

Data to Build Decisions On

Community Values Regarding Access to Health Services

Presentation by:

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Clallam County Focus Groups

- *Taking the Pulse of the Community Focus Groups – October 2003*
 - Part of state-wide effort by HumanLinks
 - Five meetings in Port Angeles and Sequim
 - Seniors, families with children, business leaders
- *West End Focus Groups – August 2003*
 - Assessment of health in the West End
 - Two meetings with seniors and Hispanic/Latino community



Major Themes

- The issue of access to care is complex
 - Some people are able to get health care but many in our community are not
- Personal responsibility
- Prevention needs to be included and encouraged
- There is no one solution
 - Many things need to be changed



Focus Group Questions

Taking the Pulse of the Community

1. Do you think that people in your community are able to get the health care they need?
2. What parts of the current health care system...
...aren't working for you?
3. ...are working for you?
4. If you were to change the way health care was provided in your community...
...what would you change?
5. ...what would you keep the same?



Do you think people in your community are able to get the health care they need?

- People are able to get health care if they can afford it or have certain types of insurance
 - Can be limited access even for those with insurance
 - Not enough providers take Medicare, Medicaid, etc.
- There are many people in our community who are unable to get health care
 - Unemployed people
 - Working poor and part-time workers
 - Young families



What parts of the current health care system aren't working for you? (I)

- Reimbursement rates for Medicare and Medicaid are too low
- No preventive coverage
- Costly for businesses to provide insurance
- Prescription drug costs are too high
 - People traveling to Canada and Mexico
- Malpractice costs are too high
- Lack of competition for insurance companies



What parts of the current health care system aren't working for you? (II)

- Current system is cumbersome
 - Lots of paperwork and redundancy
 - Inaccurate billing, possibility of fraud
 - Lots of wasted time in the system
 - Having to go to a doctor before going to a specialist
- Lack of specialty care locally
 - Traveling to Seattle for specialty care



What parts of the current health care system are working for you?

- Not many responses
 - There are good doctors in town
 - Free clinics are a good idea
 - For people with coverage
 - Knowing you have that safety net, even if you don't use it
 - Local hospital care is good



If we were to change the way health care was provided in this state... what would you want to change? (I)

- Tort reform
 - Medical malpractice
- Personal responsibility
 - Encourage healthy lifestyles
- Subsidize preventive care
- Make it affordable for everyone
 - Minimum care for all



If we were to change the way health care was provided in this state... what would you want to change? (II)

- Change needs to happen incrementally
- System needs to be redesigned
 - Include a screening process
 - Patients first seen by NP or PA
 - Maybe insurance should not be employer based
 - Must have co-pay for services
 - Minimal coverage for everyone



*If you were to change the way health care was provided in this state...
what should stay the same?*

- Not many responses
 - Available technology
 - Highly-trained doctors
 - How emergency medical services (EMS) works currently

