ONE REGION, ONE CNA
Ulster County

A REGIONAL COMMUNITY NEEDS ASSESSMENT (CNA) UNDERTAKEN IN COLLABORATION WITH: WESTCHESTER MEDICAL CENTER, MONTEFIOR MEDICAL CENTER, REFUAH HEALTH CENTER AND HEALTH ALLIANCE OF THE HUDSON VALLEY
CNA PROCESS and TIMELINE

Prior to Mid September 2014
* Prepared, translated, & finalized survey instruments; created public facing websites as platforms for data collection and communication
* Distributed survey through email and postal mail to DOH and PPS partners; carried out public awareness campaign
* Commenced data collection

Mid-September – December 2014
* Continued with data collection and entry
* Conducted quality assurances and data cleaning
* Performed preliminary data analyses for PPSs’ DSRIP applications

January 2015 – Present
* Completed data collection and entry
* Completed data cleaning and quality assurances
* Continue data analyses and research findings dissemination activities
From a total sample of 4,952 survey respondents, 504 are from Ulster County. This subpopulation (n=504), however, are demographically different from the overall Ulster County population. Findings presented here, therefore, are only reflective of those who participated in the survey and not representative of the County.
Ulster County (n=504) – Respondents Demographics
Ulster County (n=504) – Respondents Race

- White, 90%
- Black, 3%
- Asian, 1%
- Native, 1%
- Other, 5%
Ulster County (n=504)

**Respondents Age**

- 18-24: 6%
- 25-34: 16%
- 35-44: 15%
- 45-54: 25%
- 55-64: 29%
- 65-74: 7%
- 75 and older: 2%

**Respondents Annual Household Income**

- Less than $10,000: 10%
- $10,000-$19,999: 10%
- $20,000-$29,999: 8%
- $30,000-$39,999: 10%
- $40,000-$49,999: 7%
- $50,000-$74,999: 16%
- $75,000 and over: 39%
CNA Demographics Take Away Points

Our survey sample for Ulster County was not representative of the overall demographics for the county, compared to the 2013 Census data. It was less representative of Black/African American, Asian, and Hispanic. We also oversampled White, Native American, and those with low social economic status. Our Ulster County’s sample also has more women and most were younger than 65 years of age.

Among the uninsured, 54% were not aware of how to get their healthcare paid for.

21% of the respondents from Ulster County reported that they were unemployed, compared to 7.0% for the whole county (NYS Dept of Labor for March 2014).
Ulster County (n=504)

Respondents’ Ranking of Their Overall Health and Mental Health

- Excellent: 16% Over all Health, 29% Over all MH
- Very Good: 38% Over all Health, 35% Over all MH
- Good: 36% Over all Health
- Fair: 8% Over all Health, 10% Over all MH
- Poor: 2% Over all Health, 1% Over all MH
Ulster County – Community Health Issues

Top ranked health issues in the community by respondents (out of 17):

• Cancer*
• Obesity
• Mental Health
• Diabetes*¥
• Heart Disease*

*Top 3 leading causes of death in NYS, according to the NYS DOH Vital Statistics
¥One of the leading causes of death among minority populations
Health Services Access & Utilization by Respondents
Ulster County (n=504)/Regional (N = 4,952)

- Ulster: 93% have a provider when needed
- Regional: 87% have a provider when needed
- Ulster: 70% had a routine dental check-up (past year)
- Regional: 68% had a routine dental check-up (past year)
- Ulster: 31% self/family traveled out of County for healthcare
- Regional: 16% self/family traveled out of County for healthcare
Ulster County – Health Services Access & Utilization by Respondents (cont.)

Top Health Services to Leave County for Care (out of 9 services, n=144)

1. Specialty Care (44%)
2. OB/GYN (26%)
3. Primary Care/Hospital (21%)
4. Dental (19%)
5. Pediatric (6%)
Main reasons for traveling outside of county for health services (n=144)

- For better care, 62%
- No provider in County, 19%
- Closer to work/home, 19%
Health Services Access & Utilization by Respondents (cont.)
Ulster County (n=504)/Regional (n = 4,952)

Last Routine Physical Check-Up

- Ulster: Past year - 78%, Past 2 years - 14%, Past 5 years - 3%, 5 or more years - 3%
- Regional: Past year - 76%, Past 2 years - 14%, Past 5 years - 4%, 5 or more years - 3%
Ulster County – Health Services Access & Utilization by Respondents (cont.)

~ 6% of respondents had not had a routine checkup in > 2 yrs. Similar reasons were cited by those without a dental check-up in past year (30%)

TOP REASONS FOR LACK OF ROUTINE CHECK-UPS

- Healthy
- High Cost
- Lack of Time
- Fear
Ulster County – Health Services Access & Utilization by Respondents (cont.)

Went to the ED – Past Year

About 30% of respondents went to the Emergency Department last year for care

- Seriousness of the health problem
- Lack of alternative providers
CNA – Health Services Access & Utilization by Respondents (cont.)

<table>
<thead>
<tr>
<th>Service</th>
<th>Know Where To Go</th>
<th>Used Service In Past Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diabetes testing</td>
<td>82%</td>
<td>33%</td>
</tr>
<tr>
<td>Blood Pressure testing</td>
<td>87%</td>
<td>65%</td>
</tr>
<tr>
<td>Cholesterol testing</td>
<td>86%</td>
<td>57%</td>
</tr>
<tr>
<td>Cancer screening</td>
<td>77%</td>
<td>33%</td>
</tr>
<tr>
<td>Nutrition Education</td>
<td>78%</td>
<td>15%</td>
</tr>
<tr>
<td>Weight loss programs</td>
<td>74%</td>
<td>13%</td>
</tr>
<tr>
<td>HIV testing</td>
<td>80%</td>
<td>15%</td>
</tr>
<tr>
<td>STD testing</td>
<td>80%</td>
<td>16%</td>
</tr>
<tr>
<td>Mental Health services</td>
<td>82%</td>
<td>25%</td>
</tr>
<tr>
<td>Substance Abuse services</td>
<td>73%</td>
<td>7%</td>
</tr>
<tr>
<td>Alcohol Abuse services</td>
<td>73%</td>
<td>6%</td>
</tr>
<tr>
<td>Family Planning services</td>
<td>80%</td>
<td>8%</td>
</tr>
<tr>
<td>Maternal &amp; Child services</td>
<td>78%</td>
<td>9%</td>
</tr>
</tbody>
</table>

Preventive Health Services

Treatment Health Services

- Westchester Medical Center
- Center for Regional Healthcare Innovation
Ulster County - Health Services Access & Utilization

Take Away Points

Ulster county has the highest rate of those who traveled outside of the county (29% of all Ulster respondents) for healthcare services compared to the region. The top reason was to seek better care.

30% of respondents reported that they used the Emergency Department for services in the past year, the highest rate in the region.

Cancer, obesity, mental health, and diabetes were identified among the top community health issues, yet 13%-27% of respondents did not know where to get basic preventive care for these conditions.
ACKNOWLEDGEMENT

This survey was made possible through the help and support of many individuals and organizations, including the staff of Ulster County Department of Health and the three Performing Provider Systems (PPSs) in the Hudson Valley Region (Westchester Medical Center, Montefiore Medical Center, and Refuah Health Center). We sincerely acknowledge the interest shown in our survey by our network partners and all respondents who were willing to share their opinions on health care delivery in our region. Their insights are invaluable.
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