

Lebanon County Health Focus Group June 19, 2007

- 1. What would you define as the top three emerging issues related to Access to & Availability of Health Services in Lebanon County?**
 1. Oral health care for MA children under the age of 5
 2. MA recipients can not get scheduled with local PCPs and are linked to outside county PCPs; uninsured and underinsured are traveling outside of county for care when transportation is available
 3. When no PCP is not selected, patient can not get authorization for emergency care
 4. Transportation
 5. Physician reimbursement rates
 6. PCP's not accepting more Gateway patients
 7. PHO contracts with insurance companies
 8. Physician disengagement due to economic, required paperwork and the managed care model
 9. Full practices
 10. Language barriers, lack of bi-lingual staff and need for translation services
 11. Cost of prescription drugs
 12. Medicare Part D patients are falling through the cracks

- 2. Describe the most important changes in the characteristics of your current range of clients in the past three years. Has your organization experienced specific barriers or special challenges in meeting the needs of hard-to-serve populations?**
 1. Increase in Spanish speaking population
 2. Many Hispanics with mental health issues that are not receiving services
 3. Increase in co-conditions including mental, drug and alcohol cause for complex treatment solutions
 4. Some dual diagnosis treatments can't accept severe mentally ill
 5. Opiate addiction, including prenatal
 6. Young children displaying behavioral issues in classroom end up with mental health diagnosis
 7. Mental health and mental retardation services should be separate treatment and resources
 8. Huge case management is needed with growing complexity of problems and family dynamics

9. Influx of greater NY area and Puerto Rico with medical problems coming to PA for quality medical care; without family network and support structure
10. 50% increase in MA patients
11. WIC program has grown 40% in last 3 years
12. High no show rate to PCP appointments due to lack of transportation which is highlighted even more with the increase for need to go out of county for specialty services
13. Language barrier, difficulty in supplying instruction sheets and other medical information in Spanish

3. What are the considerations in building partnerships to improve access to and availability of health services? Describe both positives and negatives.

1. Lebanon County does not have a major not for profit provider
2. Penn State College Medical should collaborate with insurers and partners
3. Create a partnership with for-profit groups and income draining groups
4. Continue to work on trying to get a federally qualified health center
5. Try to attract young dentists through education loan forgiveness programs
6. Head Start has a partnership with HACC, expand partnerships to other medical colleges such as Univ of Maryland
7. Continue the dialogue and working relationship already begun with the 3 task forces from Lebanon County Family Health Council working together
8. Ways to make medical information more understandable beyond the language issue, helping to solve the literacy issue
9. Translation services for medical educational materials

4. What financial, community or human resources do you need to meet the needs related to access and availability of care and services? How would you use them and why? What would be the results?

1. Collaborations and partnerships need to be strengthened
2. Shortage of staff in behavioral health
3. Community health clinic to promote wellness, safety, parenting, education, prevention and treatment; break down the SILOs
4. Educate population to reduce drain on system
5. Reduce workforce churn
6. Link with look-a-like clinic in a central location
7. Increase reimbursement rate
8. Leverage existing not for profit family health practices
9. Improve resident resource drain out of state, tort reform
10. Institute prevention educational program for 3 – 4 year olds

11. Bilingual parental education and communication helps to overcome barriers

5. How can the community and its partners join together to create solutions that begin to address the challenges and opportunities discussed today?

1. Build, leverage and maximize existing partnerships; breaking down communication barriers and keeping people engaged
2. Collaborate on grant applications for funding priorities
3. Funding at state level is at a crossroads; system changes are needed to redirect resources through policy changes
4. Support and work towards a single universal health care system with a defined benefit basis for basic care
5. Look for private funds to supplement state and federal funding gaps
6. Look for ways to attract and retain college educated workforce