

Partnership for a Healthy Durham
Access to Care Committee
April 11, 2024
Minutes

Access to Care: This committee’s activities include advocating for changes that will affect health care coverage for residents across all ages and developing community and agency-based strategies to make measurable improvements in access to care for the uninsured and underinsured residents of Durham.

Facilitated by: Shelisa Howard-Martinez & Angel Romero Ruiz

Attendees: Natacha Cross Rubio, Mary Vinson, Tinesha Smith, Nancy Santos, Deborah Dolan, Victoria Mosey, Helen Tripp, Kimberly Alexander, Patience Mukelabai, Christina Harrison, Elizabeth Brill, Helen Tripp, Susan Hertz, Savannah Carrico, Sebastian Rios, Catrina Lloyd, Angel Romero Ruiz, Kina, S Gordon, Sally Wilson, Jaeson Smith, Viola Lip, Edeia Lynch, Francisco Guzman, Soleir Fordon-Schaefer, Viola Lipscomb, Sebastian Rios, Leyka (Railcare Health), Ashley Bass-Mitchell

Topic	Major Discussion	Recommendations and Action Steps
Welcome - Introductions & Icebreaker	Introductions in the chat. Name, organization & email address if this is your first time along with the response for the icebreaker. Icebreaker – What is your favorite flower?	
Review March Minutes	The March meeting minutes were approved.	
Intro to Project Access of Durham County – Natacha Cross Rubio	<p>Improving Healthcare Access in Durham County</p> <p>Project Access launched in 2008 as an initiative of various partners and organizations. Natacha Cross Rubio, Care Manager at Project Access, discussed several initiatives aimed at improving access to healthcare for the uninsured population in Durham County. She highlighted Project Access, which connects low-income, uninsured residents to donated specialty medical care by physicians and practitioners, as well as ancillary services. They accept referrals from Primary Care Providers (PCP) at Lincoln Community Health Center (LCHC) and they must meet the following qualifications:</p> <ul style="list-style-type: none"> • Have lived in Durham for past six months • Household income below 200% Federal Poverty Limit, • Uninsured, underinsured, and inability to qualify for affordable health insurance coverage <p>Patients are enrolled for one year and Care Managers support providers to help patients adhere to treatment plans and address social determinants of health (SDOH).</p> <p>Natacha noted that over 1,200 patients have received care and over \$5 million in care and prescriptions were provided between July 2022 and June 2023. Natacha also introduced the Health Equipment Loan Program</p>	

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	<p>(HELP), which collects, repairs, cleans, and sanitizes used durable medical equipment and loans it out to Durham County residents who need it. No appointment is necessary, and it doesn't matter insurance status; any Durham resident can utilize the program. Items are loaned for 90 days and may be renewed; residents just need proof of residency. The program has loaned over 1,500 items. Volunteers for HELP are always welcome. People must be able to commit to two hour shifts at least twice each month, on Tuesdays or Fridays.</p> <p>She also discussed the Durham Medical Respite Program, which has facilitated over 1,700 respite stays since its inception. This includes short term housing, case management, and case consultations for homeless individuals in Durham. A rapid rehousing program was added in 2020 and referrals come from local hospitals or clinics.</p> <p>Lastly, she introduced the Community Health Worker (CHW) initiative with Bull City Strong, which aims to increase health knowledge through community health workers, with resources available for those interested in volunteering or learning more about this initiative.</p> <p>Natacha introduced the team, including Sally Wilson, and explained that more information could be found on their website or by visiting their location on Roxboro Street. Deborah asked a question about their referral process, to which Sally clarified that the Health Equipment Loan program is open to anyone in Durham, and those in need only need to show up on Tuesdays or Fridays. Catrina Lloyd expressed her curiosity about whether patients still receive discharge instructions with their flyers, to which Natacha confirmed they do, but now they work closely with hospital discharge planners.</p>	
<p>Data for 2024-2027 Community Health Improvement Plan (CHIP) Process – Savannah Carrico</p>	<p>Analyzing 2022 and 2023 Surveys on Healthcare Access</p> <p>Savannah Carrico, Epidemiologist at the Durham County Department of Public Health, presented and analyzed the results of the 2022 countywide survey and the 2023 Comunidad Latina survey, highlighting the differences in their methodologies and the demographic characteristics of their samples. She noted that while both surveys addressed healthcare access and usage, the Latina community had lower rates of coverage due to unemployment and immigration status, with cost being a more significant barrier. The surveys also revealed different priorities in terms</p>	

