



UNIVERSITY of MARYLAND
ST. JOSEPH MEDICAL CENTER

Community Health Needs Assessment

Key Informant Report

March 2013

HOLLERAN

BACKGROUND

Greater Baltimore Medical Center, Sheppard Pratt Health System, and University of Maryland St. Joseph Medical Center partnered to conduct a Community Health Needs Assessment to evaluate the health needs of individuals living in the hospital service areas within Baltimore County, Maryland. The purpose of the assessment was to gather information about local health needs and health behaviors.

As part of the assessment, the hospitals contracted with Holleran, an independent research and consulting firm located in Lancaster, Pennsylvania, to conduct a Key Informant Study with community stakeholders. Holleran staff worked closely with hospital representatives to identify key informant participants and to develop the online Key Informant Survey Tool. A copy of the questionnaire can be found in Appendix A. The questionnaire focused on gathering qualitative feedback regarding perceptions of community needs and strengths across 3 key domains:

- Key Health Issues
- Health Care Access
- Challenges & Solutions

A total of 18 interviews were conducted by Holleran's teleresearch center from November 2012 through January 2013. Study participants represented a variety of sectors including public health and medical services, non-profit and social organizations, children and youth agencies, and faith-based organizations. It is important to note that the number of completed surveys and limitations to the sampling method yield results that are directional in nature. Results reflect the perceptions of a sampling of community leaders within Baltimore County, Maryland

Greater Baltimore Medical Center, Sheppard Pratt Health System, University of Maryland St. Joseph Medical Center, and their community partners will use the results of the Key Informant Study in conjunction with a Secondary Data Profile to identify key community health issues and ensure hospital community benefit initiatives are aligned with those needs.

Key Health Issues

The first section of the survey focused on the key health issues facing the community. Individuals were asked to select the top three health issues that they perceived as being the most significant. The three issues that were most frequently selected were:

- Access to Health Care/Uninsured/Underinsured
- Mental Health/Suicide
- Overweight/Obesity

The following table shows the breakdown of the percent of respondents who selected each health issue. Issues are ranked from top to bottom based on number of participants who selected the health issue. The first column depicts the total percentage of respondents that selected the health issue as one of their top three. Respondents were also asked of those health issues mentioned, which one issue is the most significant. The second column depicts the percentage of respondents that rated the issue as being the most significant health issue.

Table 1: Ranking of Key Health Issues

Rank	Health issue	Percent of respondents who selected the issue	Percent of respondents who selected the issue as the most significant
1	Access to Health Care	72%	33%
2	Overweight/Obesity	56%	22%
3	Mental Health/Suicide	44%	22%
4	Diabetes	33%	6%
5	Substance Abuse/Alcohol Abuse	22%	6%
6	Heart Disease	17%	0%
7	Maternal/Infant Health	17%	6%
8	Aging/Chronic Disease/Disability	17%	0%
9	Cancer	11%	0%
10	Dental Health	11%	6%
11	Tobacco	11%	0%

Figure 1 shows the key informant rankings of all the key health issues. The bar depicts the total percentage of respondents that ranked the issue in their top three.

“What are the top 3 health issues you see in your community?”

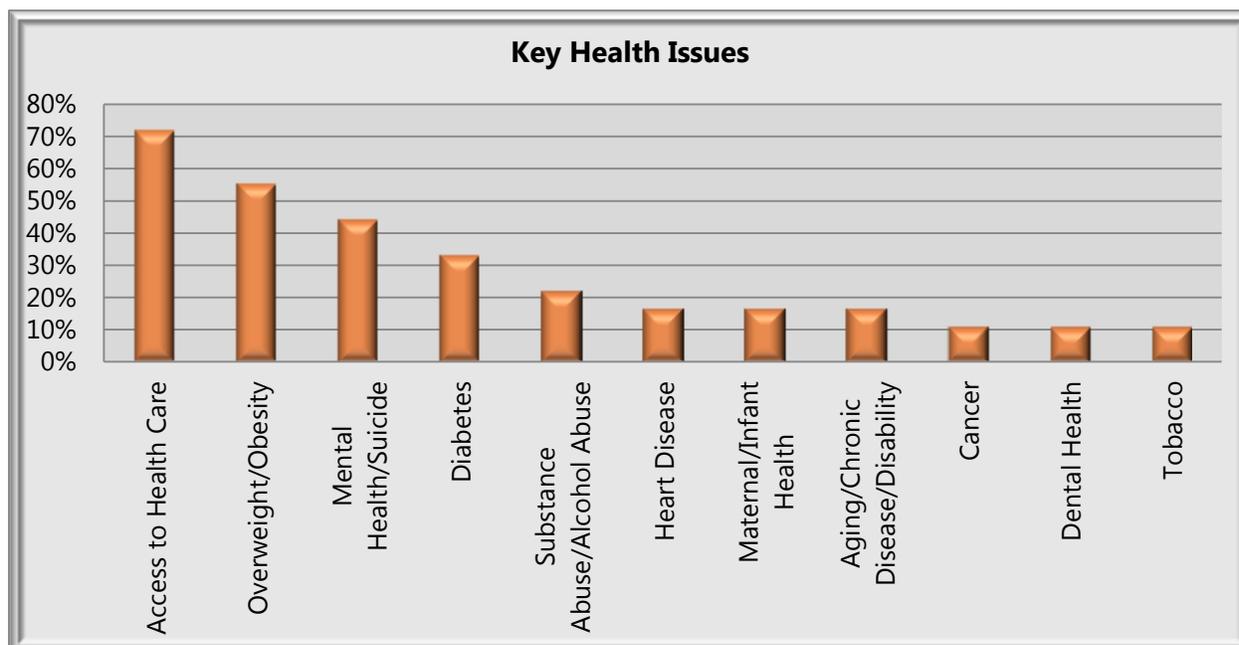


Figure 1: Ranking of key health issues

An ‘other’ option was provided to allow respondents to select an issue that was not on the list. Other key health issues that were specified include:

- Childhood Asthma
- Arthritis

After selecting the top three issues, respondents were asked to share any additional information regarding the health issues they selected and reasons for their selections. The following section provides a brief summary of the key health issues and highlights related comments.

