

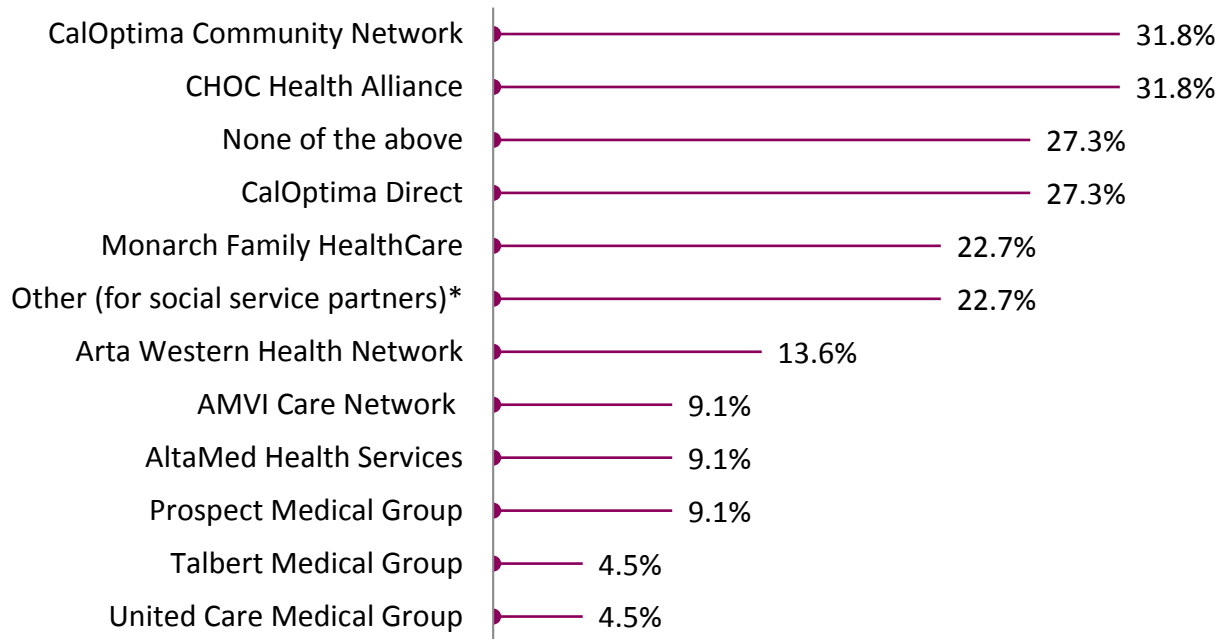
DATA BOOK

CalOptima Member Health Needs Assessment (MHNA)

Provider Survey Results

Details about Provider

Exhibit 1. Please select which network or physician medical group you represent (n=22)¹



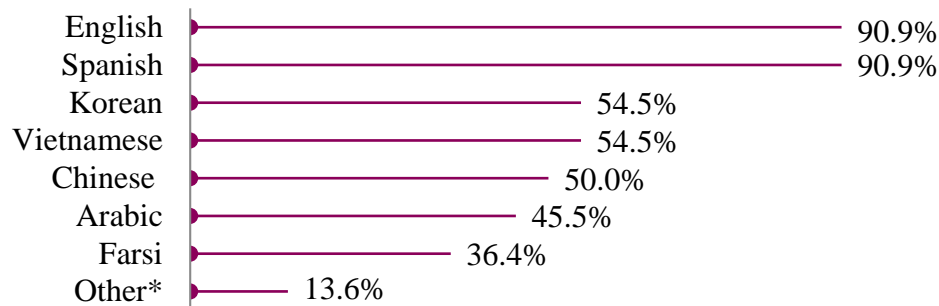
*Other includes: California Academy of Nutrition and Dietetics (n=1), Kaiser Permanente (n=1), Magellan (n=1), University of California, Irvine (n=1) and St. Jude Neighborhood Centers (n=1).

¹ Respondents were allowed to choose more than one option; thus, the total percent is over 100%.

Exhibit 2. What is your role within the network or physician medical group? (n=22)

Role	%
Nonprofit/social services	27.3%
Physician	22.7%
Educator	18.2%
Registered Nurse	13.6%
Allied Health Professional	4.5%
Other Healthcare Professional	4.5%
Office Manager	4.5%
Unknown/Other ²	4.5%

Exhibit 3. Does your network or medical group serve members who speak any of the following languages? (n=22)³

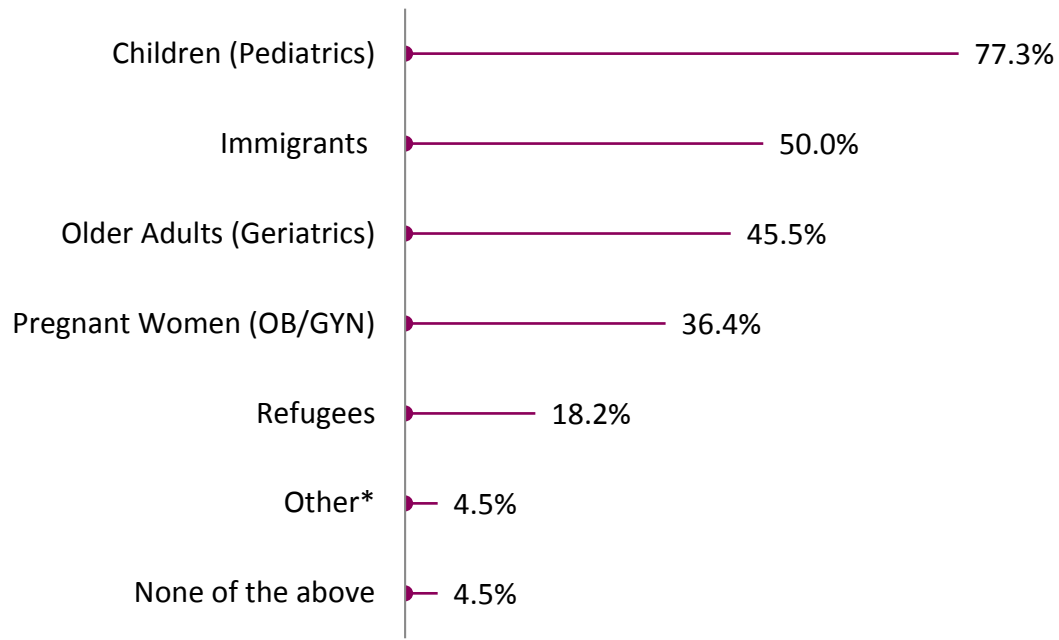


*Other includes: All (n=2), Cambodian (n=1) and Samoan (n=1)

² Organizations include: California Academy of Nutrition and Dietetics (n=1), Community Clinic (n=1), Family Nurse Practitioner (n=1), Federally Qualified Health Centers (n=1) and St. Jude Neighborhood Centers (n=1).

