# DATA BOOK

# CalOptima Member Health Needs Assessment (MHNA)

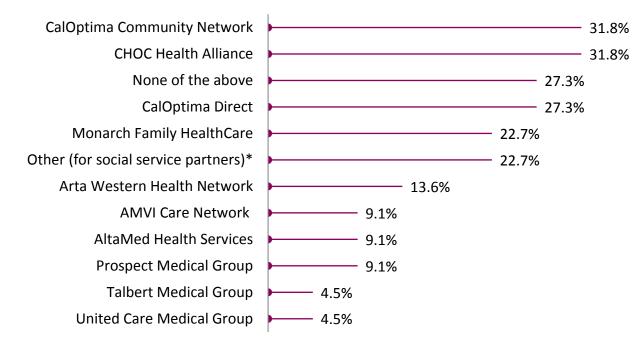
**Provider Survey Results** 





#### **Details about Provider**

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



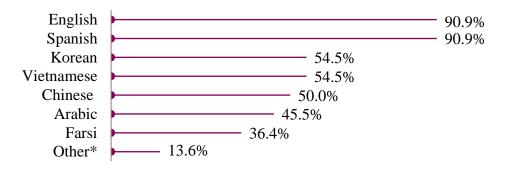
\*Other includes: California Academy of Nutrition and Dietetics (n=1), Kaiser Permanente (n=1), Magellan (n=1), University of California, Irvine (n=1) and St. Jude Neighborhood Centers (n=1).

<sup>&</sup>lt;sup>1</sup> 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 <sup>2</sup>	4.5%

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



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

<sup>&</sup>lt;sup>2</sup> 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).

<sup>&</sup>lt;sup>3</sup> Respondents were allowed to choose more than one option; thus, the total percent is over 100%.

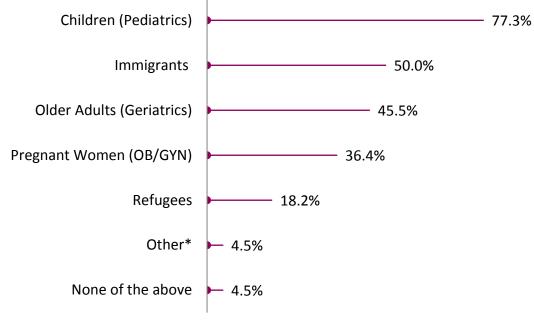


Exhibit 4. Does your network or medical group serve any of the following special populations? (n=22)<sup>4</sup>

\*Other includes: Homeless (n=1)

 $<sup>^4</sup>$  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)

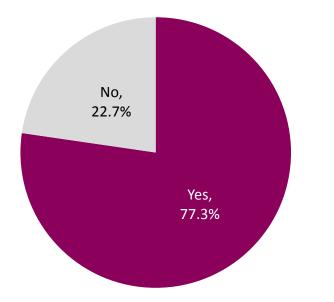
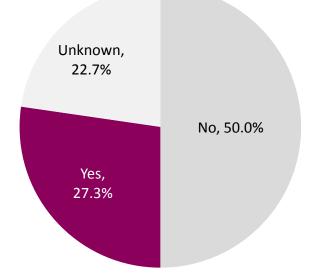
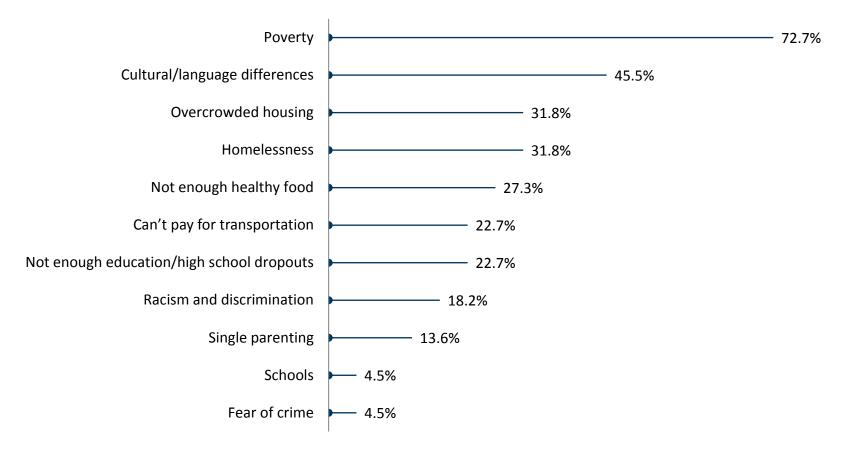


