

# 2016 Albion Health Needs Assessment

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Albion College

Commissioned by Albion Health Care Alliance

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# Albion Health Care Alliance

Our mission is to promote wellness, access to health care, and care coordination to enable people in the greater Albion community to achieve their optimal health status.

Our vision is a greater Albion Community with 100 percent access to health care.



# Albion Health Needs Survey

Seeking to assure that we are focused on the most significant health care needs of the Albion community, the Albion Health Care Alliance partnered with several community organizations during the past year to produce a health needs survey. This assessment was designed to help us identify gaps in healthcare service and the barriers that face our community in seeking to live healthier, happier lives. The response to this needs survey is a ‘work in progress’ with a number of immediate action steps identified in this presentation – and with other projects and solutions that will require time, partnership, and new resources to achieve. The Albion Health Care Alliance is committed to providing leadership and bringing creative solutions to the health needs of our community.



# Project Goals

**1**

Identify specific health needs and gaps in services that exist for Albion area residents

**2**

Identify barriers to accessing healthcare for Albion area residents



# Data Collection

272 RESPONDENTS (3 DROPPED)

## LOCATIONS

- ▶ Albion Shell (10)
- ▶ The Big Read Kick-Off (23)
- ▶ Men Who Cook (CBA; 8)
- ▶ Dollar General (N.; 37)
- ▶ Edward Jones (7)
- ▶ Family Fare (14)
- ▶ Fedco (4)
- ▶ Forks Senior Center (2)
- ▶ Healthy Babies Day (48)
- ▶ New Hope Worship Center (35)
- ▶ Park's Drug Store (9)
- ▶ PS Food Mart (17)
- ▶ R K Snack Shop (8)
- ▶ Young's Pharmacy (5)

## OVER-SAMPLED

(more than expected based on census data)

- ▶ People 65 and older
- ▶ Women
- ▶ People of color
- ▶ People less well-off than most