³ Respondents were allowed to choose more than one option; thus, the total percent is over 100%.

Exhibit 4. Does your network or medical group serve any of the following special populations? (n=22)⁴



*Other includes: Homeless (n=1)

⁴ Respondents were allowed to choose more than one option; thus, the total percent is over 100%.

Exhibit 5. Does your network or medical group provide behavioral health services? (n=22)

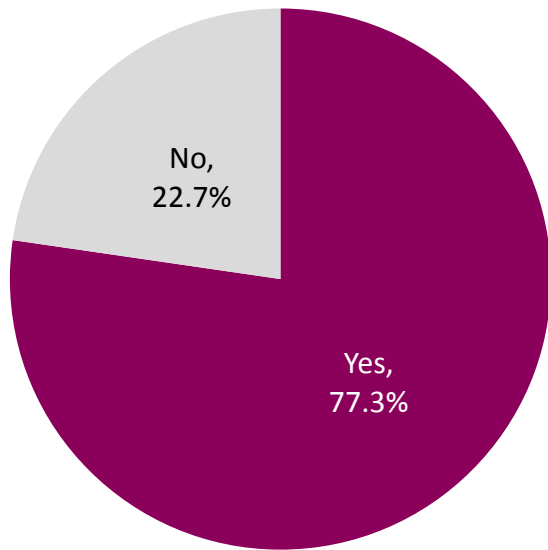
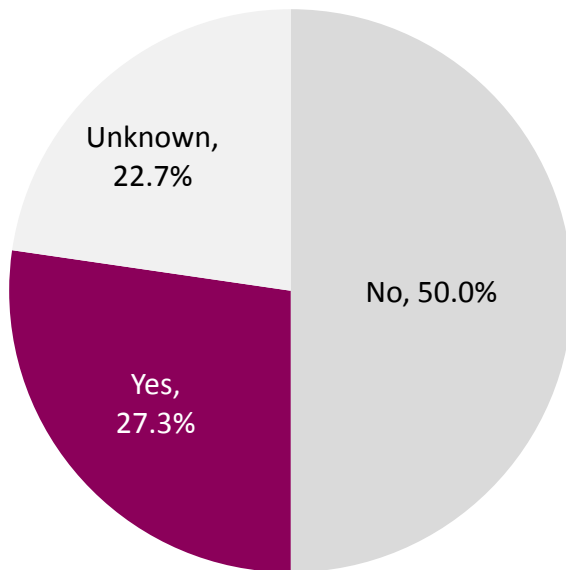
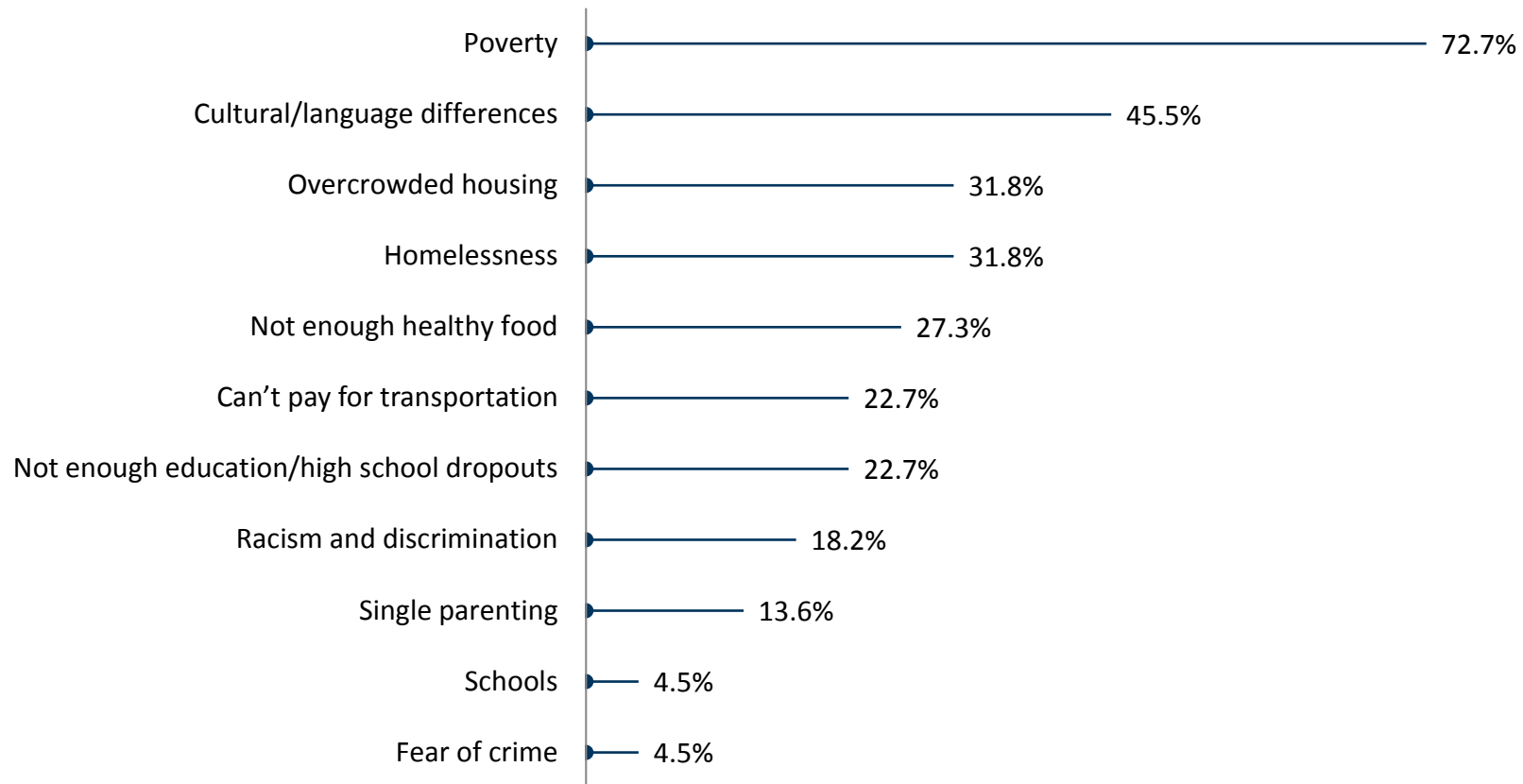


