

Community Health Asset Mapping (CHAMP)

Access to Care

Follow Up Meeting

June 13, 2019

High Point, NC



Background of Mapping Process

- ▶ **African Religious Health Assets Program**
 - ▶ Developed a PIRHANA tool for identifying and understanding the positive things in communities
 - ▶ **Community Health Assets Mapping Partnership or CHAMP, Access to Care** was adapted from PIRHANA, developed in Memphis and South Africa to aid in aligning and leveraging assets to improve healthcare outcomes
 - ▶ **CHAMP High Point** is being used in North Carolina as part of our **FaithHealthNC** movement

Mapping Workshop Process

- ▶ In this community, we held one workshop and interviewed Seekers:
- ▶ **Health Provider Workshop (5-2-19):** people and organizations providing religious, health, and social services related to providing care to those in the community, broadly defined
- ▶ **Seeker Interviews (5-3-19 to 6-5-19):** conducted by trusted liaisons in the High Point Community

Workshop Site, Date, and Participants

- ▶ Provider Workshop, May 2, 2019
- ▶ Millis Regional Health Education Center
High Point, NC
- ▶ 25 participants

Seeker Interview Site and Participants

- ▶ Trusted leaders (volunteers and staff) from Open Door Ministries, the High Point Greater Food Alliance, YWCA Latino Family Center and Senior Resources of Guilford conducted interviews with 25 seekers on from May 3 to June 5, 2019



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Study Area Background

Basic Stats(US census bureau 2016 estimates)

Population: About 104,371 people

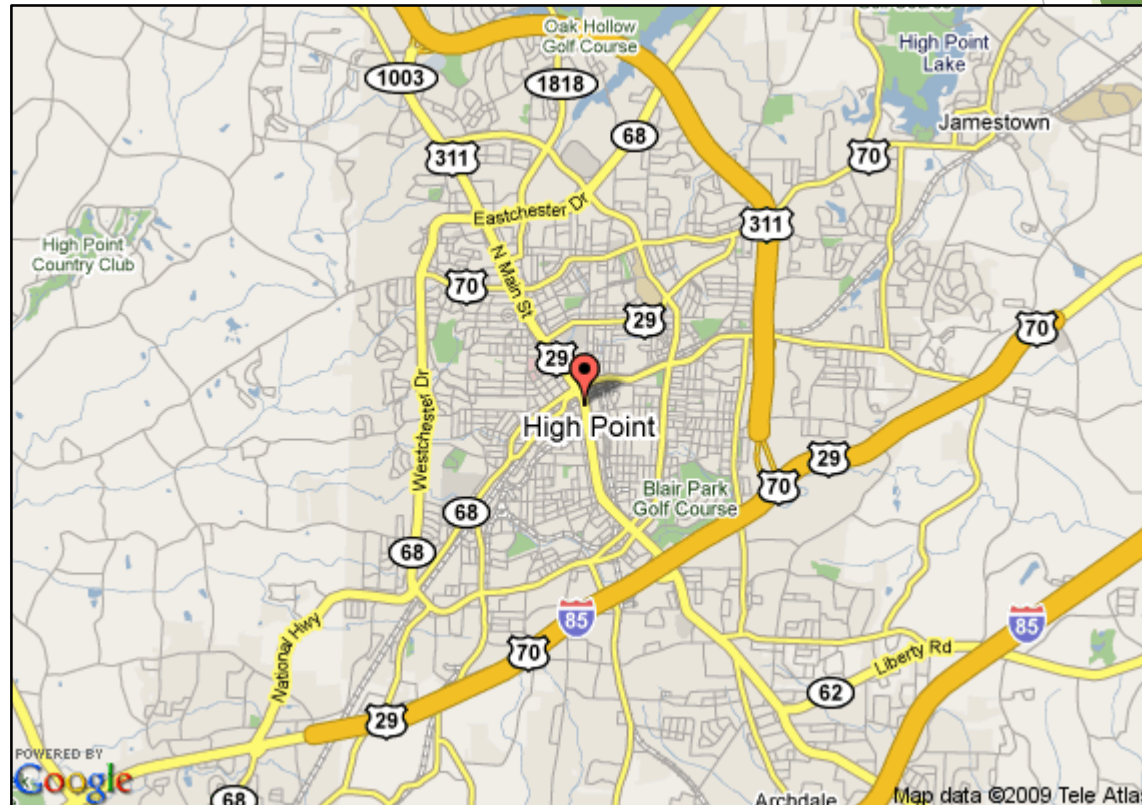
Median Age: 35.6 years (national
median-37.8)