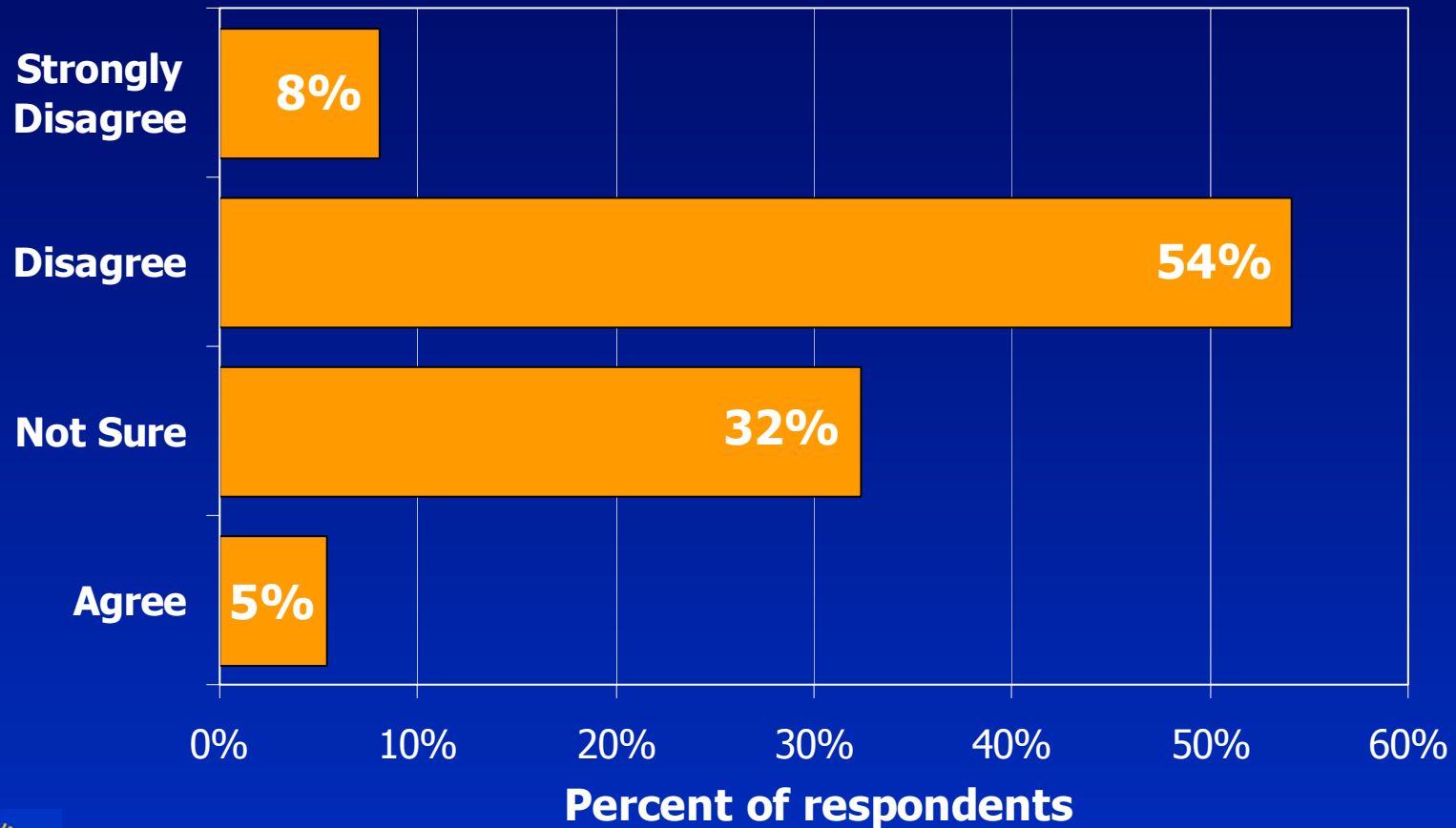


Taking the Pulse of the Community Survey Results

- Personal survey after group discussion
- Basic demographic information (n=37)
 - Age and Gender: 57% were women
 - 70%- 19-64 years and 24%- 65 years or older
 - Socioeconomic characteristics
 - 78% married
 - 57% currently employed
 - 95% have health insurance



I believe people in my community are able to get the health care they need.

