Patient Engagement and Barriers to Healthcare: The Patient Centered Medical Home (PCMH)

American Public Health Association
November 5, 2013
Boston Massachusetts

Project aims

1. Identify the services that patients utilize or are interested in utilizing in the PCMH
2. Aid practices in identifying pitfalls in their transformations into PCMHs

Methods – Survey design

• Survey design and revision with input from 4 practices, including a federally-qualified independent community health center and 3 hospital owned community health centers
• Questions adapted from validated survey tools
• Pilot testing with phone interviews

Presenter Disclosures

No relationships to disclose.
Methods - Survey domains

- Demographics
- Healthcare services utilization
- Barriers to healthcare
- Self-efficacy-PCMH focus
- Group visits-PCMH focus
- Team-based care-PCMH focus

Methods - Survey administration

- In-person surveys in waiting room
- Pediatric caregiver and adult versions
- English or Spanish
- $5 gift card for participation
- Phone surveys for high-risk patients
  - Diabetes, asthma, ADHD, “risk score”

Limitations

- Convenience sample (67% waiting room)
- Low phone response rate
- Incomplete data
- Some questions not validated
- Some items (e.g., group visits, team) may be interpreted differently by different patients
- Language level above average patient education level

Results: Demographics

Respondents

- Adult Surveys (n=183)
  - 39% male
  - 53% female
  - 8% missing
- Pediatric Caregiver Survey (n=69)
  - 38% male
  - 62% female
- Risk status: n=82 high risk registry; n=184 waiting room

Age distribution – Adult survey (n=183)
III. Self-Reported Health Status, Barriers to Care & Engagement

Race and ethnicity

- % Patients Surveyed
- % in Worcester

Number of visits in past year ($n=261$)

Length of time at practices ($n=261$)

Educational attainment of patients and caregivers

Health assessment (self-report)
Chronic health conditions (pediatric)
69% had a chronic health condition

<table>
<thead>
<tr>
<th>Condition</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asthma</td>
<td>52%</td>
</tr>
<tr>
<td>Hyperactivity</td>
<td>23%</td>
</tr>
<tr>
<td>Chronic ear infection</td>
<td>18%</td>
</tr>
<tr>
<td>Other</td>
<td>16%</td>
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<tr>
<td>Developmental Problem</td>
<td>13%</td>
</tr>
<tr>
<td>Overweight</td>
<td>10%</td>
</tr>
<tr>
<td>Underweight</td>
<td>5%</td>
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</tbody>
</table>

Chronic health conditions (adult)
69% had a chronic health condition

<table>
<thead>
<tr>
<th>Condition</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Hypertension</td>
<td>40%</td>
</tr>
<tr>
<td>High cholesterol</td>
<td>34%</td>
</tr>
<tr>
<td>Overweight</td>
<td>30%</td>
</tr>
<tr>
<td>Asthma</td>
<td>26%</td>
</tr>
<tr>
<td>Diabetes</td>
<td>24%</td>
</tr>
<tr>
<td>Congestive Heart Disease</td>
<td>9%</td>
</tr>
<tr>
<td>MI</td>
<td>8%</td>
</tr>
<tr>
<td>CHF</td>
<td>6%</td>
</tr>
<tr>
<td>Stroke, TIA</td>
<td>3%</td>
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<tr>
<td>Other</td>
<td>2%</td>
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</tbody>
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Barriers to healthcare

<table>
<thead>
<tr>
<th>Barrier</th>
<th>% Yes</th>
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</thead>
<tbody>
<tr>
<td>Transportation</td>
<td>35%</td>
</tr>
<tr>
<td>Family</td>
<td>30%</td>
</tr>
<tr>
<td>Scheduling</td>
<td>20%</td>
</tr>
<tr>
<td>Work</td>
<td>15%</td>
</tr>
<tr>
<td>Cost</td>
<td>10%</td>
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</tbody>
</table>

Health literacy

Provider use of words patient did not understand

- Never: 71.5%
- Sometimes: 24%
- Usually: 4%
- Often: 2%

Views of health/self-efficacy

<table>
<thead>
<tr>
<th>Statement</th>
<th>Percentage Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I want to learn to improve my health (%)</td>
<td>81.3</td>
</tr>
<tr>
<td>The main thing that affects my health is what I myself do (%)</td>
<td>64.8</td>
</tr>
<tr>
<td>Following my doctors orders is the best way to keep my health from getting worse (%)</td>
<td>88.7</td>
</tr>
</tbody>
</table>

Views of health/self-efficacy

The main thing that affects my health is what I myself do (%)

- Strongly agree: 36.4%
- Somewhat agree: 13.4%
- Neither agree nor disagree: 7.9%
- Somewhat disagree: 12.3%
- Strongly disagree: 28.5%
Usefulness of talking to others with same condition

Usefulness of talking to others with same condition by age

Patient views of PCMH Key Activities

Willingness to attend a group by health status

Group visit time preference (adults)

Patient perception of presence of healthcare team
Patient belief that team improves health

- No: 3%
- Yes, somewhat: 40%
- Yes, definitely: 57%

Patient willingness to work with team

- Not at all willing: 12.1%
- Somewhat willing: 48.4%
- Very willing: 34.4%
- Don’t know/refused: 5.1%

Summary and Conclusions

Barriers to healthcare

- Transportation (29%) is most commonly reported barrier
- Nearly 25% of patients had difficulty understanding medical terminology
- 18.6% reported trouble understanding written information

Self-Efficacy

- 81.3% of patients report wanting to improve their health
- 33.6% of patients do not believe that they are the single greatest factor in determining their health
- General lack of empowerment

Group visits

- 60% of patients open to group visits
- 5-10 patients preferred group size
- Weekday evening meetings for adults
- Weekday regular hours for pediatric caregivers
- Patients reporting poor health least willing to attend a group visit
Care coordination

- 58.5% of patients report that they have a “health care team”
- 97% believe team improves their health
- But-most report only seeing the PCP

Recommendations

<table>
<thead>
<tr>
<th>Finding</th>
<th>Recommendation</th>
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<tbody>
<tr>
<td>Patients indicate transportation is a barrier to healthcare</td>
<td>Consider transportation solutions: shuttles, volunteers</td>
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<tr>
<td>Patients perceive lack of control over health outcomes</td>
<td>Implement collaborative self-management: training in motivational interviewing</td>
</tr>
<tr>
<td>Patients express interest in group visits</td>
<td>Size: 5-10 patients&lt;br&gt;Pediatric caregivers: Weekday regular hours&lt;br&gt;Adults: Weekday evenings</td>
</tr>
<tr>
<td>Patients don’t perceive having a healthcare team</td>
<td>Communicate to patients about PCMH and team-based care</td>
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Thank you!

QUESTIONS? COMMENTS?