

Mon River Fleet  
Community Assessment  
of Access to Health Care  
for the Braddock, Clairton, Duquesne, and  
McKeesport State Health Improvement  
Partnerships (SHIPs)

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Conducted by:

David A. Coplan MPA, MSW  
Planning Consultant

**Objective:** The community assessment of access to health care is an objective assessment of the opinions of community members and critical stakeholders in the four Mon River Fleet Community Partnerships (Braddock, Clairton, Duquesne, and McKeesport). Critical to this process was reaching a broad and diverse audience, ensuring a significant rate of participation, and attaining responses that provide the basis of future actions.

**Background:** For the Mon Valley region, accessing services located in Pittsburgh has become economically inefficient and non-effective for Allegheny County residents in the Valley whose poverty, income, education, and other socio-economic levels linked with at-risk communities continually exceed all County and State levels. Since the early 2000s, UPMC McKeesport and the McKeesport Hospital Foundation have been working to address access issues. In 2007, access concerns escalated throughout the Valley when the Port Authority Transit service announced a 60% cut in route services, thereby reducing weekday routes from 213 to 92. For the past three years, cutbacks in routes and increases in fares have continued.

Four community-based affiliate partnerships of the PA Department of Health State Health Improvement Plan (SHIP) joined forces to address access issues in an attempt to increase accessibility to services for Mon Valley residents by sharing Fleet services that avoid redundancy.

**Mon River Fleet Key Socio-Economic Factors**

Statistics	Allegheny County	McKeesport	Braddock	Duquesne	Clairton
Population	1,281,666	24,040	11,320	7,332	8,491
Average Per Capita Income	\$22,491	\$13,242	\$13,762	\$12,067	\$14,608
Poverty Level	11.2%	23%	22.7%	31.3%	19.5%
Unemployment	3.7%	6.5%	7.3%	6.2%	3.4%

The first “Community to Community” Access to Services planning meeting was held on March 21, 2007 when existing transportation services were identified, each with its own purpose. After a period of time, the group reconvened, and an ad-hoc committee was formed to review current community access issues and concerns. A series of Mon River Fleet community-to-community access meetings started on April 28, 2010 to gather information for the Fleet’s Plan.

**Research Methods:** Dave Coplan was retained as a consultant by the McKeesport Hospital Foundation to conduct the assessment in November of 2010. With a tight one month time frame, over **700** of people were engaged through three surveys of core constituents including consumers, Fleet/SHIP members, and key stakeholders, and four focus groups in each of the respective SHIP communities – Braddock, Clairton, Duquesne, and McKeesport.

***The consumer survey*** was designed to attain direct input from those affected by access to health care issues. The survey was sent electronically to over 100 social and human service agencies throughout the Mon Valley of Allegheny County through the four SHIPS that comprise the FLEET, and the Mon Valley Providers Council. Agencies made copies and distributed the survey to their consumers. Surveys were to be completed between November 1, 2010 and November 22, 2010 and were collected by the distributing agency. All surveys were collected by the consultant on November 23, 2010 for aggregate analysis. This instrument was the most successful in gathering data with **623** completed.

***The Fleet/SHIP member survey*** was geared to the social and human service providers involved in the four respective SHIPS that comprise the Fleet. The survey was sent on November 1, 2010 as a web-link to dozens of agencies for completion on-line with an emailed PDF document directly being sent to the consultant by November 22, 2010. A total of **50** surveys were completed by staff of **34 agencies**.

***The key stakeholder survey*** was mailed on November 1, 2010 to elected officials of the four communities with SHIPs (Braddock, Clairton, Duquesne, and McKeesport), as well as state and county elected officials for these Mon Valley communities, and targeted audiences with a key role who are not members of the SHIPs. These surveys were returned to the McKeesport Hospital Foundation offices in a self-addressed, stamped, and sealed envelope and were collected and retrieved by the consultant on November 22, 2010. A total of **14** of these surveys were returned.

***The four focus groups*** were held in each of the SHIP communities between November 9, 2010 and November 19, 2010 to afford residents an opportunity to expand on the items answered in the surveys. There were **36** participants in the four focus groups.

Note: Copies of the original surveys, the focus group invitation, the focus group questions, aggregate survey results, and a summary of each focus group are contained in this report.

## **Key Findings:**

### Consumer Respondents Are Single Female Headed Households with Very Low Income

In the consumer survey, 79% of the respondents are female. Slightly more than 48% have a total household income of under \$10,000. An overwhelming 78% of the respondents have total household income of less than \$20,000. Of the respondents, 48% have children. Fleet/SHIP members hold the opinion that the communities are low-income, but key stakeholders have an over-inflated opinion of the income in their community. Studies such as Toward Self Sufficiency have demonstrated that the Mon Valley region has the highest incidence of single-parent female headed households living in poverty in Allegheny County. Eight of the ten single communities with the highest incidence are in the Mon Valley.

### Children Are Healthier than Adults

According to the consumers with children who responded to the survey, 70.5% describe the overall health of their children as excellent or very good. Of all of the respondents to the survey, only 28.5% of the respondents describe their overall health as excellent or very good. Only 10% indicate the health of their children as fair or poor, whereas 31% state their own health as fair or poor.

### Health Insurance Matters

Of the respondents, 64% are on Medicare (25%) or Medical Assistance (39%). Dispelling an opinion by key stakeholders who think half of all consumers have private insurance, only 22% of consumers report they have private commercial insurance. Only 0.5% of the respondents reported having Adult Basic Coverage Insurance (ABC), and only 0.5% have the Children's Health Insurance Program (CHIP), and yet 13% of all respondents report that they do not have any health insurance. Over one third (34.5%) do not know the services that are covered by their insurance. When you take into account the total sample size, only 47% state they know what is covered (as not all of the respondents answered the question).

### Consumers Utilize Primary Care Physicians

Contrary to Fleet/SHIP member opinion, 72% of the consumers report the doctor's office as the usual place where they access health services. Utilization is on a regular basis, and 94% of respondents state that they are treated with dignity.