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	<p>of top diseases and conditions, with COVID-19 and mental health being the primary concerns in the countywide survey, while diabetes and obesity were more prevalent in the Latina community. Savannah also announced that the 2026 Durham County Community Health Assessment would include a countywide sample, a Tina community sample, and a third survey specific to the black African American population, using a mixed methodology. Savannah discussed the plan to minimize the number of questions in the upcoming survey to focus on the top five health priorities identified. The draft survey will be sent for review in the summer, finalized in the fall, and sent out in the spring. She also offered to present the company's information to any Hispanic organizations. All of the data is available online at healthydurham.org.</p>	
<p>Announcements</p>	<p>Along with these minutes, the following announcements and next month's meeting agenda, information regarding the Community Health Improvement Plans (CHIPs) process will be sent in an email to the committee. If you have any questions about this, please email Bria Miller (briamiller@dconcgov) or Krista Kicsak (kkicsak@dconcgov).</p> <p>This week is Black Maternal Health Week. There is an upcoming opportunity with you all, for the Maternal and Child Health Conference being held at Downtown Durham Convention Center on April 30th (see attachment for conference details). Registration is included on the last page of the attached document and here. https://www.wakeahec.org/courses-and-events/73444/broadening-our-reach-expanding-our-community-of-practice. Another event this week is from Equity Before Birth, a dance party. Information: https://www.equitybeforebirth.com/upcoming-events</p> <p>There is a MedAssist event in Cary. Deborah Dolan will send out a flyer/more information in the follow-up email.</p> <p>Note in the Pocket's 5k, Socks and Undie 5k Rundie, on Saturday, April 27h. Location: 7619 Fayetteville Road New Hope Church, Durham, NC US 27713. https://noteinthepocket.org/</p> <p>Alliance Health Consumer Family Advisory Committee is actively looking for more Durham Alliance Health members to join our CFAC. If any of you are working with individuals you know receive services through Alliance Health or might be eligible for them, and would be interested in providing Alliance Health feedback on service needs and gaps, community needs</p>	

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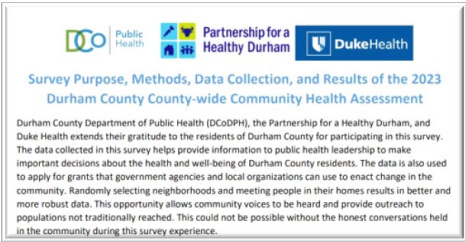
	<p>and involvement, etc., please feel free to send them my way! Victoria Mosey, vmosey@alliancehealthplan.org, 984-302-1965. I'm happy to provide further information about CFAC to anyone interested. 😊</p> <p>Individuals who do become CFAC members receive a \$50 a month stipend in addition to training opportunities and opportunities to speak more directly with senior management and legislators.</p> <p>The Community Health Worker (CHW) Roundtable takes place on the 1st Wednesday of each month Join Zoom Meeting https://us02web.zoom.us/j/86380303623?pwd=eml3dCt3WkdHZk1oaGczbi9BUUdQQT09 Meeting ID: 863 8030 3623 Passcode: 358747</p> <p>Th CHW Roundtable also provided feedback that they would like more networking, so the first networking event will be on Friday, May 10th in Durham. Registration will end on May 3rd. Edeia Lynch (elynych@dconc.gov) is the contact and will provide a flyer with the announcement email.</p> <p>Samaritan Health Center is hiring a new Front Desk Coordinator now and will have a second position listed soon! Both roles will require bilingual skills: https://www.samaritanhealthcenter.org/staff#employment</p> <p>Samaritan Health Center is hosting a brunch at on April 27 to celebrate 15 years of care and look to the future, with keynote speaker Kimberly Monroe. Please RSVP if you're able to join them: https://www.samaritanhealthcenter.org/spring-2024-fundraiser</p> <p>There is a Mental Health Awareness Event happening May 4th that everyone is invited too; they are also looking for tabling/vendors. More information to come. Contact Ashley Bass-Mitchell if you have any additional questions. abassmitchell@alliancehealthplan.org</p>	
Meeting Adjourn		

