



# Access to Care

## *Office Staff Training*



# Access to Care Objectives

- ▶ Explain access to care and potential barriers
- ▶ Describe how health equity impacts access
- ▶ Identify at least three social determinants of health as it relates to access
- ▶ Identify opportunities to improve access to care

# Access to Care

Access to healthcare means having  
*“the timely use of personal health services  
to achieve the best health outcomes.”*  
**(IOM, 1993)**

Attaining good access to care requires four discrete steps:

1. Coverage: Gaining entry into the healthcare system
2. Availability: Getting access to sites
3. Timeliness: Providing care when needed
4. Finding providers who meet individual needs

# Access to Care Outcomes/Measures

## ▶ HOS

- Falls
- Urinary incontinence
- Mental health
- Physical health

## ▶ CAHPS

- Getting needed care
- Getting appointments and care quickly
- Care coordination

## ▶ HEDIS

- Annual screenings
- A1C
- Reduce readmissions
- Medication reconciliation

# Patient Activation

- ▶ Transparency
  - We know what we are getting.
- ▶ High-quality
  - We are getting the right care when we need it.
- ▶ Affordable
  - We can afford to pay for the care we need.
- ▶ Connected
  - Patient health information is available to all treating providers and patients.

# Barriers to Access to Care

## ▶ Patient

- Doctor's lack of responsiveness to patients' concerns
- Cost
- Transportation
- Safety
- Socioeconomic factors: education, occupation, income, wealth, age
- Lack of trust
- Complexity of healthcare

## ▶ Office

- Appointment availabilities to meet patient demand
- Inefficient design
- Confusing process
- Communication
- Time factors

# Health Equity



“... means that everyone has a fair and just opportunity to be healthier. This requires removing obstacles to health, such as poverty, discrimination and their consequences, including powerlessness and lack of access to good jobs with fair pay, quality education and housing, safe environments and healthcare.”

*Robert Wood Johnson Foundation*

# Importance of Health Equity

## ► Health equity impacts:

- Health outcomes
- Longevity and quality of life
- Ability to live healthy and independent





# Social Determinants of Health

## ▶ Economic stability

- Employment
- Income
- Expenses
- Debt
- Medical bills
- Support

## ▶ Neighborhood and physical environment

- Housing
- Transportation
- Safety

- Parks
- Playgrounds
- Walkability
- ZIP code/geography

# Social Determinants of Health

## ▶ Food

- Hunger
- Access to healthy options
- Knowledge and/or access to community food banks

## ▶ Community and social context

- Social integration
- Support systems
- Community engagement
- Discrimination
- Stress

# Social Determinants of Health

## ▶ Education

- Literacy
- Language
- Early childhood
- Education
- Vocational training
- Higher education

## ▶ Healthcare system

- Health coverage
- Provider availability
- Provider linguistic and cultural competency
- Access to high-quality care

## ▶ Digital

- Access to digital media
- Access to cell phones, internet and computers
- Digital literacy

# Access to Care

*No Journey Is the Same*



# Introducing the Personas

**Rob**





**Earl**



**Lijuan**



# Hospital Discharge Summary

Discharge Date:		Admission Date:		
<b>Diagnosis</b>				
Diabetes Mellitus				
 <b>Important things To Do</b>				
<b>To Do</b>	<b>Provider</b>	<b>Specialty - Location - Phone</b>	<b>Date and Time</b>	<b>or Interval</b>
<input type="checkbox"/>	Im a Ketone, M.D.	Diabetes – 123 Scan Blvd. Suite 100 Long Beach, CA 90806 (123) 465-7890		Call now for appointment
 <b>Diabetes Management</b>				
<b>You have Diabetes Type 2</b>				
Diabetes is a condition in which the amount of glucose in the blood-called blood sugar-is too high. A main goal of managing your diabetes is controlling your blood sugar. By following these instructions you can learn how to control your blood sugar and delay or prevent complications.				
<b>Insulin</b>				
Insulin 70/30		5 Units SQ	30-45 minutes Before Breakfast	
Insulin 70/30		5 Units SQ	30-45 minutes Before Dinner	
<b>Checking Your Blood Sugar</b>				
You should test your blood before taking your insulin and/or your diabetes pills and before eating. Write your blood sugar results in your diary. Bring the diary with you to your doctor appointments.				
Goals for blood sugar: Before meals: 80-120 After meals (2 hours after eating): 140-180 Before bedtime**: 100-140				
**If your before bedtime blood sugar is less than 100, then eat a snack (1 glass milk or half a Sandwich)				
If you have any questions or problems with your glucose meter, call the 1-800 number on the machine for advice.				