## Emergency Medical Services Are Costly

Only 26% of the total respondents utilized EMS in the past 12 months. In the focus groups, the cost of EMS services for those who had utilized it was a significant issue, with out-of-pocket costs totaling extraordinary amounts to the income of the participants. Fees ranged from \$60 to nearly \$1,000 with some consumers still making monthly payments for previously utilized EMS care.

## Consumers Have Access to Pharmacies, but Prescription Cost Can Be an Issue

An outstanding 90% of all consumers reported pharmacies as convenient and accessible. Co-pays for prescriptions were mentioned as a barrier to getting the medications. For those who do not have insurance, if there is not a generic that can be purchased at the reduced \$4 cash cost, many consumers go without their medications. One significant example is diabetes medications as noted by participants at a focus group.

## Dental and Vision Care Are Sporadic Compared to Medical Care

Although approximately two thirds of the consumer respondents have both dental and vision insurance, only 75% of the respondents with vision insurance get an annual exam (some insurers only provide an exam every two years).

## Communities Are Appropriately Represented

When you consider the relative number of residents in each of the four SHIP communities, it stands to reason that the largest response is from McKeesport at approximately 35% on each of the three respective surveys. Braddock, Clairton, and Duquesne each represent approximately 10% of the total response, and other Mon Valley Communities constitute 22%, with only 10% of the replies from outside of the Valley.

## Transportation to Health Care Can Be an Issue for Consumers

Comments from all audiences in the assessment demonstrate that the bus service in the Mon Valley is limited and requires transfers and lengthy time periods to get to the final destination if a bus route is even available. Over a third of the respondents (35%) said they use the bus to get to health services. Additionally, 26% rely on family or friends for rides and 14% use a jitney. Only 47% use their own car to get to health services. This closely ties to the Braddock focus group where it was reported that only 40% of Braddock residents have a car. Transportation is the greatest reason for consumers to delay or avoid seeking health services (24%). Furthermore, 39% report that they cannot afford public transportation.

## Lack of Insurance and/or Out-of-Pocket Costs Can Deter Access to Services

For the adults, 23.5% delay or avoid seeking health services due to out of pocket costs, and 23% face this financial barrier to prescriptions. Lack of insurance is the next greatest barrier reported by 20% for delaying or avoiding seeking services and 17% for accessing prescriptions.

## Other Public Transportation to Health Care Is Needed

All three survey groups believe there is a need for other public transportation for access to health care: 68% of consumers, 86% of Fleet/SHIP members, and 71% of key stakeholders. A better means of transportation to Children's Hospital and Magee Women's Hospital are cited by multiple respondents as essential due to numerous barriers in the current systems (accessibility, lack of a bus route, affordability, number of buses to take, time for travel, etc.). Current bus routes are being cut again, and access to transportation to services that are physically located in the Mon Valley is an issue to many according to all three survey audiences and the four respective focus groups.

## Increasing Health Services in the Community Would Benefit Residents

Most participants in the focus groups stated that they do not have access to health services in their community. Residents in certain communities face multiple buses to get to their behavioral health appointments in the Valley. Services such as the Ronald McDonald Van may only come to the community one day per month. In some instances, there is a clinic but it may only be open one day per week, for limited hours, and serve a specific audience. A mobile health unit to take services into communities was suggested by all audiences.

## **Recommendations:**

There is a tendency by people who read studies such as this one to focus solely on the recommendations as they are the action steps for follow-up. It is important for the readers to consider the key findings, as well as the data compiled from over 700 people engaged in this assessment. The recommendations are based on the information gleaned by this important assessment.

An alternative transportation system should be explored. This will require having at the table decision-makers of all of the partners that could bring such a system to fruition. A first place to start would be to discuss a comparable model in Work Link. The focus of the conversations would be to understand how it was initially developed, and how the funding for such a model works. The County and the Medical Assistance Transportation Program are potential partners to be invited to the table. Port Authority Transit could certainly play a role in the final outcome and should be a part of the discussion. Including the hospitals, behavioral health providers, and insurers as potential investors in the model will benefit the conversation.

A mobile health unit that combines physical and behavioral health should be explored. This too will require having at the table decision-makers of all of the partners that could bring this solution to reality after ample fact-finding. The recent opening of such a unit in Squirrel Hill lends a natural first meeting to better understand the process to secure up-front and ongoing funding for a sustainable mobile health unit. After studying this new local model, other local and national ones should be examined. These research steps would ensure that a full list of potential partners is developed for any resulting Mon Valley effort. Based on this assessment, such an endeavor should include both physical and behavioral health providers.

Education should be provided on health insurance coverage as fully a third (34.5%) of respondents claim they do not know the services covered by their insurance. From the focus groups, there emerged suggestions for a patient advocate whose role could be both educational and to assist consumers with navigating systems of care. This could also prove beneficial to those who need assistance with prescription costs.

An effort to improve prescription assistance should be considered. Analyzing the current efforts will determine if additional assistance is needed and/or greater publicity of the existing resources.

Outreach should be examined for Adult Basic Coverage Insurance (ABC) and the Children's Health Insurance Program (CHIP) to reduce the number of uninsured. With 13% of the respondents uninsured, and so few of the respondents on Adult Basic Coverage Insurance (ABC) and Children's Health Insurance Program (CHIP), there may be an opportunity to connect consumers to these insurances.

