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Health System Capacity and Provider Perceived Barriers to Care

A Survey of Health Care Providers in
Wyandotte County

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Introduction

As the local health department for Wyandotte County, the Unified Government Public Health Department (UGPHD) plays an integral role in the healthcare system. Chief among these roles is to act as convener and coordinator on key public health issues, including access to healthcare.

Throughout 2016-2018 the UGPHD led the community in a Community Health Assessment (CHA) process to identify and analyze community health needs and the creation of a Community Health Improvement Plan (CHIP) to prioritize those needs and create collective strategies to address them. Tasked with implementing strategies to improve access to care, the UGPHD worked with the CHIP Health Access Action Team, to conduct a quantitative assessment in Wyandotte county in order to:

- Better understand health service capacity in Wyandotte
- Identify barriers to accessing health care services experienced by Wyandotte residents.

The results of the assessment will be used by the Health Access Action Team to identify and implement strategies to reduce barriers to accessing care in our county.

Methods and Materials

In January 2019, a healthcare provider survey was developed by the UGPHD to gather quantitative data not available through secondary data sources to identify major barriers to healthcare access in Wyandotte County. The survey asked questions to assess the capacity of the healthcare system, including staff numbers and type, numbers of patients seen, geographic distribution of patients (top three zip codes), and types of insurance accepted. In addition, to gain better understanding of the barriers experienced by the residents of Wyandotte County in accessing health care, the facilities were asked questions on barriers to care (Appendix A). The survey instrument was reviewed by Health Access Action Team participants and it was collectively determined that it should be administered to all healthcare facilities in Wyandotte County.

The UGPHD partnered with Unified Government Knowledge Department to obtain a list of all local primary, dental, and mental health providers in the county. A list of 214 healthcare providers were generated from Kcdocs.com. This list included name of the physician, license number, practice name, practice address and phone number. The first exclusion criterion was any physician whose practice was located outside Wyandotte County and who were permanently closed which excluded around 10 healthcare providers.

The list of providers did not reliably include the physician's specialties. Our team used provider websites to identify the specialty, practice, and contact information (email and fax number) of each provider on the list. After we had a clean database of all the healthcare providers in the county, our final exclusion criterion was to combine physicians working in the same facility and make them into one healthcare facility to send out the survey.

After exclusions a total of 133 health care facilities were contacted by email and phone to introduce the purpose of the survey and provided a SurveyMonkey link to take the survey online. All providers who were contacted by phone asked us to fax or mail them the survey. The survey was provided in person to big hospitals like Providence Medical Group (PMG) and University of Kansas Medical Center (KUMC) to increase their likelihood of participation. Each facility was given a total of eight week weeks to complete the survey. Reminder phone calls, emails and faxes were sent as needed to increase participation. Each facility received between two to seven faxes about the survey. A final attempt to increase engagement was made by mailing out the survey with a letter from the Director of the UGPHD requesting that the providers complete the survey.

Data Entry and Analysis

Some providers filled out the survey online using the SurveyMonkey tool, but most of the providers filled out the survey on paper and faxed it to the UGPHD for the data analysis team to enter. After data collection was complete, data from SurveyMonkey was exported into Excel, and PivotTables were used to analyze data and extract descriptive statistics. Due to the size of the staff and patients, the data from University of Kansas Medical Center (KUMC) is presented separately from the other 39 healthcare providers.

Response rate

The survey had a response rate of 31%, with 40 out of 133 health care providers in Wyandotte County responding. The majority of survey respondents were private, for-profit organizations (n=25), followed by private non-profit (n=10). Two Government/Public organizations participated in the survey: Unified Government Public Health Department and KUMC. See the breakdown of provider type in Table 1.1 below and Appendix B for the complete list of facilities by specialty that participated in the survey.

Table 1.1: Wyandotte County Health Care Provider Survey Participation

| Healthcare Provider Type | Number Invited | Number Participating (response rate) |
|---------------------------------|-----------------------|---|
| Hospital | 3 | 1 (33.3%) |
| Primary care | 21 | 13 (61.9%) |
| Dental care | 21 | 5 (23.8%) |
| Mental Health Services | 5 | 2 (40%) |
| Pediatrics | 2 | 2 (100%) |
| Ophthalmology/Optometry | 6 | 4 (66.7%) |
| Others* | 75 | 13 (17.3%) |

*Includes social services (health), family planning, physical therapy, chiropractor, alternate healing and dermatology.

Source: Compiled by the Unified Government Public Health Department from survey responses.

Description of Respondents

Workforce Capacity

According to the Health Resources and Services Administration (HRSA), as of 2017 Wyandotte County was designated as a Health Professional Shortage Area (HPSA) for primary and dental care for low income residents (residents with family incomes below 200% of the federal poverty level).¹ The HPSA designation for shortages in primary care and dental health professionals indicate that poor residents in Wyandotte County may face barriers to accessing primary care and dental care services.

Among survey respondents, the largest groups of healthcare workers in the Wyandotte healthcare workforce were Registered Nurses (20%), Social Workers (17%), Physicians (16%), and Medical Assistants (15%) (Table 1.2). Registered Nurses and Nurse Practitioners (Advanced Practice Nurses) collectively make up 30% of the workforce of respondent organizations.

Table 1.2: Workforce capacity by Survey Respondents (excluding KUMC)

| Workforce Capacity | Total | Workforce Capacity | Total |
|-------------------------------|----------|--------------------------------|------------|
| Registered Nurse | 55 (20%) | Lab Technician | 8 (3%) |
| Social Worker | 46 (17%) | Licensed Practical Nurse (LPN) | 7 (3%) |
| Physicians (MD, DO) | 43 (16%) | Psychiatrist | 5 (2%) |
| Medical Assistant | 42 (15%) | Psychologist | 5 (2%) |
| Advanced Practice Nurse (APN) | 27 (10%) | Optometrist | 4 (1%) |
| Physical Therapist | 18 (7%) | Doctor of Chiropractic | 3 (1%) |
| Dental health providers | 13 (5%) | TOTAL | 276 |

Source: Compiled by the Unified Government Public Health Department from survey responses.