***Next Meeting:** May 9, 2024: 8:30-9:30am

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Community
Health
Assessment

- 2022 County-wide CHA survey
Comparable to previous years
205 total surveys
Weighted
- 2023 Comunidad Latina CHA survey
176 surveys collected
Unweighted
New methodology – convenience
sample
**Not comparable to previous
years or the 2022 County-wide
survey**



Survey data reports are available at
<https://healthydurham.org/health-data>

Access to Care
questions on
the CHA
surveys

- Do you have someone you consider a personal healthcare provider?
- When was the last time you saw a healthcare provider?*
- During the past 12 months, was there any time you did not have any health insurance or coverage?
- Since you said 'yes', what prevented you from having health insurance or coverage?
- In the past 12 months, did you have a problem getting the healthcare you needed for you or someone in your household from any type of healthcare provider, dentist, or pharmacy?
- Since you said 'yes', what type of provider did you or someone in your household have trouble getting healthcare from?

* County-wide survey only
** Comunidad Latina survey only

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Access to Care questions on the CHA surveys

What was the problem that prevented you or someone in your household from getting the necessary healthcare?

When you are sick and you don't go to the clinic or hospital, what do you do to feel better?***

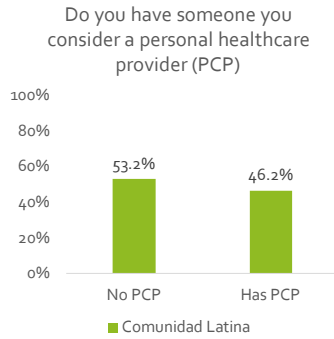
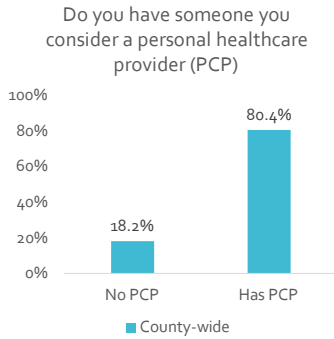
In the past 12 months, have you or someone in your family gone to the emergency room?***

Did you go to the emergency room for any of the following reasons?***

* County-wide survey only

** Comunidad Latina survey only

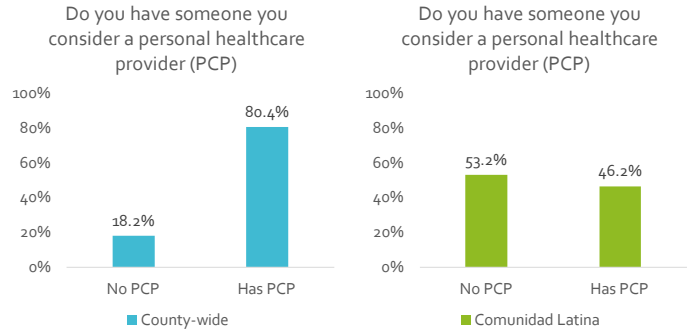
Access to care: Personal Healthcare Provider



Those that have a PCP in the County-wide survey were more likely to be over 40 years old. The younger the participant, the less likely they were to have a PCP.

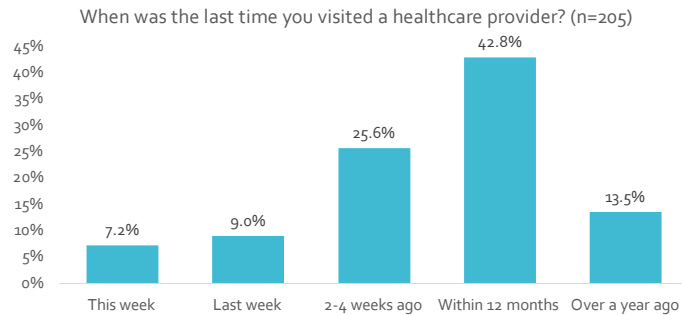
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**Access to care:
Personal
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**Access to care:
Last
healthcare visit**

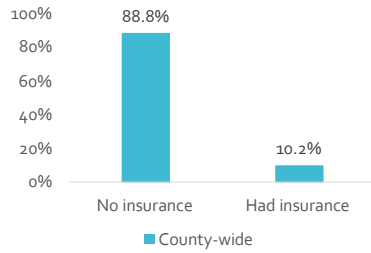


*County-wide question only. New question in 2022.