Exhibit 6. Does your network or medical group provide oral health services? (n=22)



### 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?  $(n=22)^{5,6}$ 

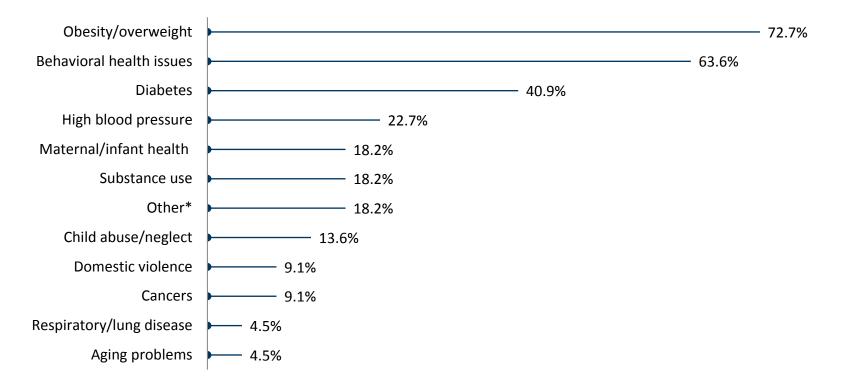


<sup>&</sup>lt;sup>5</sup> All 22 respondents picked three items.

<sup>&</sup>lt;sup>6</sup> 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?  $(n=22)^{7,8,9}$ 

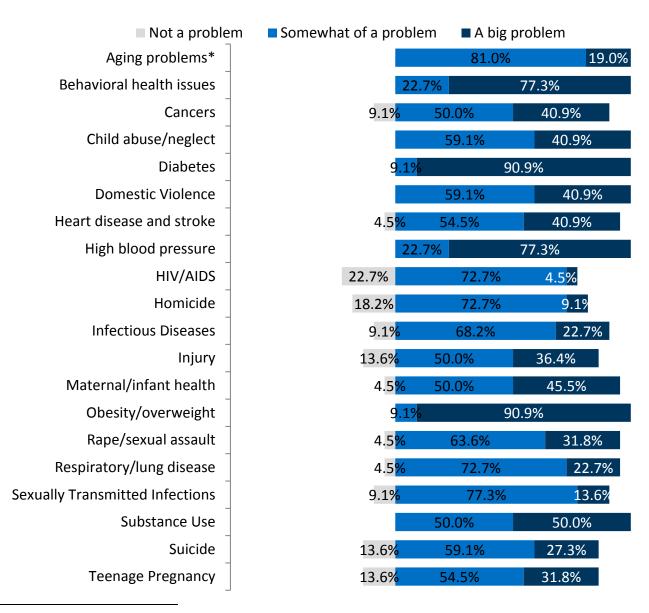


<sup>&</sup>lt;sup>7</sup> All 22 respondents picked three items.

<sup>&</sup>lt;sup>8</sup> 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.

<sup>&</sup>lt;sup>9</sup> 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  $(n=22)^{10}$ 



<sup>&</sup>lt;sup>10</sup> 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) <sup>11,12</sup>