Access to Health Care was the most frequently selected health issue with 72% of informants ranking it among the top three key health issues. Approximately one-third of informants ranked it as the most significant issue facing the community.

Select Comments related Access to Health Care Issues:

- *"If people can't access health care when they need it, it affects their economic status, their ability to earn, and their ability to care for others. It has far reaching effects."*
- *"Health care is so expensive. We have too many uninsured or underinsured. That is a problem for everyone, even the ones who do have insurance - it makes their care more expensive."*
- *"Access to health care is a critical issue that affects people across the board from young to old."*
- *"There are lots of people uninsured right now because they can't afford high premiums or their employers don't provide health insurance. They aren't able to go to a medical facility and get the care they need or pay for their medicine."*
- *"Our health care system isn't as user friendly as I would like it to be."*

Overweight/Obesity was the second most frequently selected health issue with 56% of informants ranking it among the top three key health issues. 22% of informants ranked Overweight/Obesity as the most significant issue facing the community. Respondents feel that reducing obesity can lead to improvements in many other key health issues.

Select Comments related to Overweight/Obesity:

- *"Obesity is a health priority of the Baltimore County Coalition. Obesity numbers for children and youth are very high, and they are increasing just as they are increasing nationally."*
- *"Obesity is a nationwide problem as well as in this area. I'm on a Baltimore County Health Department Coalition group that is looking at obesity related strategies for children and youth."*
- *"As an educator, I see many students coming from middle school who are overweight, out of shape, and not as active as they should be. They do not really realize or understand how it affects their health."*
- *"Obesity has an impact on blood pressure, cardiovascular disease, diabetes, arthritis, and cancers."*
- *"Long term chronic and serious health conditions are associated with obesity."*
- *"Obesity affects people of all ages and the data indicates that it doesn't seem to be slowing down in terms of the increasing numbers we see across the country."*

Mental Health/Suicide was the third most frequently selected health issue with 44% of informants selecting it among the top three key health issues. 22% of respondents ranked mental health as the most significant issue facing the community. Respondents indicated that the resources available for the treatment of mental health issues are insufficient.

Select Comments related to Mental Health:

- *"It's a significant problem. Research suggests that one out of five will be affected by mental health issues in their lifetime."*
- *"Mental health is a big issue and it affects quality of life in so many ways."*
- *"There need to be more mental health services available for children. Families constantly contact us because their children's mental/behavioral needs are not being met. Their private insurance won't cover it, they are not eligible for a service, or they can't get special education for their child. There are a number of reasons why it's difficult to get help in the mental health area for children."*
- *"Mental health issues often start in late teens or twenties. If you develop cancer, diabetes, or cardiac disease later on, they can complicate chronic disease."*
- *"Among the women that come to our organization for services, approximately ninety percent self-report a mental health issue."*

Diabetes was the fourth most frequently selected health issue with approximately 33% of key informants ranking it among the top three key health issues.

Select Comments related to Diabetes:

- *"Diabetes is a major issue in our society. A lot of that is due to poor lifestyle, lack of exercise, poor diet. It affects everyone, children through senior citizens."*
- *"Diabetes is one of the most common issues we see on health assessments."*
- *"Diabetes can lead to serious complications such as vascular, vision, dental problems if it is not kept in control."*

Health Care Access

Availability of Services

The second set of questions concerned the ability of local residents to access health care services such as primary care providers, medical specialists, dentists, transportation, Medicaid providers, and bilingual providers. Respondents were provided with statements such as: "Residents in the area are able to access a primary care provider when needed." They were then asked to rate their agreement with these statements on a scale of 1 (Strongly Disagree) through 5 (Strongly Agree). The results are displayed in Table 2.

“On a scale of 1 (Strongly Disagree) through 5 (Strongly Agree), please rate each of the following statements about Health Care Access.”

Table 2: Mean Responses for Health Care Access Factors

Factor	Mean Response	Corresponding Scale Response
Residents in the area are able to access a primary care provider when needed (Family Doctor, Pediatrician, General Practitioner)	3.06	Neither agree nor disagree
Residents in the area are able to access a medical specialist when needed (Cardiologist, Dermatologist, Neurologist, etc.)	2.89	Disagree
Residents in the area are able to access a dentist when needed.	2.61	Disagree
There is a sufficient number of providers accepting Medicaid and medical assistance in the area.	2.39	Disagree
There is a sufficient number of bilingual providers in the area.	1.78	Strongly Disagree
There is a sufficient number of mental/behavioral health providers in the area.	2.44	Disagree
Transportation for medical appointments is available to residents in the area when needed.	2.22	Disagree

Health care access appears to be a significant issue in the community. As illustrated in Table 2 and Figure 2, very few informants strongly agree to any of the health care access factors. Most respondents ‘Disagree’ with community residents’ ability to access care. Availability of bilingual providers garnered the highest percent of ‘Strongly disagree’ responses (45%) and lowest mean response (1.78) compared to the other factors. Availability of mental/behavioral health providers, providers accepting Medicaid, dentists, specialists, and transportation were also concerns.