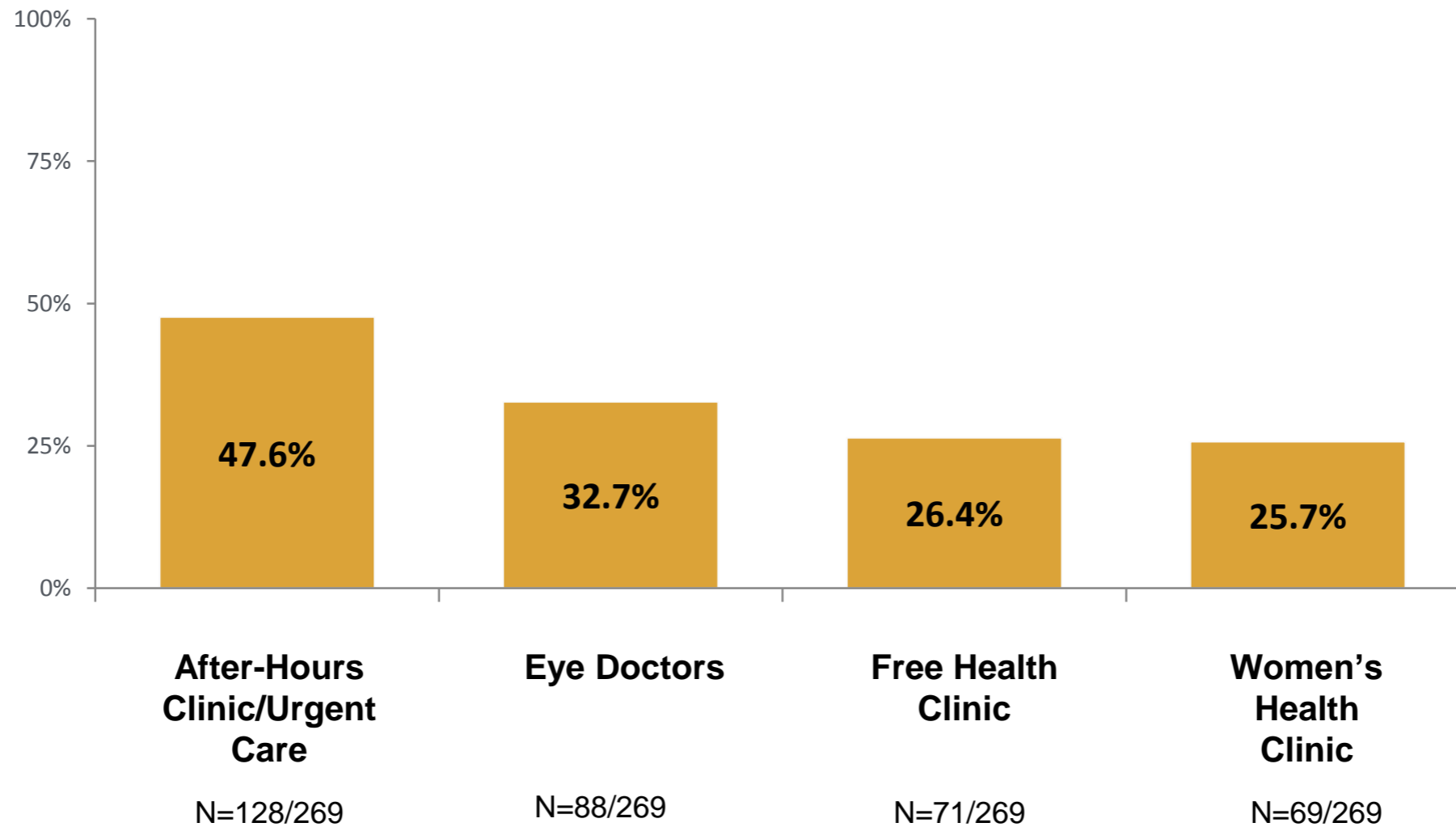


What services do you  
need/want but can't get  
in Albion?



# Albion's Health Service Needs

Percentage indicating that a service was **important but unavailable** in Albion



# Albion's Health Service Needs

Open-ended responses regarding Albion needs:

- ▶ Hospital/emergency room
- ▶ Specialists – oncology, cardiology, dermatology
- ▶ Rehabilitation, physical and occupational therapy
- ▶ Dental clinic – “dentists don't accept low income patients”
- ▶ Reiterated – after-hours services, eye doctors, pediatricians