KUMC, a nonprofit, academic medical center located in Kansas City, Kansas, serves a large number of Wyandotte County residents, including the most acutely ill. The top three healthcare workers in KUMC were Registered Nurses (59%), Medical Assistants (17%) and Physicians (13%). Nurses and Nurse Practitioners collectively make up 64% of KUMC’s provider workforce. **Survey results suggest that there is great reliance on nonphysician clinicians like nurses to provide healthcare in Wyandotte County.** Studies show that Registered Nurses and Medical Assistants in the United States disproportionately serve underserved² and low-income populations³ whose needs would otherwise go unmet. This may be true of Wyandotte County as well.

¹ HPSA Find. 2017. Retrieved from <https://data.hrsa.gov/tools/shortage-area/hpsa-find>

² David Auerbach, Douglas Staiger and Peter Buerhaus. 2018. Growing Ranks of Advanced Practice Clinicians — Implications for the Physician Workforce. Retrieved from <https://catalyst.nejm.org/advanced-practice-clinicians-nps-and-pas/>

³ Lisa Rapaport. 2019. More nurses providing primary care where MDs in short supply. <https://www.reuters.com/article/us-health-rural-nurses/more-nurses-providing-primary-care-where-mds-in-short-supply-idUSKCN1P22A7>

Table 1.3: Workforce capacity in The University of Kansas Medical Center

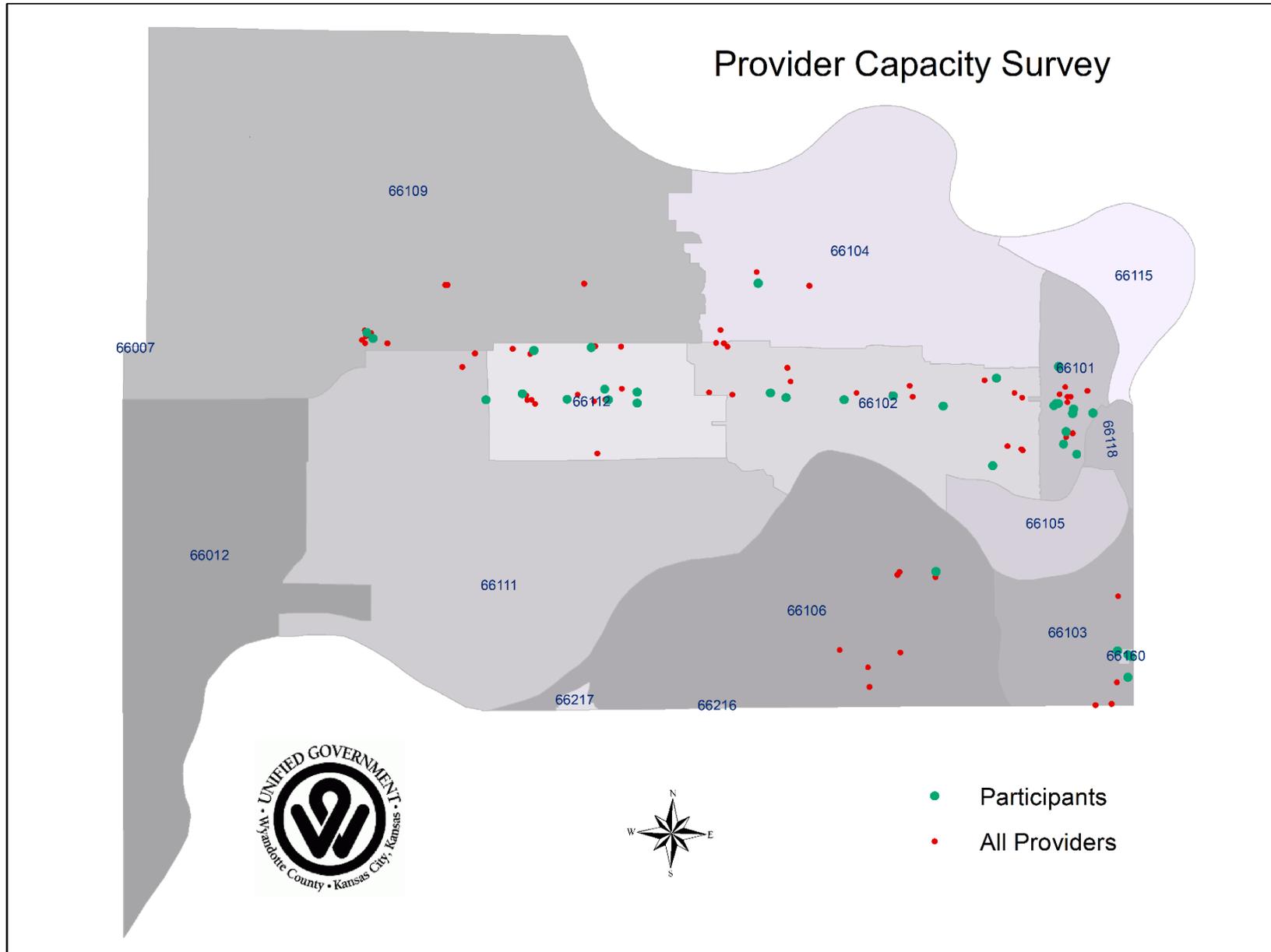
| Workforce Capacity | Total |
|--------------------------------|--------------|
| Registered Nurse | 3,986 (59%) |
| Medical Assistant | 1,114 (17%) |
| Physicians (MD, DO) | 869 (13%) |
| Lab Technician | 342 (5%) |
| Advanced Practice Nurse (APN) | 292 (4%) |
| Licensed Practical Nurse (LPN) | 57 (1%) |
| Psychiatrist | 52 (1%) |
| Dental health providers | 2 (0%) |
| TOTAL | 6,714 |

Source: Compiled by the Unified Government Public Health Department from survey responses.

