

Unified Government of Wyandotte County/Kansas City, KS Using Informatics to Assess Health Access

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presentation to Applied Informatics Team Training Group



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Purpose/Project Goal

- Undertake comprehensive health access assessment in Wyandotte County
 - To understand where and when residents are accessing care
 - Types of insurance being acted
 - Types of clinical services
 - Know how long the clinic wait times are
 - Identify neighborhoods that are underserved in terms of clinic locations and number of physicians

Project Status

- We completed our project

Accomplishments:

- We gained knowledge on access to care looking at different determinants
- We shared results of the project and got feedback from CHIP stakeholders which helps us with moving forward to the next steps

Methods

- Survey developed by UGPHD, reviewed by Action Team
- List of providers pulled from business license report (UG Knowledge Department)
- Survey Monkey platform (distributed via fax, email, phone, and in person)
- 8 weeks to respond

Methods Cont....d

Data Management

SurveyMonkey results exported to Excel

- Excel PivotTables used to extract descriptive statistics
- ArcGIS used to map providers and respondents

Results and discussions

40 of 133 health care providers responded (response rate = 31%)

Healthcare Provider Type	Number Invited	Number Participating (response rate)
Hospital	3	1 (33%)
Primary care	21	13 (62%)
Dental care	21	5 (24%)
Mental Health Services	5	2 (40%)
Pediatrics	2	2 (100%)
Ophthalmology/Optometry	6	4 (67%)
Others*	75	13 (17%)
TOTAL	133	40 (31%)