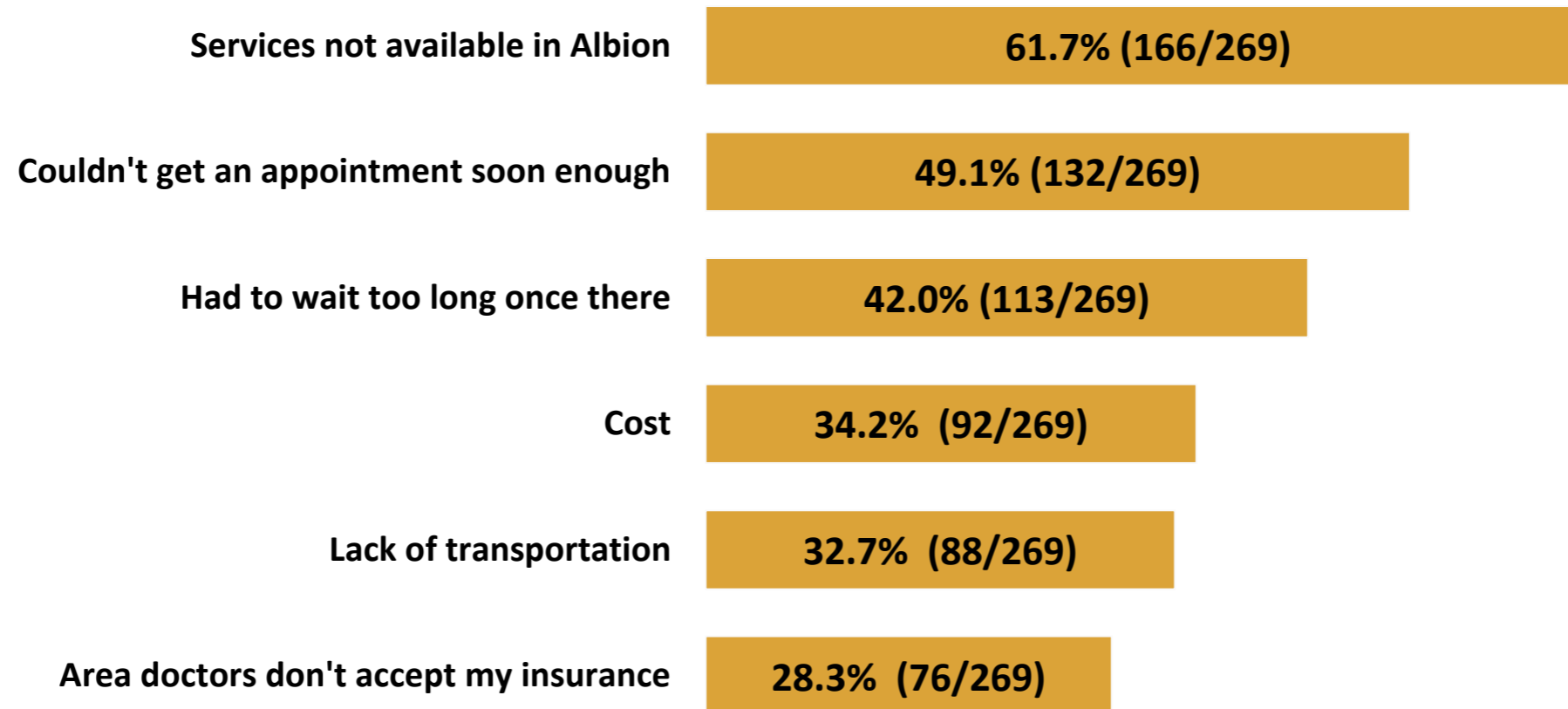


What are the barriers to  
accessing care in  
Albion?



# Barriers to Accessing Care

Percentage indicating that a particular barrier had prevented them from getting needed medical care in the past year



# Further Analysis of Time-Related Barriers

## TIME-RELATED BARRIERS

- ▶ Can't get appointments soon enough
- ▶ Waiting too long at the doctor's office
- ▶ The office wasn't open when they got there
- ▶ Conflicting times and hours

“...the health system operates on an 8 to 5 schedule, making it difficult for people to access care if they are unable to leave work.”

*Albion focus group participant  
Calhoun County CHNA, 2012*

Especially common among working-age folks, people of color, and those with low socio-economic status



# Summary of Needs and Barriers

## NEEDS

- ▶ After Hours Services: Urgent & Primary (128/269)
- ▶ Eye Doctors (88/269)
- ▶ Free Clinic (71/269)
- ▶ Women's Health Services (69/269)
- ▶ Rehabilitation (OE)
- ▶ Specialists (OE)
- ▶ Pediatricians (OE)
- ▶ Dental Access for Low Income Patients (OE)

## BARRIERS

- ▶ Services not Available in Albion (166/269)
- ▶ Delays in Appointment Times (132/269)
- ▶ Long Wait Times (113/269)
- ▶ Cost (92/269)
- ▶ Transportation (88/269)
- ▶ Insurance Not Accepted (76/269)
- ▶ Inconvenient Operating Hours (OE)
- ▶ Lack of Childcare (OE)

\*OE – Open Ended



# Albion Health Care Alliance Action Steps



# Access to Care

## Connecting to Care

- ▶ Albion Health Care Alliance in partnership with Community HealthCare Connections will provide residents with assistance in gaining access to programs and resources. Support staff will be located at the Ralph and Mary Cram Center, 115 Marketplace.

## AmeriCorps Vista Program

- ▶ Health Futures Vista members will work with the community to identify needs and connect to services, as well as support capacity building efforts for other access support services. AHCA will serve as an advisory board for these efforts.

## Neighborhood Health Visitors (NHV)

- ▶ NHV is a community outreach, peer education and referral program. Through this program, trained health visitors go door-to-door in their respective communities throughout Albion informing residents of available health services in Albion and Calhoun County.

## Faith Communities Partnership

- ▶ AHCA will work with local faith communities to reach out to develop an access support system for their members.



# Care Coordination

## Regional Health Alliance Partnership

- ▶ Through a strategic partnership with Regional Health Alliance we are able to allocate the majority of our financial resources to direct services for the community. Representation and advocacy at county-wide meetings is also provided for Albion.

## Albion Health and Wellness Action Team

- ▶ AHWAT is a partnership that supports communication among Albion specific service providers ensuring increased care coordination.

## 2-1-1

- ▶ 2-1-1 is a free, confidential referral and information helpline and website that connects people to the essential health and human services they need, 24 hours a day, seven days a week. AHCA will work to support the inclusion and accuracy of Albion area resources in the Calhoun County 2-1-1 system.



# Wellness Programming

## Sisters Influencing Society

- ▶ SIS is a young women's health initiative that uses mentoring as a platform for teaching healthy life skills and strengthening social, emotional, and academic support systems for young women ages 13-19 who live in the greater Albion area.

## Healthy Albion

- ▶ Healthy Albion is a nutrition education and physical activity promotion program targeting low-income populations.

Current programming includes: Walk with Ease, Eat Smart Live Strong, Faithful Families, Cooking With Kids, and Michigan Harvest of the Month.





# Promotion of Available Resources

- Primary Care Options
- After Hours Care Options
- Transportation Resources
- Health Assistance Fund
- Prescription Access Program
- Dental Access
- Options for Uninsured and Underinsured



Questions?



# Thank you

The citizens of Albion, Albion Township, and Sheridan Township who participated in this study

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