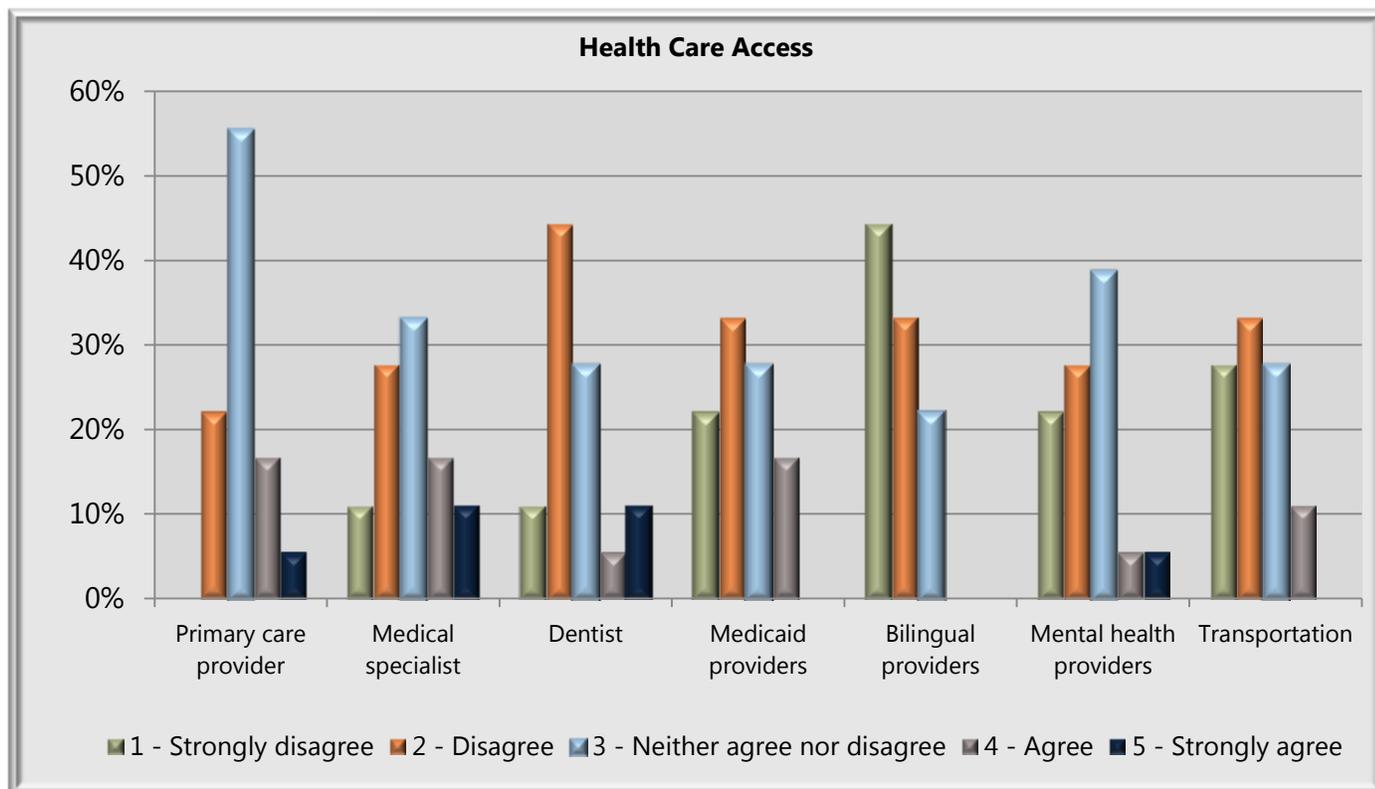


Figure 2: Frequency of responses for health care factors

Barriers to Health Care Access

After rating availability of health care services, the informants were asked about the most significant barriers that keep people in the community from accessing health care when they need it. The barriers that were most frequently selected were:

- Lack of Health Insurance Coverage
- Inability to Pay Out of Pocket Expenses
- Lack of Transportation

Table 3 shows the breakdown of the number of respondents who selected each barrier. Barriers are ranked from top to bottom based on the frequency of participants who selected the barrier. Figure 3 shows a graphical depiction of the frequency of selected barriers to health care access.

“What are the most significant barriers that keep people in the community from accessing health care when they need it?”

Table 3: Ranking of Barriers to Health Care Access

Rank	Barrier to Health Care Access	Number of respondents who selected the issue
1	Lack of Health Insurance Coverage	9
2	Inability to Pay Out of Pocket Expenses (Co-pays, Prescriptions, etc.)	7
3	Lack of Transportation	6
4	Availability of Providers/Appointments	5
5	Language/Cultural Barriers	3
6	Time Limitations (Long Wait Times, Limited Office Hours, Time off Work)	3
7	Inability to Navigate Health Care System	2
8	Lack of Trust	1