Exhibit 6. Does your network or medical group provide oral health services? (n=22)



Social and Economic Factors: Basic Needs of Patients/CalOptima Members

Exhibit 7. What do you think are the top three social and economic problems that affect the health of Medi-Cal beneficiaries? (n=22)^{5,6}

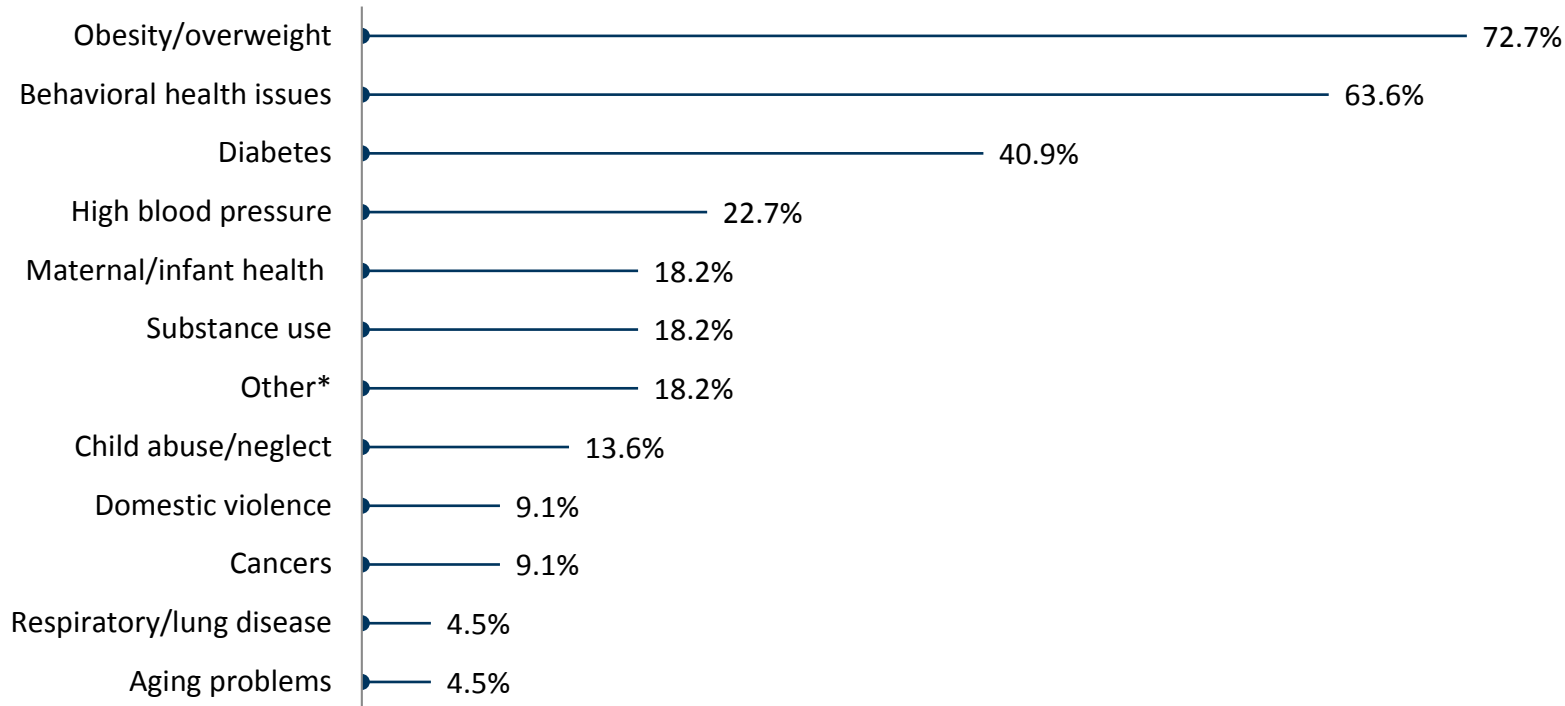


⁵ All 22 respondents picked three items.

⁶ None of the respondents picked: Not enough local jobs or Nothing for youth to do.

Social and Economic Factors: Health Needs and Behaviors

Exhibit 8. In the following list, what do you think are the three most important health problems facing Medi-Cal beneficiaries? (n=22)^{7,8,9}