# Data from the Consumer Surveys:

## Mon River Fleet Health Care Access Survey for Consumers – November 2010 Results from 623 Respondents

1. What is your gender? 132 (21%) Male 491 (79%) Female
2. What is your age? 130 (21%) 60 and up 215 (35%) 40 to 59 115 (18%) 30 to 39  
127 (20%) 20 to 29 36 (6%) Under age 20
3. What is your race? 280 (45%) Caucasian 303 (49%) African-American 4 (0.5%) Hispanic  
10 (1.5%) Native American/Alaskan 0 (0%) Asian 26 (4%) Other
4. How many people are living in your household? 159 (25.5%) 1 153 (24.5%) 2 118 (19%) 3 98 (16%) 4  
51 (8%) 5 44 (7%) 6 or more
5. What is your income? 303 (48.5%) Under \$10,000 134 (21.5%) \$10,000-\$14,999  
48 (8%) \$15,000-\$19,999 138 (22%) \$20,000+over
6. Do you have minor children under age 18? 297 (48%) Yes 326 (52%) No  
If yes, how would you describe the overall health of your children?  
106 (35.5%) Excellent 104 (35%) Very Good 58 (19.5%) Good 21 (7%) Fair 8 (3%) Poor
7. How would you describe your overall health?  
66 (10.5%) Excellent 111 (18%) Very Good 251 (40.5%) Good 171 (27.5%) Fair 24 (3.5%) Poor  
Do you or does someone in your family have a chronic health disease?  
127 (41%) Yes (20% of the total respondents) 183 (59%) No
8. What type of health insurance do you have?  
137 (22%) Private/Commercial 155 (25%) Medicare 241 (39%) Medical Assistance  
80 (13%) None/Uninsured 5 (0.5%) Adult Basic 5 (0.5%) CHIP  
Do you know what services are covered?  
295 (65.5%) Yes (47% of the total respondents) 155 (34.5%) No  
Does your health insurance cover any transportation services? 110 (25%) Yes 325 (75%) No
9. Which one of the following do you consider a usual place you go for your health care?  
450 (72%) Doctor's Office 92 (15%) Hospital Emergency Room 10 (1.5%) Urgent Care Facility  
71 (11.5%) Clinic  
During the past 12 months, how many times did you or your family visit a doctor in any of the health care settings listed?  
167 (27%) 1 or 2 285 (46%) 3 to 6 95 (15%) 7 to 10 45 (7%) 11 to 14  
31 (5%) 15 or more  
Were you treated with dignity and respect? 421 (94%) Yes 27 (6%) No
10. Have you used an Emergency Medical Service (EMS) in the past 12 months?  
160 (40%) Yes (26% of the total respondents) 240 (60%) No
11. In the past 12 months, have you or your children used prescription medications? 442 (79%) Yes 115 (21%) No  
Is there a pharmacy near where you live that is convenient and accessible? 492 (90%) Yes 55 (10%) No
12. Do you have dental insurance? 365 (61%) Yes 231 (39%) No  
Do you see a dentist at least once per year? 347 (62%) Yes 217 (38%) No
13. Do you have vision insurance? 405 (68%) Yes 193 (32%) No  
Do you get a vision exam at least once per year? 308 (55%) Yes 251 (45%) No

14. Please check the community that best resembles where you live – 623 total respondents  
 72 (12%) Braddock    72 (11.5%) Clairton    55 (9%) Duquesne    221 (35.5%) McKeesport  
 139 (22%) Other Mon Valley Communities    64 (10%) A Community Not in the Mon Valley
15. What types of transportation do you use to get to health services? (The multiple responses provided means the percentage is of the total respondents – 623.)  
 293 (47%) My Own Car    163 (26%) Family or Friend’s Car    217 (35%) Bus  
 88 (14%) Jitney Service    23 (4%) Ambulance    12 (2%) Medical Assistance Transportation  
 112 (18%) Work Link    12 (2%) Access    43 (7%) Other (most said walk)
16. In the past 12 months, did you avoid or delay seeking care for a health concern for any of the following reasons? (The multiple responses provided means the percentage is of the total respondents – 623.)  
 127 (20%) Lack of insurance    146 (23.5%) Out of Pocket Cost    148 (24%) Transportation  
 52 (8.5%) Did not know where to go    45 (7%) I had an unsatisfactory experience with the provider
17. In the past 12 months, have you or your children experienced any of the following obstacles in obtaining your prescriptions? (The multiple responses provided means the percentage is of the total respondents – 623.)  
 107 (17%) Lack of insurance    144 (23%) Out of Pocket Cost    87 (14%) Transportation  
 18 (3%) No local pharmacy
18. Can you afford to take public transportation to health services? 353 (61%) Yes    223 (39%) No
19. Do you think there is a need for other public transportation for access to health care?  
 358 (68%) Yes    167 (32%) No

**Representative comments include:**

- Mobile Moms gives bus tickets during pregnancy but not once the child is born. It should continue after birth.
- Transportation service for all residents is needed.
- Transportation to Children’s Hospital is needed as it takes two to three buses to get there.
- Transportation to Magee Women’s Hospital is needed.
- A mobile health bus to take services to the community is needed, not transportation to the services.
- Transportation to the services and services that come to the community are both needed.
- Affordable transportation.
- Accessible transportation.
- Regular transportation both to and from the hospital is needed.
- I have no way to get home from the hospital.
- A lot of people need transportation.
- It would take me two hours to get to Children’s Hospital.
- I have to take three buses to get to Children’s Hospital.
- A shuttle just to Children’s Hospital is needed.
- To help people without cars get to all appointments.
- There should be other ways – not just public transportation.
- Buses are too expensive.
- They cut the bus service in my community.
- The bus I take to the doctor will be cut next month.

- The nearest bus to my house that can take me to health services is seven blocks away.
- My elderly mother has to rely on volunteers from her church for rides because we do not have a car.
- A van with accessible schedules and stops.
- Transportation for well appointments and MH/MR appointments.
- If I can afford a jitney, I may not be able to use one if I cannot find someone to watch my youngest.
- Bus routes are changing and fares are increasing – we need something to change.
- Mobile care vehicles to take the services to the people.
- I am a student with a free bus pass. I think low-income people should be able to get free transportation too.
- Insurance companies have no incentive to help people get to appointments. The health providers have to come up with a way to be more accessible.

