 - Retired – 2
 - Healthcare Services –4
 - Retail - 5
 - Hotel / Restaurant – 1
 - Education – 2
 - Government / Public Service – 3
 - Manufacturing - 2
 - Not for Profit Organization – 4
 - Other: RISE, sales person, uniform company, doctor's office, construction, driver, construction/driver. Hair stylist
- Healthcare provided in Beaumont (45), Port Arthur (4), Nederland, Port Neches, Houston, Lufkin, Jacksonville, El Paso, don't have (3), n/a (6)
- Insured: 38 yes; 35 no
 - Self - 31
 - Private Insurance (including employer plans) - 10
 - Medicaid - 28
 - Medicare – 10
 - Other Governmental (V.A., Workers Compensation, etc.) – 1

- Children insured by:
 - Does not apply – 30
 - Self - 8
 - Medicaid - 17
 - Medicare 4
 - Private Insurance (including employer plans) – 7
 - C.H.I.P. – 3

Interpretations of health

- Self-rated knowledge of
 - local healthcare services: 16% poor; 22% fair, 39% good; 23% excellent
 - county healthcare services: 20% poor; 28% fair, 46% good; 8% excellent
- 43% smoke or use other tobacco
- Person reported having diabetes (9), heart disease (5), high blood pressure (7), COPD/Emphysema (2), Asthma (6) obesity, arthritis, and other.
- Being healthy means – no disease, exercise, living a healthy life(4), eating right(39), having control, being able to function, having no problems, waking up (26), everything, a great deal, a lot (4)
- Based on these concepts of being healthy
 - 67% believed themselves to be healthy because I YES- I take care of myself by eating right and exercising (18), I do now that I am drug free.
 - 33% consider themselves unhealthy because don't exercise or eat healthy (8), have diabetes or other conditions (7), haven't been protecting myself
 - 35% believed people in the county are healthy because people exercise and take care of themselves (6), healthcare is available to all who qualify
 - 65% believed people in the county are unhealthy because of because lots of people are overweight and don't exercise; they eat too much fast food (16); lots of diseases, mental health issues, drugs (9); based on news and media, can't tell how, too many political problems; most people can't afford insurance, younger generation doesn't think about certain consequences, no access to places

Challenges

- for self: Eating right/Eating healthy is expensive(14), money, knowledge, access (13) none, I don't know (8); smoking (2), no time(3), age, sleeping around(2), coming in contact with others who are unhealthy, not exercising, evil world and drugs, high blood pressure, not thinking properly
- 71% say there are barriers those with Medicaid, little, or no health insurance: You have to find a provider that accepts medicaid(3), people with medicaid may take longer to be seen(4); medicaid is better because they don't have to pay anything (6); finances (5); people without insurance don't get the same treatment (7), people with insurance can afford to get checkups; I never went to the doctor before I got medicaid; I realize I am a burden to the healthcare industry, so I haven't asked for help; health insurance is a scam; money talks; it all depends on the status of the Medicaid

Resources

- Where to find information about resources: 211 (16); 311(2); internet(5); RISE(3); 611; Red Cross, City or county services (4), STD clinic, human resources (2); health and human services; I would ask my caseworker; UTMB; the VA; Spindletop (2), not sure/don't know (6); Hope Center, hospital, health clinic(3), police, court house church; there is no where
- Aware of the following resources: WIC(3); TANF; food stamps/banks(22); housing(14); CHIP/Medicaid; health clinic; church, RISE; Health and Human Services; MHMR, Some Other Place(4); assistance with daycare and utilities

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	28	4	27	11
Understanding how to be healthier	32	8	27	6
Transportation	30	11	20	12
Access to healthy food	35	7	23	8
Cost of medication	18	7	27	18
Access to smoking cessation	45	9	13	3
Access to fitness resources	36	8	22	6
Lack of knowledge about issues affecting my health	34	9	27	3
Lack of preventative services	33	13	23	4
Difficulty navigating the healthcare system	23	15	26	7
Need help with paperwork / forms	33	12	23	4
Understanding of provider's instructions	31	16	19	5
Cultural or language barriers	45	10	13	3
No after hour or weekend services available	28	9	21	12

Healthcare Access

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

	Poor	OK	Good	Excellent	Not Available
Local hospital services	4	18	26	24	2
Local emergency room services	4	17	27	26	0
Local physicians / healthcare providers	11	15	29	19	0
Local dental services	20	17	19	17	1
Pharmacy services	6	15	23	29	0
Counseling / mental health services	9	13	18	27	3
Alcohol / drug abuse treatment services	7	14	24	20	6

Public health services	4	18	29	18	3
Health Education	6	20	26	17	2
Preventative health services	6	20	25	19	2
Case management services	5	17	26	20	4

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	4	22	22	24	2
Local emergency room services	7	21	22	21	2
Local physicians / healthcare providers	5	19	25	22	1
Local dental services	12	20	19	18	3
Pharmacy services	2	18	24	28	1
Counseling / mental health services	6	14	25	23	3
Alcohol / drug abuse treatment services	4	16	24	22	6
Public health services	3	23	25	18	1
Health Education	6	21	25	18	2
Preventative health services	7	20	23	21	1
Case management services	4	18	25	21	3

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	6	3	0	0	9	4	4	5	9	38
Increase places to get affordable healthy foods	5	2	0	1	7	4	5	6	9	35
Provide transportation to get to the needed resource or service	3	1	0	1	6	0	5	11	4	38
Someone to help find and get the resources / services you need	2	2	0	2	4	2	7	5	3	42
Increase the number of places to get counseling and mental health resources / services	3	1	0	0	10	1	2	4	5	42