# Instructions from Hospital to Home

- ▶ Things to do after discharge:
  - Transportation home from the hospital
  - Fill prescription
    - Prescription order:
    - Take two pills twice a day
  - PCP follow up
    - Work on treatment plan
  - Appointment with specialist



**Rob**

Age: 67

Gender: Male

Primary language: English

Education: Graduate school

Occupation: Retired lawyer; still consults part time

Transportation: Drives a car

Housing: Owns four-bedroom suburban home

Lives with: Spouse

Medical coverage: PPO insurance

Communication: Phone, text, email, patient portal, mail

Additional health issues: Insulin dependent, mild arthritis, neuropathy, severe blood sugar swings



# Rob – Overall Journey

## ▶ Hospital

- Discharge instructions
- Pharmacy visit

## ▶ PCP visit

- Appointment
- Treatment
- Activation/adherence

## ▶ Specialist

- Does not need a specialist

## ▶ Lab work

- Labs were drawn
- Everything looks good

## ▶ Follow-up instructions

- Make appointment with PCP



**Earl**

Age: 73

Gender: Male

Primary language: English

Education: GED

Occupation: Army veteran, retired factory worker

Transportation: Public transportation

Housing: No permanent address (unknown)

Lives with: Friends or family, when possible

Medical coverage: VA

Communication: None (no permanent residence or phone)

Additional health issues: Diabetic retinopathy, frequently misses appointments, medication adherence issues, suffers from PTSD

# Earl – Overall Journey

- ▶ Hospital
  - Discharge instructions
  - Pharmacy visit
- ▶ PCP Visit
  - Appointment canceled
- ▶ Specialist
  - No appointment made
- ▶ Lab Work
  - No labs drawn
  - No results
- ▶ Follow-Up instructions
  - Lost in the system



**Lijuan**

Age: 90

Gender: Female

Primary language: Chinese; speaks some English but can't read it

Education: Grade school

Occupation: Housewife/mother

Transportation: Relies on family

Housing: One-bedroom urban apartment

Lives with: Daughter, son-in-law

Medical coverage: Medi-Medi

Communication: Phone (through caregiver), mail

Additional health issues: Hearing impairment, left foot amputee, vision impairment

# Lijuan – Overall Journey

- ▶ Hospital
  - Discharge instructions
  - Translation
  - Pharmacy visit
- ▶ PCP visit
  - Appointment
  - Treatment
  - Activation/adherence
- ▶ Specialist
  - DME, vision, hearing
- ▶ Lab work
  - Labs were drawn
  - A1C complications
- ▶ Follow-up instructions
  - Re-hospitalization

# Best Practices to Improve Access

## ▶ Appointments

- Chronic care management
- Extended appointment times, as needed
- Scheduling future appointments
- Location and transportation
- In-office referrals workflow
- Referral network

