

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

**Qualitative Community Health
Assessment**

Nacogdoches County

June 2012



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Nacogdoches 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 - 15 Completed

Informant Characteristics:

- 7 male, 8 female
- Age range 22-55 years
- Ethnicity/Race: 80% White, 20% African American
- 100% of informants hold a bachelors degree or higher

Employment Industry/Insurance Coverage:

- Employer: 73% healthcare, 20% education, 7% government/public service,
- 100% of participating informants reported having insurance
- Sources of insurance coverage: 100% private insurance provided by employer

Interpretation of Health

Most common descriptor:

Living a lifestyle that promotes positive physical, mental, emotional, and spiritual health which is free from chronic illness that restricts a person's freedom and ability to function daily without pain.

Additional interpretations:

- Being at an appropriate weight level and within normal limits on routine health exams
- The overall well-being of an individual physically, mentally, and spiritually
- Making good choices about the foods we eat and exercising regularly
- Undergoing preventative maintenance and care such as annual screenings, healthy habits, healthy lifestyles
- Learning how to manage stress on matters such as money, kids, parents, etc...
- Having accessible healthcare

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

Challenges/Barriers to health

Most common:

- Cost of deductibles, co-pays, and premiums for the insured and lack of providers/healthcare facilities accepting Medicaid which cause Medicaid/un-insured/underinsured to refrain from seeing healthcare professionals
- Universal access to appropriate medical care and preventive medicine initiatives such as basic screening and evaluation
- Lack of resources/health facilities and funding for these resources in the community

Additional challenges / barriers listed:

- Lack of education, access to care, and continuity of care
- Lack of active lifestyles
- Being healthy is not a priority for people
- People understand the negative health effects of a sedentary lifestyle
- Easy access to unhealthy convenience foods and limited access to healthy foods
- Families are overworked (single parent family or both parents working outside the home)
- High rate of uninsured
- Low income families
- Chronic diseases
- High mortality rates

The majority of informants felt that those with and without private insurance experience similar challenges. The primary difference is related to those with private insurance having greater ability to access what healthcare resources are available but at a high cost of deductibles, co-pays, and premiums which detour the insured from seeking care while Medicaid/uninsured/underinsured can't afford care and/or have limited access to care.

Perception of Local Healthcare Services/Infrastructure

Access to health services:

- Care providers don't have enough incentives to see Medicaid and Medicare patients so these people use the ER in place of seeing a primary care physician. This influx floods the ER, increases cost, and makes their day-to-day operations less efficient

- Some resources are not at a reasonable cost to the user, but some people have different priorities which can make these resources financially unavailable.

Available resources:

- UTMB Galveston
- East Texas Community Health Services (ETCHS)
- Burke-Center's Health and Human Resources
- Social Services
- Online community services guide: <http://npl.sfasu.edu/communityservices/>
- UTMB / MHC Clinic in Nacogdoches
- East Texas Community Health Services (ETCHS)
- Love In the Name of Christ (Love Inc.)
- GODTEL

Effectiveness of resources:

- Overall good, except many people uneducated about resources

Quality of resources:

- Good

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

- Healthcare Education (Diabetic Education, etc...)
- Specialty Care Availability
- Prescription assistance programs
- Wellness programs
- Coordinate screenings and primary care clinics and/or outreach programs to assist in appropriate compliance and care coordination
- Medical assistance programs
- Expanding MHMR programs
- Comprehensive tobacco control programs
- Population –based education (focus on behavior risk factor reduction)
- Environmental changes-more sidewalks, improved bus system to improve access to services, grocery store and farmers market
- Better access to mental behavior health and substance abuse treatment services for all

Survey Information

Respondent Characteristics

- Surveys were collected from eight sites, with 44 in English and 26 in Spanish.
- 67 female, 4 male.
- Ranged of ages:
 - 21 and Under – 13
 - 22 - 34 years old – 36
 - 35 - 44 years old – 14
 - 45 - 54 years old – 5
 - 55 - 64 years old – 2
 - 65 and older - 2
 -
- For those reporting ethnicity, white 1; Hispanic 37; Black 20; Greek American 1
- Education attainment:

- Less than 6th grade -5
- 7th grade - 10th grade -11
- 11th grade - 12
- 12th grade - 19
- Some college - 12
- Associate Degree -2
- Bachelor Degree -4
- Master Degree or higher -4
- Respondents living in Nacogdoches – 51, with the remainder from 6 surrounding counties.
- Average years in county – 15.6
- Work
 - Not currently employed - 38
 - Retired – 3
 - Healthcare Services –6
 - Retail - 0
 - Hotel / Restaurant – 7
 - Education – 1
 - Government / Public Service – 1
 - Manufacturing - 0
 - Not for Profit Organization – 3
 - Other, please specify: home health (2), domestic engineer, Self, baby sitter, disabled, book keeper, Chicken Processing Plant-Pilgrims Pride
- Healthcare provided in Nacogdoches (51)
- Insured: 29 yes; 43 no
 - You - 32
 - Private Insurance (including employer plans) - 9
 - Medicaid - 22
 - Medicare – 5
 - Parent (2)
 - Children insured by:
 - Does not apply – 9
 - You - 6
 - Medicaid - 42
 - Medicare -3
 - Private Insurance (including employer plans) – 8
 - C.H.I.P. - 3