20. Do you have any other issues that prevent you from seeking health care or health education?

91 (17%) Yes 444 (83%) No

Representative comments include:

- Low-cost insurance is needed.
- If unemployment compensation is too high, public assistance can deny coverage.
- People with mental health issues need access to all forms of healthcare.
- Behavioral health can be hard to access too due to bus routes.
- Education on health services is needed.
- Prescription education and lower costs for those without insurance whose meds are not offered as generics is needed.
- I work 12 hours a day and services are not offered when I am not working.
- Doctors are needed in the community.
- There are no PCPs near where I live.
- There are no pediatricians in the community.
- Seniors need a patient advocate.
- I have a car but cannot afford parking at hospitals.
- I cannot afford co-pays on my prescriptions.
- I have to go to several places for all of my health services. Hospitals should have all services at one place.
- Mon Yough Community Services has provided me with transportation. If the driver forgets then I have to reschedule my appointment.

# Data from the Fleet/SHIP Member Surveys:

## Mon River Fleet Health Care Access Survey for Fleet/SHIP Members November 2010 - Results from 48 Members

1. What is the name of your agency: There were 50 respondents from 34 different agencies/programs.
2. How many people are employed at your agency? Answers to this question ranged from two to 1,000.
3. How many consumers do you serve each year? Answers to this question ranged from 10 to 145,000.
4. What transportation services or programs does your agency use or provide to consumers and for what purposes? Answers to this question included public transportation, Access, MATP, bus tickets, car, Traveler's Aid, Work Link, UPMC Health Van, contracted busing, EMS providers, and staff vehicles.
5. What is the average income of your consumers?  
20 (40%) Under \$10,000      14 (28%) \$10,000-\$14,999    11 (22%) \$15,000-\$19,999    5 (10%) \$20,000-over
6. Do most of your consumers have minor children under age 18?    38 (76%) Yes      12 (24%) No  
If yes, how would you describe the overall health of the children?  
0 (0%) Excellent      11 (29%) Very Good    19 (50%) Good    8 (21%) Fair      0 (0%) Poor
7. How would you describe the overall health of your consumers?  
0 (0%) Excellent      8 (16%) Very Good    22 (44%) Good    20 (40%) Fair      0 (0%) Poor
8. What is the primary type of health insurance of your consumers?  
1 (2%) Private/Commercial    14 (28%) Medicare    33 (66%) Medical Assistance  
1 (2%) None/Uninsured      0 (0%) Adult Basic    1 (2%) CHIP
9. Which one of the following do you consider a typical place your consumers go for their health care?  
2 (4%) Doctor's Office    19 (38%) Hospital Emergency Room    3 (6%) Urgent Care Facility    26 (52%) Clinic  
  
During the past 12 months, how many times do you think the average family you serve visits a doctor in any of the health care settings listed?  
14 (28%) 1 or 2      16 (32%) 3 to 6      14 (28%) 7 to 10      2 (4%) 11 to 14  
4 (8%) 15 or more
10. Do you think your consumers have used an Emergency Medical Service (EMS) in the past 12 months?  
38 (76%) Yes      12 (24%) No
11. In the past 12 months, do you think your consumers used prescription medications?  
48 (96%) Yes    2 (4%) No  
Is there a pharmacy nearby where your consumers live that is convenient and accessible?  
45 (90%) Yes    5 (10%) No
12. Do you think most of your consumers have dental insurance?    12 (24%) Yes      38 (76%) No  
Do you think most of your consumers see a dentist at least once per year?    8 (16%) Yes    42 (84%) No
13. Do you think most of your consumers have vision insurance?    11 (22%) Yes      39 (78%) No  
Do you think most of your consumers get a vision exam at least once per year?    3 (6%) Yes      47 (94%) No
14. Please check the community that best describes where your agency serves people:  
5 (10%) Braddock      3 (6%) Clairton      1 (2%) Duquesne      17 (34%) McKeesport  
5 (10%) Other Mon Valley Communities      20 (40%) ALL Mon Valley Communities

15. What types of transportation do your consumers use to get to health services?  
(The multiple responses provided means the percentage of each is of the total respondents – 50.)  
25 (50%) Their Own Car      30 (60%) Family or Friend's Car      28 (56%) Bus  
24 (48%) Jitney Service      17 (34%) Ambulance      12 (24%) Medical Assistance Transportation  
14 (28%) Work Link      12 (24%) Access      14 (28%)
16. In the past 12 months, do you think your consumers deferred from or delayed seeking care for a health concern for any of the following reasons? (The multiple responses provided means the percentage of each is of the total respondents – 50.)  
31 (61%) Lack of insurance      28 (56%) Out of Pocket Cost      30 (60%) Transportation  
14 (28%) Did not know where to go
17. In the past 12 months, have your consumers or their children experienced any of the following obstacles in obtaining prescriptions? (The multiple responses provided means the percentage of each is of the total respondents – 50.)  
26 (52%) Lack of insurance      27 (54%) Out of Pocket Cost      26 (52%) Transportation  
9 (18%) No local pharmacy
18. Can your consumers afford to take public transportation to health services? 18 (36%) Yes      32 (64%) No
19. Do you think there is a need for other public transportation for access to health care?  
43 (86%) Yes      7 (14%) No

The following are representative comments:

- With a significant reduction in public transportation services now and in the future, the need for alternatives in transportation is even more important if we don't provide the services within their communities and where travel has become burdensome; i.e., health care, pharmacies, testing and screenings, etc.
- Taking 2-3 buses to Children's in Lawrenceville, with a sick child, not only is inconvenient, it potentially puts the "well" population on the bus, at risk.
- Children's could look at their numbers and run a shuttle from the Mon Valley.
- Children's Hospital can be a two or three bus ride IF the buses are convenient and timed well.
- A van to transport people to all health-related services is needed.
- The same obstacles faced to get a child to Children's Hospital exist for a woman seeking care at Magee.
- We need transportation from the Mon Valley to Children's Hospital. To get to the hospital, our consumers have to ride up to three buses. When you have a sick child, it is hard enough comforting your child at home, let alone comforting that sick child on three buses just to get to an appointment. If the family has more than one child or when the weather is bad it will make things worse. Connecting buses may also be a problem. Getting to Shady Side Hospital has been a problem for our consumers, also.
- Bus tickets are not the answer when bus services cannot help get the person to the sites.
- I am unsure of the solution, but I know something has to change.
- Children's Hospital is very hard for anyone in the Mon Valley to access without a car.