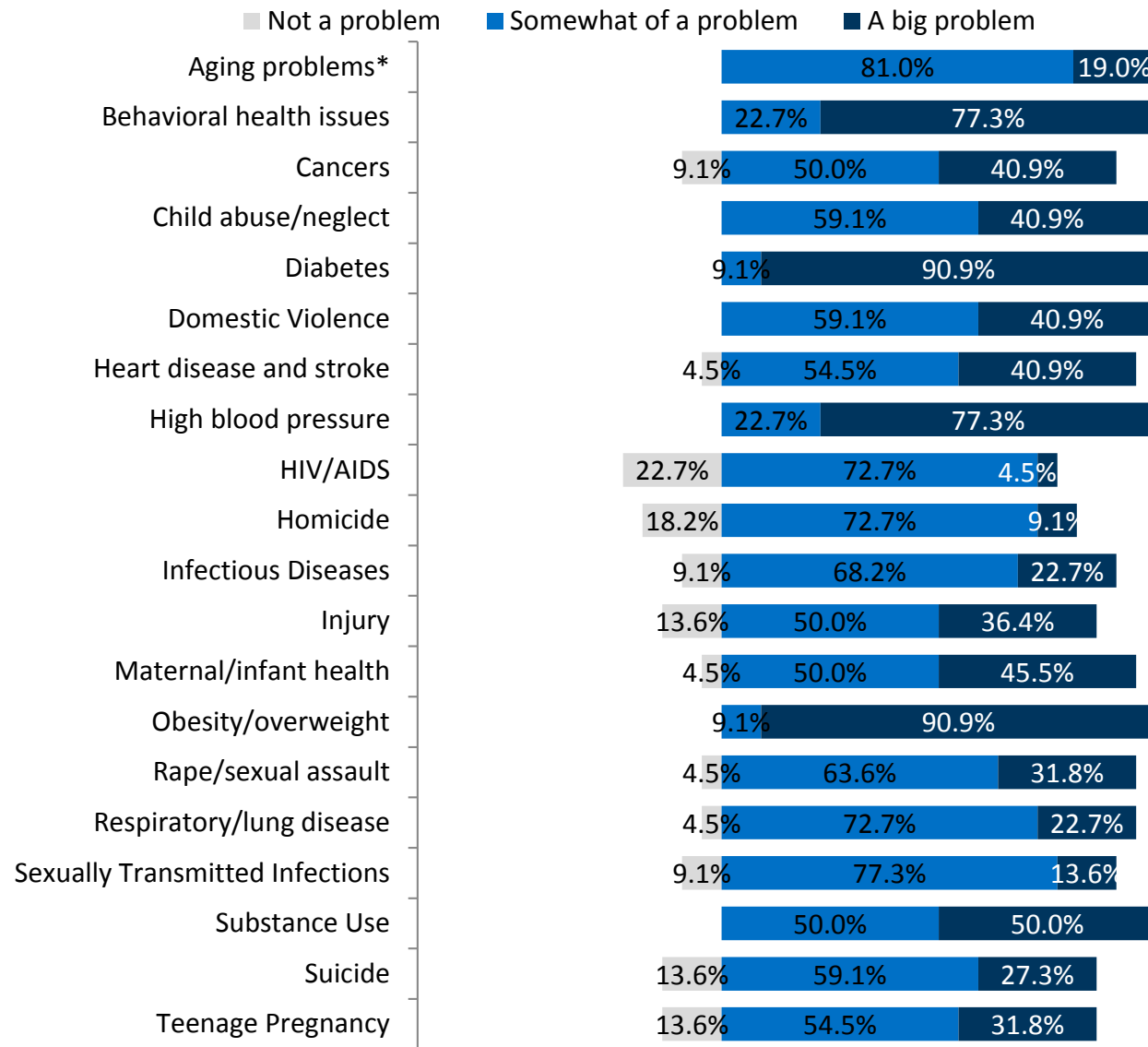


⁷ All 22 respondents picked three items.

⁸ None of the respondents picked: Heart disease and stroke, HIV/AIDS, Homicide, Infectious Diseases (e.g., hepatitis, TB, etc.), Injury, Rape/sexual assault, Suicide or Teenage Pregnancy.

⁹ Other includes: All chronic but preventable diseases (e.g., obesity, type 2 diabetes, etc.) (n=1), Autism & other developmental disorders (n=1), depression/anxiety (n=1) and Trauma, Mental Health Disorders (n=1).

Exhibit 9. How would you rank the following list of “health problems” in terms of how much they are a problem for Medi-Cal beneficiaries (n=22)¹⁰



¹⁰ Items marked with * indicates that 21 people responded to the item.

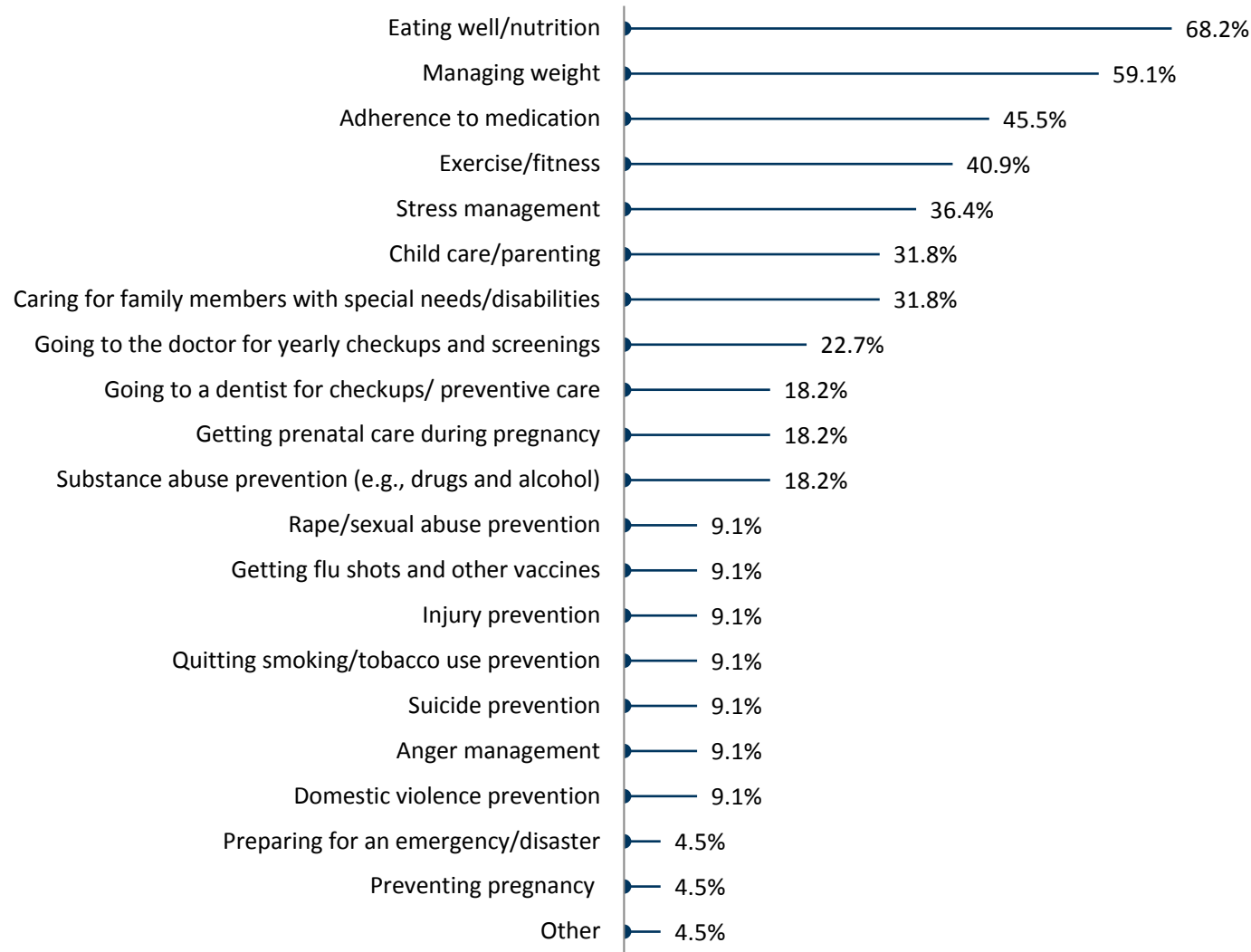
Exhibit 10. Based on your observations, how often do Medi-Cal beneficiaries participate in the following health behaviors to maintain a healthy lifestyle?