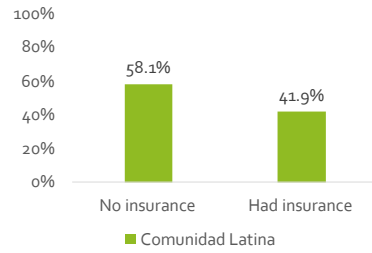
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**Access to Care:
Health
coverage**

During the past 12 months, was there a time you did not have any health insurance or coverage?



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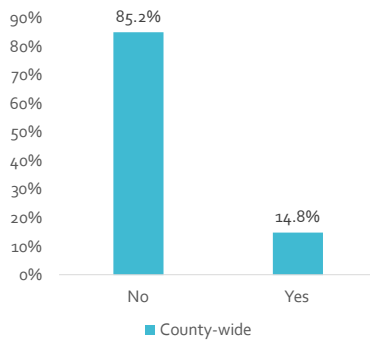


2022 County-wide #1 reason for not having coverage: Unemployment

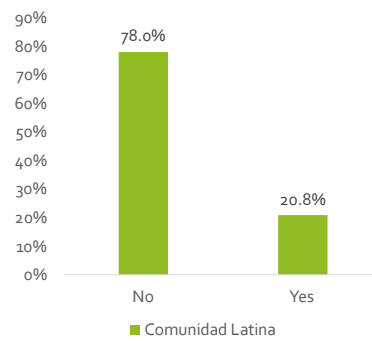
2023 Comunidad Latina #1 reason for not having coverage: Immigration status

**Access to Care:
Problem
getting
healthcare**

During the past 12 months, did you have a problem getting healthcare?



During the past 12 months, did you have a problem getting healthcare?



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**Access to Care:
Problem
getting
healthcare**

2022 County-wide reasons for not getting healthcare”

1. Couldn't get an appointment
2. No health insurance or coverage
3. Insurance didn't cover what I needed

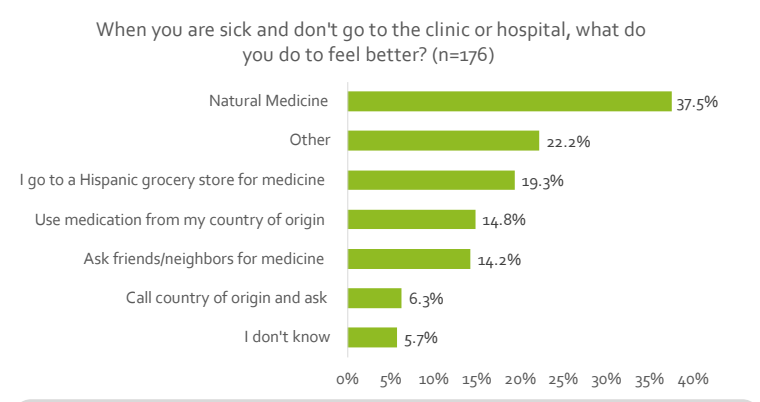
2023 Comunidad Latina reasons for not getting healthcare”

1. Cost was too high
2. No health insurance or coverage
3. Couldn't get an appointment

Top locations where care was not received:

- Dentist
- Pediatrician
- Mental health provider
- Personal healthcare provider (PCP)