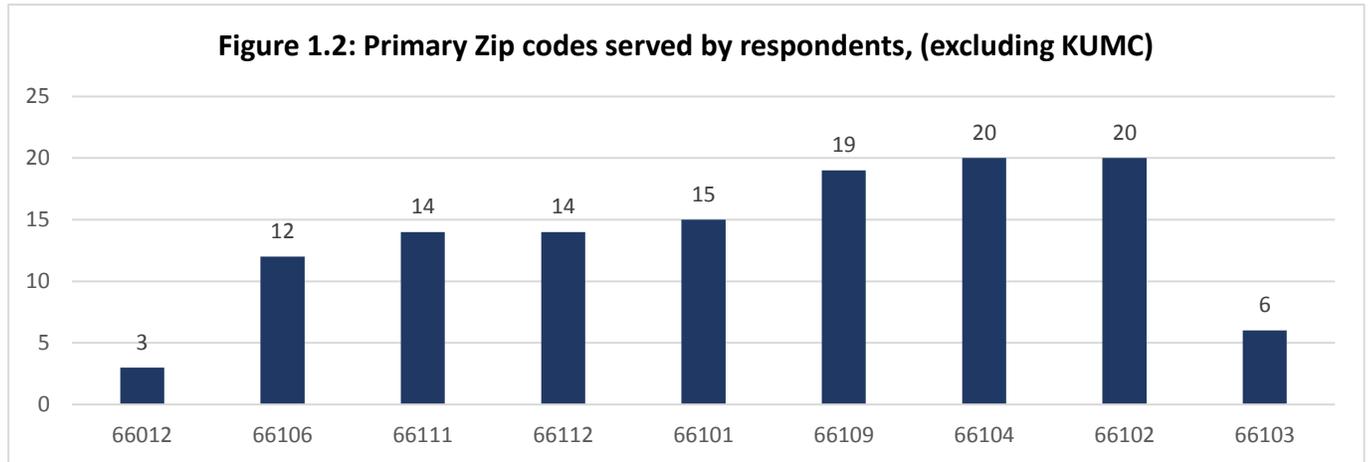
Geographic Distribution by Zip Code

Our survey identified 133 health care facilities in Wyandotte County. Zip codes 66101, 66102 66104, 66106, 66109, 66112 and 66160 were identified as having healthcare facilities in Wyandotte County (Figure 1.1). KUMC is located in zip code 66160. Zip codes 66105, 66012, 66111, and 66118 were identified as not having any healthcare facilities.

Figure 1.1 Map of Respondents and All Providers in Wyandotte



The survey asked respondents "what are the top three zip codes where your patients reside?". In response to this question, zip codes 66102, 66104 and 66109 emerged as the top zip codes for accessing health care services (Figure 1.2). Zip code 66105 does not appear in survey responses and zip code 66012 was only reported by three respondents, but these both are in proportion with the low percentage of residents who reside on those zip codes (Table 1.4).⁴ The top three zip codes reported by KUMC are 66102, 66103 and 66104.



Source: Compiled by the Unified Government Public Health Department from survey responses.

Table 1.4: Percentage of Population by Zip Code in Wyandotte County

| Zip Code | Population in 2010 census | Percent of Population |
|----------|---------------------------|-----------------------|
| 66012 | 7,281 | 4.6% |
| 66101 | 13,220 | 8.4% |
| 66102 | 29,282 | 18.6% |
| 66103 | 13,934 | 8.8% |
| 66104 | 25,401 | 16.1% |
| 66105 | 2,924 | 1.9% |
| 66106 | 23,367 | 14.8% |
| 66109 | 20,480 | 13.0% |
| 66111 | 10,155 | 6.4% |
| 66112 | 11,458 | 7.3% |
| 66118 | 3 | 0.0% |
| | 157,505 | 100% |

Source: United States Census Bureau, 2010 census data

⁴ United States Census Bureau. 2019. American Fact Finder. Retrieved from https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml

Patients Seen by Age Group

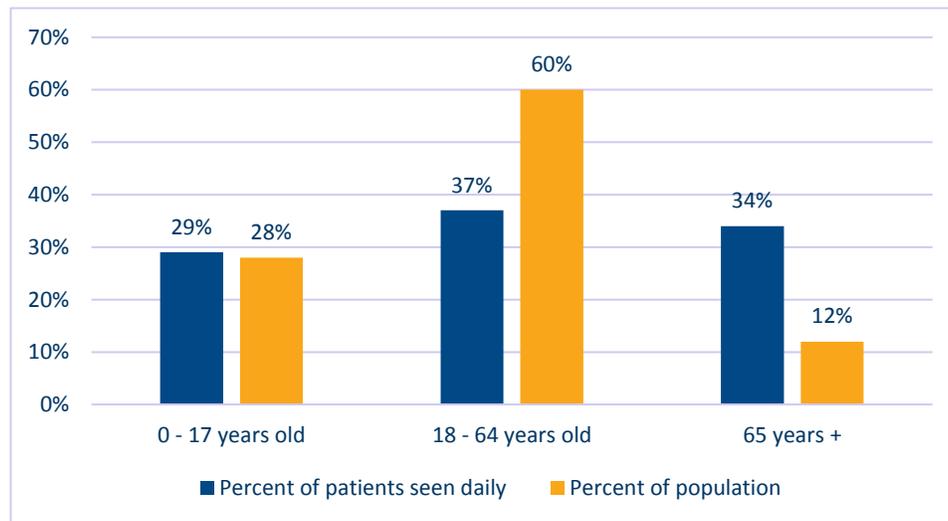
In response to our survey question "On an average day, how many patients does your facility see in the following age groups?"; the 18-64 age group had the highest number of patients seen both by all the survey respondents and KUMC (Table 1.5), but when compared to the percent of the population this age group is dramatically underrepresented (Figure 1.3)⁵. The percent of the population age 65 and older in Wyandotte County is only 12%, but survey respondents show they make up 34% of the population served daily by our respondents. Survey results indicate that mental health services are being sought more by people in the age group 0-17 years old in Wyandotte County.

Table 1.5: Number of Patients Seen Daily by Survey Respondents (excluding KUMC)

| Specialty | 0-17 years old | 18-64 years old | 65 years and older |
|------------------------|------------------|------------------|--------------------|
| Primary care | 183 | 395 | 143 |
| Dental care | 31 | 62 | 40 |
| Mental health | 260 | 215 | 30 |
| Ophthalmology/Optomety | 63 | 83 | 77 |
| Pediatrics | 94 | 0 | 0 |
| Social Health Programs | 18 | 41 | 10 |
| Other | 9 | 56 | 467 |
| Grand Total | 658 (29%) | 852 (37%) | 767 (34%) |

Source: Compiled by the Unified Government Public Health Department from survey responses.

Figure 1.3: Ages of Patients Seen and Percentage of Population (excluding KUMC)



Source: Ages of Patients Seen Compiled by the Unified Government Public Health Department from survey responses and Percentage of population from the United States Census Bureau QuickFacts.