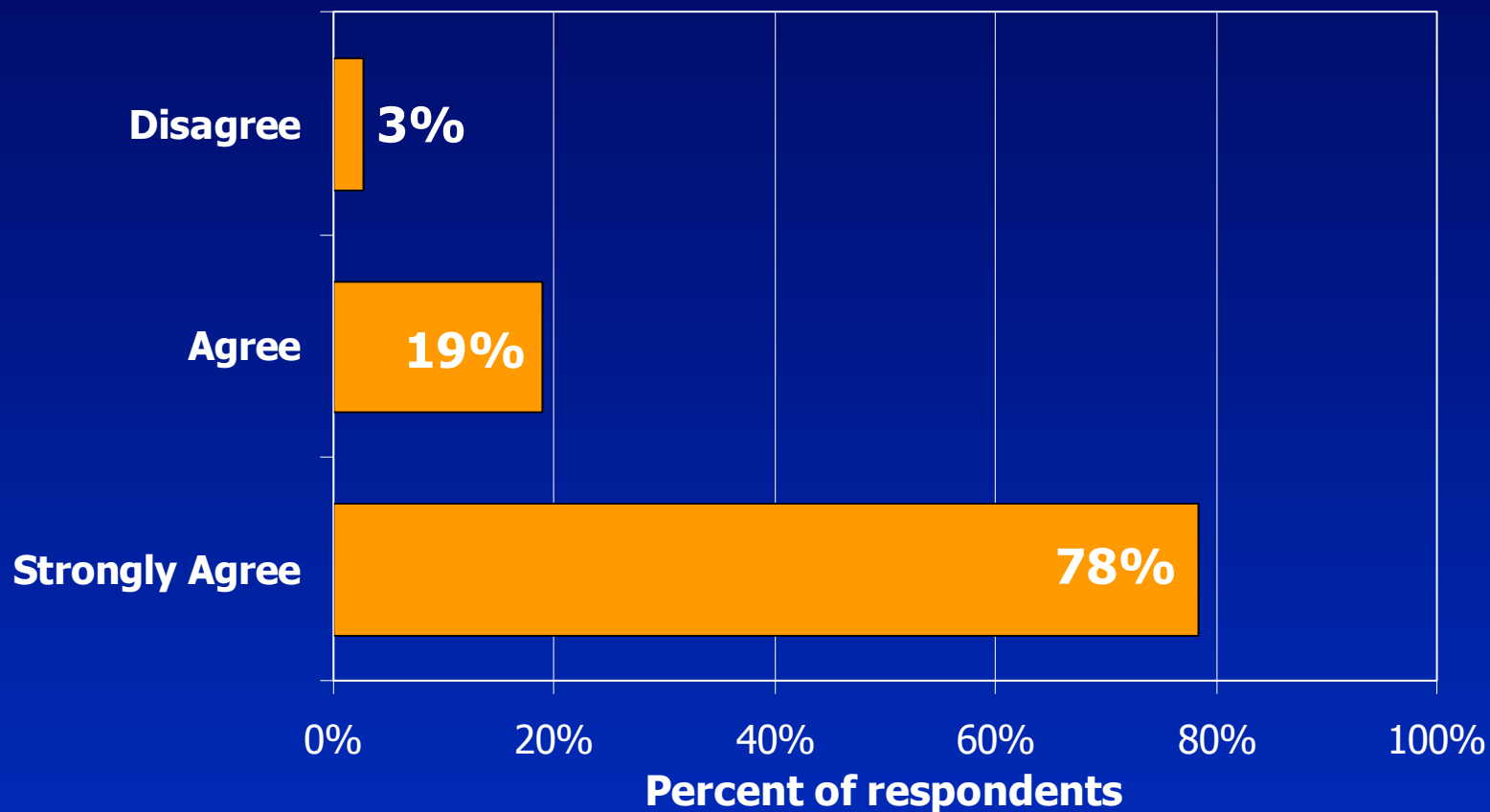


Source: Clallam County Health and Human Services. Taking the Pulse of the Community Survey. (n=37)