	Never	Rarely	Sometimes	Often	Always	Unsure	n
Adhering to medication schedules	4.5%	13.6%	54.5%	22.7%	0.0%	4.5%	22
Eating a minimum of five servings of fruits and vegetables daily	5.0%	55.0%	35.0%	0.0%	0.0%	5.0%	20
Adding moderate amounts of exercise five or more times a week	4.8%	52.4%	38.1%	0.0%	0.0%	4.8%	21
Managing a healthy weight	4.5%	59.1%	31.8%	0.0%	0.0%	4.5%	22
Regularly going to the dentist for checkups/preventive care	4.5%	36.4%	40.9%	9.1%	0.0%	9.1%	22
Going to the doctor for yearly checkups and screenings	4.5%	9.1%	59.1%	13.6%	0.0%	13.6%	22
Getting prenatal care during pregnancy	4.5%	9.1%	18.2%	50.0%	4.5%	13.6%	22
Getting flu shots and other vaccines	4.5%	13.6%	36.4%	27.3%	4.5%	13.6%	22
Preparing for an emergency or disaster	18.2%	36.4%	13.6%	0.0%	0.0%	31.8%	22
Injury prevention	13.6%	36.4%	22.7%	0.0%	0.0%	27.3%	22
Driving safely	9.1%	9.1%	22.7%	18.2%	0.0%	40.9%	22
Avoiding tobacco	9.1%	45.5%	9.1%	9.1%	0.0%	27.3%	22

Exhibit 10. Based on your observations, how often do Medi-Cal beneficiaries participate in the following health behaviors to maintain a healthy lifestyle? (continued)

	Never	Rarely	Sometimes	Often	Always	Unsure	n
Implementing positive parenting practices	4.5%	13.6%	54.5%	0.0%	0.0%	27.3%	22
Identifying ways to support aging family members	9.1%	22.7%	31.8%	4.5%	0.0%	31.8%	22
Caring for family members with special needs/disabilities	4.5%	9.1%	36.4%	31.8%	0.0%	18.2%	22
Preventing pregnancy	9.1%	18.2%	40.9%	9.1%	0.0%	22.7%	22
Preventing sexually transmitted infections (safe sex)	4.5%	18.2%	36.4%	9.1%	0.0%	31.8%	22
Avoiding abuse of alcohol and other drugs	4.8%	33.3%	42.9%	0.0%	0.0%	19.0%	21
Accessing behavioral health services when needed	4.5%	45.5%	36.4%	4.5%	0.0%	9.1%	22
Managing stress	4.5%	54.5%	18.2%	0.0%	0.0%	22.7%	22
Managing anger	9.1%	36.4%	36.4%	0.0%	0.0%	18.2%	22
Domestic violence prevention	4.5%	36.4%	36.4%	0.0%	0.0%	22.7%	22
Crime prevention	9.1%	27.3%	27.3%	4.5%	0.0%	31.8%	22
Rape/sexual abuse prevention	9.1%	27.3%	22.7%	4.5%	0.0%	36.4%	22

Exhibit 11. In your opinion, which health behaviors do Medi-Cal beneficiaries need more information about?
(n=22)^{11,12}