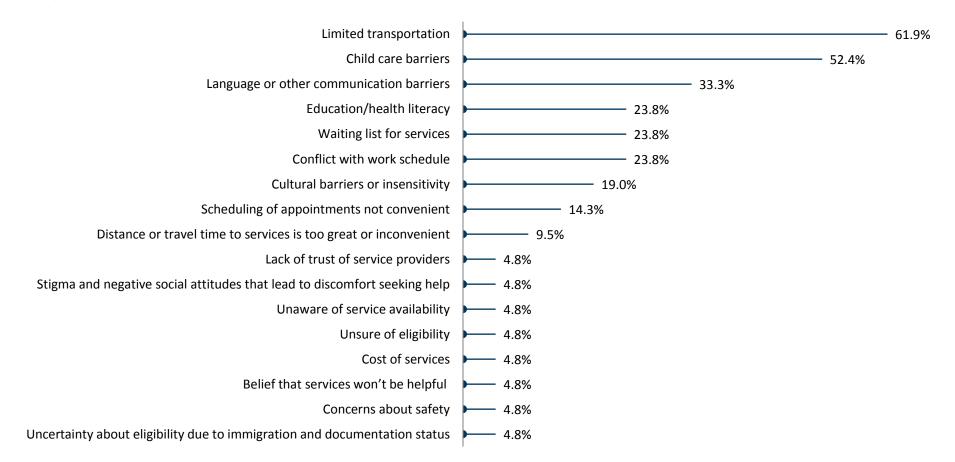
Eating well/nutrition	•	68.2%
Managing weight	· · · · · · · · · · · · · · · · · · ·	59.1%
Adherence to medication	45.5%	
Exercise/fitness	40.9%	
Stress management	<b>36.4%</b>	
Child care/parenting	31.8%	
Caring for family members with special needs/disabilities	31.8%	
Going to the doctor for yearly checkups and screenings	22.7%	
Going to a dentist for checkups/ preventive care	18.2%	
Getting prenatal care during pregnancy	18.2%	
Substance abuse prevention (e.g., drugs and alcohol)	18.2%	
Rape/sexual abuse prevention	9.1%	
Getting flu shots and other vaccines	9.1%	
Injury prevention	9.1%	
Quitting smoking/tobacco use prevention	9.1%	
Suicide prevention	9.1%	
Anger management	9.1%	
Domestic violence prevention	9.1%	
Preparing for an emergency/disaster	<b>▶</b> 4.5%	
Preventing pregnancy	•	
Other	•	

<sup>&</sup>lt;sup>11</sup> Respondents were allowed to pick up to five items.

<sup>&</sup>lt;sup>12</sup> 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?  $(n=21)^{13,14}$ 



<sup>&</sup>lt;sup>13</sup> Respondents picked up to five items.

 $<sup>^{14}</sup>$  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? $(n=21)^{15}$

Not a problem Som	ewhat of a problem A big problem	
Limited transportation	19.0%	81.0%
Distance or travel time to services is too great or inconvenient*	5.0% 45.0%	50.0%
Child care barriers	23.8%	76.2%
Language or other communication barriers	4.8% 47.6%	47.6%
Cultural barriers or insensitivity	19.0% 38.1%	42.9%
Education/health literacy	4 <mark>.8% 28.6%</mark>	66.7%
Lack of trust of service providers	38.1% 47.6%	14.3%
Unaware of service availability	9.5% <mark>23.8%</mark>	66.7%
Scheduling of appointments not convenient	19.0% 47.6%	33.3%
Waiting list for services	19.0% 33.3%	47.6%
Unsure of eligibility	19.0% 52.4%	28.6%
Cost of services	<b>33.3% 38.1%</b>	28.6%
Belief that services won't be helpful	23.8% 47.6%	28.6%
Concerns about privacy/confidentiality	57.1% 33.3%	.5%
Concerns about safety*	55.0% 35.0%	0.0%
Stigma and negative social attitudes that lead to discomfort seeking help	23.8% 61.9	<mark>%</mark> 14.3%
Paperwork*	20.0% 50.0%	30.0%
Uncertainty about eligibility due to immigration and documentation status	14.3% <u>33.3%</u>	52.4%
Conflict with work schedule*	5.0 <mark>% 30.0%</mark>	65.0%

 $<sup>^{\</sup>rm 15}$  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)

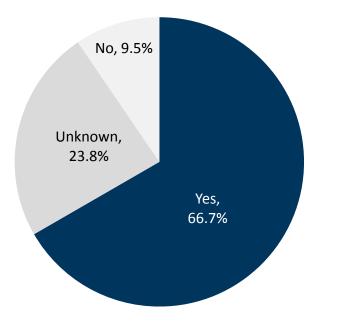


Exhibit 15. If yes, please provide details about the barriers to accessing services that specific populations or communities might face  $(n=8)^{16}$ 

