

SNBC Service Accessibility Survey

December 2024



Topic, Audience and Purpose

Topic: Training for staff regarding working with people with disabilities (perceptions and training for our rural providers)

Audience: Emergency departments, primary care providers, home care providers and dental providers in our counties

Purpose: To understand the current state so South Country can help address any barriers/needs

Why and How Topic was Selected

- Discussed potential barriers and needs for rural providers with the other county-based purchasing plans and developed some draft potential questions
 - Training opportunities can potentially be more limited/challenging for smaller providers and rural providers
 - Training/resources could be developed to best serve our members and all individuals with disabilities based on the survey results
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Stakeholder Involvement

- We discussed this topic selection with the following stakeholders to get input:
 - South Country's leadership team, Rural Stakeholders Group, Member Advisory Committee, care coordinators, community care connectors and other county staff, and the Advisory Committee for Seniors and People with Disabilities Enrolled in Managed Care
- We reviewed our draft questions and plan with the following stakeholders to get input:
 - South Country's leadership team, Member Advisory Committee, care coordinators, community care connectors and other county staff, and the Advisory Committee for Seniors and People with Disabilities Enrolled in Managed Care
- We received some suggestions and feedback, which was incorporated into our survey (to include a definition of disability and survey dental providers)

Special Needs BasicCare Service

Accessibility Survey

Please complete the survey for your location and return in the enclosed envelope by May 31, 2024.

Definition:

A disability is the experience of any condition that makes it more difficult for a person to do certain activities or have equitable access within a given society. Disabilities may be cognitive, developmental, intellectual, mental, physical, sensory, or a combination of multiple factors.

Response Definition: ED=Emergency department PC=Primary Care provider HC=Home Care provider D=Dental provider

1. Please select your provider location type: ☐ ED ☐ PC ☐ HC ☐ D

2. What is the name of your facility/provider location? (Note: This is for tracking of completed surveys only; specific information for provider locations will be kept confidential.)

Response Definition: 1=25% 2=26-50% 3=51-75% 4=76-100%

3. What percentage of your total patient population is considered to be persons with disabilities/have special health care needs? (Please estimate)

Response Definition: 1=Yes 2=No 3=Sometimes 4=It depends on the type/extent of the disability 5=It depends on things other than the disability itself 6=Unsure

4. In general, do people with disabilities need more of your/staff's time than people without disabilities?

Response Definition: 1=Accessibility issues 2=Lack of staff 3=There's not enough demand in my service area(s) 4=Time constraints 5=Staff training/education 6=Other - Please explain 7=No issues - we are able to provide services to special needs (those with disabilities) individuals

5. What factors, if any, prevent your location from offering services to special needs (those with disabilities) persons? Please select all that apply:

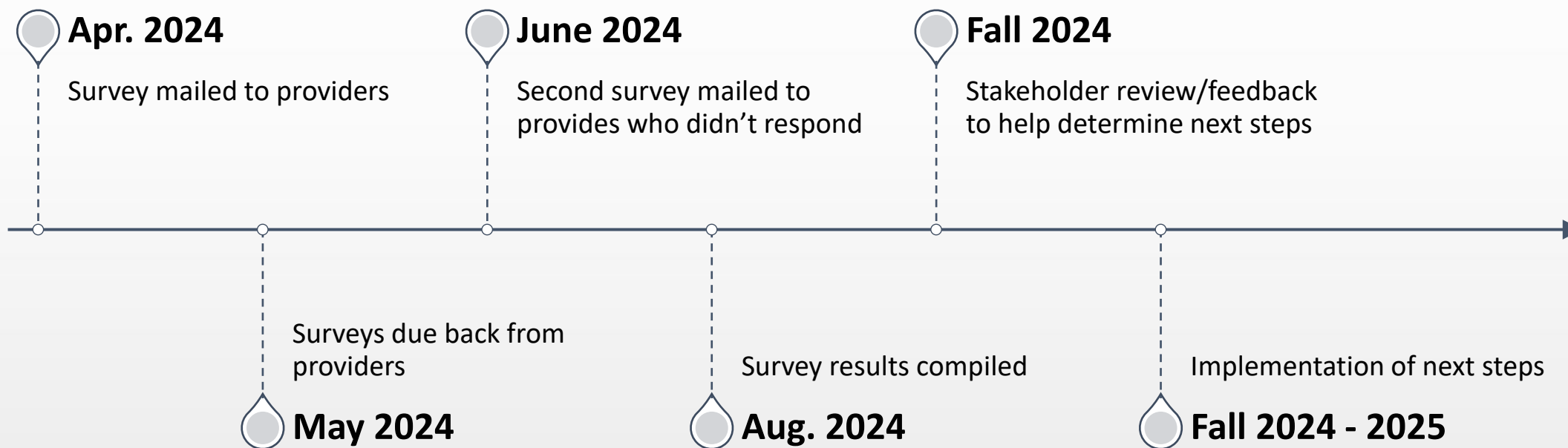
Response Definition: 1=Yes 2=Yes, but it is limited 3=No

6. Does your organization offer cultural competency and diversity training that includes working with people with disabilities to new employees and to all employees on an annual basis?