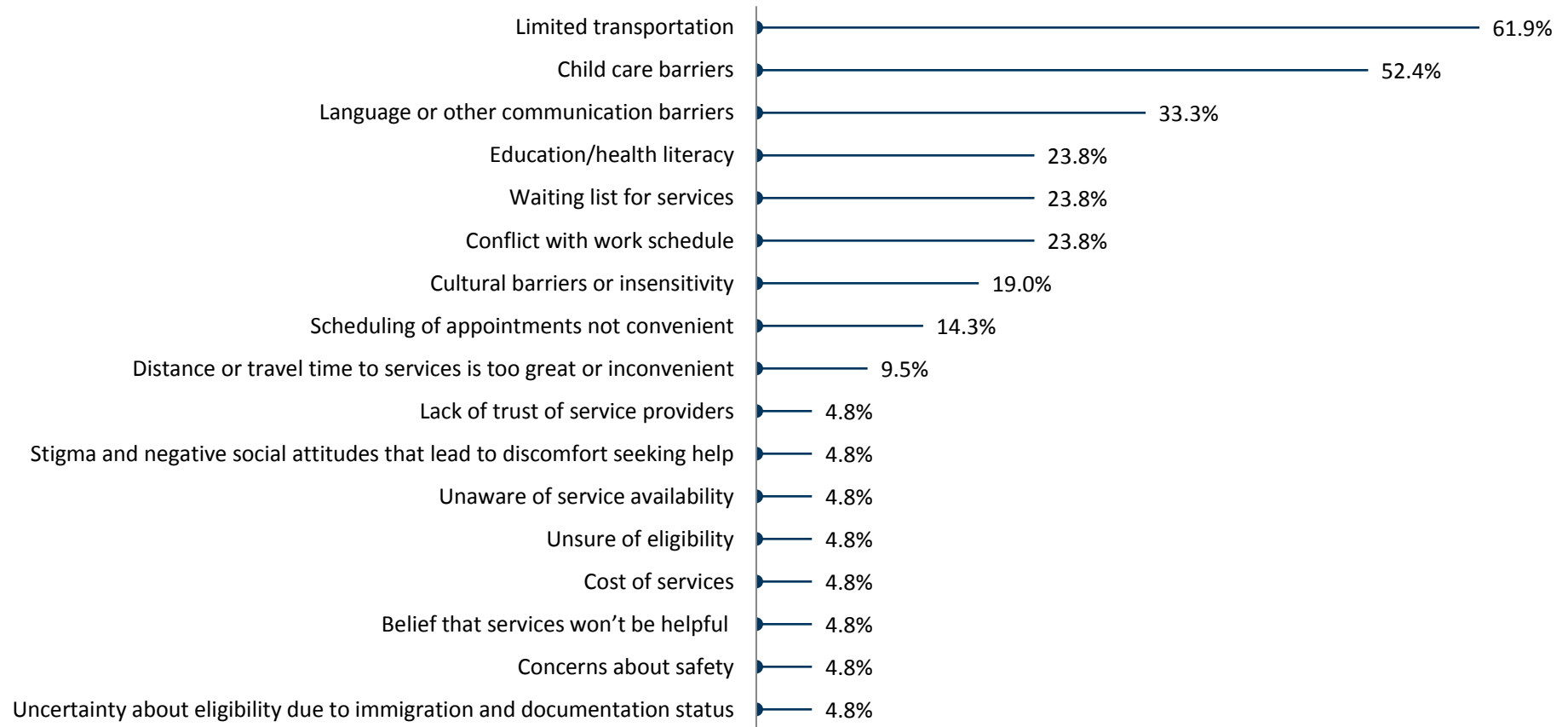


¹¹ Respondents were allowed to pick up to five items.

¹² None of the respondents selected: Driving safely, Elder care, Preventing sexually transmitted infections (safe sex) or Crime prevention.

Social and Economic Factors: Barriers to Health

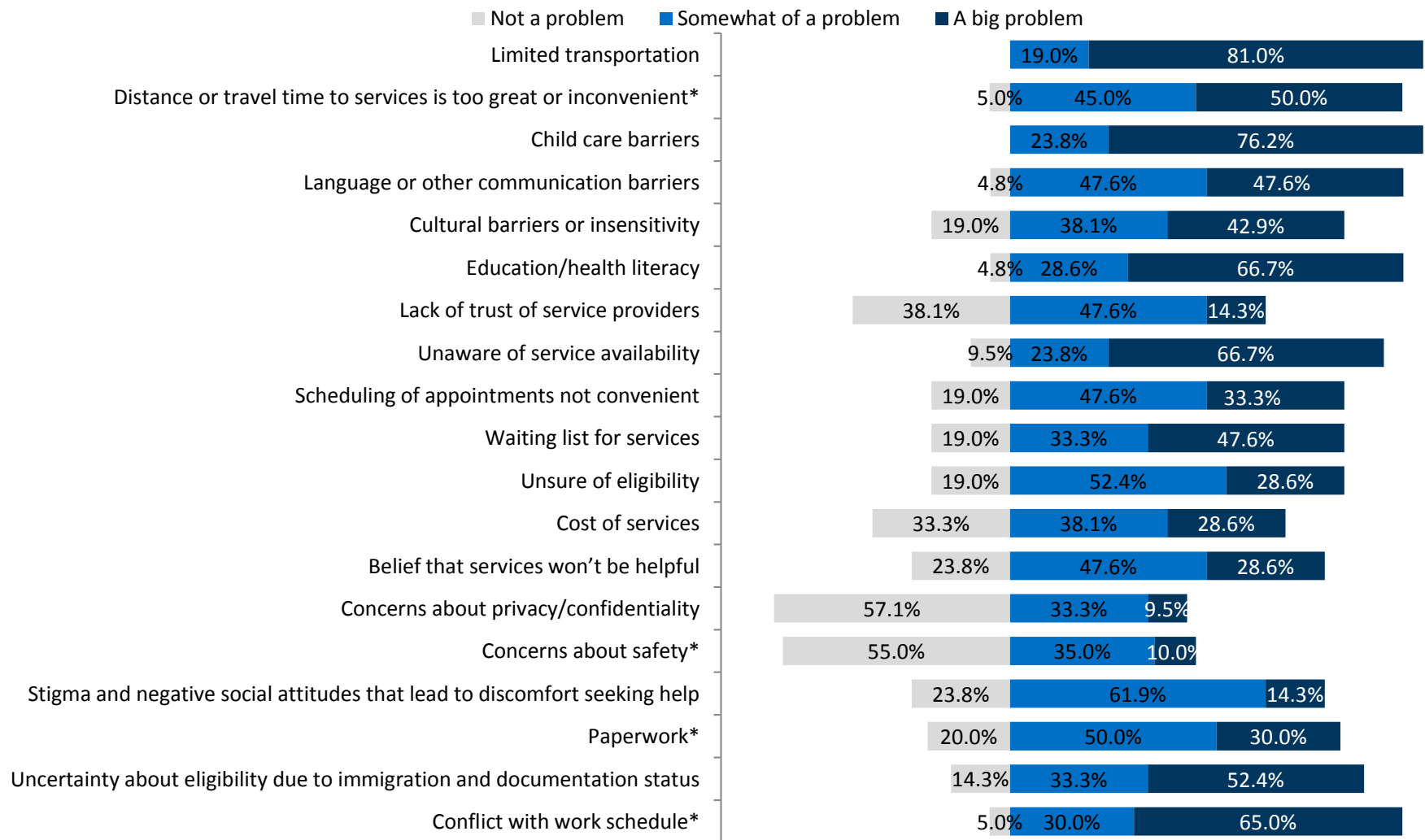
Exhibit 12. What do you see as the top five barriers for Medi-Cal beneficiaries to accessing health services?
(n=21)^{13,14}



¹³ Respondents picked up to five items.