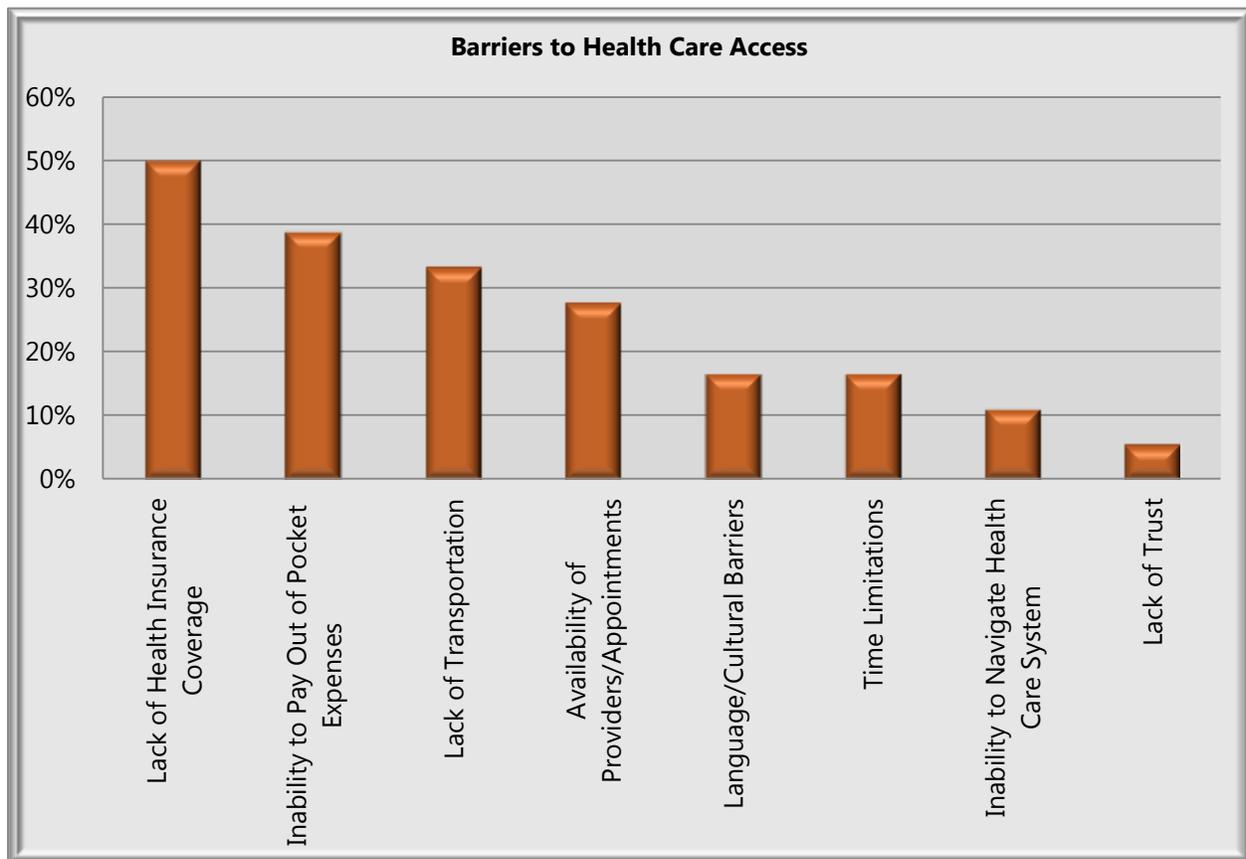


Figure 3: Ranking of barriers to health care access

After selecting the most significant barriers, informants were asked to share any additional information regarding the barriers to accessing health care.

Select Comments regarding Health Care Access & Barriers:

- *"One of my primary responsibilities here is transportation, and I can tell you that there are not nearly enough resources to get people to medical care."*
- *"One of the major issues for people in getting the proper health care they need is being able to get to a facility where they will be treated."*
- *"If I have to depend on public transportation, it's very difficult to get around because the transportation system in Baltimore County is very limited and only covers certain routes. To get from one location in the county to another sometimes you have to take a bus into Baltimore City and then back out into Baltimore County to reach your destination."*
- *"Baltimore County is large without a good public transportation system so getting to appointments is difficult."*
- *"Folks without insurance often call local health providers looking for a place to get primary care. Trying to find doctor that does primary care on a sliding scale fee or pro bono is a challenge. It doesn't happen."*

Underserved Populations

Informants were then asked whether they thought there were specific populations who are not being adequately served by local health services. As seen in Figure 4, the majority of respondents (89%) indicated that there are underserved populations in the community.

"Are there specific populations in this community that you think are not being adequately served by local health services?"

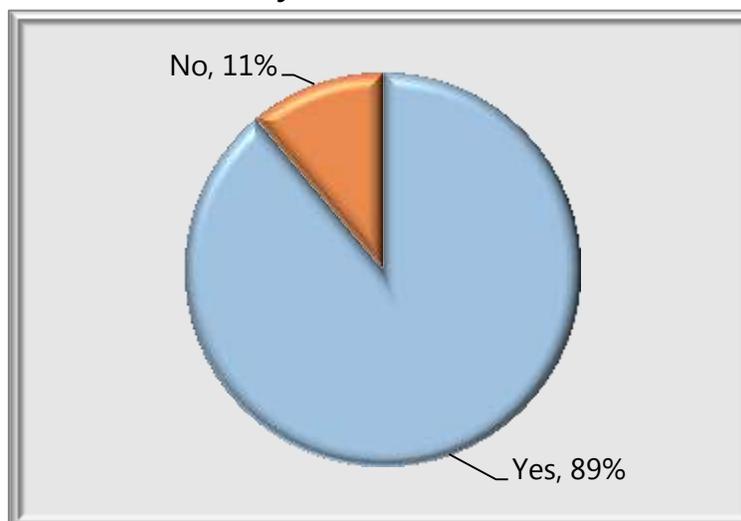


Figure 4: Key informant opinions regarding underserved populations

Those respondents were asked to identify which populations they thought were underserved. The results can be found in Table 4 below.