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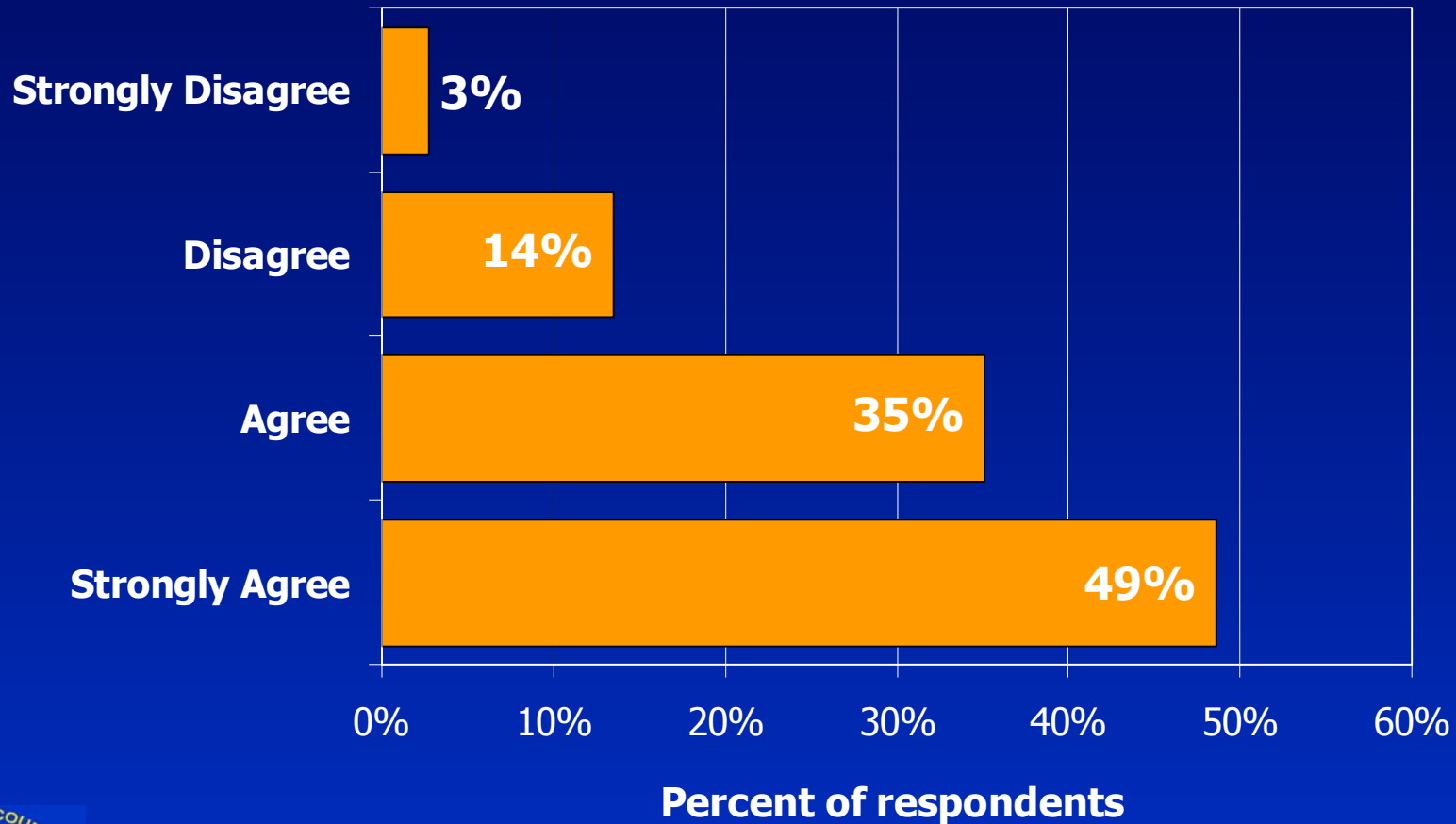
I believe it is my responsibility to practice healthy behaviors – e.g. exercise, eat right



Source: Clallam County Health and Human Services. Taking the Pulse of the Community Survey. (n=37)