¹⁴ None of the respondents picked: Concerns about privacy/confidentiality, Paperwork or Other.

Exhibit 13. How much of a problem are the following barriers for Medi-Cal beneficiaries to accessing health services? (n=21)¹⁵



¹⁵ Items marked with * indicates that 20 people responded to the item.

Exhibit 14. Do barriers vary by specific population or communities (e.g. children, older adults, refugees, immigrants)? (n=21)

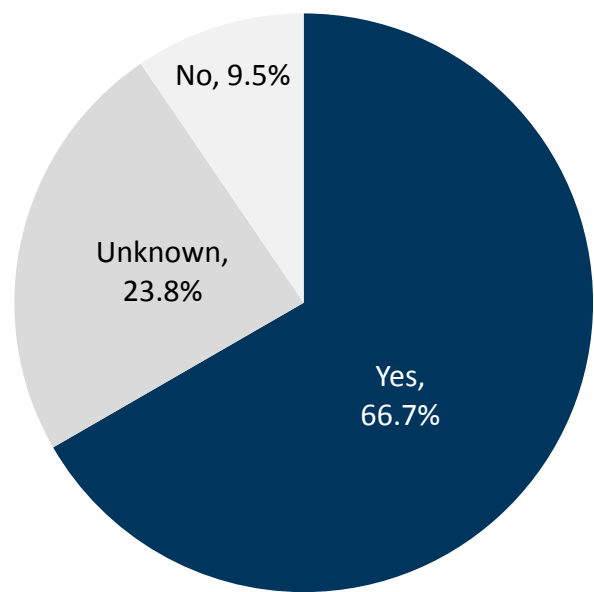


Exhibit 15. If yes, please provide details about the barriers to accessing services that specific populations or communities might face (n=8)¹⁶

Open-Ended Responses (n=8)

Immigrants/Non-Native speakers (n=4)

- Fear of deportation
- Language barrier and different cultural beliefs
- Lack of information on services

Children (n=3)

- Different needs than adults and seniors
- Missing school due to appointment times

Working Parents (n=2)

- Missing work to go to appointments
- Utilizing the ER more frequently due to time constraints and lack of knowledge of Urgent Care locations

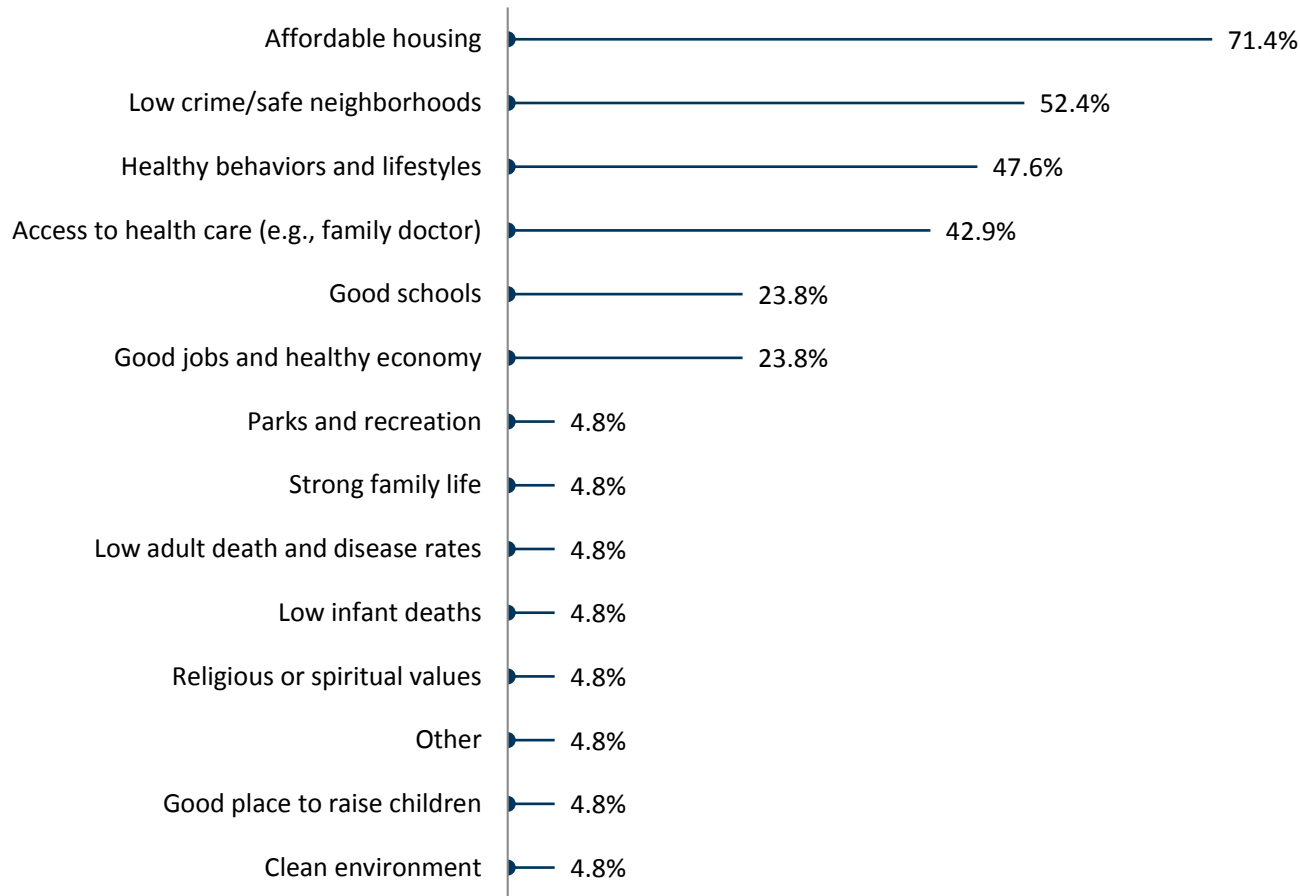
Seniors (n=1)

- Language, cultural and transportation issues

¹⁶ People wrote comments about multiple populations. 12 of 21 said "yes" to the previous question and eight provided additional feedback.