Table 4: Underserved Populations

	Underserved Populations	Number of respondents who selected population
1	Uninsured/Underinsured	6
2	Hispanic/Latino	6
3	Homeless	6
4	People with Mental Health/Substance Abuse Issues	4
5	Black/African-American	3
6	People with Disabilities	3
7	Low-income/Poor	2
8	Immigrant/Refugee	2
9	Children/Youth	1
10	Young Adults	1
11	Veterans	1

Select Comments regarding Underserved Populations:

- *"With significant Hispanic and immigrant populations, I think the language barrier is a big concern for health care."*
- *"The diversity of our population means we have to think twice about how we deliver services which includes bringing in bilingual staff and translators."*
- *"If they have a language barrier and are not able to read or speak English, they have no idea where to go for services."*
- *"Undocumented immigrants are often afraid to go to health care facilities for fear they will be turned into immigration so they forgo medical treatment."*
- *"We have undocumented individuals that do not get served adequately."*
- *"Based on a recent analysis of the managed care organizations that serve the Medicaid program, only 50% of the Medicaid recipients in the program are getting the substance abuse services that they need."*
- *"I think the medical assistance population doesn't feel welcomed or treated with respect. I know my daughter has medical assistance, and I can see the difference in the treatment she gets versus what I get with private insurance."*
- *"Most doctors don't have adjustable examination tables to accommodate people who are in wheelchairs. Also, waiting rooms are not designed to accommodate people in wheelchairs, they are usually stuck in the middle of the room where they are in the way and feel they stick out like a sore thumb."*
- *"Education about disabilities should be provided for medical providers when they begin medical training."*
- *"Deaf and hard of hearing individuals are not being adequately served. Virtually no doctor or dentist uses sign language."*
- *"People are generally uneducated on how to deal with someone with autism."*

- *"There are many veterans that are part of the homeless populations whose needs aren't being addressed."*
- *"We have lots of homeless women who use our services who suffer from severe mental illness and don't have access to the mental health that they need."*
- *"We're seeing an increase in older adults (ages 60 to 64) who are unemployed but not eligible for Medicare yet. Those people are falling between the cracks."*
- *"Many young adults are uninsured and don't have access to primary preventative care."*
- *"The numbers show African American men have poor health indicators. To me, that's a population that's not served well."*

Health Care for Uninsured/Underinsured

Next, the informants were asked to select where they think most uninsured and underinsured individuals go when they are in need of medical care. Table 5 and Figure 5 show the results.

In general, where do you think MOST uninsured and underinsured individuals living in the area go when they are in need of medical care?

Table 5: Ranking of Where Uninsured and Underinsured Individuals Receive Medical Care

Rank	Location	Number of respondents who selected location	Percent of respondents who selected location
1	Hospital Emergency Dept.	18	88.9%
2	Walk-in/Urgent Care Center	1	5.6%
3	Don't Know	1	5.6%

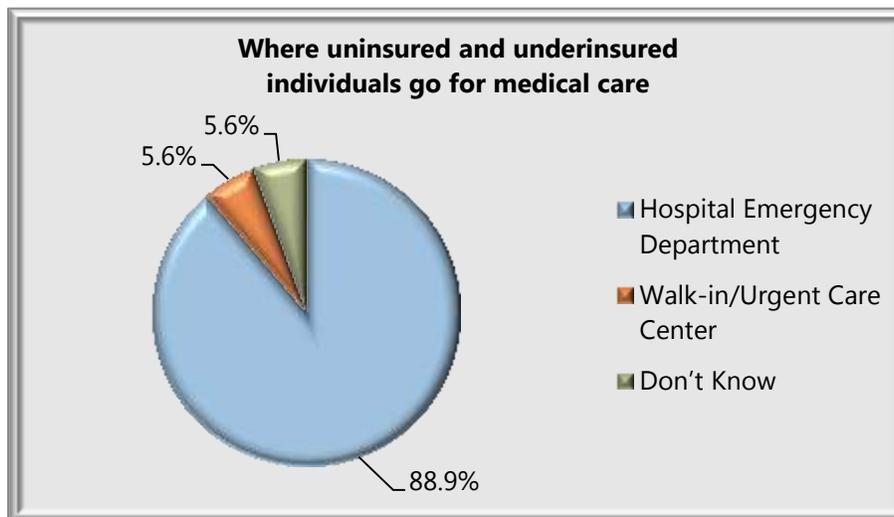


Figure 5: Key informant opinions of where uninsured/underinsured individuals receive medical care

The majority of respondents (88.9%) indicated that most uninsured and underinsured individuals go to the Hospital Emergency Department for medical care. Respondents stated that people use the Emergency Department for non-emergency care for a number of reasons:

- They do not have health insurance coverage.
- They are seeking financial assistance/charity care.
- They believe the ED is the only place they can't be turned away.
- They believe they have no other options.
- Lack of primary care providers
- Lack of urgent care centers
- ED is accessible and open 24/7.
- They do not know where else to get care.

Several informants mentioned that there is a need for education around appropriate use of emergency services and navigating the health care system.

Resources Needed to Improve Access

Respondents were asked to identify key resources or services they felt would be needed to improve access to health care for residents in the community. Table 6 includes a listing of the resources mentioned ranked in order of the number of mentions. Many Key Informants indicated that there was a need for Transportation. Informants also felt there was a need for more Health Education, Information, and Outreach. Several informants mentioned that mental health and substance abuse services are inadequate. In addition, respondents suggested that additional free and low cost medical and dental services would help improve access.

