ACCESS TO CARE GAP ANALYSIS

The Access to Care Gap Analysis was conducted from May 2017 to February 2018. The goal of the gap analysis was to gather information throughout Oakland County on barriers to receiving health services from community members and partner organizations. Results were used to create strategies that improve access to health services, reduce barriers to care, and find ways to collaborate among partners.

HEALTHCARE

96% of respondents had health insurance.

33% of respondents delayed seeing a medical provider.

14% of respondents experienced problems making medical appointments. The biggest problems with making appointments:

BUSINESS HOURS　　**LANGUAGE BARRIERS**　　**EXPENSE AND COPAYS**

9% fewer — African American respondents had a primary care provider compared to white respondents.

DENTAL

80% had a dental treatment or cleaning in the past year.

27% delayed dental care in the past 12 months.

12% more — African American respondents reported delaying dental treatment compared to white respondents.

MENTAL HEALTH

17% of respondents have been referred to mental health/substance abuse services.

90% of those referred received the needed mental health or substance abuse services.

Mental Health was the least utilized healthcare service by respondents in the last 12 months.

Older adults are less likely to be referred to mental health services than all other age groups.

PRIORITY POPULATIONS

Only 48% of Hispanic/Latino participants reported a non-sick medical appointment.

9% fewer African American participants reported having a primary care physician than white participants.

38.5% African American
26.1% Hispanic/Latino
34.8% Middle Eastern

Participants delayed getting Dental Care

PARTNER FINDINGS

Only 43% of partners agreed their organization has a range of culturally appropriate programs & services available.

Only 40% of partners agreed their organization has oral and written information that is appropriate for the cultural, linguistic, and literacy needs of the community.

Partner organizations identified barriers to accessing or using healthcare:

TRANSPORTATION

? LACK OF KNOWLEDGE OF SERVICES

COMMUNICATION BETWEEN PROVIDERS