- We need a system modeled after the Heritage Community Initiatives Work Link model that provides free, monitored transportation from targeted points of access and targeted destinations.
- Children's Hospital should work with PAT to offer some van services directly to the hospital from different points in the Mon Valley.
- Supplemental transportation services to health care facilities in the absence of accessible public transportation to convenient drop-off points near the respective health care facilities. For example, patients served at the Latterman Family Health Center have no close public transportation drop-off location due to recent route cuts for individuals with difficulty walking or young women with small children.
- Our consumers have many barriers to traveling to appointments. Some find it extremely difficult due to their mental health diagnosis or as parents of children with a mental health diagnosis to take the bus but don't qualify for any specialized transportation programs. It would benefit our consumers if there were some sort of van or other sort of transportation that could possibly make a loop around through the communities with specific stops along the way at health care facilities. I have no idea where the funding would come from to pay for such a transportation program.
- Although many residents may be able to afford public transportation, buses may not be the most convenient or appropriate for their needs such as transporting multiple young children, transferring to additional buses, bus routes or bus stops not convenient to destination. Many transport services have limitations that may only include direct care and acute care services-not education, support groups, etc. Time of day may also be prohibitive for consumers if appointment needs fall outside of the transportation services' hours of operation. Would be helpful to have vans that can loop between certain destinations (at least those most accessed by consumer). Costs should be equally shared by all health insurances-private and government.
- Car pools through churches and neighborhood groups could be implemented.
- A mobile health unit to take services directly to the residents is needed.

# Data from the Key Stakeholder Surveys:

## Mon River Fleet Health Care Access Survey for Key Stakeholders November 2010 - Results from 14 Stakeholders

1. What is the average income in your community?  
1 (7.25%) Under \$10,000      1 (7.25%) \$10,000-\$14,999    3 (21.5%) \$15,000-\$19,999    9 (64%) \$20,000-over
2. Do most of the people in your community have minor children under age 18?    8 (57%) Yes    6 (43%) No  
If yes, how would you describe the overall health of the children?  
0 (0%) Excellent      4 (28.5%) Very Good    5 (36%) Good    2 (14%) Fair    3 (21.5%) Poor
3. How would you describe the overall physical health of the community?  
0 (0%) Excellent      2 (14%) Very Good      7 (50%) Good    5 (36%) Fair                      0 (0%) Poor
4. What is the primary type of health insurance you believe people in the community have?  
7 (50%) Private/Commercial                      3 (21.5%) Medicare                      4 (28.5%) Medical Assistance  
0 (0%) None/Uninsured                      0 (0%) Adult Basic                      0 (0%) CHIP
5. Which one of the following do you consider a typical place people go for their health care in your community?  
10 (71%) Doctor's Office      1 (7.5%) Hospital Emergency Room      0 (0%) Urgent Care Facility  
3 (21.5%) Clinic  
  
During the past 12 months, how many times do you think the average family visits a doctor in any of the health care settings listed?  
5 (36%) 1 or 2    6 (43%) 3 to 6    3 (21%) 7 to 10                      0 (0%) 11 to 14                      0 (0%) 15 or more
6. Do you think people have used an Emergency Medical Service (EMS) in the past 12 months?  
13 (93%) Yes    1 (7%) No
7. Is there a pharmacy near where residents live that is convenient and accessible?    8 (57%) Yes      6 (43%) No
8. Do you think most residents have dental insurance?    4 (29%) Yes                      10 (71%) No  
Do you believe most residents see a dentist at least once per year?    6 (43%) Yes    8 (57%) No
9. Do you think most residents have vision insurance?    4 (29%) Yes                      10 (71%) No  
Do you believe most residents get a vision exam at least once per year?    4 (29%) Yes      10 (71%) No
10. Please check the community that best resembles where you live:  
2 (14%) Braddock      1 (7%) Clairton    0 (0%) Duquesne                      5 (36%) McKeesport  
5 (36%) Other Mon Valley Communities                      1 (7%) A Community Not in the Mon Valley
11. What types of transportation do residents use to get to health services?  
(The multiple responses provided means the percentage of each is of the total respondents – 14.)  
9 (64%) Their Own Car    7 (50%) Family or Friend's Car    6 (43%) Bus      3 (21%) Jitney Service  
3 (21%) Ambulance      1 (7%) Medical Assistance Transportation                      1 (7%) Work Link                      3 (21%) Access  
0 (0%) Other
12. In the past 12 months, why do you think residents would defer from or delay seeking care for a health concern?  
(The multiple responses provided means the percentage of each is of the total respondents – 14.)  
6 (43%) Lack of insurance      8 (57%) Out of Pocket Cost                      5 (36%) Transportation  
3 (21%) Did not know where to go

13. In the past 12 months, why do you think residents would have experienced obstacles in obtaining prescriptions? (The multiple responses provided means the percentage of each is of the total respondents – 14.)  
5 (36%) Lack of insurance      10 (71%) Out of Pocket Cost      3 (21%) Transportation  
2 (14%) No local pharmacy

14. Can residents afford to take public transportation to health services? 9 (64%) Yes      5 (36%) No

15. Do you think there is a need for other public transportation for access to health care?  
10 (71%) Yes      4 (29%) No

The following are representative suggestions:

- Work Link is funded to get people to work. Accessibility to health care is inconsistent.
- Transportation such as Access for all people to get to health care is needed.
- Better accessibility of transportation services for children to get health care.
- UPMC McKeesport has a care coach which is perfect for a scheduled procedure, however something similar to Access with easier arrangements, same day service, and low cost is needed.
- A medical transportation van is needed.
- We need affordable transportation, better and accessible routes.
- Port Authority cuts have limited access to health care.
- Buses in the Mon Valley are very limited.

