Finger Lakes Performing Provider System

COMMUNITY STAKEHOLDER FORUM

EVENT TITLE: FLPPS Community Stakeholder Forum

DATE: February 20, 2016

TIME: 8:00 AM–12:00 PM

LOCATION: East High School, 1801 East Main Street, Rochester, NY 14609

HOST ORGANIZATION(S):

ST. JOSEPH’S NEIGHBORHOOD CENTER & ANTHONY L. JORDAN HEALTH CENTER

TABLE TOPICS

Table #1: Women’s Health
Table #2: Health Literacy
Table #3: Insurance Enrollment
Table #4: Mental Health
Table #5: Cultural Competence
Table #6: Social Determinants of Health
Table #7: Transportation
Table #8: LGBTQ Health
Table #9: Men’s Health
Table #10: Open Discussion
PARTICIPANT INFORMATION

# Pre-Registered: 89  # Attended: 53

Please indicate the number for each of the below demographics collected from the participants:

RACE/ETHNICITY

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
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</thead>
<tbody>
<tr>
<td>White/European American</td>
<td>15</td>
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<tr>
<td>Hispanic/Latino</td>
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<tr>
<td>Black/African American</td>
<td>28</td>
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<tr>
<td>Asian</td>
<td></td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander</td>
<td></td>
</tr>
<tr>
<td>Native American</td>
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| Other (List)                     | unknown#

GENDER IDENTITY

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<tr>
<th>Gender</th>
<th>Number</th>
<th>Age Range</th>
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<tbody>
<tr>
<td>Male:</td>
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<td>19-29 yrs: 6</td>
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<tr>
<td>Female:</td>
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<td>30-39 yrs: 6</td>
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<tr>
<td>Transgender Female</td>
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<td>40-49 yrs: 17</td>
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<td>Transgender Male:</td>
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<td>50-59 yrs: 11</td>
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<td>Other:</td>
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<td>60-64 yrs: 5</td>
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<td></td>
<td></td>
<td>65+ yrs: 4</td>
</tr>
<tr>
<td>Youth: 18 &amp; under</td>
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</table>

Language(s): Other than English:

<table>
<thead>
<tr>
<th>Language</th>
<th>None</th>
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<tbody>
<tr>
<td>Other (List):</td>
<td>N/A</td>
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ZIP CODES/COUNTIES REPRESENTED:

<table>
<thead>
<tr>
<th>Codes/Counties</th>
</tr>
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<tbody>
<tr>
<td>14456; 14586; 14603; 14604; 14605; 14606; 14607; 14608; 14609; 14610; 14611; 14612; 14614; 14615; 14616; 14618; 14619; 14620; 14621; 14624</td>
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THEMES/FEEDBACK

Recurring themes/feedback received from the Community Stakeholder Forum participants:

- **Access to health care** presents a major challenge for residents in our community for a number of reasons. First, there is the issue of affordability. If individuals cannot, or believe they cannot afford health care, they will not pursue it. There is the issue of literacy that addresses one’s ability to understand and comprehend medical information. There are those who are fearful of hearing unpleasant information. No one wants to hear that she or he has hypertension, cancer, or a sexually transmitted disease. Neither do individuals want to seek access to care when they are not ready to adhere to treatment. There are those who do not know how to gain health care information or know where to obtain care. This occurs most frequently when individuals relocate to a new residential community. In certain cultures, accessing health care is not a concern because of their belief system. If there is no demonstration of accessing health care in the home, there is a strong probability that children will continue that tradition. If people are not sickly, they feel that there is no need to seek health care.

- **Health education** plays an important part in today’s society. Health education teaches individuals about their physical, mental, emotional, and social health. It helps individuals to see the value in improving and maintaining their health, preventing various diseases, and reducing risky behaviors. Although health education materials are readily available, differences in language and word meanings can lead to misinterpretation and poor understanding. Unfortunately, a comprehensive health education document does not exist that address the needs of teenagers, young adults, adults, and seniors respectively. There is not a written guide that identifies what tests to take, the locations of health services, the importance of health proxies, or safe places that provide support for those in need.

- **Barriers** exist in all areas of life, and the area of good health is no exception. At the forefront is the fact that people are creatures of habit. Although we know that fried foods, sweets, drugs, alcohol and cigarettes can have a negative effect on one’s health, most of the participants indulge in two or more of these activities. Other barriers to consider include the lack of exercise whether due to age or medication; social economic situations (housing, transportation, language); or co-occurring disorders (mental health concerns, depression). However, as we look closer, there are issues around care coordination, services
not provided by insurance companies, lack of dental coverage, and high
prescription co-pays. For some, barriers involve the process for switching
insurance coverage to a different provider, providers not being culturally
sensitive to the patient’s needs, and the inability to purchase healthy food.