⁵ United States Census Bureau. 2019. QuickFacts, Wyandotte County, Kansas. Retrieved from: <https://www.census.gov/quickfacts/fact/table/wyandottecountykansas/PST045218>

The responses from KUMC vary dramatically from the rest of respondents: the 18-64 age group was the largest group of patients seen daily in the Emergency Department (ED), in their clinics, and in their inpatient care (Table 1.6). According to the Behavioral Risk Factor Surveillance System (BRFSS) 2017 report, in Wyandotte County out of the total number of people who lack health care coverage, 51.4% of them belonged to age group 18-64 years old.⁶ Because children and older individuals are less likely to be uninsured, (due to their inability to access Medicare and Medicaid) the 18 – 64 age range may be more likely to end up in the Emergency Department due to failure to receive routine preventive and primary care.

Table 1.6: Number of Patients Seen Daily by KUMC

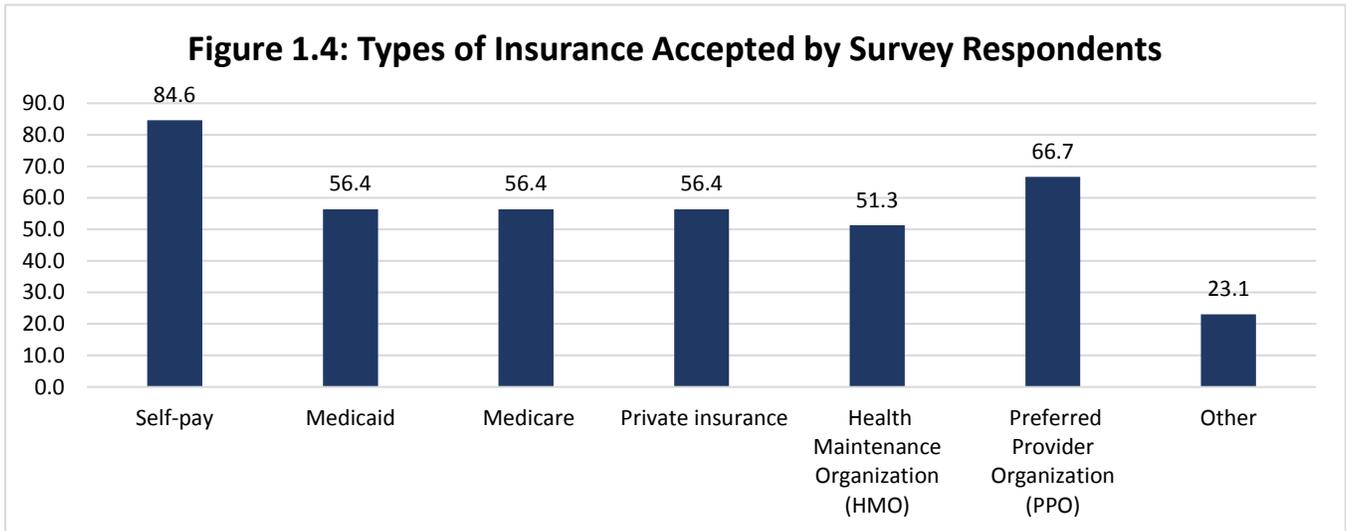
| | 0-17 years old | 18-64 years old | 65 years and older |
|-----------------------------|-----------------------|------------------------|---------------------------|
| Emergency Department | 9 | 52 | 12 |
| Clinic | 89 | 518 | 265 |
| Inpatient | 4 | 16 | 8 |
| Total | 102 (10%) | 586 (60%) | 285 (30%) |

Source: Compiled by the Unified Government Public Health Department from survey responses.

⁶ KDHE. 2019. 2017 Kansas Behavioral Risk Factor Surveillance System Local Data, Wyandotte County. Retrieved from http://www.kdheks.gov/brfss/HRSReports/2017/County/wyandotte_2017chrs.pdf

Medical Insurance

The majority of survey respondents (85%) saw patients who paid for their care out of pocket (self-pay) (Figure 1.4), but almost 44% of them did not accept Medicare or Medicaid. One of the gaps in services identified by the survey was for dental services for Medicare patients; none of the dental care providers in our survey accept Medicare patients, as Medicare does not cover most dental costs. KUMC accepts all types of insurance asked by our survey, in addition to other alternate sources⁷.



*Other includes Medicare advantage plans only for HMO and PPO; Auto Insurance, Med-Pay; Work camp, MVA; free services; grant funded

Source: Compiled by the Unified Government Public Health Department from survey responses

⁷ Aetna, Aetna Narrow Network, BCBS DRG, BCBS Narrow Network, BCBS Other, Centene Narrow Network, CIGNA, Humana, Medicaid HMO KS, Medicaid HMO Non KS, Medicaid KS, Medicaid Non KS, Medicaid Pending KS, Medicaid Pending MO, Medicare, Medicare HMO, Other Agency, Other Commercial, TriCare, Self-Pay, United, United Narrow Network, VA, Work Comp.

Hours of Operation

Nearly all health care facilities who responded to our survey are open Monday (92%), Tuesday (95%), Wednesday (90%), Thursday (92%), and Friday (87%). Only 31% facilities are open on Saturday and just 15% are open on Sunday. KUMC is open 24 hours every day. Most of the providers are open between 7:00-8:00 AM and close between 4:00-5:00 PM. The average number of hours open on weekdays for providers was between 8 and 9 hours. As most providers are closed on weekends and close by 5:00 PM on weekdays, this can be a considerable barrier to residents who work during the day during the week and cannot afford to take time off work to seek care.