Interpretations of health

- Being healthy means: Eating right (14); Free from Health Issues (14); Exercise (10); Overall Wellness (6); Everything (5); Participate in Activities (4); No Alcohol or Tobacco (2); Not Overweight (2); Ability to Care for Family (2); Ability to Care for Self (2); Ability to work; getting physicals, having insurance; being fit
- Self-rated knowledge of local healthcare services
 - 16% poor; 29% fair; 60 good; 13% excellent
- Self-rated knowledge of healthcare services in other areas of county
 - 23% poor; 29% fair; 37% good; 11% excellent
- 8.8% smoke
- Persons reported having diabetes, high blood pressure, asthma, anemia, and elevated cholesterol
- 33% consider themselves unhealthy because Don't Eat Well (4); Don't Exercise (3); Overweight (3); Illness (2); No Money for Doctor (2); Mentally Unhealthy; Diabetes; Need to see Dentist; Smoker; Anemic, High Blood Pressure, High Cholesterol
- 38% consider county residents unhealthy because of: Obesity (9); No Exercising (6); Poor Eating Habits (5); Poor Health (5); Smoking (4); Diabetes (3); Drinking (3); Can't Afford Healthcare (3); Health Literacy Needed (2); Hypertension; Cancer; Unhealthy Lifestyle; Drug Use; Asthma; Work

Challenges for those with Medicaid, little, or no health insurance

- 63% say there are barriers, including doctors (2); Barriers with Medicaid (2); cost of insurance (2); costs(3); not all clinics take Medicaid (2); don't get correct care without insurance (2); treated poorly (2); health literacy; food; going to ER for treatment; can't see doc without insurance; less likely to seek help because of costs.

Resources

- Health resources information in the community would be found at: Clinic (14); Internet (7); hospital (4); don't know (4); phone book (4); call doctor (2); Nacogdoches(2); SFA campus; DHS; food stamp office; health insurance website; HHSC; church; family; nowhere in Nacogdoches; social security office; WIC
- Currently available resources include: food stamps (11); clinics (9); housing (7); WIC (8); food bank (7); HHS (6); Medicaid (5); Burke Center – Harvest House (4); Love Inc (2); HUD (2); all; Angelina Health Clinic; HOPE; United Way; ETX CHS; drug assistance; womens services; financial aid; goodwill; Godtel; hospitals (2); SNAP; welfare; medication cost assistance; GETCAP; CHIP; TANF(2); counselors; dentists

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	16	12	25	6
Understanding how to be healthier	16	16	23	5
Transportation	30	11	12	6
Access to healthy food	22	11	16	10
Cost of medication	18	15	17	8
Access to smoking cessation	42	5	7	1
Access to fitness resources	30	10	10	5
Lack of knowledge about issues affecting my health	24	14	17	3
Lack of preventative services	19	17	15	3
Difficulty navigating the healthcare system	19	17	17	4
Need help with paperwork / forms	26	15	13	2
Understanding of provider's instructions	31	10	16	2
Cultural or language barriers	43	7	5	3
No after hour or weekend services available	24	17	13	5

Healthcare Access

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

	Poor	OK	Good	Excellent	Not Available
Local hospital services	5	16	25	15	0
Local emergency room services	8	22	18	12	0
Local physicians / healthcare providers	4	20	24	12	1
Local dental services	8	20	21	9	1
Pharmacy services	3	17	23	16	4
Counseling / mental health services	5	21	19	5	9
Alcohol / drug abuse treatment services	8	18	16	4	4
Public health services	5	26	16	5	3
Health Education	5	22	18	6	1
Preventative health services	7	18	23	5	4
Case management services	8	19	16	6	0

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	7	18	22	12	0
Local emergency room services	8	23	17	11	0
Local physicians / healthcare providers	1	24	21	12	2
Local dental services	7	20	16	9	1
Pharmacy services	3	18	14	17	4
Counseling / mental health services	5	25	10	6	11
Alcohol / drug abuse treatment services	8	18	10	3	4
Public health services	3	24	14	8	6
Health Education	5	19	17	5	3
Preventative health services	6	21	15	7	7
Case management services	7	18	12	6	0