## ▶ Communication

- Provide written and verbal after-visit summary

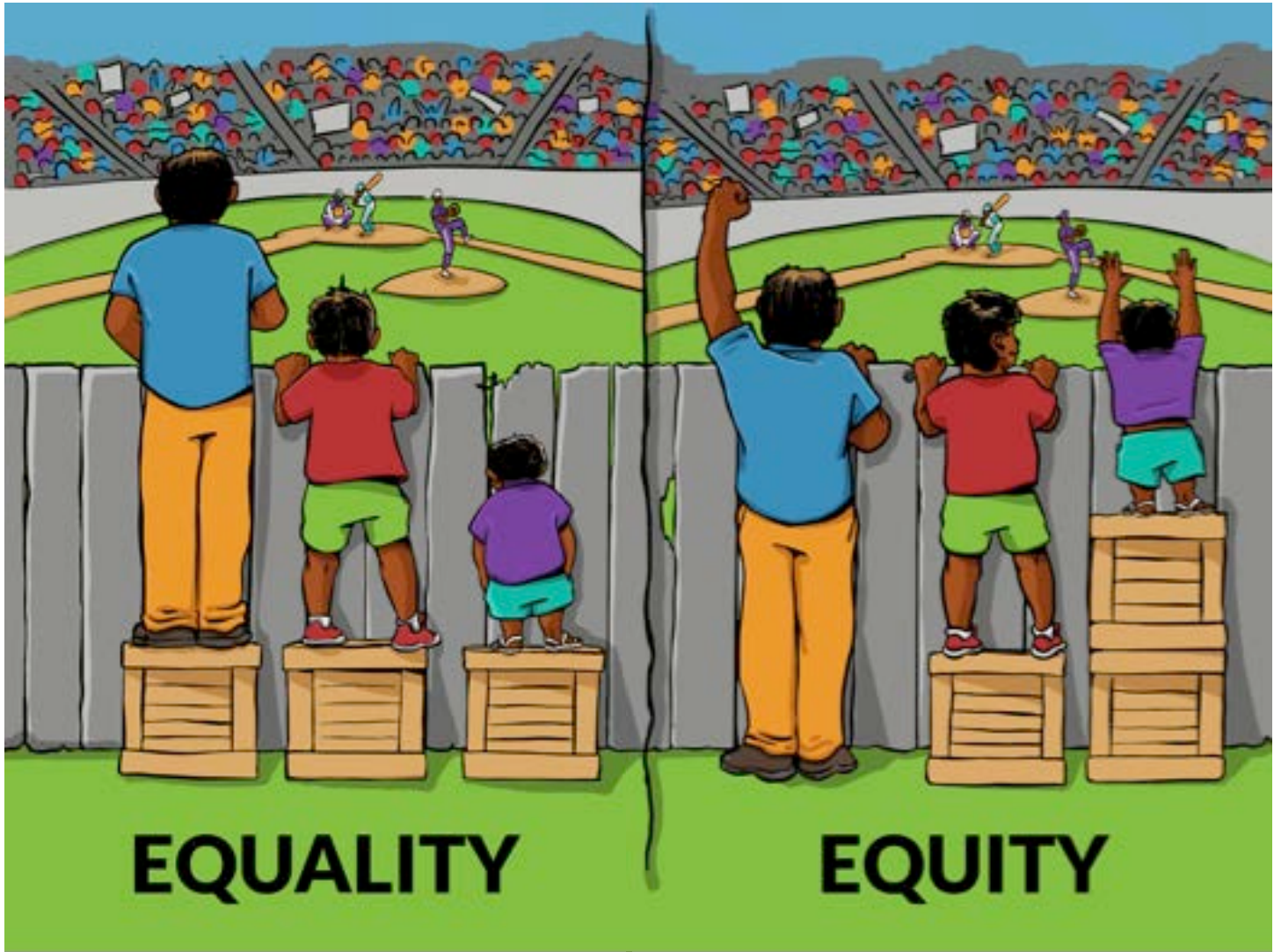
- Translation services
- Use plain language
- Patient portal

## ▶ General

- Benefits, primary language, community resources

# The Complete Patient Experience

- ▶ Patients moving seamlessly from check in to checkout
- ▶ Providers operating efficiently
- ▶ Identify touch points
- ▶ Patients feeling respected and cared for
- ▶ Focus on the journey

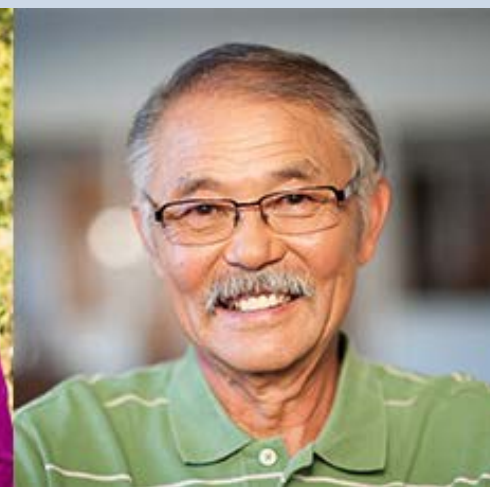




# Summary

- ▶ Health equity
- ▶ Social determinants of health
- ▶ Patient activation
- ▶ Resources
- ▶ Access: HOS, HEDIS, CAHPS
- ▶ Good health outcomes

You always make me feel **special!**



# Thank you!

For questions or training related inquiries,  
please contact us at

[askthetrainer@scanhealthplan.com](mailto:askthetrainer@scanhealthplan.com)

or call us at 855-SCAN-OST (855-722-6678).

Ask about our OST online video library today!