**Access to care:
What do you
do when you
are sick?**

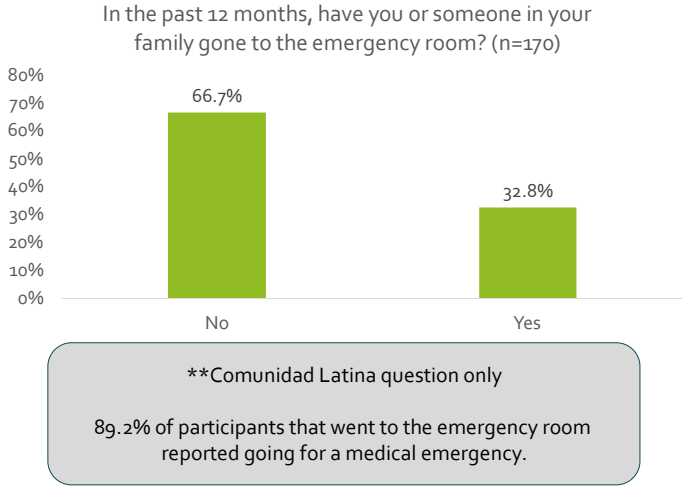


****Comunidad Latina question only**

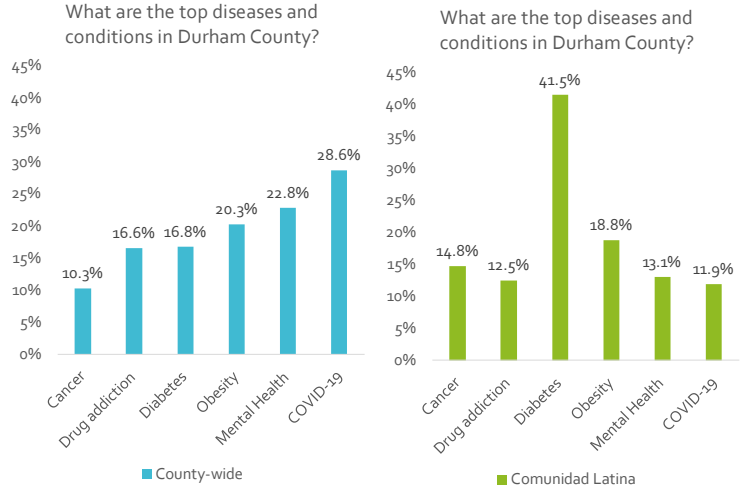
Other ways to feel better include self -medicating, going to the doctor or pharmacy, and taking over the counter pills such as acetaminophen.

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Access to care:
Emergency
room visits

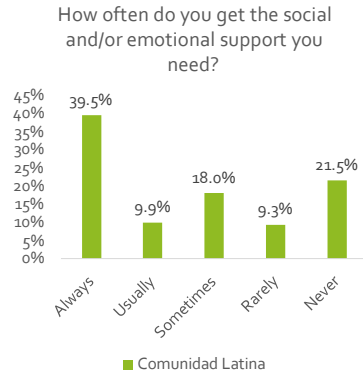
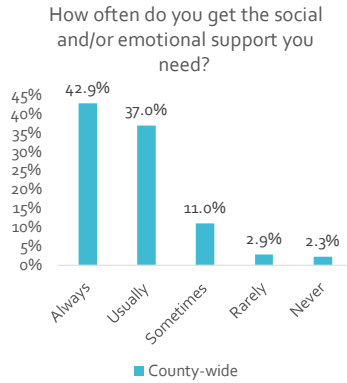


Top diseases
and conditions
in Durham
County

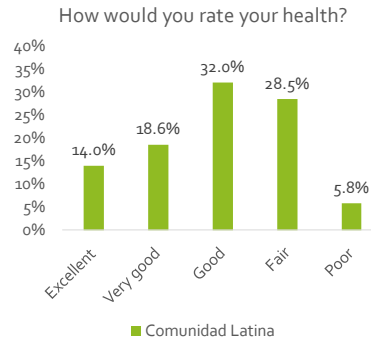
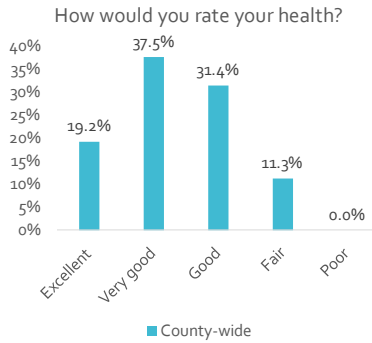


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Personal Health: Social and emotional support



Personal Health: Rate your health



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What are Durhamites saying?

One in four Comunidad Latina participants asked for better healthcare as a way to better support their community.

"More access to affordable care, cheaper medications."

"Help with health care, access to a medical doctor, get health insurance."

"More opportunities for immigrants, like access to health, sometimes we self medicate for this reason."

What are Durhamites saying?

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Next Steps

The 2026 Durham County Community Health Assessment is being planned for Spring 2025.

- Will include a County-wide, Comunidad Latina, and Black or African American surveys.
- Surveys will be collected using a mixed method sampling model.
 - Going to local events in the community
 - Going door-to-door
- Survey questions are limited to 5 -6 questions about each health priority.
- Surveys will be finalized in Fall 2024 after feedback from partners and community members are incorporated.

Questions?

Savannah Carrico, MPH
Public Health Epidemiologist
Durham County Department of Public Health
919-251-1578
scarrico@dconc.gov

Survey data reports and executive summaries are available in English and Spanish at <https://healthydurham.org/health-data>



Public Health