16. What health care access issues or concerns have you been informed of by your constituents?

The following are representative suggestions:

- Convenient transportation to Children's Hospital is needed.
- Transportation is not accessible.
- Transportation is not affordable.
- Lack of emergency care nearby.
- Parents need a way to get their children to all appointments including behavioral health.
- Missed appointments and missed medicines result in poor health.
- Healthcare and insurance costs are too high for many low-income residents.

## Input from the Focus Groups:

Clairton Focus Group – held on Tuesday, November 9, 2010 at the Clairton Family Center

The focus group was attended by 14 adults, 12 of whom live in Clairton. The participants were highly engaging and shared multiple perspectives of the questions posed. As a matter of fact, in most cases a person stated in issue of access prior to the question being posed to the audience.

Key input from the participants includes:

- Many participants exclaimed that Mon Valley hospitals do not treat people with dignity and respect. One participant had a negative experience at Jefferson and UPMC McKeesport. Others added that Jefferson does not focus on patient care, can act with prejudice, and does not provide transportation of any kind home.
- One consumer went to the express care at Jefferson and waited nearly two hours to be seen for a gash in the face.
- Emergency EMS service is too expensive and almost everyone had a negative experience with a large bill for EMS services. One person's bill was \$950 and she continues to make modest monthly payments.
- Two people stated they are working, but without insurance, and they cannot afford to pay for health services.
- Medical assistance was a topic of significant discussion. If you are removed for any reason, it can take months to get back on, and co pays for medicine can be a barrier to care.
- There is no generic medication for insulin so diabetics are at-risk if they do not have insurance. This is an issue for a couple participants.
- The process to get medical assistance can be daunting for some people. There should be someone to assist with the process.
- The number one issue raised was transportation – both to appointments, but also home (particularly from the hospital).
- One participant observed that those without insurance need a place to go other than the emergency room. A health clinic in the community was suggested.
- Community doctors and the Med Express on Rt. 51 do not take all insurances.
- There is a kid's clinic in McKeesport, but they do not take adults. The clinic in Clairton is only one day per week and has limited hours.
- Family Services comes to provide regular weekly counseling at the Family Center, but there is no behavioral health service physically in Clairton aside from that service.

## Braddock Focus Group – held on Tuesday, November 16, 2010 at the Braddock Carnegie Library

The focus group was attended by 2 adults. The participants were highly engaging and shared multiple perspectives of the questions posed. One attendee is a retired mental health worker who resides in Braddock and observed that apathy by the community in light of the loss of the hospital is likely a reason for the lack of a turn-out. Additionally, this particular site was the only one not held at a Family Center as part of another meeting or function.

Key input from the participants includes:

- Lack of transportation means health care does not become a priority until it is a must for an individual.
- If you get ill, the issues are how to get to health care and how to get back home.
- Seniors need an advocate for care.
- Children have their parents to serve as advocates.
- There are many hoops to get service: transportation both ways, the emergency room (ER) becomes the primary care physician (PCP), UPMC has provided health care by bus and the model is national.
- It has been determined that the community cannot have an ER without beds, but what if the law could be changed to allow for such a community-based solution.
- It has been said that 40% of the residents of Braddock do not have a car.
- Only the pharmacy at the Giant Eagle in Edgewood delivers to the community.
- Along the lines of an advocate, education on health and prescriptions is needed.
- Asthma is a serious community issue.
- There are no stores in the community, no supports...it is generally depressed.
- Morale is so low, especially for seniors whose circle of friends and family shrinks and does not afford them help on which they can rely.

Duquesne Focus Group – held on Wednesday, November 17, 2010 at the Duquesne Family Support Center

The focus group was attended by 10 adults. The participants were highly engaging and shared multiple perspectives of the questions posed. Key input from the participants includes:

- Transportation is a key barrier to many. There is only one bus in some instances to get out of a community and it then takes a transfer to get where you are going. It was also noted that the fares are too high (especially for families).
- It is also a far walk to get to the bus stop for many.
- It takes two buses to get to Children's, so people take kid to a general practitioner because there are no pediatricians in the community. UPMC McKeesport is also a key provider, but the focus is on teaching interns.
- There is only one general practitioner in Duquesne.
- Service providers do not treat patients well.
- Confidentiality is an issue too.
- A clinic in the community is only run one day per week and is over-booked.
- One person's son was removed from medical assistance and it took three months to get re-enrolled.
- Several people thought the EMS service was poor – one woman spoke of a neighbor who died due to bad service in transit. Fees ranged from \$60 to over \$500. Only one person spoke of a positive EMS experience while living outside of the Mon Valley in Belle Vernon.
- There is only one pharmacy at the Giant Eagle at Kennywood and the hours are not sufficient.
- An advocate to help with medicines is needed.
- MATP was mentioned as a resource that could be improved.
- One solution mentioned was community based doctors or a one stop medical center.

McKeesport Focus Group – held on Friday, November 19, 2010 at the McKeesport Family Center

The focus group was attended by 10 adults. The participants were highly engaging and shared multiple perspectives of the questions posed. Key input from the participants includes:

- A mobile van could take services to the community.
- PCPs may be called on off hours and if they do not return the call promptly, the emergency room is where people will turn.
- It is not possible to get to Magee without a car.
- Buses to Latterman have stopped running due to cut-backs.
- It takes two buses to get to Children's Hospital and the connection may not always be timely. It is also difficult with multiple children and at least one of them being ill.
- The costs for transportation are excessive, especially for those with multiple children.
- McKeesport has high rates of STDs and HIV, but little education and outreach.
- If you do not have insurance or up-front money to pay, Med-Express will not see you.
- Lack of insurance equates to no service.
- The 9<sup>th</sup> Street Clinic only sees adults on Thursdays from 1pm until 9pm. It needs expanded to children and with more hours as well as weekend hours.
- EMS services can take a long time and are costly.
- The Ronald McDonald Van comes out but only once per month to various communities and if immunization records are not in the state system, a child cannot get the service.
- A mobile health clinic is needed.
- Prenatal care in the Valley is missing.
- UPMC McKeesport has open space and should launch services for children.
- Magee used to have van service.
- MATP uses the buses which means it often is not well utilized.
- Access takes too long for the wait.
- Better bus routes are needed with more scheduled.
- People need a health van because bus tickets will not help those who cannot access the bus. Even where buses run, they are not frequent enough.
- A continuum of care is needed.
- Affluent communities have mobile units and other amenities at clinics or doctor offices such as drop in care for well children.