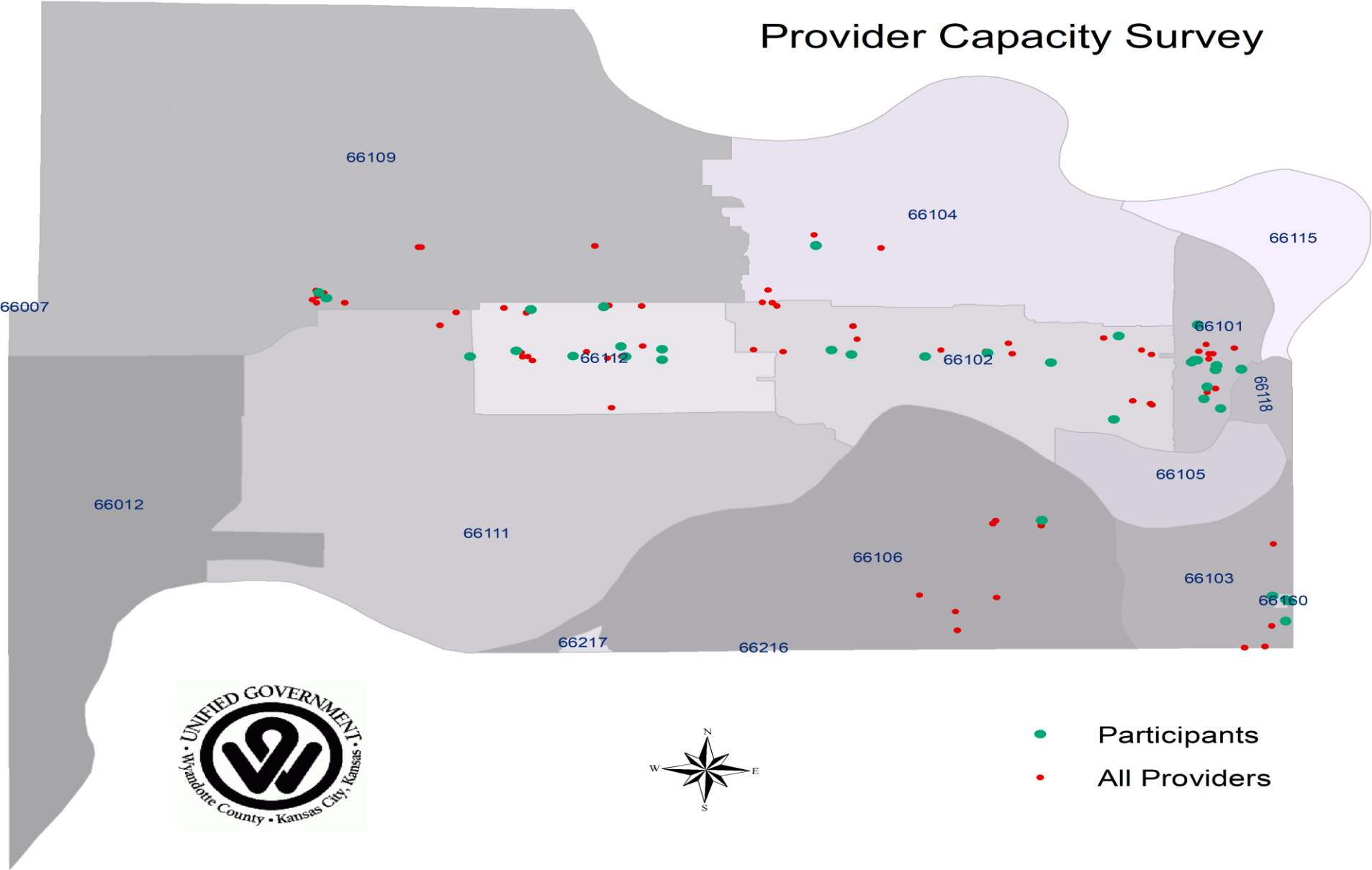
Results and discussions

Respondent Workforce Capacity (excluding KUMC)	Total
Registered Nurse	55 (20%)
Social Worker	46 (17%)
Physicians (MD, DO)	43 (16%)
Medical Assistant	42 (15%)
Advanced Practice Nurse (APN)	27 (10%)
Physical Therapist	18 (7%)
Dental health providers	13 (5%)
Lab Technician	8 (3%)
Licensed Practical Nurse (LPN)	7 (3%)
Psychiatrist	5 (2%)
Psychologist	5 (2%)
Optometrist	4 (1%)
Doctor of Chiropractic	3 (1%)
TOTAL	276

Survey results suggest that there is reliance on nonphysician clinicians to provide healthcare in Wyandotte County.

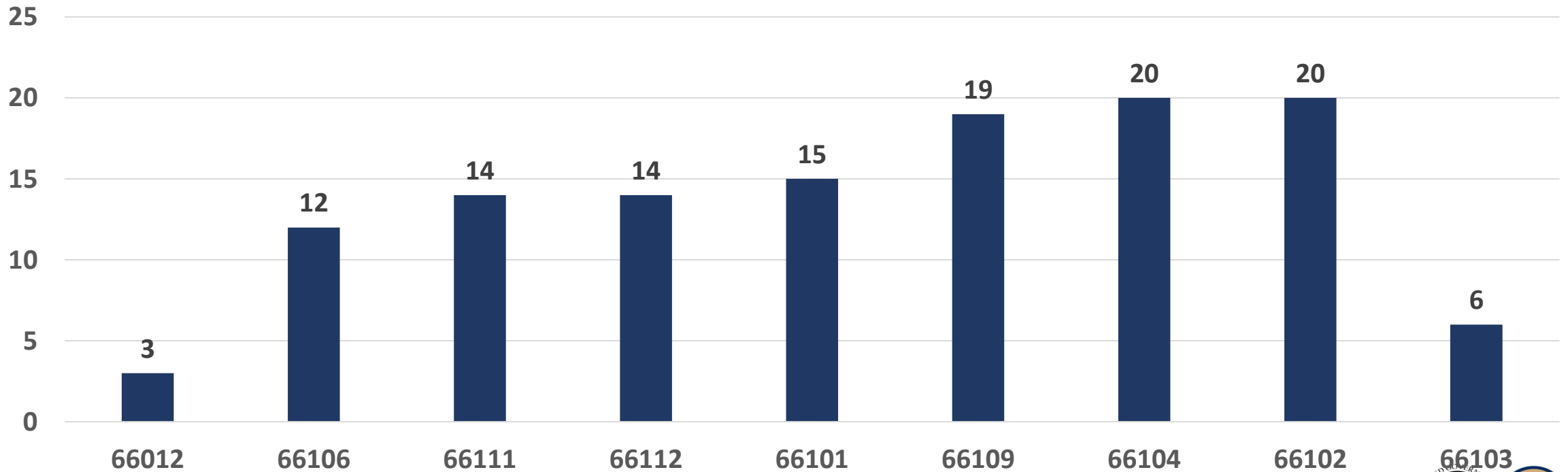
KUMC Workforce Capacity	Total
Registered Nurse	3,986 (59%)
Medical Assistant	1,114 (17%)
Physicians (MD, DO)	869 (13%)
Lab Technician	342 (5%)
Advanced Practice Nurse (APN)	292 (4%)
Licensed Practical Nurse (LPN)	57 (1%)
Psychiatrist	52 (1%)
Dental health providers	2 (0%)
TOTAL	6,714