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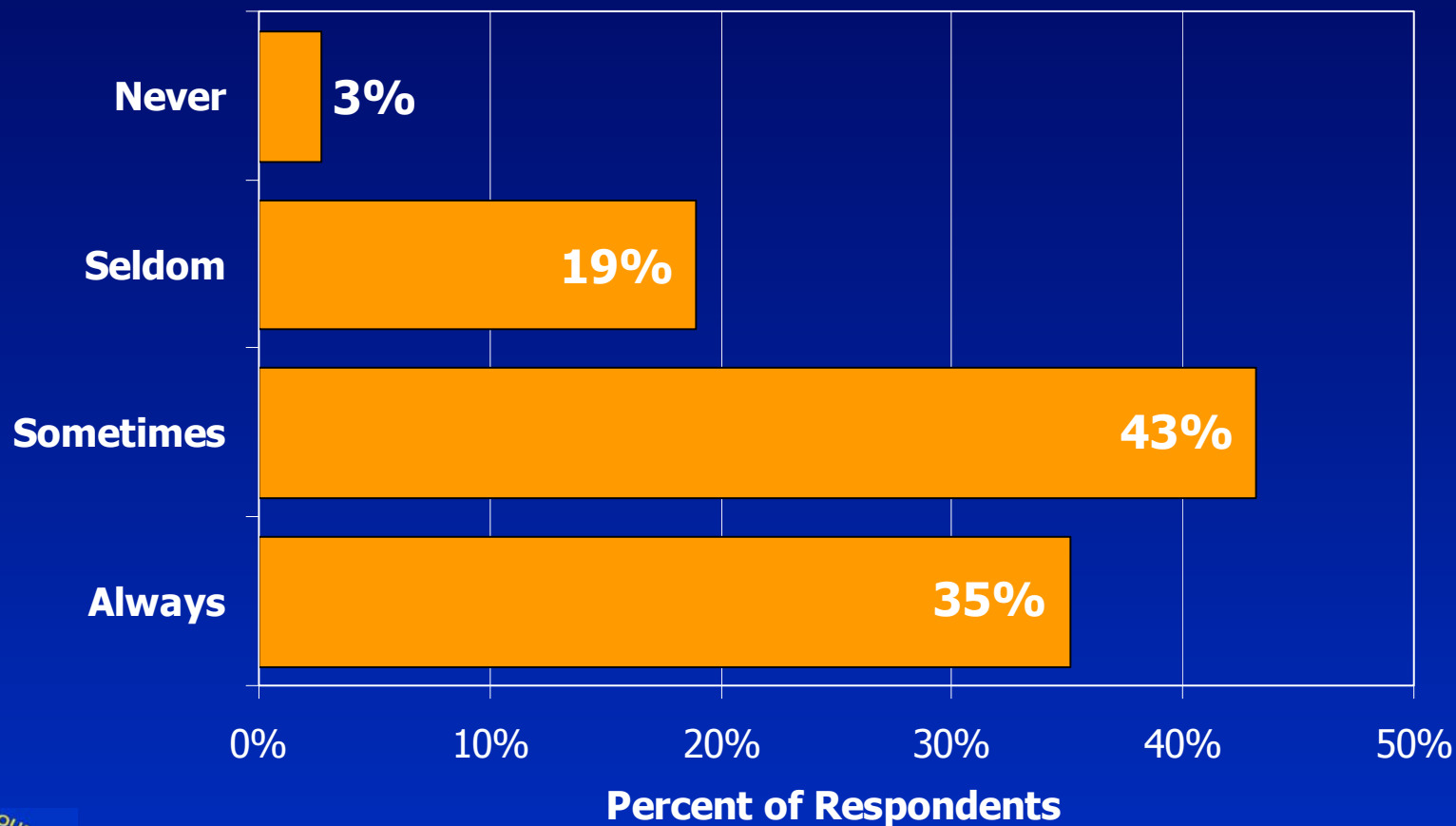
I believe it is my responsibility to ask my health care provider if less costly treatment or medication is available for my medical problems.



Source: Clallam County Health and Human Services. Taking the Pulse of the Community Survey. (n=37)

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When I make a decision to seek health care services, the cost of care is an important part of my decision.