# Mon River Fleet Health Care Access Survey for Consumers – November 2010

The member agencies of the Mon River Fleet, comprised of four State Health Improvement Partnerships and the McKeesport Hospital Foundation, are seeking your input on access to health care in the Mon Valley. In order for these agencies to better serve you, we are asking that you please take a few minutes to complete this survey. **It is possible to complete this survey and remain anonymous.** However, if you provide your name and phone number at the end, you will be entered into a drawing for a Garmin Nuvi Navigator System and a Canon Power-Shot Digital Camera. We promise you will only be called if you win! Please complete this survey and return it to the agency that gave it to you by Monday, November 22 at noon. Please check only **one** answer for each of the questions on this page.

1. What is your gender?  Male  Female
2. What is your age?  60 and up  40 to 59  30 to 39  20 to 29  Under age 20
3. What is your race?  Caucasian  African-American  Hispanic  Native American/Alaskan  
 Asian  Other
4. How many people are living in your household?  1  2  3  4  5  6 or more
5. What is your income?  Under \$10,000  \$10,000-\$14,999  \$15,000-\$19,999  \$20,000+over
6. Do you have minor children under age 18?  Yes  No  
If yes, how would you describe the overall health of your children?  
 Excellent  Very Good  Good  Fair  Poor
7. How would you describe your overall health?  
 Excellent  Very Good  Good  Fair  Poor  
Do you or does some in your family have a chronic health disease?  Yes  No
8. What type of health insurance do you have?  
 Private/Commercial  Medicare  Medical Assistance  None/Uninsured  
 Adult Basic  CHIP  
Do you know what services are covered?  Yes  No  
Does your health insurance cover any transportation services?  Yes  No
9. Which one of the following do you consider a usual place you go for your health care?  
 Doctor's Office  Hospital Emergency Room  Urgent Care Facility  Clinic  
During the past 12 months, how many times did you or your family visit a doctor in any of the health care settings listed?  
 1 or 2  3 to 6  7 to 10  11 to 14  15 or more  
Were you treated with dignity and respect?  Yes  No
10. Have you used an Emergency Medical Service (EMS) in the past 12 months?  Yes  No
11. In the past 12 months, have you or your children used prescription medications?  Yes  No  
Is there a pharmacy near where you live that is convenient and accessible?  Yes  No
12. Do you have dental insurance?  Yes  No  
Do you see a dentist at least once per year?  Yes  No
13. Do you have vision insurance?  Yes  No  
Do you get a vision exam at least once per year?  Yes  No
14. Please check the community that best resembles where you live:  
 Braddock  Clairton  Duquesne  McKeesport  Other Mon Valley Communities  
 A Community Not in the Mon Valley

**Survey is continued on the back** →→→→→→→→→→→→→→→→

For many questions on this page, please check **all that apply** to each question if that is noted!

15. What types of transportation do you use to get to health services? (check all that apply)  
 My Own Car     Family or Friend's Car     Bus     Jitney Service     Ambulance  
 Medical Assistance Transportation     Work Link     Access     Other \_\_\_\_\_
16. In the past 12 months, did you avoid or delay seeking care for a health concern for any of the following reasons? (check all that apply)  
 Lack of insurance     Out of Pocket Cost     Transportation     Did not know where to go  
 I had an unsatisfactory experience with the provider
17. In the past 12 months, have you or your children experienced any of the following obstacles in obtaining your prescriptions? (check all that apply)  
 Lack of insurance     Out of Pocket Cost     Transportation     No local pharmacy
18. Can you afford to take public transportation to health services?  Yes  No
19. Do you think there is a need for other public transportation for access to health care?  Yes  No  
If you said yes, please comment in this space with your suggestions:
20. Do you have any other issues that prevent you from seeking health care or health education?  Yes  No  
If you said yes, please comment in this space:

If you would like to be entered into the drawing to win Garmin Nuvi Navigator System and a Canon Power-Shot Digital Camera, please write your name and telephone number. You will only be called if you win!

Name \_\_\_\_\_ Phone# \_\_\_\_\_

***Thank you for your time and cooperation in completing this survey!***

# Mon River Fleet Health Care Access Survey for Fleet/SHIP Members

## November 2010

The member agencies of the Mon River Fleet, comprised of four State Health Improvement Partnerships and the McKeesport Hospital Foundation, are seeking your input on access to health care in the Mon Valley. In order for these agencies to better assist local residents, we are asking that you please take a few minutes to complete this survey. **It is possible to complete this survey and remain anonymous.** However, if you provide your name and phone number at the end, you will be entered into a drawing for a Garmin Nuvi Navigator System and a Canon Power-Shot Digital Camera. We promise you will only be called if you win! Please complete this survey and return it by noon on Monday, November 22. Please check only one answer for each of the questions or answer the open ended questions in the space provided.

1. What is the name of your agency: \_\_\_\_\_
2. How many people are employed at your agency? \_\_\_\_\_
3. How many consumers do you serve each year? \_\_\_\_\_
4. What transportation services or programs does your agency use or provide to consumers and for what purposes?
5. What is the average income of **your consumers**?
 