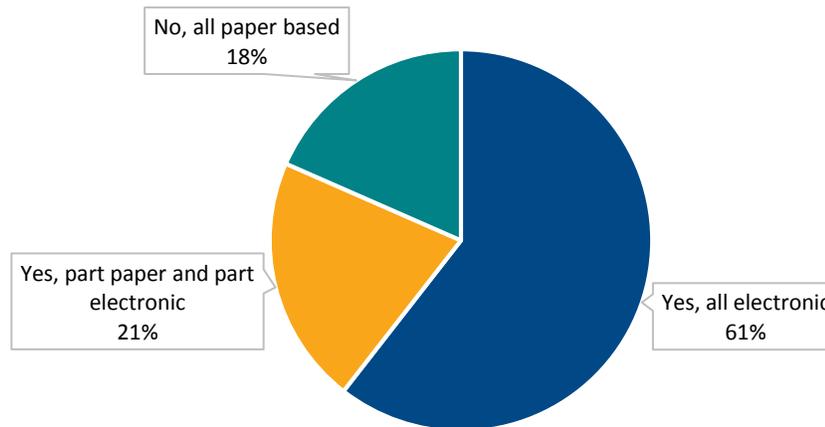
Language

Around 62% of facilities offer health care services in Spanish. Very few offered services in other languages like Burmese, Arabic, Hmong, French, Filipino, Farsi. KUMC offers services in several languages like Spanish, Burmese, Swahili, Nepali, American Sign Language, Chin/Karen/Karenni, Russian, Vietnamese, Cambodian, Hmong, Arabic.

Use of Electronic Medical Record System (EMR)

A majority of respondents (61%) report that their facility uses an Electronic Medical Records system (EMR). Some are still using both paper and EMR (21%) and 18% were using paper alone (Figure 1.5). this finding speaks to the nature of healthcare in Wyandotte County, as paper-based systems are generally small, private practices that have not merged with large entities.

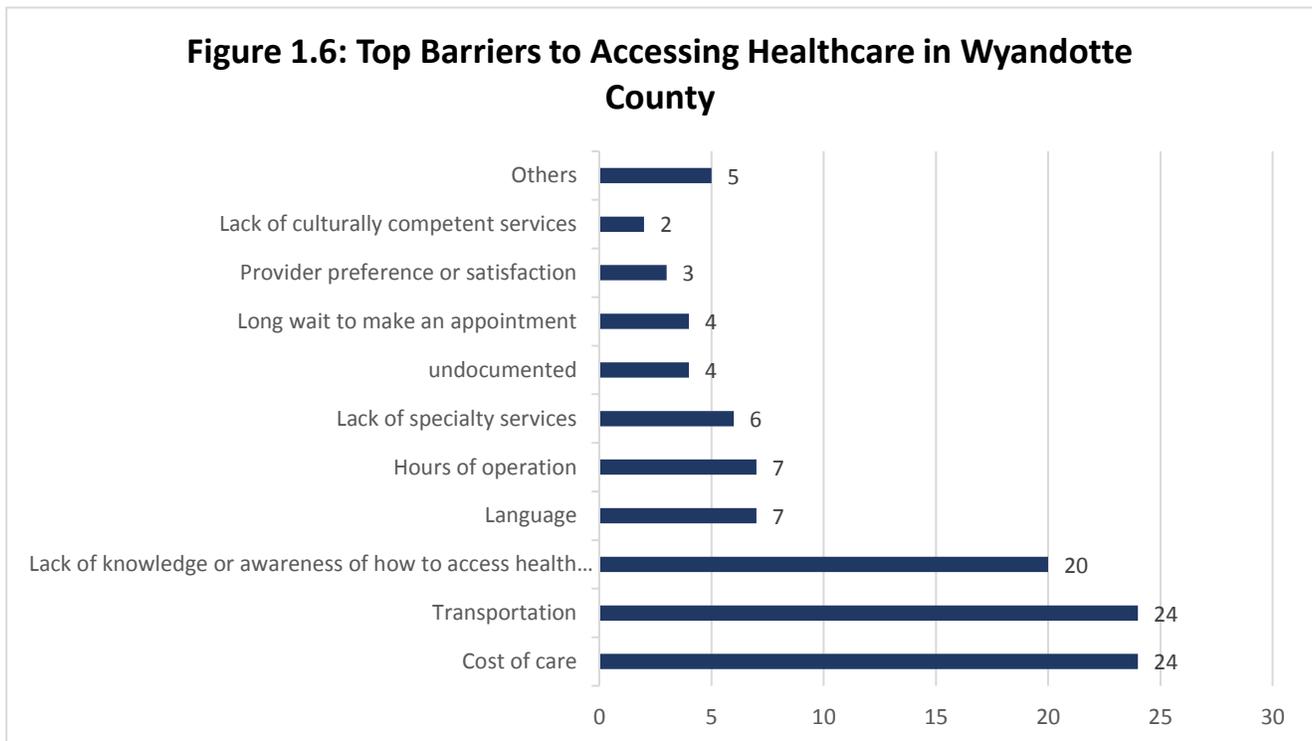
Figure 1.5: Utilization of EMR System by Survey respondents



Source: Compiled by the Unified Government Public Health Department from survey responses.

Barriers to Healthcare Access

Respondents were asked "What are the top three barriers to accessing health services that are experienced by the patients you serve?". **The most commonly reported barriers were Cost of care (62%), Transportation (62%), and Lack of knowledge or awareness of how to access health care services (51%)** (Figure 1.6). KUMC also identified these as major barriers to accessing health care services in Wyandotte County. KUMC gave a fourth additional barrier which is *long wait times to make an appointment*.



Source: Compiled by the Unified Government Public Health Department from survey responses.

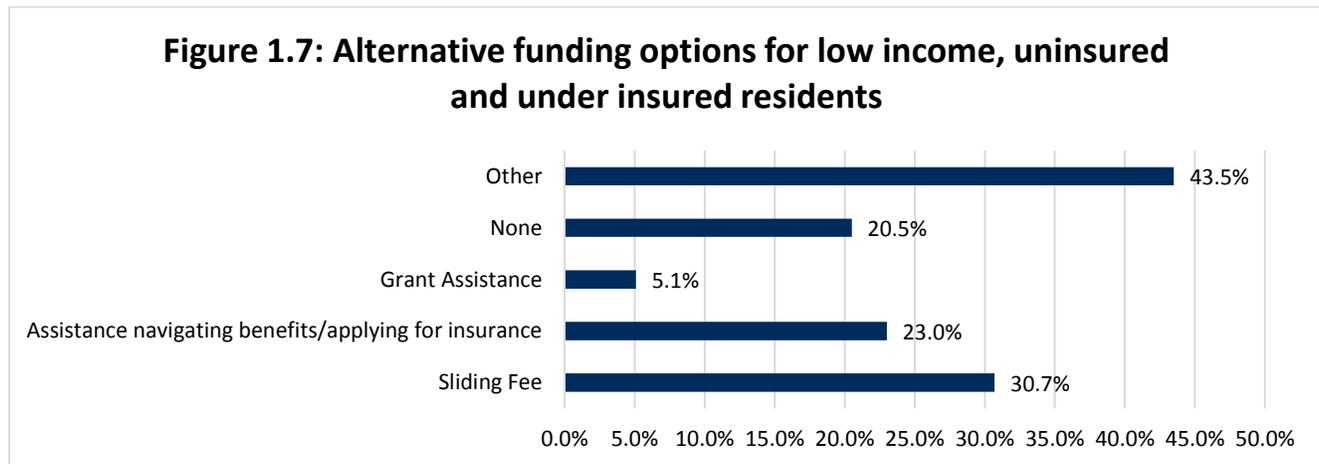
Apart from the barriers provided as options for survey respondents, providers also mentioned: *cost of medicines, lack of insurance and coverage when patient need to be referred to different facilities/specialists, need for late appointments and lack of concern for their health, not seeking proper care if insurance won't pay.*