Provider Capacity Survey

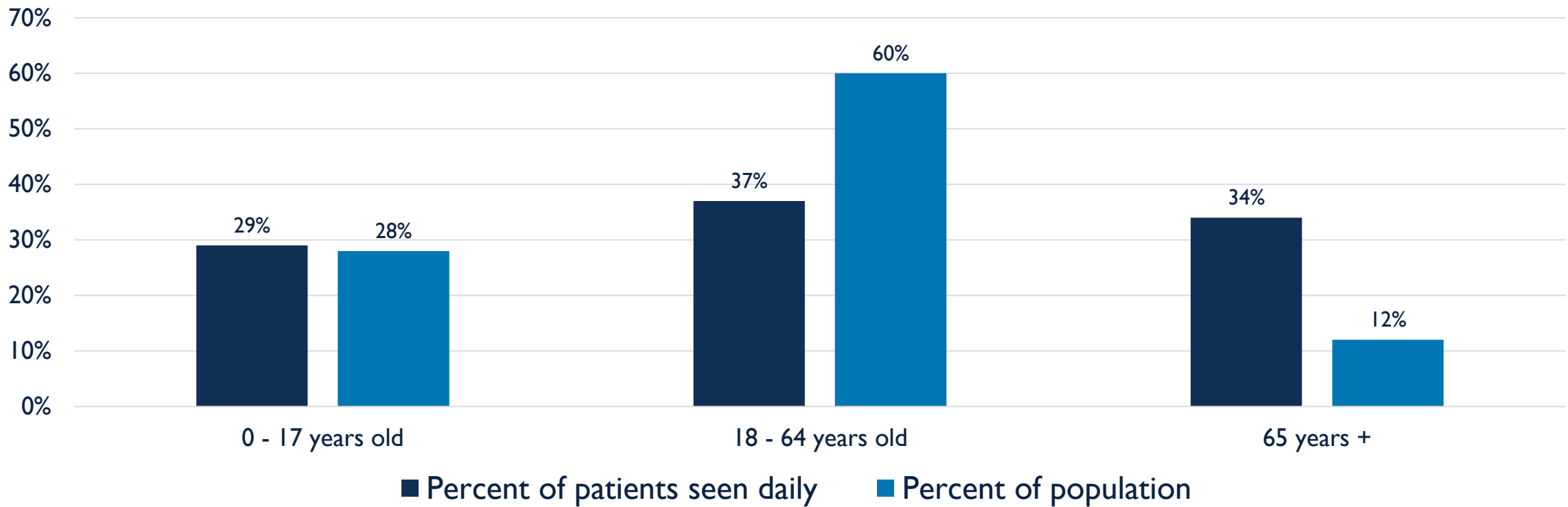


Results and discussions

Figure 1.2: Primary Zip codes served by respondents, (excluding KUMC)



Results and discussions (**EXCLUDING KUMC**)