<input type="checkbox"/> Under \$10,000	<input type="checkbox"/> \$10,000-\$14,999
<input type="checkbox"/> \$15,000-\$19,999	<input type="checkbox"/> \$20,000-over
6. Do most of your consumers have minor children under age 18?  Yes  No  
 If yes, how would you describe the overall health of the children?  
 Excellent  Very Good  Good  Fair  Poor
7. How would you describe the overall health of your consumers?  
 Excellent  Very Good  Good  Fair  Poor
8. What is the primary type of health insurance of your consumers?  
 Private/Commercial  Medicare  Medical Assistance  None/Uninsured  
 Adult Basic  CHIP
9. Which one of the following do you consider a typical place your consumers go for their health care?  
 Doctor's Office  Hospital Emergency Room  Urgent Care Facility  Clinic  
  
 During the past 12 months, how many times do you think the average family you serve visits a doctor in any of the health care settings listed?  
 1 or 2  3 to 6  7 to 10  11 to 14  15 or more
10. Do you think your consumers have used an Emergency Medical Service (EMS) in the past 12 months?  
 Yes  No
11. In the past 12 months, do you think your consumers used prescription medications?  Yes  No  
 Is there a pharmacy nearby where your consumers live that is convenient and accessible?  Yes  No
12. Do you think most of your consumers have dental insurance?  Yes  No  
 Do you think most of your consumers see a dentist at least once per year?  Yes  No
13. Do you think most of your consumers have vision insurance?  Yes  No  
 Do you think most of your consumers get a vision exam at least once per year?  Yes  No
14. Please check the community that best describes where your agency serves people:  
 Braddock  Clairton  Duquesne  McKeesport  Other Mon Valley Communities  
 ALL Mon Valley Communities

For the following questions, please check **all that apply** to each question if that is noted!

15. What types of transportation do your consumers use to get to health services? (check all that apply)  
 My Own Car     Family or Friend's Car     Bus     Jitney Service     Ambulance  
 Medical Assistance Transportation     Work Link     Access     Other \_\_\_\_\_
16. In the past 12 months, do you think your consumers deferred from or delayed seeking care for a health concern for any of the following reasons? (check all that apply)  
 Lack of insurance     Out of Pocket Cost     Transportation     Did not know where to go
17. In the past 12 months, have your consumers or their children experienced any of the following obstacles in obtaining prescriptions? (check all that apply)  
 Lack of insurance     Out of Pocket Cost     Transportation     No local pharmacy
18. Can your consumers afford to take public transportation to health services?  Yes     No
19. Do you think there is a need for other public transportation for access to health care?  Yes     No  
If you said yes, please include your suggestions and/or comments for alternatives to public transportation:

If you would like to be entered into the drawing to win Garmin Nuvi Navigator System and a Canon Power-Shot Digital Camera, please write your name and telephone number. You will only be called if you win!

Name \_\_\_\_\_ Phone# \_\_\_\_\_

***Thank you for your time and cooperation in completing this survey by noon on Monday, November 22.***



For many questions on this page, please check **all that apply** to each question if that is noted!

11. What types of transportation do residents use to get to health services? (check all that apply)  
 My Own Car     Family or Friend's Car     Bus     Jitney Service     Ambulance  
 Medical Assistance Transportation     Work Link     Access     Other \_\_\_\_\_
12. In the past 12 months, why do you think residents would defer from or delay seeking care for a health concern? (check all that apply)  
 Lack of insurance     Out of Pocket Cost     Transportation     Did not know where to go
13. In the past 12 months, why do you think residents would have experienced obstacles in obtaining prescriptions? (check all that apply)  
 Lack of insurance     Out of Pocket Cost     Transportation     No local pharmacy
14. Can residents afford to take public transportation to health services?  Yes     No
15. Do you think there is a need for other public transportation for access to health care?  Yes     No  
If you said yes, please comment in this space with your suggestions:
16. What health care access issues or concerns have you been informed of by your constituents?

If you would like to be entered into the drawing to win a Garmin Nuvi Navigator System and a Canon Power-Shot Digital Camera, please write your name and telephone number. You will only be called if you win!

Name \_\_\_\_\_ Phone# \_\_\_\_\_

***Thank you for your time and cooperation in completing this survey! Please return it by mail to the McKeesport Hospital Foundation in the enclosed self addressed envelope by Friday, November 19.***

## Focus Group Questions

The following questions were a guide to the focus group discussions. In most cases, the participants touched on each of these items without having to be directly asked.

1. When you think of the barriers you face for access to health care, what are the top concerns that come to your mind?
2. How does transportation affect your access to health care?
3. What would you suggest to improve access to health care?
4. If you could make just one improvement to access to health care, what would it be and why?
5. Thinking of the survey, are there any answers you would like to say more about or suggestions you want to make?
6. Has children's access to health care been affected by the Children's Hospital move.
7. What has been your experience with EMS and the cost?

# Mon River Fleet Health Care Access Focus Groups

## November 2010

The member agencies of the Mon River Fleet, comprised of four State Health Improvement Partnerships and the McKeesport Hospital Foundation, are seeking your input on access to health care in the Mon Valley. In order for these agencies to better serve you, we are asking that you please take an hour to attend one of the following focus group discussions to share your opinion. **It is possible to participate and remain anonymous**, however, if you complete a survey at the focus group and provide your name and phone number at the end, you will be entered into a drawing for a Garmin Nuvi Navigator System and a Canon Power-Shot Digital Camera. We promise you will only be called if you win!

**Please consider attending one of the following and please RSVP to that site!**

### **Braddock SHIP**

**Hosted By/At Braddock Carnegie Library  
419 Library Street, Braddock, PA  
On Tuesday, November 16 from 5:30pm until 6:30pm  
RSVP to 412-636-5273**

### **Clairton SHIP**

**Hosted By/At Clairton Family Center  
734 Miller Avenue, Clairton, PA  
On Tuesday, November 9 from 1pm until 2pm  
RSVP to 412-233-8325**

### **Duquesne SHIP**

**Hosted By/At the Duquesne Family Support Center  
One Library Place, Lower Level, Duquesne, PA  
On Wednesday, November 17 from 6pm until 7pm  
RSVP to 412-469-9870**

### **McKeesport SHIP**

**Hosted By/At McKeesport Family Center/1<sup>st</sup> Steps Parenting Programming  
339 Fifth Avenue, 2<sup>nd</sup> Floor, McKeesport, PA  
On Friday, November 19 from 11am until 12pm  
RSVP to 412-672-6970**