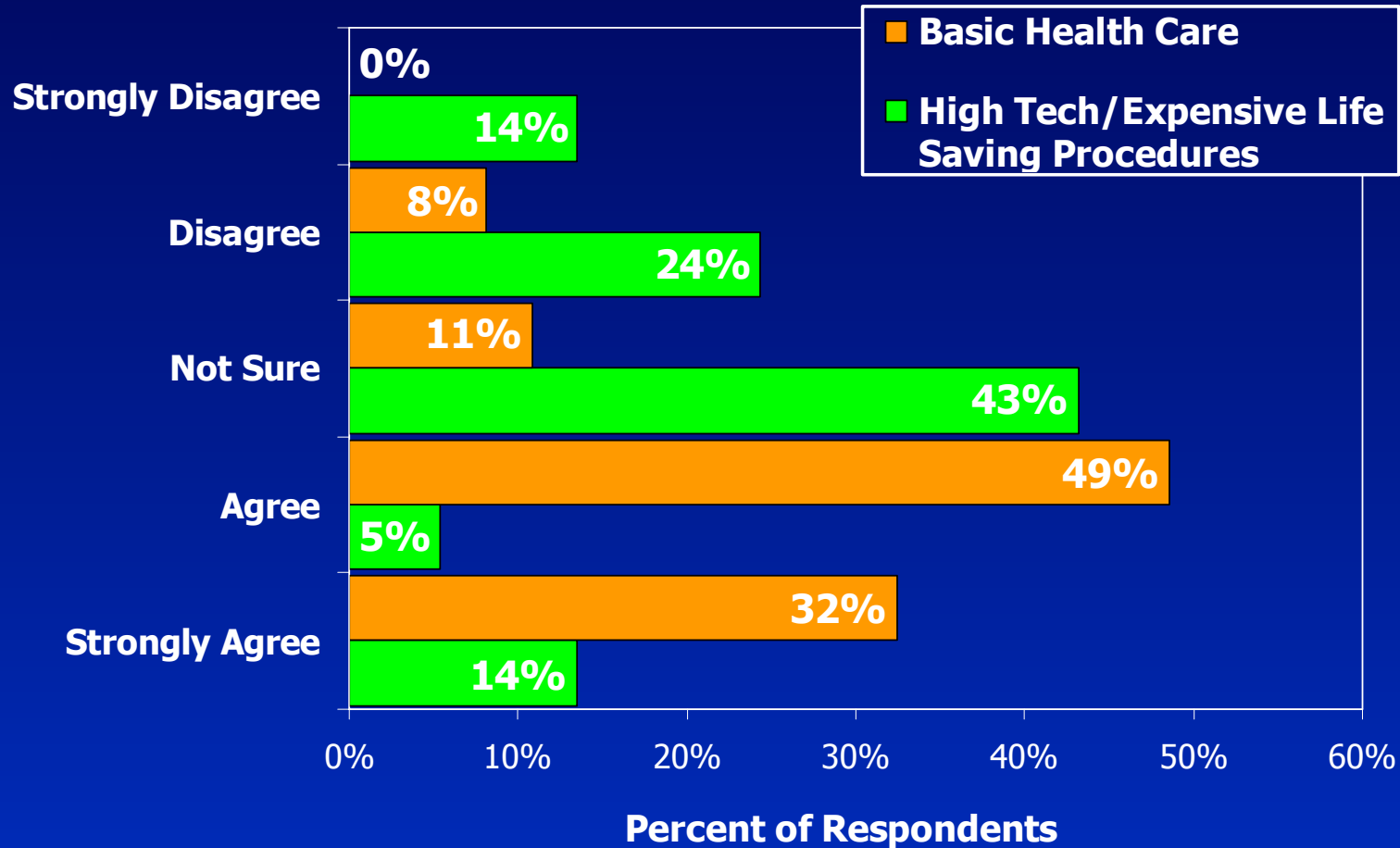


Source: Clallam County Health and Human Services. Taking the Pulse of the Community Survey. (n=37)

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Every person, regardless of their ability to pay, should be able to get health care.



Source: Clallam County Health and Human Services. Taking the Pulse of the Community Survey. Basic health care includes, at a minimum, access to a family physician and to preventive health care services. High tech or expensive life-saving procedures (e.g. organ transplants or open heart surgery).

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