- Among the participants, **communication with providers** is of most importance.
  From their perspective, providers need to respect them as individuals, listen to
  their comments about their bodies, and be culturally sensitive to their sexual
  preferences. Historically, providers focused on holistic health. Today, individuals
  are required to see a specialist for every ache. The concern is that some
  providers go straight to medicine as a solution without considering other options.
  These situations give the appearance that providers are working with
  pharmaceutical companies and not with the patient. Additionally, seeing multiple
  providers result in individuals telling their story multiple times and that can
  become frustrating. Another issue is that some cultures do not allow for certain
  examinations, or allow providers of the opposite gender to complete certain
  exams.

- Central to all discussion topics is the need for **transportation**. Transportation is
  required for doctor’s appointment, employment, school, shopping, visiting, and
  the like. However, Medicaid services only pay for medical visits and not for
  support group, grocery shopping, employment, Department of Social Services
  appointments, or picking up prescriptions. There are a significant number of rules
  associated with Medicaid services. Same day appointments are often not a
  consideration because Medicaid transportation must be scheduled in advance of
  the appointment, not the same day. Depending on the mode of transportation
  available, a 15-minute appointment may take up to one to two hours to get there
  and another one to two hours to return home. Individuals who use the
  Rochester Transit System to get to work or an appointment are at the mercy of
  the bus schedule. The cost associated with using a taxicab service can be very
  expensive. Friends having suitable transportation may be willing to assist at
  times, but there is no guarantee. Parents having several small children at home
  are often not able to attend parent-teacher conferences or go grocery shopping
  due to the difficulties of having to navigate public transportation. So attending
  medical appointments is definitely a challenge.
RECOMMENDATIONS

Based on participant feedback what are some recommendations voiced:

Access to Care:
- Create a brochure that identifies all available health care services in the area, and make them available at all community service locations
- Ensure that literature is available in multiple languages at a third to six grade reading level
- Create educational courses for available procedures and options under consideration
- Financial assistance based on income and needs

Health Education:
- Free preventative education
- Brochure on required testing needed for adolescents, young adults, adults, and seniors
- Partner with school systems to better integrate health care education
- Use peer advocates to educate patients

Barriers
- Work with insurance companies to cover / provide basic services across the board
- Introduce programs to assist patients in changing their habits
- Create incentives for insurance companies to reduce co-payments
- Use peer advocates
- Create incentive for patients to attend appointments and adhere to treatment/care

Provider:
- Annual cultural competence training
- Treatment plans should consider a patient’s culture, belief system, and ethnicity
- Patient discussions should include required test, frequency of testing, preventive medicine, and available treatment options.
- Utilize Motivational Interviewing techniques
- Maintain open lines of communication through patient portals
Transportation:

- Standardize transportation benefits across insurance companies
- Contract with local churches to use their vans
- Use smaller buses to make more frequent trips
- Update bus schedules based on the needs of consumers

Other:

- Have another forum modeling the FLPPS Community Stakeholder Forum, more than once a year.
- Use the same caterer again, the breakfast was greatly appreciated.
- Continue to assist with transportation.
- Make sure more people are aware of such a forum.
- The incentives were a pleasant surprise, and appreciated.
### PARTNER ORGANIZATIONS
(Volunteer Affiliations)

<table>
<thead>
<tr>
<th>ORGANIZATION/AFFILIATION</th>
<th>VOLUNTEER NAME(S)</th>
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<tbody>
<tr>
<td>Action for a Better Community</td>
<td>Jeffrey Johnson; Kelvin Johnson; Pedro Benitez; Rubin Rodriguez</td>
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<tr>
<td>Anthony L. Jordan Health Corporation</td>
<td>Cheryl McIntyre; Gregory Byrd</td>
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<tr>
<td>Baden Street Settlement</td>
<td>Mary Gomez De Santis</td>
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<tr>
<td>Catholic Charities</td>
<td>Debra Kluss</td>
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<tr>
<td>Catholic Family Center</td>
<td>Sally Partner</td>
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<tr>
<td>Center for Youth</td>
<td>Julie Stevens</td>
</tr>
<tr>
<td>Community Place</td>
<td>Christal Owens</td>
</tr>
<tr>
<td>Exercise Express LLC</td>
<td>Karen Rogers</td>
</tr>
<tr>
<td>Elderly Population (Retired from Hillside)</td>
<td>Linda James</td>
</tr>
<tr>
<td>LawNY</td>
<td>Rebecca Russo</td>
</tr>
<tr>
<td>Legal Assistance of Western New York</td>
<td>Lisa Ball, Esq</td>
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<tr>
<td>Medical Motor Services</td>
<td>William McDonald</td>
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<tr>
<td>Pilgrim Church of God</td>
<td>Keith Howard</td>
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<tr>
<td>Rochester Victory Alliance</td>
<td>Cody Gardner</td>
</tr>
<tr>
<td>St. Joseph’s Neighborhood Center</td>
<td>Kia Kai; Maisie Orsillo; Robyn Carter</td>
</tr>
<tr>
<td>St. Joseph’s Neighborhood Center (Women on the Move)</td>
<td>Melissa Parrish</td>
</tr>
<tr>
<td>Volunteer Legal Services</td>
<td>Ann Williams</td>
</tr>
<tr>
<td>YWCA</td>
<td>Lanee Williams; Sharon Johnson</td>
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