Facilitators to Health

Exhibit 16. In the following list, what do you think are the three most important factors for a healthy community (those factors which most improve the quality of life in a community)? (n=21)^{17,18}

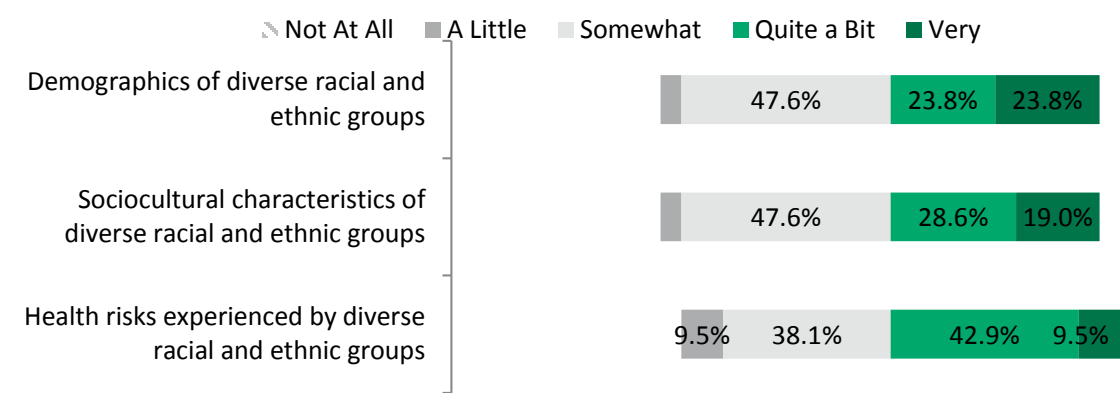


¹⁷ Respondents picked three factors.

¹⁸ None of the respondents picked: Low level of child abuse, Arts and cultural events or Excellent race relations.

Culturally Competent Services

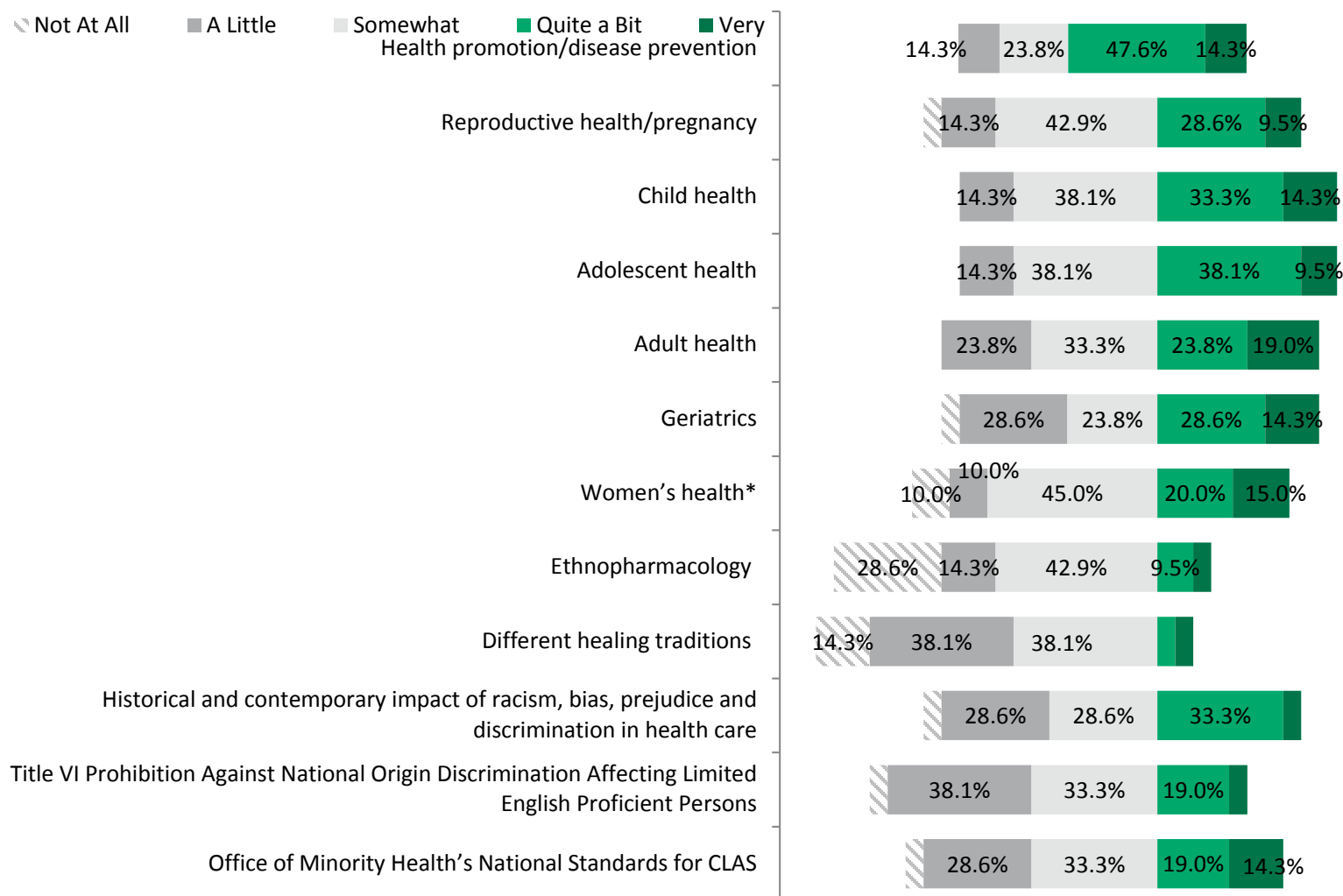
Exhibit 17. How knowledgeable are you about each of the following subject areas? (n=21)¹⁹:



¹⁹ Percentages that are not labeled represent less than 5%.

Exhibit 17. How knowledgeable are you about each of the following subject areas? (n=21)^{20,21} (continued)

Sociocultural issues in:



²⁰ Items marked with * indicates that 20 people responded to the item.

²¹ Percentages that are not labeled represent less than 5%.