Priority community needs relative to health care access:

Needs established by consensus of Steering Committee members via two extended brain-storming sessions defining problems and suggesting strategies

#1. Relationship Development (7 votes)
Priority need to follow through with promises and initiatives, meet needs of patients and not agenda of care provider, church group, or social services providers without individualizing care

#2. Time/Location of Care (6 votes)
Provide health care where patients are or support patient needs (transportation, hours of operation)

#3. Healthcare Literacy (5 votes)
Understanding medical recommendations, insurance requirements and adaptation to lifestyle

#4 Technology Utilization (2 votes)
Use technology patients are comfortable or familiar using

#5. Guardianship (0 votes)
Address care with those directly involved (grandparents, caregivers who may or may not have legal custody)

#5. Care Provider Support (0 votes)
System and support services for providers working in stressful environments
“If I feel like this as an educated healthcare professional, how do families feel?”
“Let’s do it!”

#1. Relationship Development (7 votes)
Who do you trust?
School nursing limitations, including time constraints
- 504 Education Plans- school nurses not involved with development and evolution
- Some school nurses shared among several schools
Church community outreach - what if ‘anti-Church?’ or religion is not important
Social worker mistrust
Inconsistent care providers - different provider at each visit
Healthcare silo
Policy issues
“The ball doesn’t need to be dropped any more than it already is for these kids,” stated by Dr. Mitchell (Normandy High School Principal)

#2. Time/Location of Care (6 votes)
Call-a-ride programs not conducive to patient lifestyle or schedule – advanced notice requirement
Financial constraints – taking off work
Care put off until too sick due to difficult access to care, resulting in increased ED visits or hospital admissions
Sequence of care complicated
- Difficulty with scheduling appointments
- Getting to appointment
- Waiting for provider
- Obtaining medications
- Getting back home
Pharmacy locations and hours inconvenient for patient access to medicine

#3. Healthcare Literacy (5 votes)
Lack of provider time
Healthcare professionals not speaking at 3rd grade level to enhance patient understanding
Overly complicated instructions, information overload - not simplified to enhance understanding
Retention issues
Polypharmacy
Dialogue not always two way or open
Time with provider possibly not adequate to ensure understanding and comprehension
Individualized patient learning strategies (seeing, reading, etc.) not utilized to ensure active patient learning
Unknown understanding of medical diagnosis, and what that means for a patient’s health
Not communicating with WHOLE family, including those who are main caregivers regardless of relationship
HIPAA constraints
Insurance

#4 Technology Utilization (2 votes)
What forms of technology are you familiar with?
Generational gap in knowledge
Social media
Internet content – fact or fiction?
Concerns of identity theft
Untapped potential for technology in healthcare
“If I feel like this as an educated healthcare professional, how do families feel?”
“Let’s do it!”

#5. Guardianship (0 votes)
Grandparent culture and their beliefs on healthcare
- New medications versus home remedies tied to old knowledge of ‘what works’
- Trust of provider
- Communal memory of healthcare in St. Louis, including racial disparities

Single grandparents
Possibility of denied care due to guardianship
Spousal involvement in care – commitment, content, and authority
Financial barriers related to care – “He/she isn’t mine. I can’t afford that.”
- Fixed incomes

#5. Care Provider Support (0 votes)
Navigating our own system
System stressors
Patient demand unproportioned to healthcare providers
Frustrations of obvious barriers to care for those who need it - feelings of provider helplessness
Multiple steps to providing care add time to tasks and limit patient contact to provide actual care

Strategies and Solutions
“I don’t care about how much you know until you show me how much you care.”

Individualized education
- Teach back
- Open dialogue
- Utilize pictures as teaching guide
- Personalized learning strategies – how does each patient learn best?
- Extend education outside of individual – family/friends/caregivers

Technology implementation
- Utilization of internet and various technology modalities
- Utilization of social media to access population
- Healthcare – communication between patients and providers, ease of contact, relaying information

Individual models – whom do they trust?
- School nurse
- Paramedic
- Church/clergy
- Teacher/principle
- Health coach
  - Setting – home/school versus professional healthcare setting
  - Extension of care and healing
  - Consistency of care ‘familiar face’
- Disease specific educator

Care where they are
- Mobile clinics – care where they are
- Health fairs – common meeting ground
- Uber specific to healthcare transportation Access to medications and pharmacies
- Peer support – buddy system

10/12/2016 Steering Committee Meeting 2
"If I feel like this as an educated healthcare professional, how do families feel?"

"Let's do it!"

Relationship development

- Where healthcare is going
- Coaching
- Extension of care/healing
- Outpatient
- Consistent care provider
- Familiarity - WHO
- School nurse - compliance vs. need
- Role of nurse, paramedic, counselor, social worker
- WHO to trust

Churches

Siloed
“If I feel like this as an educated healthcare professional, how do families feel?”

“Let’s do it!”

Time/locating care delivery

Mobile clinics
Call-a-ride - Need advanced notice
- who pays?
- are they available?
- efficient?

Financial problem
Sequence - make appointment, get there, wait, get meds, get home

MEDICINES - access
Pharmacy - efficiency
“If I feel like this as an educated healthcare professional, how do families feel?”
“Let’s do it!”

Healthcare Literacy

INTERNET
Talk for 3rd grade? Level of education?
Do patients understand?
Stress
Teaching—not talking up or down
Open Dialogue

TIME
Nurse as fixer, not interactor
Discharge complicated
Poly-medications—Insurance
Too much info
HIPAA
"If I feel like this as an educated healthcare professional, how do families feel?"
"Let's do it!"

Technological utilization

Generational
Social media
Fear of identity theft or disclosure

Untapped potential
Technology evolving, consuming
Health apps - diabetes, wellness, communication, pharmacy

Use of text to communicate - manage