Importance of Selected Services

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	3	1	0	1	5	1	5	9	3	35
Increase places to get affordable healthy foods	1	1	1	1	2	3	5	8	7	32
Provide transportation to get to the needed resource or service	5	1	1	1	7	2	8	7	3	25
Someone to help find and get the resources / services you need	2	3	2	1	8	2	12	7	6	17
Increase the number of places to get counseling and mental health resources / services	3	1	1	2	11	3	10	6	4	17
Access to smoking cessation	18	1	1	2	9	2	5	3	1	14
Increased access to fitness resources (eg. walking trails, community exercise classes, parks)	2	1	1	3	8	1	6	7	6	24
Access to weight management resources / services	2	1	3	2	5	2	6	8	4	26
Access to preventative health services (eg. immunizations, mamograms, other health screening)	0	1	2	2	7	2	5	4	6	31
Community based resources / services to help you better understand how to be healthier	1	1	1	2	11	1	5	9	6	23
Community based resources / services to help you better understand conditions like diabetes, COPD, stroke and heart disease	2	2	2	1	7	1	5	6	7	25
Help understanding my medications	4	2	1	2	9	4	4	9	3	21
Access to services / resources after hours and on weekends	3	1	0	3	8	1	9	4	3	27

Focus Group – 5/30/2012, East Texas Community Health Services, 10am-11am

1. What does being healthy mean to you?

- Few to no chronic conditions
- Functional without pain
- Mentally competent
- Healthy eating, exercise habits
- Preventative maintenance and care such as annual screenings, healthy habits, healthy lifestyles, stress management on things like money, kids, parents, etc...
- Accessible healthcare

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

Why or why not

No.

- Culture-go to Wal-Mart and watch the people- food choices
- Healthier foods more expensive
- Generational habits-how people are raised

- Medicaid not set up for preventative measures and crisis management
- Currently in crisis management mode-people only go to the doctor when it is absolutely necessary
- PCP's not taking Medicaid
- Can't afford to take a day off to go to doctor or take kids to doctor
- Lack of public education- is health education still being taught in all levels of our schools?
- People have mindset that medicines will fix any problem
- Simple, basic concepts like hand washing not being taught at home
- We need more effective education, not just the why's but the how to be healthier

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

- Financial issues
- Work and time issues
- Educational level differences
- Fear of outcomes and knowledge of condition
- Priorities are not right-buying alcohol, drugs, cigarettes over health checkups, healthy foods, preventative visits

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?

Yes.

- Financial problems for people with insurance: people can't afford deductibles and copays- insurance very expensive
- Doctor's not taking Medicaid which causes challenges for those with Medicaid

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 without 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

- Yes- All of the above

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

- Doctors not taking Medicaid
- All other services ok to access, but people not using these 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

- Good

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?

Internet
Service Sites that are currently helping people-hospitals, clinics, etc...

9. What health resources (ex. food, housing, healthcare, health education, etc...) are you aware of that are currently available in your community?

Please List:

- Nacogdoches Memorial Hospital
- Nacogdoches Medical Center

- WIC
- East Texas Community Health Services
- Love Inc.
- Food Pantry-North Street Church of Christ

10. ...how important they feel each item is to making people with Medicaid insurance healthier (multi-vote process, showing number of votes)

- _____ Increase the number of places to get healthcare
- __4__ Increase places to get affordable healthy foods
- __1__ Provide transportation to get to the needed resource or service
- __9__ Someone to help find and get the resources you need
- __2__ Teach me more about my health issues to help me be healthier
- __4__ 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
- __2__ Access to preventative health services (eg. Immunizations, mammograms, screenings)
- __10__ Community based resources that help you better understand how to be healthier
- __10__ Community based resources that help you better understand conditions like diabetes, COPD, stroke, and heart disease
- __5__ Help understanding my medication
- __5__ Access to services / resources after hours and on the weekends

11. Is there anything else you would like us to know about the local healthcare system or healthcare programs and activities in this area?

- People need more motivation and initiative to do the right things: more support group access, worksite support such as pay increases for healthy choices, healthy policies put into action
- People need navigation help-knowing who to call for resources
- Patients needing help with medications
- System needs to be more attractive for doctors to accept Medicaid
- Medicaid providers list needs to be updated and more accurate-many sites listed do not take Medicaid
- People with Medicaid / Uninsured currently not seeing doctors but going to ER rooms because they don't have to pay up front and it is cheaper-also only going when it is a critical situation. ER's have to assess and most will treat, others will assess and refer somewhere else....causes overflow in ER's and no time left for good communication and better one on one explanations of conditions, medicines, follow up etc..
- There is a lack of follow up- providers don't have time
- Providers snowed under with patient load

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

12. What does being healthy mean to you?

13. Based on your description of being healthy, do you think the people in your county are healthy?
Why or why not

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

15. 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?

16. 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

17. 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

18. 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

19. 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?

20. What health resources (ex. food, housing, healthcare, health education, etc...) are you aware of that are currently available in your community?

Please List:

21. *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

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

Open comment box