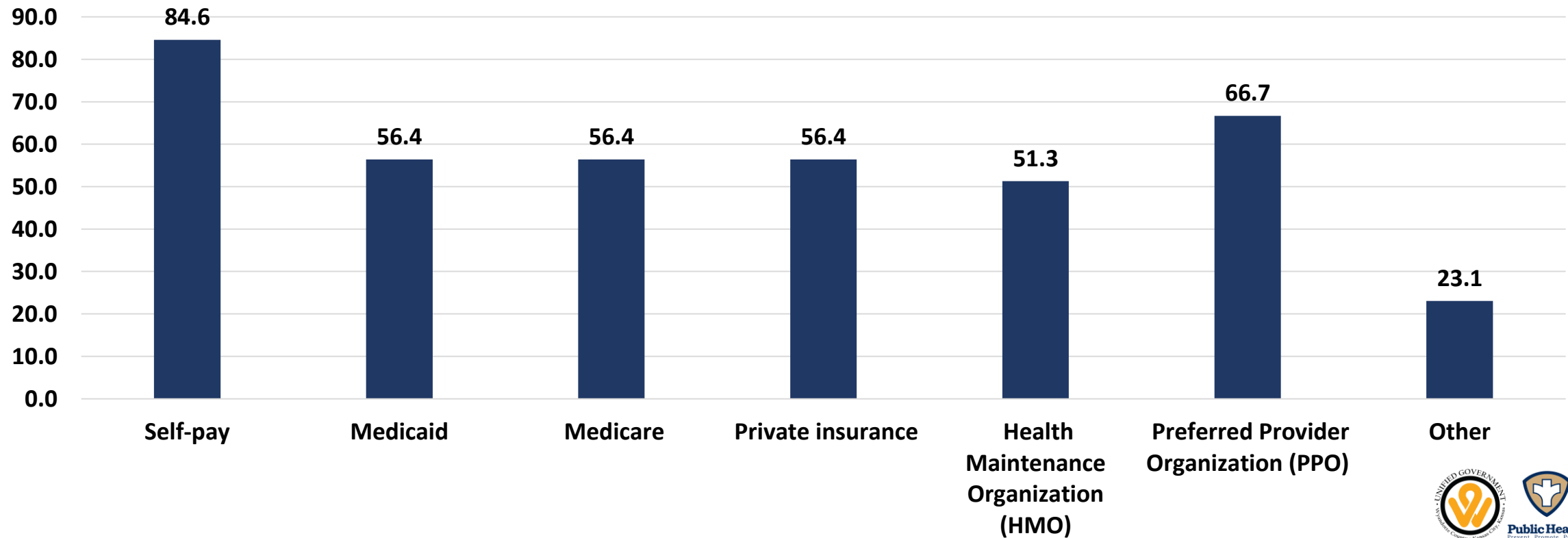


Results and discussions

	0-17 years old	18-64 years old	65 years and older
Emergency Department	9	52	12
Clinic	89	518	265
Inpatient	4	16	8
Total	102 (10%)	586 (60%)	285 (30%)