Addressing Barriers to Healthcare Access

Cost of care

Survey results reveal that *Cost of care* is a major barrier to healthcare access in Wyandotte County. To understand what options low-income and uninsured Wyandotte residents have when they are accessing healthcare services, we asked the providers "What alternative funding options does your facility have for low-income, uninsured, or underinsured clients?" Around 31% (n=12) of the survey respondents said they offered sliding fee scale and 23% (n=9) of respondents said they helped patients by offering assistance with navigating benefits and applying for insurance (Figure 1.7).

Very few providers had grant assistance for their patients (5%) and 21% of providers did not offer any alternative funding options. Around 44% (n=17) of the providers offered "other" funding options mentioned in Table 1.7. Most of the healthcare providers in Wyandotte County have some kind of option to help low-income, under-insured and uninsured residents.



Source: Compiled by the Unified Government Public Health Department from survey responses.

Table 1.7: Alternate Funding Options for low-income, uninsured and under-insured residents, Wyandotte County

| Alternate Funding Option Responses | Healthcare Specialty |
|---|-----------------------------|
| "Serve regardless of ability to pay." | Mental Health Provider |
| "Discount for same day payment ." | Primary Care Provider |
| "Low rates for self pay patients." | Primary Care Provider |
| "Assistance navigating prescription assistance programs." | Social Health Program |
| "The charity case if approved by administration." | Wound Care Center |
| "Information regarding Care Credit." | Dental Care Provider |
| "Payment Arrangements." | Chiropractor Care |
| "Payment schedules." | Physical Therapy |
| "we have an extreme financial hardship write off option to help with co-pays or uninsured." | Physical Therapy |
| "Connecting to services, Education." | Social Health Program |
| "Self Pay discounted." | Primary Care Provider |
| "Care credit." | Dental Care Provider |
| "Individual basis." | Ophthalmology/Optometry |
| "Senior Care Act." | Home Health Care |

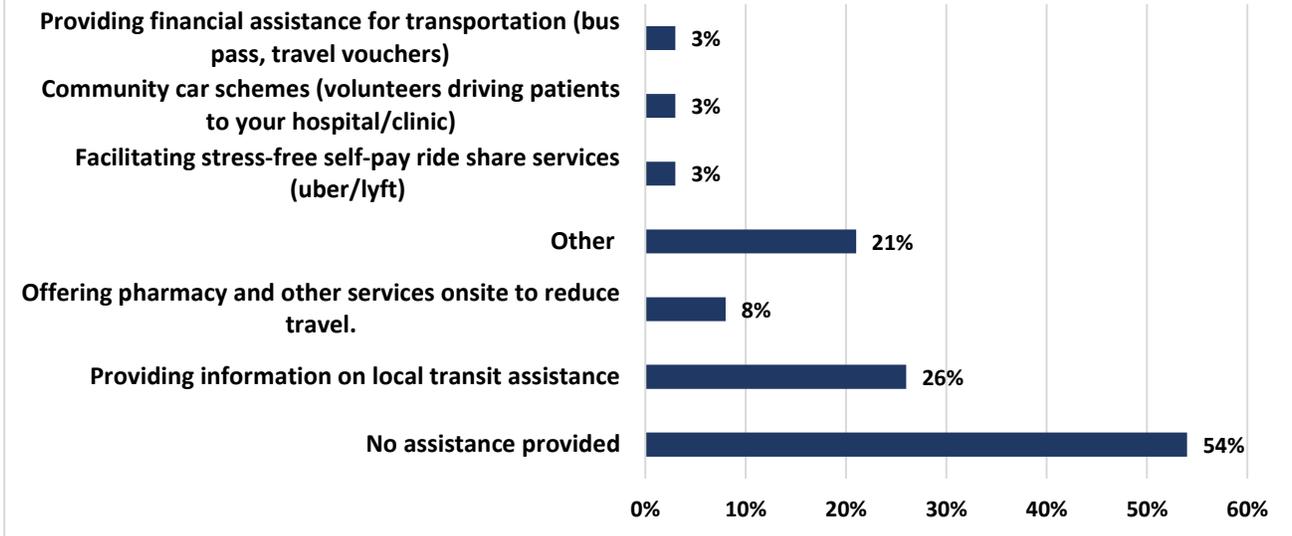
Source: Compiled by the Unified Government Public Health Department from survey responses.

Transportation

Respondents were asked *"What transportation assistance does your facility provide to patients."* Responses to this question showed that 54% (n=21) of survey respondents did not provide any transportation assistance. Around 26% (n=10) said they provide information on local transit assistance and 8% (n=3) offered pharmacy and other services onsite to reduce travel (Figure 1.8). Around 21% (n=8) of the respondents answered that they offered other transportation services, including: *Their own transportation service that only serves their clients; Facilitate Medicaid sponsored transportation; Transport many of their clients; Free rides to and from doctor's office; Providence Medical Center Transportation; and offering bus pass.*

KUMC's efforts to reduce the transportation barrier include: *Providing information on local transit assistance; Providing financial assistance for transportation (bus pass, travel vouchers); Community car schemes (volunteers driving patients to your hospital/clinic); and Offering pharmacy and other services onsite to reduce travel.* Results reveal that much needs to be done to address the issue of *Transportation* in Wyandotte County.