Percent of Population : Non-Hispanic
White=48.1% ; Non-Hispanic
Black=33.4%; Latino=8.6%; Asian=7.5%;
Other=2.4%

Living in Poverty: 19.38%

High School Education: 85%

- Determined area boundary is High Point, NC





Provider Workshop Facilitators

Rev. Emily Viverette
Rev. Dr. Charolette Leach, Dr. Teresa Cutts,

Provider Participants



25 People Participated

- ▶ 11 males, 14 females
- ▶ 10 Non-Hispanic Whites; 7 African-American; 1 Latino; 1 Other; 6 did not identify
- Average age was 48 years old (range =22-77 years)
- Majority lived in Guilford County for an average of 24.4 years, with a range of 3-56 years



What Providers
put on the map:
20 Entities



Providers' Health Services Matrix

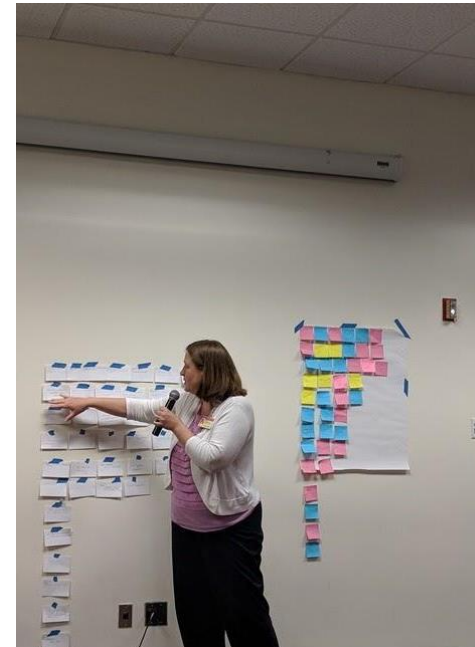
8 Not for Profits; 4 Faith Based Programs; 1 Governmental/federally qualified services; 1 For Profit

- ▶ 8 Advocacy
- ▶ 6 Case Management
- ▶ 5 Outpatient
- ▶ 4 Prevention/ Education
- ▶ 3 Transportation
- ▶ 3 Nutrition Services/Food
- ▶ 2 Pharma Assistance
- ▶ 2 Physical Activity Support
- ▶ 1 Childcare/Teacher Resources or Screening
- ▶ 1 Counseling
- ▶ 1 Chronic Care
- ▶ 1 Inpatient
- ▶ 1 Device Management
- ▶ MISSING: Comden Family Foundation, general philanthropy, for-profit corporations, most governmental agencies