Table 6: Listing of Resources Needed in the Community

Rank	Resources Needed	Number of Mentions
1	Transportation	7
2	Health Education/Information/Outreach	7
3	Mental Health Services	5
4	Substance Abuse Services	5
5	Free/Low Cost Medical Care	5
6	Free/Low Cost Dental Care	3
7	Bilingual Services	2
8	Health Screenings	2
9	Prescription Assistance	2
10	Medical Specialists	1
11	Primary Care Providers	1
12	Free/Low Cost Recreational Programs	1
13	Assistance for Elderly	1
14	Homeless Medical Services	1

Challenges & Solutions

The final section of the survey focused on challenges to maintaining healthy lifestyles, perceptions of current health initiatives, and recommendations for improving the health of the community.

When asked what challenges people in the community face in trying to maintain healthy lifestyles like exercising and eating healthy, participants suggested the following common challenges:

- Cost/Access
- Motivation/Effort
- Time/Convenience
- Education/Knowledge

Several participants indicated that cost is a barrier. They explained that healthy foods like fresh fruits and vegetables can be expensive, and unhealthy food is often cheaper. Participants also mentioned that gym memberships and fitness programs can be expensive. In addition, informants expressed concerns about lack of awareness and education.

Select Comments regarding Challenges to Maintaining Healthy Lifestyles:

- *"Different cultures have different food preferences and tastes. Many people have grown up on a diet that isn't healthy. Getting people to change their culture and traditions related to eating is very difficult."*
- *"People are being forced to make economic choices that can affect their access to better health care, better food choices, and wellness programs."*
- *"If you're working two jobs to support your family, you really don't have time to exercise or the finances to purchase fresh foods."*
- *"There are people whose food choices are limited to the food store on the corner. We encourage them to eat fruit and vegetables, but when they go to the store they don't have fruits and vegetables."*
- *"People have difficulty affording healthy foods and affording their prescriptions."*
- *"Many people do not have the budget or the education to make healthy eating choices."*
- *"We don't have enough parks in the area. There's not adequate outdoor space for children in terms of the field space for recreational sports and pathways for adults. The safety of playgrounds in high population areas is a big barrier as well."*
- *"We need comprehensive physical education programs in Greater Baltimore area schools."*

Respondents were asked "What is being done well in the community in terms of health and quality of life?" Overall, there were many positive comments about programs in the community; however, it is important to note that some informants felt that not enough was being done and that there was still a lot of work needed to improve community health.

Select Comments regarding What is Being Done Well:

- *"I think the hospitals in our area are an asset. We are very fortunate to have the hospitals that we have."*
- *"There is a coalition formed in the county, and there are groups and councils that are looking at specific issues."*
- *"The county has a rich library system which is an asset if people take advantage of it."*
- *"The hospitals have been reaching out with some successful community outreach programs."*
- *"We are very lucky to have so many high quality health care systems in the area as well as institutions like Towson University, Community College of Baltimore County (CCBC), and Johns Hopkins. I think that is a huge resource for all of us. We are fortunate."*
- *"I think the clinic is an asset - we are trying to educate people about healthy eating and weight management along with treating their chronic conditions."*
- *"I think we do as good as any other community with schools, government, and community organizations doing their part to inform and provide what they can."*
- *"I think the Baltimore area has outstanding leaders in health and the availability of numerous academic institutions. They help secure funding to various innovative and evidence-based practices."*
- *"One of the things I've recently discovered is the United Way help line. They have quite an incredible help line about everything - medical services, shelters, child abuse - all kinds of things. It's been a very good resource in my line of work to refer people to United Way to get the services they need."*
- *"I think awareness is up. I think people are more aware that we have a problem and I think they are looking for the solution to fix it."*
- *"I think one of the biggest assets we have in this community for homeless services is Health Care for the Homeless. They are doing lots of good work in terms of educating and advocating for homeless folks, and providing health care and mental health and substance abuse services, but I think we need more."*
- *"I think as a community that we're much more aware of the importance of prevention."*
- *"In general, Maryland is a pretty progressive state when it comes to health care. We have a lot of model programs, in fact many of the practices listed in the Affordable Care Act; we were already doing in the state, like extending insurance coverage for young adults."*
- *"Recently, there's been a lot of emphasis put on children's health and working through the school system to improve health, which I think is working well."*
- *"I think it's an asset that we have three very strong medical facilities so close together as well as the University being there as a resource. I think they've made great strides in using their relationships to benefit the community."*
- *"We have active recreation centers in the community."*
- *"Baltimore County has been working hard to improve its bike trails."*
- *"There are tremendous resources in Baltimore County so I don't think it's a matter of bringing additional resources in. It's a matter of making those resources accessible to a greater amount of people in the population."*

Next, key informants were asked "What recommendations or suggestions do you have to improve health and quality of life in the community?" Several major themes emerged from the comments including the following:

- Increased Awareness/Education/Community Outreach
- Improved Access to Affordable Medical, Dental, and Mental Health Care
- Increased Collaboration & Coordination

Select Comments regarding Recommendations to Improve Health:

- *"More health education with practical examples and suggestions on how to apply changes to their daily life."*
- *"The schools should offer health education and physical education to students and their families."*
- *"Better education for medical providers about people with disabilities."*
- *"More outreach is needed. I think the outreach the hospitals do should continue, but there should be more of it. The community should be flooded with information of where to go for what."*
- *"The hospitals need to get out into the community more."*
- *"We need more clinics and places where people who are uninsured or underinsured can go to get the services they need."*
- *"Local hospitals should work to build partnerships with local non-profits and become active partners in the Health Coalition."*
- *"We need to look at transportation as being one of the major access barriers for people in the community and either invest in expanding existing programs or possibly create some new programs."*
- *"It's important to be aware of culture, cultural values and norms to be culturally sensitive in how you present information because that affects how the information is received."*
- *"We need more bilingual staff to work with people who do not speak English."*
- *"We should focus on coordinated programs that support people with various health conditions and educate on healthy lifestyle choices."*
- *"Continue and expand wellness campaigns focused on promoting healthy behaviors – eating healthy, exercising, and quitting smoking."*
- *"There is a need for better community services so people with mental illness and addiction needs do not end up in the emergency room unnecessarily."*
- *"Make sure people have insurance and then set up a community system of accountable care organizations where hospitals are working with community providers for increased access to affordable services."*
- *"Offer mobile crisis services at the emergency room to divert people to more appropriate places for them to get care that is less costly for the system."*

Conclusions

Many of the key informants expressed appreciation for the opportunity to share their thoughts and experiences and indicated interest and support for efforts to improve community health. Based on the feedback from the key informants, access to health care is a significant health issue in the community. A number of barriers contribute to access issues including health insurance coverage, inability to pay, and transportation. The need for mental and behavioral health services were also repeatedly mentioned by informants. In addition, informants expressed concern about the growing problem of obesity and related chronic diseases like diabetes. Many respondents indicated the need for increased awareness, education, prevention, and outreach and encouraged more collaboration and coordination among health and human service providers.

Greater Baltimore Medical Center, Sheppard Pratt Health System, University of Maryland St. Joseph Medical Center, and their partners will use the results of the Key Informant Study in conjunction with secondary data to understand community health needs and prioritize public health endeavors.

APPENDIX A: QUESTIONNAIRE

INTRODUCTION: Good morning/afternoon, this is ____ with Holleran Consulting. I'm calling on behalf of Greater Baltimore Medical Center, Sheppard Pratt Health System, and University of Maryland St. Joseph Medical Center. You should have received a letter and/or email requesting your participation in a brief survey that is part of a community needs assessment.

Your perspective about the community is valuable in identifying ways to improve community health. The survey will take about 15 minutes to complete over the phone. If you have time, I could administer the survey now. Otherwise, I would be glad to schedule a time to talk later. Would you like to take the survey now, or schedule a more convenient time?

Holleran is an independent research firm. Your responses will only be used in a report of this study, which is part of a greater Community Health Needs Assessment. Please note that while your responses, including specific quotations, may be included in the report, your identity will be kept confidential.

KEY HEALTH ISSUES

1. What are the top **three health** issues you see in your community? (CHOOSE 3)

Caller: Do not read list unless prompt needed:

<input type="checkbox"/> Access to Care/Uninsured	<input type="checkbox"/> Overweight/Obesity
<input type="checkbox"/> Cancer	<input type="checkbox"/> Sexually Transmitted Diseases
<input type="checkbox"/> Dental Health	<input type="checkbox"/> Stroke
<input type="checkbox"/> Diabetes	<input type="checkbox"/> Substance Abuse/Alcohol Abuse
<input type="checkbox"/> Heart Disease	<input type="checkbox"/> Tobacco
<input type="checkbox"/> Maternal/Infant Health	<input type="checkbox"/> Other (specify):
<input type="checkbox"/> Mental Health/Suicide	

Probes: Why do you think that? What makes you say that? Can you give an example?

2. Of those issues mentioned, which **one** is the most significant? (CHOOSE 1)

<input type="checkbox"/> Access to Care/Uninsured	<input type="checkbox"/> Overweight/Obesity
<input type="checkbox"/> Cancer	<input type="checkbox"/> Sexually Transmitted Diseases
<input type="checkbox"/> Dental Health	<input type="checkbox"/> Stroke
<input type="checkbox"/> Diabetes	<input type="checkbox"/> Substance Abuse/Alcohol Abuse
<input type="checkbox"/> Heart Disease	<input type="checkbox"/> Tobacco
<input type="checkbox"/> Maternal/Infant Health	<input type="checkbox"/> Other (specify):
<input type="checkbox"/> Mental Health/Suicide	

Probes: Why do you think that? What makes you say that? Can you give an example?

ACCESS TO CARE

On a scale of 1 (strongly disagree) through 5 (strongly agree), please rate each of the following statements about **Health Care Access** in the area.

Strongly disagree ← → Strongly agree

3. Residents in the area are able to access a primary care provider when needed. (Family Doctor, Pediatrician, General Practitioner)	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
4. Residents in the area are able to access a medical specialist when needed. (Cardiologist, Dermatologist, Neurologist, etc.)	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
5. Residents in the area are able to access a dentist when needed.	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
6. There is a sufficient number of providers accepting Medicaid and Medical Assistance in the area.	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
7. There is a sufficient number of bilingual providers in the area.	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
8. Transportation for medical appointments is available to area residents when needed.	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
9. There is a sufficient number of mental/behavioral health providers in the area.	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5

10. What are the most significant barriers that keep people in the community from accessing health care when they need it?

Caller: Do not read list unless prompt needed:

<input type="checkbox"/> Availability of Providers/Appointments
<input type="checkbox"/> Basic Needs Not Met (Food/Shelter)
<input type="checkbox"/> Inability to Navigate Health Care System
<input type="checkbox"/> Inability to Pay Out of Pocket Expenses (Co-pays, Prescriptions, etc.)
<input type="checkbox"/> Lack of Child Care
<input type="checkbox"/> Lack of Health Insurance Coverage
<input type="checkbox"/> Lack of Transportation
<input type="checkbox"/> Lack of Trust
<input type="checkbox"/> Language/Cultural Barriers
<input type="checkbox"/> Time Limitations (Long Wait Times, Limited Office Hours, Time off Work)
<input type="checkbox"/> Other (specify):

Probes: Why do you think that is? Can you give an example of that? What are some ways we could minimize those barriers?