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Timeline and Method



High-Level Summary of Results - Response

- 50% response rate (all provider types)
 - Dental – 74% response rate
 - Home care – 71% response rate
 - Primary care - 28% response rate
 - Emergency department – 11% response rate

High-Level Summary of Results - Patients

- Breakdown by provider type of percentage of patients with disabilities or special health care needs
 - Dental = 68% indicated 25% or less; 32% indicated 26-50%
 - Home care = 20% indicated 25% or less; 20% indicated 26-50%; 60% indicated >75%
 - Primary care = 87.5% indicated 25% or less; 12.5% indicated 51-75%
 - Emergency department = 100% indicated 26-50% (*low response rate*)

High-Level Summary of Results - Training

- Cultural competency training and diversity training that includes working with people with disabilities provided to new employees and all employees annually
 - Dental providers = **14% said yes; 32% said yes, but limited; 50% said no; 4%** didn't answer question
 - Home care = **80% said yes; 20% said no**
 - Primary care = **87.5% said yes; 12.5% didn't answer question**
 - Emergency department = **100% said yes** (*low response rate*)

High-Level Summary of Results - Training

- Adequate and appropriate training to serve people with disabilities
 - Dental = 29% said yes; 50% said they have training, but more would be helpful; 21% said no
 - Home care = 80% said yes; 20% said they have training, but more would be helpful
 - Primary care = 87.5% said yes; 12.5% didn't answer the question
 - Emergency department = 100% said yes (**low response rate**)

WHAT EDUCATIONAL TOPICS WOULD HELP BETTER SERVE PEOPLE WITH DISABILITIES/SPECIAL HEALTH CARE NEEDS – ALL PROVIDERS COMBINED

Note: Fairly
consistent results
overall across
provider types.

Other: Responses
included all of
the above,
uncertain, and
housing,
transportation
and other
resources
available locally.

Didn't answer question
14%

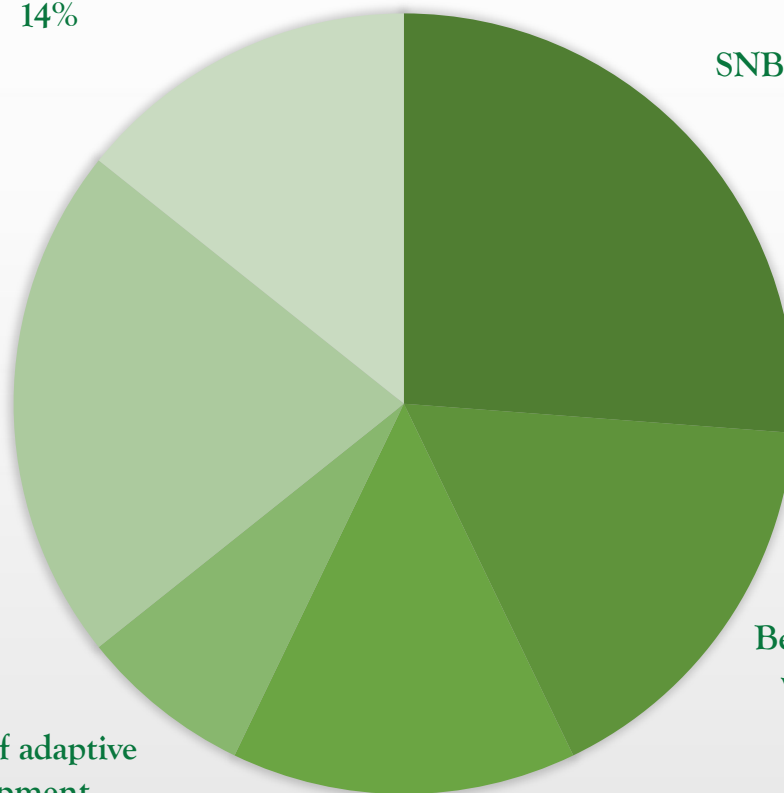
Other
22%

Basics of adaptive
equipment
7%

Communication
14%

SNBC program benefits
26%

Best practices in working
with SNBC members
17%



Next Steps

- Review and get input on action steps with additional stakeholders
 - We reviewed with our Rural Stakeholders Group in October
 - We reviewed with our Member Advisory Committee in November
 - We will review with other stakeholders as well
- Develop a communications and training plan and review with stakeholders
- Implement communications/training plan 2024-2025

Thank you!

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