Results and discussions

Figure 1.4: Types of Insurance Accepted by Survey Respondents



Results and discussions

Hours of Operations

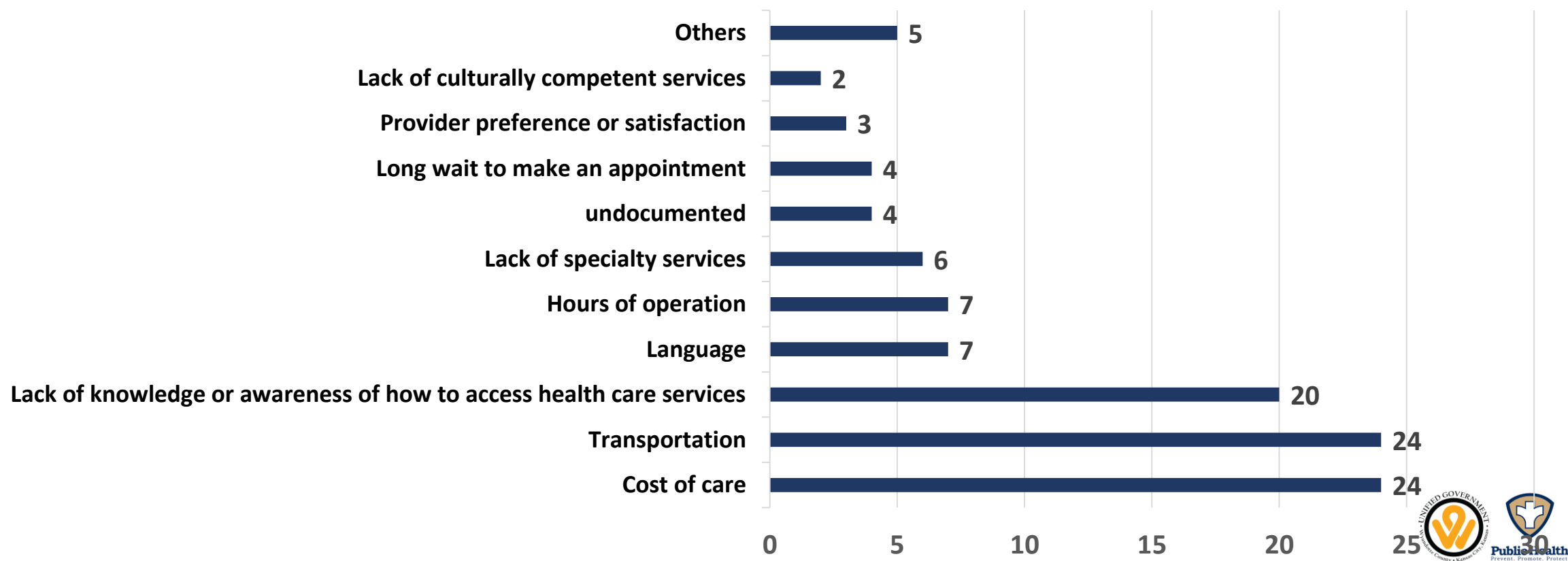
- 31% open on Saturday
- 15% open on Sunday
- Most providers closed by 5:00pm on weekdays

Language

- Around 62% of facilities offer health care services in Spanish.
- Very few respondents offered services in a language other than Spanish