11. Are there specific populations in this community that you think are not being adequately served by local health services?

__ Yes __ No

12. **If yes**, which populations are underserved?

Do not read list unless prompt needed:

<input type="checkbox"/> Uninsured/Underinsured
<input type="checkbox"/> Low-income/Poor
<input type="checkbox"/> Hispanic/Latino
<input type="checkbox"/> Black/African-American
<input type="checkbox"/> Immigrant/Refugee
<input type="checkbox"/> Disabled
<input type="checkbox"/> Children/Youth
<input type="checkbox"/> Young Adults
<input type="checkbox"/> Seniors/Aging/Elderly
<input type="checkbox"/> Homeless
<input type="checkbox"/> Other (specify):

Probes: Why do you think that is? Can you give an example of how they are not being served?

13. In general, where do you think MOST uninsured and underinsured individuals living in the area go when they are in need of medical care? (CHOOSE 1)

Do not read list unless prompt needed:

<input type="checkbox"/> Doctor's Office
<input type="checkbox"/> Health Clinic
<input type="checkbox"/> Hospital Emergency Department
<input type="checkbox"/> Walk-in/Urgent Care Center
<input type="checkbox"/> Don't Know
<input type="checkbox"/> Other (specify):

Probes: Why do you think they go there? How could we make other options more accessible?

14. Related to health and quality of life, what services or resources do you think are missing in the community?

Do not read list unless prompt needed:

<input type="checkbox"/> Free/Low Cost Medical Care
<input type="checkbox"/> Free/Low Cost Dental Care
<input type="checkbox"/> Primary Care Providers
<input type="checkbox"/> Medical Specialists
<input type="checkbox"/> Mental Health Services
<input type="checkbox"/> Substance Abuse Services
<input type="checkbox"/> Bilingual Services
<input type="checkbox"/> Transportation
<input type="checkbox"/> Prescription Assistance
<input type="checkbox"/> Health Education/Information/Outreach
<input type="checkbox"/> Health Screenings
<input type="checkbox"/> Other (specify):

15. What challenges do people in the community face in trying to maintain healthy lifestyles like exercising and eating healthy?

Probes: What makes it difficult for people to make healthy choices? What challenges do people face in trying to manage chronic conditions like diabetes or heart disease?

16. In your opinion, what is being done **well** in the community in terms of health and quality of life?

Probes: What are some Community Assets/Strengths/Successes? Can you give an example?

17. What recommendations or suggestions do you have to improve health and quality of life in the community?

Probe: Do you have any other suggestions/feedback for the hospital?

CLOSING

18. Please answer a few quick demographic questions.

Which one of these categories would you say BEST represents your community affiliation? (CHOOSE 1)

<input type="checkbox"/>	Health Care/Public Health Organization
<input type="checkbox"/>	Mental/Behavioral Health Organization
<input type="checkbox"/>	Non-Profit/Social Services/Aging Services
<input type="checkbox"/>	Faith-Based/Cultural Organization
<input type="checkbox"/>	Education/Youth Services
<input type="checkbox"/>	Government/Housing/Transportation Sector
<input type="checkbox"/>	Business Sector
<input type="checkbox"/>	Community Member
<input type="checkbox"/>	Other (specify):

What is your gender? Male Female

What is your race/ethnicity? (CHOOSE 1 that best represents their race)

<input type="checkbox"/>	White/Caucasian
<input type="checkbox"/>	Black/African American
<input type="checkbox"/>	Hispanic/Latino
<input type="checkbox"/>	Asian/Pacific Islander
<input type="checkbox"/>	Other (specify):

Greater Baltimore Medical Center, Sheppard Pratt Health System, and University of Maryland St. Joseph Medical Center will be using the information gathered through these surveys to develop a community health implementation plan. Your feedback is very valuable. I appreciate your participation.

Thank you! That concludes the survey.

APPENDIX B: KEY INFORMANT STUDY PARTICIPANT LIST

Name	Title	Organization
Ann Marie Labin	Parish Nurse	St. Joseph Parish
Bernie White	Disparities Care Coordinator	UM St. Joseph Medical Center
Roberta Poulton	School Nurse	Mother Seton Academy
Dr. Charlotte Exner	Dean, College of Health	Towson University
Dave Goldman	Chief of Behavior Health	Baltimore Co. Bureau of Mental Health
Dawn Fitzpatrick	President	Sisters Network of Baltimore
Della Leister	Deputy Health Officer	Baltimore Health/HR
Donald Schlimm	Acting Executive Director	Baltimore County Local Mgmt. Board
Dr. Brian Hepburn	Director of Mental Health	Mental Health Administration
Hal Franklin	Administrator	Baltimore Commission on Disabilities
Herb Cromwell	Executive Director	Community Behavioral Health
Jane Walker, LCSW-C	Executive Director	Maryland Coalition of Families
Laura Riley	Deputy Director	Baltimore County Dept. of Aging
Linda Kohler	Executive Director	NAMI Baltimore
Linda Raines	Executive Director	Mental Health Assoc. of Maryland
Mary Jo Huber	Nurse Manager	St. Clare Medical Center
Valerie Tarantino	Director	My Sister's Place Women's Center
Vicki Almond	Council Member	Baltimore County Government