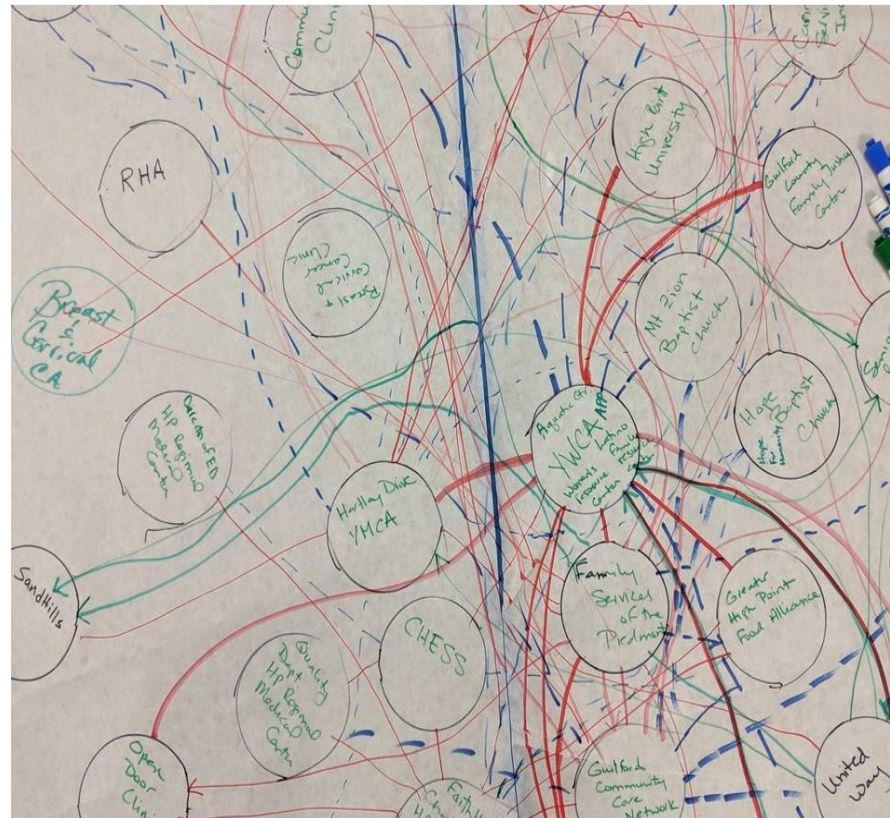
Factors that work to promote health/well-being in your community

- ▶ Trust- 6
- ▶ Cost-6
- ▶ Knowledge of resources and communication-6
- ▶ Access-4
- ▶ Transportation-4
- ▶ Access to nutritional food-3
- ▶ Someone to listen/Compassion-3
- ▶ Support/Education-3
- ▶ Advocates/Navigators-2
- ▶ Living wage-1
- ▶ Safety-1
- ▶ App/Computer based referrals-1
- ▶ Affordable housing-1



Spidergram: Social Networking

- Dense connections were noted among agencies
- However, these connections were not highly coordinated
- Lack of funding flow
- United Way was the key agency providing funding



Organizations of which you are the most proud: Open Door Ministries wins for Providers and is second for Seekers! Community Clinic wins for Seekers!

Providers

Open Door Ministries
Greater High Point Food Alliance
Community Clinic
Breast and Cervical Cancer Center
YWCA
Wake Forest Baptist Health

Seekers

Community Clinic of High Point
Open Door Ministries
Greater High Point Food Alliance
Senior Resources of Guilford
Triad Health Project
The United Way
Dental Fair (annual)
Family Services
Daymark
Community Clinic of High Point
E Visions of Life
Helping Hands
Lexington Homeless Shelter
Life on Lexington
NC Works
PACE of the Triad
Salvation Army
SHIIP

Biggest Winner Characteristics....

➤ Providers:

- ▶ Open Door Ministry was named for seeing patients without any health coverage, and treating them in a respectful and welcoming manner.
- ▶ The Greater High Point Food Alliance was cited for their focus on food insecurity, their networking and organizational skill, and their compassion.
- ▶ The Community Clinic was named because of their organization, and the trust they build.
- ▶ The Breast and Cervical Cancer Center's Wednesday clinic was cited for seeing 18-20 un-/under-insured clients per day and for helping qualified patients with their Medicaid applications.
- ▶ Wake Forest Baptist was listed for providing quality health care, engaging in the community, and demonstrating compassion.
- ▶ The YWCA was lifted up as a social justice organization which tackles uncomfortable and difficult social issues for the community.

Biggest Winners Were....