Figure 1.8 Types of transportation services provided



Source: Compiled by the Unified Government Public Health Department from survey responses.

What are Wyandotte providers saying about barriers to accessing care?

In response to the survey question "Is there anything else you'd like to tell us about the barriers faced by your clients in accessing clinical services?", we received a variety of responses (Table 1.8). Almost all the providers are talking about the three main barriers to care identified in our survey: cost of care, transportation and lack of awareness among Wyandotte County residents on how to access care.

Table 1.8: Provider Inputs: Barriers to Healthcare Access in Wyandotte County

| Provider Responses | Specialty |
|--|------------------------|
| "The lack of Medicaid expansion in Kansas has been a barrier for our patients, and we strongly support expansion." | KUMC |
| "We are limited by space and have outgrown our current clinic. If we had more exam rooms we could have way better access for our patients." | KUMC (Family Medicine) |
| "The totally out of control insurance industry that now places even medication cost in "deductible". Both Private insurance and Medicare/Medicaid plans are charging significant amounts per month to maintain coverage but increasing the burden of cost to the insured, while still maintaining one of the highest profit margin in industry." | Primary Care Provider |
| "Being able to follow through with doctor orders i.e. med costs, need for more community teaching regarding illness & taking care of themselves." | Primary Care Provider |
| "Referrals to specialist." | Primary Care Provider |
| "Clients that work can't always adjust schedules. Clients that receive dialysis have limited flexibility with scheduling." | Primary Care Provider |

| | |
|---|-------------------------|
| "Education of patients on a need for dental care as it influences overall health." | Dental Care Provider |
| "Poor paying insurance, limited doctor choices." | Ophthalmology/Optometry |
| "Need for accessible transportation- often patients in our care are not able to ride bus (yet); free transportation requires 3 days planning in advance." | Physical Therapy |
| "The lack of coverage by Medicaid / KanCare and state run programs. Patients with these types of insurance don't have coverage, are often on limited income and can't afford care." | Chiropractic Care |
| "Need more funding for the under served." | Home Health Care |

Source: Compiled by the Unified Government Public Health Department from survey responses.

Summary of Findings

These survey results provide important information on healthcare capacity and barriers to healthcare access in Wyandotte County as perceived by providers. The key takeaways from this survey are as follows:

1. A significant share of healthcare services are being provided by Registered Nurses and Medical Assistants in Wyandotte County.
2. Not all Wyandotte zip codes have health facilities.
3. A large portion of mental health services are being sought by young people under 18 years old in Wyandotte County. This may be due to higher need among Wyandotte youth or to a lack of mental health services available for adults.
4. The 18 – 64 age group is accessing a disproportionate amount of emergency care in Wyandotte, which may reflect their higher rates of being uninsured.
5. Most of Wyandotte’s healthcare facilities are closed in the evenings and on weekends.
6. Healthcare services are generally not offered in other languages except for Spanish.
7. Cost of care, Transportation, and Lack of knowledge or awareness of how to access health care services are the most significant barriers to healthcare access in Wyandotte County, as perceived by survey respondents.

Appendix A. Provider Survey Questionnaire

The Unified Government Public Health Department (UGPHD) is conducting a large-scale assessment to evaluate clinical service capacity and access to health care services in Wyandotte County. This assessment will give us a broader perspective on health care access and workforce capacity in Wyandotte County and will provide us with data that will support county-wide efforts focused on improving access to care. We are surveying all the health care facilities in the county and asking that you complete this brief survey to provide information on your facility as well as your perspective.

Thank you in advance for participating in this important initiative by filling in the questionnaire. Should you have any questions please contact Juliann Van Liew: jvanliew@wycokck.org. We appreciate your time and effort in completing this survey and look forward to sharing results with you.

Please email your responses to Hunegnaw Zeleke: hzeleke@wycokck.org and Hepsi Swarna: hswarna@wycokck.org

You may also fax your completed survey. Fax: 913-573-6747

Wyandotte County Provider Survey

Q1. What types of services does your facility provide? (Select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Primary care | <input type="checkbox"/> Diagnosis and treatment of chronic disease (diabetes, hypertension, heart disease) |
| <input type="checkbox"/> Mental health services | <input type="checkbox"/> Emergency/urgent care |
| <input type="checkbox"/> Oral health services | <input type="checkbox"/> Radiology/Imaging services |
| <input type="checkbox"/> Immunizations | <input type="checkbox"/> Sexually Transmitted Infection (STI) services |
| <input type="checkbox"/> Family planning services | <input type="checkbox"/> Social services |
| <input type="checkbox"/> Pediatric services | <input type="checkbox"/> Other (please specify): _____ |
| <input type="checkbox"/> Obstetrics and Gynecology | |
| <input type="checkbox"/> Cancer screening and treatment | |

Q2. How many of each provider type are on staff (both full and part time) in your facility?

- | | |
|--------------------------------------|-------------------------------|
| Physician (MD, DO): _____ | Registered Nurse (RN): _____ |
| Dental health providers: _____ | Medical Assistant (MA): _____ |
| Psychiatrist: _____ | Lab technician: _____ |
| Psychologist: _____ | Other (please specify): _____ |
| Social worker: _____ | _____ |
| Advanced Practice Nurse (APN): _____ | |

Q3. On an average day, how many patients does your facility see in the following age groups?

1. 0 -17: _____
2. 18-64: _____
3. 65 and older: _____

Wyandotte County Provider Survey

Q4. What transportation assistance does your facility provide to patients? (select all that apply)

- Providing information on local transit assistance
- Facilitating stress-free self-pay ride share services (uber/lyft)
- Providing financial assistance for transportation (bus pass, travel vouchers)
- Community car schemes (volunteers driving patients to your hospital/clinic)
- Offering pharmacy and other services onsite to reduce travel.
- No assistance provided.
- Other (please specify) _____

Q5. What types of insurance do you accept?

- Health Maintenance Organization (HMO)
- Preferred Provider Organization (PPO)
- Medicare
- Medicaid
- Self-pay
- Private insurance
- Other (please specify) _____

Q6. What alternative funding options does your facility have for low-income, uninsured, or underinsured clients?