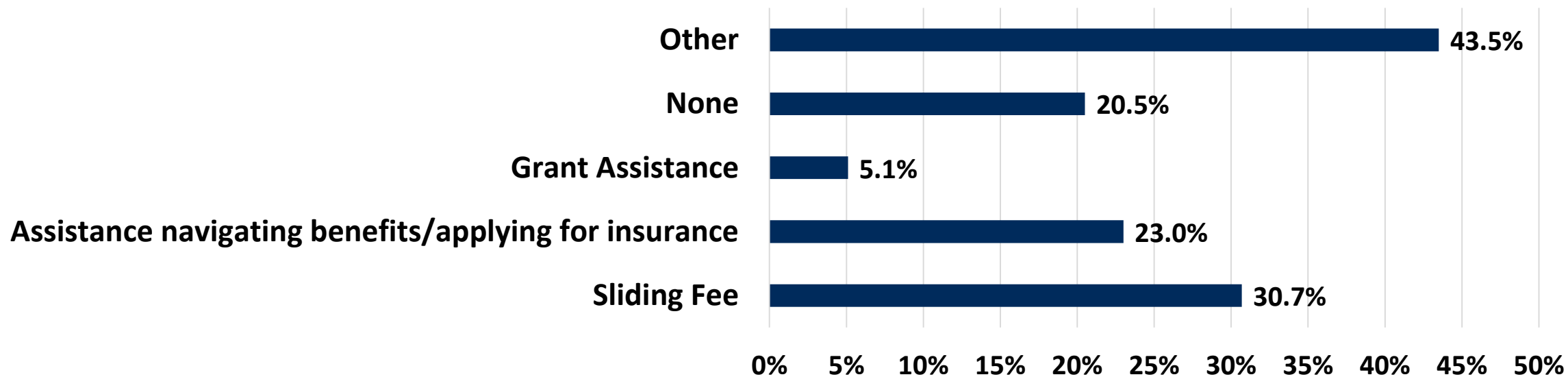
Results and discussions

Figure 1.6: Top Barriers to Accessing Healthcare in Wyandotte County



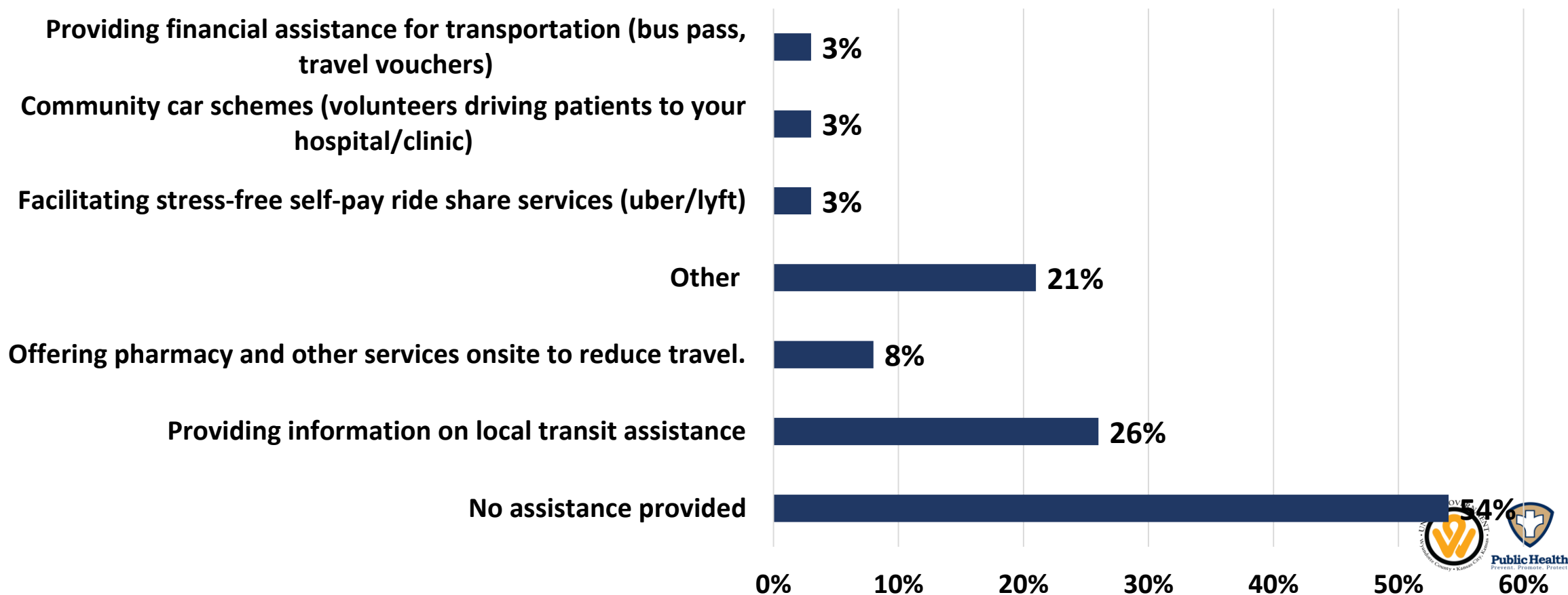
Results and discussions

Figure 1.7: Alternative funding options for low income, uninsured and under insured residents



Results and discussions

Figure 1.8 Types of transportation services provided



CONCLUSIONS

1. A significant share of healthcare services are being provided by Registered Nurses and Medical Assistants in Wyandotte County.
2. Not all Wyandotte zip codes have health facilities.
3. A large portion of mental health services are being sought by young people under 18 years old in Wyandotte County.
4. The 18 – 64 age group is accessing a disproportionate amount of emergency care in Wyandotte, which may reflect their higher rates of being uninsured.
5. Most of Wyandotte's healthcare facilities are closed in the evenings and on weekends.
6. Healthcare services are generally not offered in other languages except for Spanish.
7. Cost of care, Transportation, and Lack of knowledge or awareness of how to access health care services are the most significant barriers to healthcare access in Wyandotte County, as perceived by survey respondents.

Next Steps

- Despite project is completed in terms of knowing what limits health access, it's an going process to improve access to care. Therefore, our next steps are:
- Communicating the results of the findings to stakeholders
- Creating action items and revising the existing plans to make sure the gaps identified are included in the plan
- Collaborate and work with implementors to reduce factors limiting residents to access care
- Evaluate progress made, update plans and interventions accordingly

Thank you