Access to smoking cessation	12	0	2	0	5	2	4	1	1	37
Increased access to fitness resources (eg. walking trails, community exercise classes, parks)	4	3	0	0	9	4	5	3	1	40
Access to weight management resources / services	5	4	0	0	7	2	6	5	0	40
Access to preventative health services (eg. immunizations, mammograms, other health screening)	3	0	0	3	5	3	2	6	4	43
Community based resources / services to help you better understand how to be healthier	3	1	1	2	8	1	5	5	3	40
Community based resources / services to help you better understand conditions like diabetes, COPD, stroke and heart disease	2	1	1	1	8	2	4	2	2	45
Help understanding my medications	2	1	0	1	9	2	7	3	3	41
Access to services / resources after hours and on weekends	3	0	1	1	5	1	3	6	6	43

FOCUS GROUPS

Three(3) focus groups were conducted in Jefferson County

Focus Group Participants– 23

Average time of county residence: 26 years

Participant Characteristics:

- 6 male, 17 female
- Average age range 45-54 years
- Ethnicity/Race: 35% White, 57% African American, 4% Hispanic, 4% Filipino, 4% Samoan, 4% Guamanian or Chamorow
- Highest level of education completed:
 - <11 grade – 9%
 - GED - 4%
 - 12 grade- 26%
 - Some college- 43%
 - Bachelors- 8%
 - Masters- 4%
- Participant tobacco use: 50% yes, 50% no

- Current health conditions:
 - Diabetes – 13%
 - Heart Disease- 4%
 - COPD/Emphysema- 9%
 - Asthma- 13%
 - Cancer- 4%
 - Other- 35%,
 - glaucoma, obesity, thyroid, blood clot, artheristic, back care, high blood pressure, bipolar disorder, Irritable Bowel Syndrome

- Participants rated their knowledge of health care services available in the local area:
 - Poor- 17%
 - Fair- 26%
 - Good- 17%
 - Excellent- 7%

- Participants rated their knowledge of health care services available in rest of the county:
 - Poor- 17%
 - Fair- 13%
 - Good- 13%
 - Excellent- 22%

Employment Industry/Insurance Coverage:

- Employer: 43% Not currently employed, 13% retired, 4% healthcare, 4% government/public service, 4% Manufacturing, 4% Hotel/restaurant, 22% other (nonprofit, construction, college, can't work do to illness) *Note informants allowed to mark multiple categories
- 48% of participating informants reported having insurance, 48% of participants reported not have insurance
- Sources of insurance coverage: 35% Medicaid, 22% Medicare, 13% private insurance provided by employer, 4% Other governmental, 4% other, 8% self pay
- Eight participants reported regarding source of insurance for children: 50% CHIP, 25% Medicare, 12% Medicaid, 12% self pay

Interpretation of Health

- Disease/health condition free
- Balanced physical, mental and spiritual health
- A longer life
- No pain, being at peace
- Healthy lifestyle- eating right and exercising

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

Challenges/Barriers to health

- Lack of access to physical and mental healthcare – especially individual counseling, available resources are centralized and less accessible

- Lack of funds for healthcare co-pays, medications, deductibles, healthy foods, etc
- Lack of education – “people don’t know what to do”
- Transportation – especially for those located outside the city limits to access healthcare or related resources
- Large drug and alcohol problem
- Culture / way we are raised / priorities
- Homelessness
- People isolated- internet, not around others if not working
- Medicaid/SSDI/Indigent Care -process difficult to navigate, financial screening, coordination
- Many locations are not handicap assessable
- Access to supplies- ex. cheapest place to buy insulin is often out of needles but you can’t buy needles at another store unless you are also buying insulin
- Lack of communication/collaboration between healthcare providers, agencies and university
-

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:

- Many locations not handicapped assessable
- ER is pretty good but has a long wait time
- Very limited drug and alcohol treatment services, especially outpatient
- Healthcare access very difficult without money
- Very limited access for uninsured and those covered by Medicaid or CHIP
- Access to mental/behavioral health available but not adequate to meet the needs
- Lack of counseling services

Quality of services:

- Poor inpatient mental health facilities
- Lack of customer service – staff lacks compassion, mistreatment in ER
- Unreasonable treatment – no smoke breaks at inpatient mental health facilities
- Pharmacy staff not educated on the importance of continuity in mental health medications
- Quality can vary depending on where you go

Efficiency/Effectiveness:

- Little coordination between providers
- No coordination between jail and mental health system – ex. if taking mental health medication at the time of incarceration you can go more than 3 months without your medications waiting to be seen by the jail psychiatrist, jail personnel are not trained to respond to mental health issues appropriately
- Lack of compassion/customer service

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

	Group 1	Group 2	Group 3	Total
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Help understanding my medication and getting help with the cost	4	4	5	13
Community based resources that help you better understand how to be healthier	11	2	6	19
Community based resources that help you better understand conditions like diabetes, COPD, stroke, and heart disease	15	2	6	23
Someone to help find and get the resources you need	6	4	10	20
Access to weight management resources/services	8	2	9	19
Access to preventative health services (ex. immunizations, mammograms, screening)	6	3	8	17
Access to services/resources after hours and on the weekends	6	4	12	22
Access to smoking cessation resources	7	3	9	19
Increase the number of places to get counseling and mental health services	6	6	12	24
Increase the number of places to get healthcare	13	12	12	37
Increased fitness resources/services (ex. walking trails, community exercise classes, parks, etc.)	10	5	7	22
Provide transportation to get to the needed resource or services	7	12	26	45
Increase places to get affordable healthy foods	6	6	10	22

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