- Sliding fee scale
- Grant assistance
- Assistance navigating benefits/applying for insurance
- Other (please specify) _____

Wyandotte County Provider Survey

Q7. What languages are spoken by staff members in your facility? (Select all that apply)

- English
- Spanish
- Burmese
- Swahili
- Nepali
- Other (please specify) _____

Q8. What are the top three zip codes where your patients reside?

1. _____
2. _____
3. _____

Q9. What are the top three barriers to accessing health services that are experienced by the patients you serve?

- | | |
|--|---|
| <input type="checkbox"/> Cost of care | <input type="checkbox"/> Provider preference or satisfaction |
| <input type="checkbox"/> Being undocumented | <input type="checkbox"/> Lack of knowledge or awareness of how to access health care services |
| <input type="checkbox"/> Providers not speaking their language | <input type="checkbox"/> Long wait to make an appointment |
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Hours of operation |
| <input type="checkbox"/> Lack of culturally competent services | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Lack of specialty services | |

Q10. How long do patients wait for services at your facility (including waiting time in waiting room, exam room, etc.)?

- 0 – 29 minutes
- 30 minutes – 1 hour
- 1 – 1.5 hours
- 1.5 - 2 hours
- More than 2 hours

Wyandotte County Provider Survey

Q11. What type of organization is your health care facility?

- Government/Public
- Private non-profit
- Private for profit
- Other (Please specify): _____

Q12. Is your organization any of the following?

- Academic institution
- Federally Qualified Health Center (FQHC)
- Federally Qualified Health Center (FQHC) look-alike

Q13. Does your facility use Electronic Medical Record (EMR) system? (This does not include billing record systems only)

- Yes, all electronic
- Yes, part paper and part electronic
- No, all paper based

Q14. What are your facility's hours of service?

- Monday: _____
- Tuesday: _____
- Wednesday: _____
- Thursday: _____
- Friday: _____
- Saturday: _____
- Sunday: _____

Q15. Are you willing to provide us with your name, job title, and contact information?

- Name: _____
- Job title: _____
- Contact (phone or email): _____

Appendix B. Survey Respondents

| | | |
|---|---|---|
| 1 | The University of Kansas Health System | Hospital: Primary care; Mental health services;Dental care; Immunizations; Family planning services Pediatric services;Obstetrics and Gynecology Cancer screening and treatment; Diagnosis and treatment of chronic disease (diabetes, hypertension, heart disease); Emergency/urgent care; Radiology/Imaging services; Sexually Transmitted Infection (STI) services; Social services; Ophthalmology/Optometry; Dermatology; Physical Therapy ; Other services |
| 2 | Midwest Health Group | Primary care; Sexually Transmitted Infection (STI) services |
| 3 | United Medical Group | Primary care; Rheumatology |
| 4 | Kansas City Direct Primary Care | Primary care; Pediatric services |
| 5 | Vibrant Health | Primary care; Mental health services; Dental care; Immunizations; Family Planning services; Pediatric services; Obstetrics and Gynecology ; Sexually Transmitted Infection (STI) services |
| 6 | SWOPE Health Services | Primary care; Immunizations; Pediatric services; Obstetrics and Gynecology; Sexually Transmitted Infection (STI) services |
| 7 | Providence Medical Group (Basehor) | Primary care; Immunizations; Family planning services; Pediatric services; Sexually Transmitted Infection (STI) services. |
| 8 | Yolanda Huet Vaughn, M.D. | Primary care; Immunizations; Family planning services; Pediatric services; Obstetrics and Gynecology ; Emergency/urgent care ; Sexually Transmitted Infection (STI) services. |
| 9 | Michael Mancina Cardiovascular Medicine | Primary care; Cardiology, ultrasound, echo cardiogram |

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| 10 | Mercy and Truth Medical Missions | Primary care; Immunizations; Pediatric services; Diagnosis and treatment of chronic disease (diabetes, hypertension, heart disease) |
| 11 | Midland Care PACE | Primary Care; Immunizations Diagnosis and treatment of chronic disease (diabetes, hypertension, heart disease) Emergency/urgent care Social services Physical Therapy |
| 12 | Partners in Primary Care | Primary care; Mental health services; Immunizations; Social services |
| 13 | Family Medical Group | Primary Care |
| 14 | Duchesne Clinic | Primary care |
| 15 | Piper Family Dentistry | Dental care; Pediatric dentistry |
| 16 | Sunflower Family Dentistry, Dr. Mark Gilmore | Dental care |
| 17 | Legends Endodontics | Dental care |
| 18 | Steven D. Pendleton DDS PA | Dental care |
| 19 | Midwest Oral | Dental care |
| 20 | Wyandot Inc. | Mental health services |
| 21 | Serenity Counseling and Wellness Center | Mental health services |
| 22 | Medical Surgical Eye care | Ophthalmology/Optometry |
| 23 | Coble Eye Associates | Ophthalmology/Optometry |
| 24 | Kansas Multispecialty Group | Ophthalmology/Optometry |
| 25 | Discover Vision | Ophthalmology/Optometry |
| 26 | Children's Mercy West | Pediatric services; Primary care; Immunizations; Radiology/Imaging services |
| 27 | Wyandotte Pediatrics | Pediatric services |
| 28 | Kansas City Transitional Care | Physical Therapy; Skilled nursing facility |
| 29 | Hands that Heal of Kansas, Inc. | Physical Therapy |
| 30 | Precise Physical Therapy | Physical therapy |
| 31 | Serc Physical Therapy | Physical therapy |

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| 32 | Providence Medical Center (Wound Care center) | Wound care & Hyperbaric Oxygen Therapy |
| 33 | Riverview Health Services | Social services; Prescription Assistance, Diabetes Supplies and Diabetes Education Classes |
| 34 | Community Health Council of Wyandotte County | Social services |
| 35 | Unified Government Public Health Department | Immunizations; Family planning services; Obstetrics and Gynecology ;Social services |
| 36 | Best Choice Home Health Care Agency Inc | Home Health Care Service |
| 37 | NBC Community Development Corporation | Family planning services ; Social services; Diabetes Prevention, Screening for HIV, Diabetes, Hypertension, Cancer, Physical Activity |
| 38 | Wyandotte Family Chiropractic Center | Chiropractic Care |
| 39 | Layton Chiropractic | Chiropractic Care |
| 40 | 8 Gates Natural Health, LLC | Alternative Medicine services |