#### **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

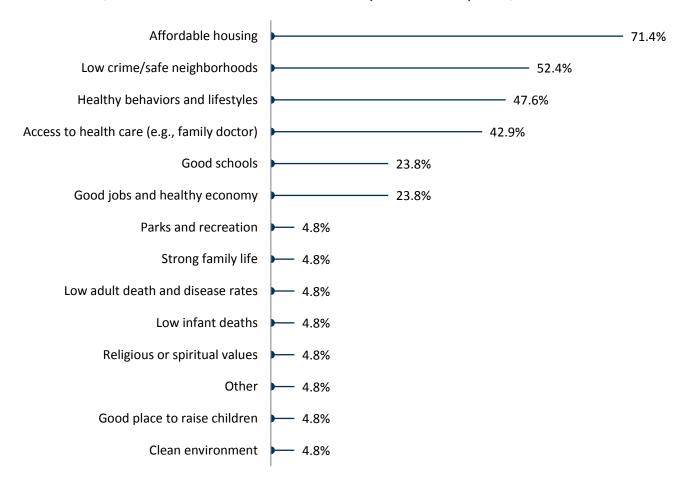
Seniors (n=1)

• Language, cultural and transportation issues

<sup>&</sup>lt;sup>16</sup> 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)?  $(n=21)^{17,18}$ 

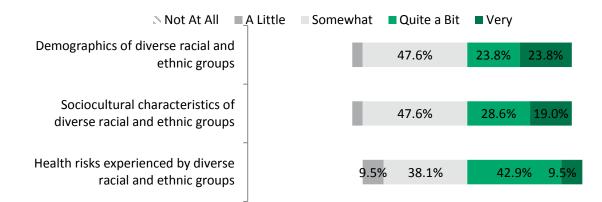


<sup>&</sup>lt;sup>17</sup> Respondents picked three factors.

<sup>&</sup>lt;sup>18</sup> None of the respondents picked: Low level of child abuse, Arts and cultural events or Excellent race relations.

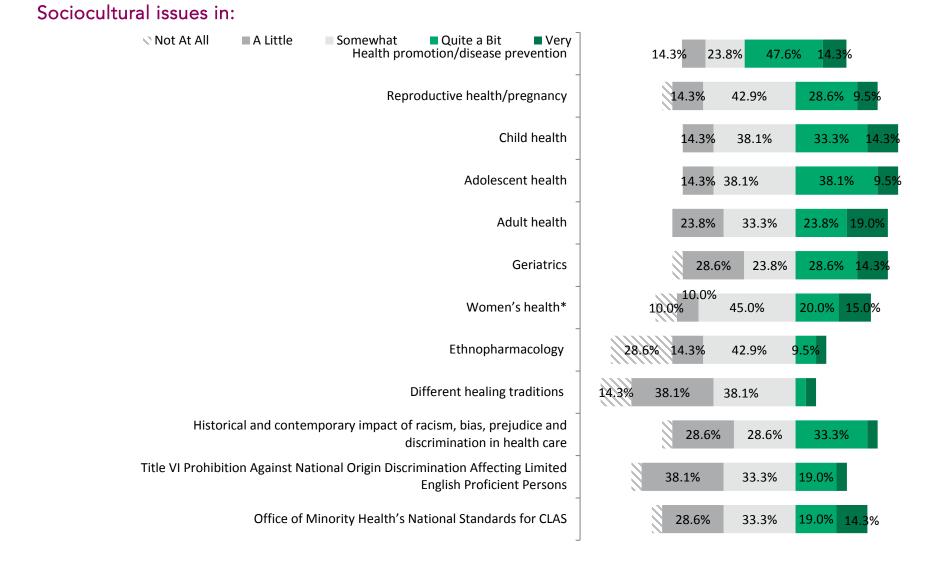
### **Culturally Competent Services**

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



<sup>&</sup>lt;sup>19</sup> Percentages that are not labeled represent less than 5%.

Exhibit 17. How knowledgeable are you about each of the following subject areas? (n=21)<sup>20,21</sup> (continued)



 $<sup>^{\</sup>rm 20}$  Items marked with \* indicates that 20 people responded to the item.

<sup>&</sup>lt;sup>21</sup> Percentages that are not labeled represent less than 5%.