Seekers:

- ▶ **Community Clinic of High Point** provides good care, is friendly and welcoming, was helpful with good prices and referrals to doctors needed.
- ▶ **Open Door Ministries** helped with a variety of needs. Came for a bed, but also got food, clothing and counseling. Provides resources. Helped in more ways than one! They provided shelter and food and even helped find housing.
- ▶ **Dental Fair** comes every year and is free
- ▶ **Senior Resources of Guilford's** equipment duration programs are great. Gave wheelchair to replace older one whose wheels were so worn down that the client was covering them with duct tape. Senior Wheels and Rural Outreach programs have volunteers that are always friendly and wait for you during appointments.
- ▶ **The United Way** works a lot with children and funds other programs. Provides resources.
- ▶ **Triad Health Project or THP** provides HIV testing, free resources, advocacy. Provides education and are not prejudiced.

Seeker Interview Sites and Participants

Total: 25 Seekers

- ▶ 13 females and 12 males
- ▶ 10 Hispanic/Latino, 8 Caucasian, 5 African Americans, 2 Native Americans
- ▶ Mean age=49.7 years, median age = 50.5 years and ages ranged from 24-74
- ▶ Interview Sites: Open Door Ministries, Greater High Point Food Alliance, Senior Resources of Guilford, YWCA

Seekers: Needs

- ▶ Dental care
- ▶ Cost Assistance (decrease costs, help with medications, equipment, co-pays)
- ▶ More direct access to health care providers
- ▶ Health Education
- ▶ Transportation
- ▶ Access to long-term care services
- ▶ Mental Health Services
- ▶ Food Insecurity
- ▶ Compassionate Care

Seekers: Gaps in Service

- ▶ Costs/financial assistance
- ▶ Access to resources
- ▶ More accommodating schedules at agencies/clinics
- ▶ Transportation (more user friendly bus stops, transport food home)
- ▶ Gaps in service, particularly qualifying for services or obtaining SSI or other benefits and limits of Medicaid coverage
- ▶ Food insecurity

Seekers: Advice to Authorities

- ▶ **Need for dental care for low income persons**
- ▶ **Decreased costs and increased accessibility**
- ▶ **Expand Medicaid and gap coverage for services and equipment**
- ▶ **Decrease stigma around poverty and mental health issues**
- ▶ **More robust screening and outreach**
- ▶ **Make obtaining services more user-friendly to low income persons**
- ▶ **Have more options to reach more people and more clinics/healthcare offices**

Seekers: Advice to Authorities

Select Quotes

- ▶ *‘Remove the stigma for seeking care. It is shameful that even care workers believe negative things about those they serve. This makes it harder to get services. Why seek [...help from...] someone who thinks lesser of you due to your color, gender, etc.?’*
- ▶ *“Healthcare is a right, not a privilege. Advocate for a universal system that is safe and affordable. Providers should not be paid based on number of patients seen or tests performed, but on providing quality health outcomes. Our systems need to be rebuilt. No more “band-aid” solutions should be used to address systemic issues.”*
- ▶ *“Lower costs, make the consultations more efficient and add translators. Have talks with the community.”*
- ▶ *“If I was somebody, I would help those people with needs. Provide help for medical costs and help so everything could be more accessible.”*

Next Action Steps

- ▶ -Larger space for the community clinic
- ▶ -With Wake Forest being such a big presence, maybe they could lead the way in having more community fairs, for people to connect to resources.
- ▶ -Engage community members in food deserts/neighborhoods to see what they say they need.
- ▶ -Create a platform for more time with more of the churches, particularly in areas that need support. Using the Wake Forest name could be leveraged brings credibility and support to get this done.
- ▶ -Provide churches the opportunity to step up.
- ▶ -Provide more opportunities to educate the community around issues of substance abuse, especially the opioid epidemic.

Questions/Comments

- ▶ Based on the findings you heard today:
 - ▶ *What stands out most strongly for you?*
 - ▶ *What similarities/differences and potential alignments do you see between Providers and Seekers?*
 - ▶ *What might be additional next steps?*
- ▶ *How would **YOU** be willing to help all of our county and stakeholders move forward on the ideas we talked about today?*



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Special thanks are due to
those who helped capture
Seeker information:
Helen Barker, Renee
Griffin, Charolette Leach,
Maria Mayorga, Barry
Schultheiss, Carl Vierling

THANK YOU ALL in
helping everyone gain
ACCESS to Better Health
and Well-Being!